

Chaperone User Study Questions

*Required

1. 1. What is your age?

Mark only one oval.

- ☐ 18 - 25 years old
- ☐ 26 - 30 years old
- ☐ 31 - 35 years old
- ☐ 36 - 40 years old
- ☐ 41 - 45 years old
- ☐ 46 - 50 years old
- ☐ over 50 years old

2. 2. What is your identified gender?

Mark only one oval.

- ☐ Female
- ☐ Male
- ☐ Prefer not to say
- ☐ Other: _____

3. 3. What is the highest degree or level of school you have completed?

Mark only one oval.

- ☐ Less than a high school diploma
- ☐ High school degree or equivalent
- ☐ Associate degree
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Doctorate
- ☐ Prefer not to say
- ☐ Other: _____

4. 4. Which of the following best describes your educational background or job field?

Mark only one oval.

- ☐ I have an education in, or work in, the field of Computer Science, Computer Engineering or IT
- ☐ I do not have an education in, nor do I work in, the field of Computer Science, Computer Engineering, or IT
- ☐ Other: _____

5. 5. Which of the following best describes your level of proficiency with technology?

Mark only one oval.

- ☐ Basic (I can perform basic tasks on a smartphone such as sending emails or browsing the Internet.
- ☐ Intermediate (I can perform intermediate tasks on a smartphone such as changing the settings or installing new applications
- ☐ Advanced (I have knowledge of and am capable of writing source code)

6. 6. Which of the following best describes your level of proficiency with Security?

Mark only one oval.

- ☐ Basic (have limited understanding on security, i.e., do not know what antivirus is or how to use it)
- ☐ Intermediate (have some knowledge on aspects of security and different threats that exist and how to remediate some of them)
- ☐ Advanced (Has some formal training or actively researches security topics)

7. 7. Can you identify which of these relationship types apply to those you currently live with (choose all that apply)?

Tick all that apply.

- ☐ I live alone.
- ☐ Spouse
- ☐ Own children
- ☐ Parents
- ☐ Siblings
- ☐ Friends
- ☐ Roommates

Other: ☐ _____

8. 8. What smartphone models have you ever owned in the recent two years?

Smartphone loss experience

9. Have you ever experienced smartphone loss? *

Mark only one oval.

☐ Yes *Skip to question 10*

☐ No *Skip to question 22*

Smartphone loss case

10. Where did the smartphone loss happen?

11. When did the smartphone loss happen?

12. Description of the location. (From layout, noise, nearby people)

13. What is the type of smartphone loss?

Mark only one oval.

☐ Forgotten phone

☐ Dropped phone

☐ Stolen phone

☐ Other: _____

14. How did you lose the device? (including where you placed your device, what made you forget your phone)

15. When did you realize the smartphone loss?

Mark only one oval.

- ☐ within several minutes
- ☐ around one hour
- ☐ several hours
- ☐ more than a day
- ☐ Other: _____

16. What measures did you take to recover your phone?

Tick all that apply.

- ☐ Find my device (or a similar app)
- ☐ Go back to the place and look for the device
- ☐ Use another phone to call the lost one
- ☐ Ask people around the place

Other: ☐ _____

17. Did you recover your lost phone?

Mark only one oval.

☐ Yes

☐ No

18. How long did it take you to recover your phone?

19. What measure contributed the most?

20. What further measures did you adopt to stop data loss?

21. More device loss case to report?

Mark only one oval.

☐ Yes

☐ No

Unattended smartphone experience

22. Have you ever left your smartphone unattended in public spaces except for smartphone loss? *

Mark only one oval.

☐ Yes

☐ No

Unattended smartphone public case

23. Where did the unattended smartphone happen?

24. When did the unattended smartphone happen?

25. Was it noisy around?

Mark only one oval.

☐ Yes

☐ No

26. Were there some people passing by?

Mark only one oval.

☐ Yes

☐ No

27. Were there any people close to you?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

28. Where did you put your smartphone?

29. How long did the smartphone remain unattended?

Mark only one oval.

- ☐ for several minutes
- ☐ around one hour
- ☐ several hours
- ☐ overnight
- ☐ Other: _____

30. Why did you leave your smartphone unattended?

31. How often do you leave your smartphone unattended in this place?

Mark only one oval.

- ☐ Several times a day
- ☐ Once a day
- ☐ Every few days
- ☐ Once a week
- ☐ Once a month
- ☐ Rarely
- ☐ Other: _____

32. Have you experienced situations where someone tried to access your phone?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

33. (If yes) Please simply describe the story.

34. (If yes) Who was accessing your smartphone?

35. (If yes) What information did that person try to access?

36. More cases?

Mark only one oval.

☐ Yes

☐ No

Demo checklist

37. Free test events

Tick all that apply.

- ☐ Random activities
- ☐ Place phone in different orientations
- ☐ Leaving in different speeds
- ☐ Place phone at different positions
- ☐ Nearby people
- ☐ Small objects nearby

Other: ☐ _____

38. Guided test

Tick all that apply.

- ☐ Random activities
- ☐ Place phone in different orientations
- ☐ Leaving in different speeds
- ☐ Place phone at different positions
- ☐ Nearby people
- ☐ Small objects nearby

Other: ☐ _____

39. Reaction to alert

Mark only one oval.

- ☐ Have noticed during the experiment
- ☐ Percived but mentioned after experiment
- ☐ No reaction
- ☐ Other: _____

40. Did you hear the acoustic signal?

Mark only one oval.

- ☐ Yes
- ☐ No

Perception of Chaperone

41. What did you like about Chaperone?

42. What did you dislike about Chaperone?

43. Assume that you want to use a device loss prevention solution. Based on your evaluation, do you think Chaperone is an effective system?

Mark only one oval.

	1	2	3	4	5	
Not effective	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very effective

44. (False negatives) How do you rate the Chaperone's ability to capture the potential smartphone loss?

Mark only one oval.

	1	2	3	4	5	
Not satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very good

45. (False positives) How do you rate the Chaperone's detection accuracy (does it produce too much false detection,i.e., there is no departing event but it still "detects" one?)

Mark only one oval.

	1	2	3	4	5	
Not satisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very good

46. (Battery consumption) Chaperone performs acoustic sensing when the device is at a public place and not on the body of the owner. Our experiments show that the battery consumption is about 8% per hour when acoustic sensing is triggered. Consider your activities at public places and rate the battery consumption of Chaperone?

Mark only one oval.

	1	2	3	4	5	
Very high	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Negligible

47. Did you hear ringtone or vibration during the experiments?

Mark only one oval.

- ☐ Ringtone only
- ☐ Vibration only
- ☐ Both
- ☐ Neither

48. How did you comment on the timing of the alert?

49. How would you like to rate the following alerting mechanisms in terms of effectiveness? *

Mark only one oval per row.

	Not effective at all	Not very effective	Average	Effective	Very effective
Ringtone (Dramatic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ringtone (Gentle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Screen flashing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notification sound (beep)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. How would you like to rate the following alerting mechanisms in terms of annoyance if a false positive is generated? *

Mark only one oval per row.

	Not annoying at all	Little annoying	Moderate	Annoying	Very Annoying
Ringtone (Dramatic)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ringtone (Gentle)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Screen flashing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Notification sound (beep)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

51. What alerting mechanisms will you choose for the following places? (Choose nothing if you do not want to use Chaperone in this scenario)

Tick all that apply.

	Home	Office	Library	Restaurant	Coffee shop	In-vehicle	Meeting room	Transit station
Ringtone (Dramatic)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ringtone (Gentle)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Screen flashing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Notification sound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

52. Discussion about alerting and reaction schemes for Chaperone or other scenarios you would like to use Chaperone.

Conclusion

53. Would you like to have Chaperone installed on your phone to prevent device loss?

Mark only one oval.

- ☐ Yes
- ☐ No
- ☐ Maybe

54. Please give some reasons.

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