reconstruction_version_video_chat_english_word

Start of Block: Description and agreement *	
Q1 Number of tested subject (filled by researcher).	
Q2 In this survey we want to better understand you as a customer. Please, answer closed questions about your experiences and preferences related to video chats.	
Whenever you are asked about video chats, think of all kinds of video services where you can live connect with other people (e.g. teleconferencing on Zoom and other platforms or live video chatting with friends on Whatsapp etc). Don't be limited to the services mentioned. We are interested in all kinds of video calls using the Internet.	
However, be careful. Consider only video calls, not recorded private videos (e.g. on Snapchat or Messenger), not live stream videos (sports events, YouTube or Facebook live streams, etc.) and not video on demand (TV series and programs watched online such as Netflix, pre-recorded YouTube or Facebook videos, etc.). If you have questions, please ask for help. Participation is voluntary and you can resign at any time. The test will take approximately 30 minutes.	
X	
Q3 Do you agree to participate in the study?	
○ Yes (1)	
O No (2)	
Page Break	
Page Break	

Q7 How old are you?

Under 18 (1)

18 - 24 (2)

25 - 34 (3)

35 - 44 (4)

45 - 54 (5)

55 - 64 (6)

65 - 74 (7)

75 - 84 (8)

85 and more (9)

Q8 Which of t	the following video chat services have you used <u>during</u> the last month? Multiple choice is possible.
	Facebook Messenger (video chat) (1)
	FaceTime (2)
	Whereby (3)
	WhatsApp (video chat) (4)
	Zoom (5)
	Skype (6)
	Skype for Businnes (7)
	Google Meet (8)
	Microsoft Teams (9)
	Blackboard Collaborate (10)
	Google Duo (11)
	Cisco/WebEx (12)
	GoToMeeting (13)
	Other (14)
	Other (15)
	Other (16)
	Other (17)

Other (18)
X
Q9 Based on the time you spent on video calls, you would describe yourself as:
O Non-user (I don't use video chat) (1)
Occasional user (I use video chat from time to time) (2)
Regular user (I use video chat daily) (3)
O Intensive user (I use video chat several times a day) (4)
Overwhelmed user (I feel like I use too much video chat, multiple times a day) (5)
X^{\Rightarrow}
Q10 Please score how proficient you are in using electronic devices (smartphone, computer, etc.)?
O Not at all (1)
O To some degree (2)
O Moderately (3)
Oconsiderably (4)
O Highly (5)
χ_{\Rightarrow}

Q11 Please select the type of Internet connection that you primarily use to access the video chat:	
O LAN (Internet cable) (1)	
○ Wi-Fi (2)	
Cellular network (mobile data) (3)	
O It strongly depends on where I am (4)	
X	
Q12 How much mobile data is included in your mobile subscription (phone subscription)?	
O I don't know (1)	
O Up to 5 GB (2)	
O More than 5 GB and up to 10 GB (3)	
O More than 10 GB and up to 15 GB (4)	
O More than 15 GB (5)	
O I have a plan without data limit (6)	
O I don't have mobile internet (7)	
Other (8)	

Q13 Who pays for your mobile subscription (e.g. Internet on your phone)?	?		
○ Me (1)			
O My employer (2)			
O My parents (3)			
○ My partner (4)			
O I don't have any (5)			
Other (6)			
X->		 	
Q14 Who pays for your home Internet ?			
○ Me (1)			
○ My employer (2)			
O My parents (3)			
○ My partner (4)			
I don't have any (5)			
Other (6)			
Display This Question:		 	
If Who pays for your home Internet? != I don't have any			
$X \rightarrow$			

Q15 Generally, how satisfied are you with your home Internet connection (speed, stability, range, etc.)?
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)
Display This Question:
If Who pays for your mobile subscription (e.g. Internet on your phone)? != I don't have any
X
Q16 Generally, how satisfied are you with your mobile Internet connection (speed, stability, range, etc.)?
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)
Page Break —————

Start of Bloc	k: Purpose
217 For which	th purpose (-s) have you used video chat services in the past month? (Multiple choice is possible):
Q 17 1 OI WING	in purpose (c) have yet used vides shall services in the past mental. (Malaple shells is possible).
	Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) (1)
	Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) (2)
	Learning and information seeking (e. g. participation in a digital lecture, group work, discussion) (3)
	Connecting with friends or family (4)
	To have a company (e.g. sound in the background or as a second activity, etc.) (5)
	To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) (6)
	Work (e. g. meetings, job interviews, participation in training/seminars) (7)
	To share an important event with those who are absent (e. g. to join weddings, housewarming party etc.) (8)
	To consult a doctor (9)
	Other (10)
	Other (11)

Q18 Please indicate below, which services have you used for what purpose. (Multiple choice is possible):

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Pleasure and entertainment (e.g. not to be bored, to pass some time, etc.) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Relaxation (e.g. Forgetting my daily duties, worries, distraction from stressful events, etc.) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Learning and information seeking (e. g. participation in a digital lecture, group work, discussion) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Connecting with friends or family Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To have a company (e.g. sound in the background or as a second activity, etc.) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To separate from others (e.g. to have personal space for transportation or to be able to ignore surroundings, etc.) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Work (e. g. meetings, job interviews, participation in training/seminars) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To share an important event with those who are absent (e. g. to join weddings, housewarming party etc.) Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = To consult a doctor Display This Answer: If For which purpose (-s) have you used video chat services in the past month? (Multiple choice is p... = Other Display This Answer: If If W jakim celu (-ach) korzystałeś (-aś) z wideo czatu w ostatnim miesiącu? (Możliwych jest kilka odpowiedzi): Inny Is Not Empty Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat) Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Other Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Display This Answer: Display This Display This Display This Answer: Answer: Display This Display This If For Answer: Answer: Display This Answer: If For Display This Answer: which purpose If For Answer: which purpose If If W If For which purpose Display This Answer: Display This If For (-s) have you If For which purpose Answer: jakim celu (-(-s) have you If For (-s) have you Answer: If For which purpose (-s) have you services in the which purpose ised video cha ach) (-s) have you which purpose (-s) have you If For If For used video chat services in the past month? korzystałeś (ısed video cha (-s) have you services in the which purpose (-s) have you ısed video cha services in the past month? Multiple choice aś) z wideo services in the ised video cha past month? (-s) have you services in the (-s) have you past month? ⁄Iultiple choice is p... = To czatu w Multiple choice past month? services in the used video cha services in the past month? sed video cha Multiple choice separate from ostatnim *is p...* = is p... = To Multiple choice past month? past month? services in the Multiple choice services in the Learning and is p... = others (e.g. to miesiącu? is p... = Multiple choice share an Multiple choice s p... = To have past month? past month? Pleasure and Możliwych jes Relaxation (e.g information have personal is p... = Workmportant even is p... = a company Multiple choice Multiple choice entertainment Forgetting my seeking (e. g. space for (e. g. meetings vith those who kilka Connecting with (e.g. sound in is p... = To is p... = Other (e.g. not to be daily duties, participation in transportation job interviews, are absent (e. odpowiedzi). friends or family the background consult a doctor bored, to pass a digital lecture or to be able to participation in \${Q17/Choice Inny Is Not g. to join or as a second some time, etc.) distraction from group work, weddinas. Empty Watching with ignore training/seminal TextEntryValu Contact with activity, etc.) stressful surroundings. housewarming friends or the doctor (9) e/7} (10) \${Q17/Choice Pleasure and etc.) party etc.) events, etc.) To have a family (4) Learning and Work (7) TextEntryValu entertainment company (5) To separate Sharing of Relaxation (2) information (1) e/8} (11) from others seeking (3) events (8) (6)Display This Choice: If Which of the following rideo chat services have yoι used during the last month? Multiple choice i... =

Facebook Messenger (video chat) Facebook Messenger (video chat) (1)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = FaceTime FaceTime (2)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Whereby Whereby (3)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = WhatsApp (video chat) WhatsApp (video chat) (4)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Zoom Zoom (5)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Skype Skype (6)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Skype for Businnes Skype for Businnes (7)						

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Google Meet Google Meet (8)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Microsoft Teams (9)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Blackboard Collaborate Blackboard Collaborate (10)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Google Duo Google Duo (11)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Cisco/WebEx Cisco/WebEx (12)						
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = GoToMeeting GoToMeeting (13)						

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Other \${Q8/ChoiceTextEntryVal ue/20} (20)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/- aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryVal ue/21} (21)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/- aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryVal ue/22} (22)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/- aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryVal ue/23} (23)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/- aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryVal ue/24} (24)						

Q19 Please indicate below which services you use on which device? (Multiple choice is possible)

Tablet (2)

(1)

Laptop (3)

computer

(4)

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Facebook Messenger (video chat) Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = FaceTime Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Whereby Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = WhatsApp (video chat) Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Zoom Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Skype for Businnes Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Meet Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Microsoft Teams Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Blackboard Collaborate Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Google Duo Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Cisco/WebEx Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = GoToMeeting Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i... = Other Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty Desktop Smartphone Projector

TV (6)

(5)

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Facebook Messenger (video chat) Facebook Messenger (video			
chat) (1)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = FaceTime FaceTime (2)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Whereby			
Whereby (3)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = WhatsApp (video chat)			
WhatsApp (video chat) (4)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Zoom			
Zoom (5)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Skype Skype (6)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Skype for Businnes Skype for Businnes (7)			

Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Google Meet Google Meet (8)			
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Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Google Duo Google Duo (11)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Cisco/WebEx Cisco/WebEx (12)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = GoToMeeting GoToMeeting (13)			
Display This Choice: If Which of the following video chat services have you used during the last month? Multiple choice i = Other \${Q8/ChoiceTextEntryValue/20}			

Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryValue/21} (21)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryValue/22} (22)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryValue/23} (23)						
Display This Choice: If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty \${Q8/ChoiceTextEntryValue/24} (24)						
Page Break	 	 	 	 	 	

X→	
Q20 Where h	ave you used video chat services in the past month (multiple options can be selected)
	At home (1)
	At work (2)
	At school (3)
	During transportation (e.g. in the car, on the bus etc.) (4)
	Outside (e.g. in a park, in a garden, etc.) (5)
	In a covered public place (e.g. at the shopping mall, at the airport, etc.) (6)
	Other (7)
<i>χ</i> →	
	of these places have you used video chats most often?
O At hor	me (1)
O At wo	rk (2)
O At sch	ool (3)
O During	g transportation (e.g. in the car, on the bus etc.) (4)
Outsid	de (e.g. in a park, in a garden, etc.) (5)
O In a co	overed public place (e.g. at the shopping mall, at the airport, etc.) (6)

Other (7) _____

2 How many people are usually around you when you participate in a video call?
O No one (1)
O 1 (2)
O 2 (3)
O 3 (4)
O More than 3 (5)
O It depends (6)
d of Block: Purpose
art of Block: Block 3
3 his section, we would like you to describe your general beliefs on the factors influencing your experience with video chats. Focus on your personal experience. If you need to, you can see below what type of vice we want you to think about when we ask about video conferences or video chats. Please note that we only want you to think about live video chats using the Internet.
4 \${Q8/ChoiceGroup/SelectedChoices}
]
5 How annoying do you find video malfunctions during a video call (such as low resolution, lack of smoothness, stalling, etc)?
O Not at all (1)
O To some degree (2)
O Moderately (3)
Oconsiderably (4)
○ A lot (5)
•

Q26 How much convinced are you that you would call your Internet operator or write an e-mail to the Service Owner, if you knew it may help you solve these problems?
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)
X
Q27 How convinced are you that you would refresh your browser to improve video quality on video call?
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)
X+
Q28 How convinced are you that you would restart your Internet connection to improve video quality on video calls?
O Not at all (1)
O To some degree (2)
O Moderately (3)
O Considerably (4)
○ A lot (5)

Q29 How convinced are you that you would pay more to get better video calls quality?	
O Not at all (1)	
○ To some degree (2)	
O Moderately (3)	
Oconsiderably (4)	
○ A lot (5)	
$X \rightarrow$	
Q30 How convinced are you that you would change Internet operator or a Service Provider due to the poor video quality?	
O Not at all (1)	
O To some degree (2)	
O Moderately (3)	
Oconsiderably (4)	
○ A lot (5)	
$X \rightarrow$	
Q31 How important is video quality to you?	
O Not at all (1)	
O To some degree (2)	
O Moderately (3)	
Oconsiderably (4)	
○ A lot (5)	
Page Break —————	

Q32

In this section, we will ask you to evaluate various characteristics and **factors** in terms of how much you think they affect your video calls experience. Imagine how much the given events and characteristics make the experience pleasant or annoying.

Please mark it on a scale from "Not at all" to "A lot". If you think an aspect has a big impact, choose "A lot" and if not, select "Not at all". We encourage you to differentiate as much as possible during the assessment. There are no "right or wrong" answers. If you do not understand an item, please select "I don't understand".

We want to know what may impact your personal experience with video chat services. Focus on your general experience that is not related to one specific memory.	

End of Block: Block 3

Start of Block: Block 6



Q33 In this section, rate **how much** these factors impact your experience with video chat services.

	Not at all (1)	To some degree (2)	Moderately (3)	Considerably (4)	A lot (5)	I don't understand (6)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	0	0	0	0	0	0
Image and sound synchronization (2)	0	0	0	0	\circ	0
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	0	0	0		0	0
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	0	0	0		0	0
Colors quality (reality, diversity, contrast) (5)	0	0	0	0	0	0
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	0	0	0		0	0
Device type (resolution, size, quality) (7)	0	0	0	0	\circ	0

Network connection efficiency (8)	0	\circ	\circ	0	\circ	0
Application features (design, appearance, ease of use, ease of access) (9)	0	0	0	0	0	0
The presence of family, friends or a supervisor / boss / teacher (10)	0	0	0	0	0	0
Environment (lighting, time of day, comfort and temperature, etc.) (11)	0	0	0	0	0	0
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	0	0	0	0	0	0
Your mood and emotions (13)	\circ	\circ	\circ	\circ	\circ	\circ
Previous experiences (screen time, significant events of this day, etc.) (14)	0	0	0	0	0	0
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	0	0	0	0	0	0
Your interest in the content (16)	0	0	0	0	0	0

0	0	\circ	0	\circ	\circ
0	0	0	0		0
0	0	0	0	0	0
0	0	0	0	0	0
0	\circ	\circ	\circ	\circ	\circ
0	0	0		0	0
0	0	0	0	0	0
0	0	0	0	0	\circ
0	0	0	0	0	0
0	\circ	\circ	\circ	\circ	\circ

the content (e.g. whether you find it interesting or boring) (27)

End of Block: Block 6

Start of Block: Block 4

Q38

Now, please think about the important event related to video chat over the past month. We want you to recall a **unique**, **memorable experience** (satisfying or unsatisfying) that you have had while using any type of video chat application.

Take a few minutes to make sure you remember a personal, unforgettable experience and recreate the event as detailed and accurately as possible. To help you recall this memory, we will display some leading questions on the following pages. Some question doesn't require writing down the answer. However, thinking about them will help you complete the rest of the questionnaire. We provide minimum **15 seconds** for each question. Only after that time it will be possible to move on to the next question.

need, you can see below what type of service we want you to think about when we ask for video chat. Please note that we only want you to think about live video chats using the Internet.	
{Q8/ChoiceGroup/SelectedChoices}	
Break ————————————————————————————————————	

Q40 Timing First Click (1)			
Last Click (2)			
Page Submit (3) Click Count (4)			
χ_{\Rightarrow}			
Q41 What day of the week it was (was it a weekend or a	working day)?		
O Monday (1)			
O Tuesday (2)			
○ Wednesday (3)			
○ Thursday (4)			
○ Friday (5)			
○ Saturday (6)			
O Sunday (7)			
X÷			
Q42 What time of day was it?			
O In the morning (1)			
O In the afternoon (2)			
O In the evening (3)			
O In the night (4)			
Page Break		 	

Q43 Timing
First Click (1)
Last Click (2)
Last Click (2) Page Submit (3)
Click Count (4)
Q44 Take a few seconds to remember: Where was it? Who did you connect with? The answer does not need to be written down. In 15 seconds you will be able to move on.
Daga Prook
Page Break ————————————————————————————————————



Q45 What device did you connect on?

Tablet (1)
Phone/Smartphone (2)
Laptop (3)
TV (4)
Desktop computer (5)
Projector (6)

Q46 What service did you use at that time?
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Facebook Messenger (video chat)
O Facebook Messenger (video chat) (1)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = FaceTime
O FaceTime (2)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Whereby
○ Whereby (3)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = WhatsApp (video chat)
○ WhatsApp (video chat) (4)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Zoom
O Zoom (5)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Skype
O Slame (6)
O Skype (6) Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Skype for Businnes
If Which of the following video that convicte have yet accardiantly the fact month. Mattiple choice i.i Experior Edelinio
○ Skype for Businnes (7)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Google Meet
○ Google Meet (8)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Microsoft Teams
O Microsoft Teams (9)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Blackboard Collaborate
O Blackboard Collaborate (10)
Display This Choice:

If Which of the following video chat services have you used during the last month? Multiple choice i = Google Duo
○ Google Duo (11)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Cisco/WebEx
○ Cisco/WebEx (12)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = GoToMeeting
○ GoToMeeting (13)
Display This Choice:
If Which of the following video chat services have you used during the last month? Multiple choice i = Other
○ \${Q8/ChoiceTextEntryValue/20} (14)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${Q8/ChoiceTextEntryValue/21} (15)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${Q8/ChoiceTextEntryValue/22} (16)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${Q8/ChoiceTextEntryValue/23} (17)
Display This Choice:
If If Z których z poniższych usług wideo na żądanie (VOD) korzystałeś/-aś w ciągu ostatniego miesiąca? Możliwy jest wielokrotny wybór. Inne Is Not Empty
○ \${Q8/ChoiceTextEntryValue/24} (18)
Other (19)
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Page Break ————————————————————————————————————

Q47 Timing
First Click (1)
Last Click (2)
Page Submit (3)
Click Count (4)
Q48 Take a few seconds to remember: For what purpose did you use the video chat? How did you feel then? The answer does not need to be written down. In 15 seconds you will be able to move on.
Page Break ————————————————————————————————————

$X \rightarrow$
Q49 Was it a pleasant or unpleasant event?
O Pleasant (1)
O Unpleasant (2)
O Hard to say (3)
$X \rightarrow$
Q50 Many people experience irritation or satisfaction when viewing a video due to various factors. In this study, we want to get to know this phenomenon better. For this purpose, we need to check how carefully people read our questions. Please choose the answer "Considerably" below. Then, you can move on to the rest of the study related to the remembered example experience.
O Not at all (1)
○ To some degree (2)
O Moderately (3)
Considerably (4)
○ A lot (5)
End of Block: Block 4
Start of Block: Block 5
Q51 Having in mind the experience you just thought about, we ask you to re-evaluate the various factors and characteristics that may have influenced your experience. This time, please answer how strongly these factors have had a positive or negative impact on your impressions of that particular, one, remembered event. Think about how the given events and characteristics made the experience pleasant or annoying.
If they were very significant, select "A lot", and if not at all, select "Not at all". If any items did not exist in your memory, select "Absent". When an item is incomprehensible, please mark "I don't understand". We encourage you to differentiate your answers as much as possible. Remember that we need a description of your own experience. There are no "right or wrong" answers.
We want to see what your experience was like in this particular case.
This is the last part of the study. However, it is very important. Please do it carefully.
End of Block: Block 5

Start of Block: rekonstrukcja



Q52 In this section, rate **how much** these factors impact your **recalled** experience with video chat services.

	Absent (1)	Not at all (2)	To some degree (3)	Moderately (4)	Considerably (5)	A lot (6)	I don't understand (7)
Fluency of the video (e.g., Occurrence of stalling events, frame drop, freeze, time jumps, lack of continuity, etc.) (1)	0	0	0	0	0	0	0
Image and sound synchronization (2)	0	\circ	0	0	0	0	0
The presence of artifacts or distortion in the video (visibility of shapes that are strange and unnatural) (3)	0	0	0	0	0	0	0
Reproduction quality of dark / black parts of the video (visible blocks or other artifacts in the dark part of the video) (4)	0	0	0	0		0	0
Colors quality (reality, diversity, contrast) (5)	0	0	0	0	0	0	0
Video resolution (visible pixels, number of details, sharpness, etc.) (6)	0	0	0	0		0	0
Device type (resolution, size, quality)	\circ	\circ	\circ	0	0	\circ	\circ

(7)							
Network connection efficiency (8)	0	0	\circ	\circ	0	\circ	\circ
Application features (design, appearance, ease of use, ease of access) (9)	0	0	0	0	0	0	0
The presence of family, friends or a supervisor / boss / teacher (10)	0	0	0	0		0	0
Environment (lighting, time of day, comfort and temperature, etc.) (11)	0	0	0	0	0	0	0
Your attention (multitasking / other activity, lack of sleep, etc.) (12)	0	0	0	0	0	0	0
Your mood and emotions (13)	0	\circ	\bigcirc	\bigcirc	\circ	\circ	\circ
Previous experiences (screen time, significant events of this day, etc.) (14)	0	0	0	0	0	0	0
Cost / price (if access was paid, price of the service, how much money you have already spent on that service, etc.) (15)	0	0	0	0		0	0
Your interest in the content	0	\circ	\circ	\circ	\circ	\circ	\circ

(16)							
Content importance / significance (17)	0	0	0	0	\circ	0	0
Number of crucial details (e.g. presence of small essential elements, little drawings / inscriptions, slides with graphics, etc.) (18)	0	0	0				0
Purpose of use - work, education, entertainment, etc (19)	0	0	0	0	0	0	0
Emotions evoked by the content (20)	0	0	\circ	\circ	0	\circ	\circ
Duration of the call (21)	0	\circ	\circ	\circ	\circ	\circ	\circ
The fact that the meeting was recorded or not (possibility to watch it again later) (23)	0	0	0	0	0		0
Your interaction with other participants (24)	0	0	0	0	0	0	0
Your expectations regarding the content (25)	0	0	0	0	0	0	0
Visibility of details in dark scenes - the quality of these scenes (26)	0	0	0	0	0	0	0

Your appreciation of the content (e.g. whether you find it interesting or boring) (27)