M. J.

Quest	tionnaire:
1.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
2.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
3.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible
4.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible
5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
6.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

7.		ould you rate your overall experience with this video-call?	
		Excellent; perfect, no problems	
		Minor problems, hardly noticed them	
	$\boxtimes$	Had some problems that affected the call	
		Had several problems, really affected the call	
		Problems were so bad the call was impossible	
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		Had several problems, really affected the call	
		Problems were so bad the call was impossible	
12.	How w	ould you rate your overall experience with this video-call?	
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		Minor problems, hardly noticed them	
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		Problems were so bad the call was impossible	

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2.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems	
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	Had several problems, really affected the call	
	Problems were so bad the call was impossible	
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	Had several problems, really affected the call	
	Problems were so bad the call was impossible	
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5.	How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems	
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<ul> <li>8. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> </ul>	
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	overall experience with this video-call?
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☐ Minor problems, h	ardly noticed them
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☐ Had several proble	ems, really affected the call
☐ Problems were so	bad the call was impossible
<ol><li>How would you rate your or</li></ol>	overall experience with this video-call?
Excellent; perfect,	no problems
☐ Minor problems, ha	ardly noticed them
☐ Had some problem	s that affected the call
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Problems were so	oad the call was impossible
<ol><li>How would you rate your o</li></ol>	verall experience with this video-call?
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Minor problems, har	dly noticed them
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7. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
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☐ Minor problems, hardly noticed them	
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9. How would you rate your overall experience with this video-call?	
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Problems were so bad the call was impossible	
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10. How would you rate your overall experience with this video-call?	
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Questionnaire:	
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☐ Had some prob	lems that affected the call
☐ Had several pro	blems, really affected the call
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Had some problems	hardly noticed them
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☐ Problems were	blems, really affected the call
C 1 Toblettis Wele s	so bad the call was impossible
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7.	How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems □ Minor problems, hardly noticed them □ Had some problems that affected the call	
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12	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	

Questionnaire:	
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✓ Excellent: per	our overall experience with this video-call?
☐ Minor problem	fect, no problems
☐ Had some pro	s, hardly noticed them
☐ Had some pro	blems that affected the call
· - ·   - ·	roblems, really affected the call
□ Froblems were	e so bad the call was impossible
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Z. How would you rate yo	our overall experience with this video-call?
☐ Excellent; perfo	ect, no problems
□ Had some word	s, hardly noticed them
☐ Had some prot	plems that affected the call
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☐ Problems were	so bad the call was impossible
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The modifier you rate ye	our overall experience with this video-call?
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U Had some prop	lems that affected the call
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☐ Minor problems	, hardly noticed them
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7.	How would you rate your overall experience with this video-call?	
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	<ul> <li>Minor problems, hardly noticed them</li> </ul>	
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8.	How would you rate your overall experience with this video-call?	
	☐ Excellent; perfect, no problems	
	☐ Minor problems, hardly noticed them	
	Had some problems that affected the call	
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	☐ Problems were so bad the call was impossible	
_	turn and the superior of with this video call?	
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	Minor problems, hardly noticed them	
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	☐ Problems were so bad the call was impossible	
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	Had some problems that affected the call	
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	☐ Problems were so bad the call was impossible	
11	. How would you rate your overall experience with this video-call?	
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	☐ Minor problems, hardly noticed them	
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	☐ Had several problems, really affected the call	
	☐ Problems were so bad the call was impossible	
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Questionnair	e:
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	Had some problems that affected the call
	Had several problems, really affected the call
	Problems were so bad the call was impossible
3. How wo	ould you rate your overall experience with this video-call?
	Excellent; perfect, no problems
	Minor problems, hardly noticed them
- <b>9</b>	Had some problems that affected the call
	Had several problems, really affected the call
	Problems were so bad the call was impossible
- L	uld you rate your overall experience with this video-call?  Excellent; perfect, no problems
	Minor problems, hardly noticed them
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	lad several problems, really affected the call
□ F	Problems were so bad the call was impossible
	uld you rate your overall experience with this video-call? excellent; perfect, no problems
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	lad some problems that affected the call
∐ H	lad several problems, really affected the call
□P	roblems were so bad the call was impossible
	ald you rate your overall experience with this video-call?
<b>2</b> M	linor problems, hardly noticed them
☐ H	ad some problems that affected the call
□ H:	ad several problems, really affected the call
☐ Pr	roblems were so bad the call was impossible

<ul> <li>7. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>
8. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
<ul> <li>9. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>
10. How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible
<ul> <li>11. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>
12. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call

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Questionnaire:	
<ul> <li>How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
<ul> <li>2. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
3. How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	
<ul> <li>4. How would you rate your overall experience with this video-call?</li> <li>□ Excellent; perfect, no problems</li> <li>□ Minor problems, hardly noticed them</li> <li>□ Had some problems that affected the call</li> <li>□ Had several problems, really affected the call</li> <li>□ Problems were so bad the call was impossible</li> </ul>	
<ul> <li>5. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
6. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so had the call was impossible.	

7.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	
8.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
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11.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
12.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	

Questionnaire:
How would you rate your overall experience with this video-call?
Light Excellent; perfect, no problems
Minor problems, hardly noticed them (audio choppy)
☐ Had some problems that affected the call
Had several problems, really affected the call
☐ Problems were so bad the call was impossible
2. How would you rate your overall experience with this video-call?
☐ Excellent; perfect, no problems
Minor problems, hardly noticed them (remailed me of cellular)  Had some problems that affected the cell
a rise come problems that affected the call
☐ Had several problems, really affected the call
☐ Problems were so bad the call was impossible
3. How would you rate your overall experience with this video-call?
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— That some problems that affected the Call
☐ Had several problems, really affected the call
☐ Problems were so bad the call was impossible
4. How would you rate your overall experience with this video-call?
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☐ Minor problems, hardly noticed them
Had some problems that affected the call
Had several problems, really affected the call
☐ Problems were so bad the call was impossible
5. How would you rate your overall experience with this video-call?
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■ Mine = === [ 1
Had some problems that affected the call  Had several problems, really affected the call
Had several problems, really affected the call
Problems were so bad the call was impossible
Action Action experience Miff fills AIGEO-CSII.
Excellent; perfect, no problems
Minor problems, hardly noticed them
☐ Had some problems that affected the call ☐ Had several problems, really affected the call
Had several problems, really affected the call  Problems were so bad the call was impossible
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7.	<ol><li>How would you rate your overall experience with t</li></ol>	his video-call?	The way
	☐ Excellent; perfect, no problems		les 1000
	<ul> <li>Minor problems, hardly noticed them</li> </ul>	Vide	1000
	☐ Had some problems that affected the call		المرابع المراب
	☑ Had several problems, really affected the d	all	
	Problems were so bad the call was imposs		
	( proportion as the state of th		
8.	8. How would you rate your overall experience with t	his video-call?	
	☐ Excellent; perfect, no problems		
	☐ Minor problems, hardly noticed them		
	☐ Had some problems that affected the call		
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	☐ Problems were so bad the call was imposs		
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a	. How would you rate your overall experience with t	his video-call?	
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	✓ Minor problems, hardly noticed them		
	☐ Had some problems that affected the call	itemowy, superiora	
	☐ Had several problems, really affected the o		
	Problems were so bad the call was imposs	ible	
10.	0. How would you rate your overall experience with t	his video-call?	vaca frederica f
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	☐ Minor problems, hardly noticed them		Laley .
	☐ Had some problems that affected the call		0000
	☐ Had several problems, really affected the c		
	Problems were so bad the call was imposs	ible	
11.	1. How would you rate your overall experience with t	his video-call?	
	☐ Excellent; perfect, no problems		
	☐ Minor problems, hardly noticed them		
	☐ Had some problems that affected the call		
	Had several problems, really affected the c		
	Problems were so bad the call was imposs	ible	
12.	2. How would you rate your overall experience with t	his video-call?	
	☐ , Excellent; perfect, no problems		
	☐ Minor problems, hardly noticed them		The state of the s
	☐ Had some problems that affected the call		
		all	
	☐ Problems were so bad the call was imposs		

VI = final answer

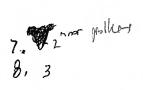
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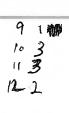
Salsify User Study Questionnaire (video call)

Quest	tionnaire:
1.	
2.	How would you rate your overall experience with this video-call?  Excellent, perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
3.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them
	Had some problems that affected the call
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
4.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
6.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

7.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
8.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
9.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
10.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
11.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
12.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	

Questionnaire:
1. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
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<ol> <li>How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> </ol>
Minor problems, hardly noticed them
☐ Had some problems that affected the call
<ul> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>
<ol> <li>How would you rate your overall experience with this video-call?</li> <li>☐ Excellent; perfect, no problems</li> </ol>
☐ Minor problems, hardly noticed them
Had some problems that affected the call
Had several problems, really affected the call
☐ Problems were so bad the call was impossible
4. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems
☐ Minor problems, hardly noticed them
☐ Had some problems that affected the call
☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible.
☐ Problems were so bad the call was impossible
5. How would you rate your overall experience with this video-call? Excellent; perfect, no problems
☐ Minor problems, hardly noticed them
Had some problems that affected the call
Had several problems, really affected the call
☐ Problems were so bad the call was impossible
6. How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems □ Minor problems, hardly poticed them
<ul> <li>☐ Minor problems, hardly noticed them</li> <li>☑ Had some problems that affected the call</li> </ul>
☐ Had several problems, really affected the call
☐ Problems were so bad the call was impossible





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	ionnaire:
1.	How would you rate your overall experience with this video-call?
	Excellent; perfect, no problems
	☐ Minor problems, hardly noticed them
	<ul> <li>Had some problems that affected the call</li> </ul>
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
2.	How would you rate your overall experience with this video-call?
	□ Excellent; perfect, no problems
	Minor problems, hardly noticed them
	☐ Had some problems that affected the call
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
3.	How would you rate your overall experience with this video-call?
	☐ Excellent; perfect, no problems
	☐ Minor problems, hardly noticed them
	Had some problems that affected the call
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
4.	How would you rate your overall experience with this video-call?
	Excellent; perfect, no problems
	Minor problems, hardly noticed them
	Had some problems that affected the call
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
5. ł	how would you rate your overall experience with this video-call?
	☐ Excellent; perfect, no problems
	☐ Minor problems, hardly noticed them
	Had some problems that affected the call
	Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
6. F	low would you rate your overall experience with this video-call?
	☐ Excellent; perfect, no problems
	☐ Minor problems, hardly noticed them
	Had some problems that affected the call
	Had several problems, really affected the call
	Problems were so bad the call was impossible

7.	How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems  □ Minor problems, hardly noticed them  □ Had some problems that affected the call  □ Had several problems, really affected the call  □ Problems were so bad the call was impossible
8.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
9.	How would you rate your overall experience with this video-call?  ☑ Excellent; perfect, no problems  ☐ Minor problems, hardly noticed them  ☐ Had some problems that affected the call  ☐ Had several problems, really affected the call  ☐ Problems were so bad the call was impossible
10.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
11.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible
12.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

Questionnaire:	
1. How would you rate your over	all experience with this video-call?
☐ Excellent; perfect, no p	problems
Minor problems, hardly	noticed them
☐ Had some problems th	at affected the call
☐ Had several problems,	really affected the call
☐ Problems were so had	the call was impossible
_ · · · · · · · · · · · · · · · · · · ·	the call was impossible
2. How would you rate your over:	all experience with this video-call?
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☐ Minor problems, hardly	noticed them
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☐ Had several problems,	roolly effected the call
Problems were so had	the sell was investigated the
☐ Problems were so bad	the call was impossible
3. How would you rate your overa	all experience with this video-call?
Excellent; perfect, no pr	roblems
☐ Minor problems, hardly	noticed them
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☐ Had several problems,	really affected the call
☐ Problems were so bad t	the cell was impossible
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4. How would you rate your overa	Il experience with this video calls
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☐ Minor problems, hardly	noticed them
Had some problems that	t affected the sell
Had several problems, r	cally offerted the sall
Problems were so bad to	be self were impressed.
Troblems were so pau l	ne call was impossible
5. How would you rate your overal	experience with this video colle
☐ Excellent; perfect, no pro	oblams
☐ Minor problems, hardly r	noticed them
☐ Had some problems that	t affected the sell
Had several problems, re	cally official the call
☑ Problems were so bad the	sally anected the call
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6. How would you rate your overall	experience with this video-call?
☐ Excellent; perfect, no pro	oblems
☐ Minor problems, hardly n	oficed them
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☐ Problems were so bad th	e call was impossible

<i>l</i> .	□ Excellent; perfect, no problems □ Minor problems, hardly noticed them □ Had some problems that affected the call □ Had several problems, really affected the call □ Problems were so bad the call was impossible
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12.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

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Qı	uesi	tionnaire:
	1.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
	2.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
	3.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
	4.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
	5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
	6.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible

<ul> <li>□ Excellent; perfect, no problems</li> <li>□ Minor problems, hardly noticed them</li> <li>□ Had some problems that affected the call</li> <li>□ Had several problems, really affected the call</li> <li>□ Problems were so bad the call was impossible</li> </ul>	
8. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible	
<ul> <li>9. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
10. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
<ul> <li>11. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
12. How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems □ Minor problems, hardly noticed them □ Had some problems that affected the call □ Had several problems, really affected the call □ Problems were so bad the call was impossible	

Ques	tionnaire:
	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
2.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
3.	How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems
	Minor problems, hardly noticed them
	☐ Had some problems that affected the call
	☐ Had several problems, really affected the call
	☐ Problems were so bad the call was impossible
4.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
6.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call

 $\hfill \square$  Problems were so bad the call was impossible

7.		Excellent; perfect, no problems Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible
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11.		euld you rate your overall experience with this video-call? Excellent; perfect, no problems Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible
12.	ا ا ا	Fulld you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

Questionnaire:		
1.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems  ☐ Minor problems, hardly noticed them  ☐ Had some problems that affected the call (vice jiter)  ☐ Had several problems, really affected the call  ☐ Problems were so bad the call was impossible	
2.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	
3. I	How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems	
	<ul> <li>☐ Minor problems, hardly noticed them</li> <li>☐ Had some problems that affected the call</li> <li>☐ Had several problems, really affected the call</li> <li>☐ Problems were so bad the call was impossible</li> </ul>	
4. H	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
5. H	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
6. H	ow would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	

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Ques	tionnaire:
	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
2.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
3.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
4.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
6. I	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

1.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems  Minor problems, hardly noticed them  ☐ Had some problems that affected the call  ☐ Had several problems, really affected the call  ☐ Problems were so bad the call was impossible	
8.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	Con.
9.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
10	<ul> <li>How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
11.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
12.	<ul> <li>How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	

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Questionnaire:	
<ol> <li>How would you rate your over</li> </ol>	rall experience with this video-call?
ار Excellent; perfect, no p	problems
Minor problems, hardly	noticed them
☐ Had some problems th	at affected the call
☐ Had several problems,	really affected the call
☐ Problems were so bad	the call was impossible
2. Have would	
2. How would you rate your over	all experience with this video-call?
☐ Excellent; perfect, no p	roblems
Minor problems, hardly	noticed them
Had some problems th	at affected the call
Had several problems,	the call was impossible
Troblems were so bad	trie cail was impossible
3. How would you rate your overa	all experience with this video-call?
☐ Excellent; perfect, no p	roblems
Minor problems, hardly	noticed them
Had some problems that	at affected the call
Had several problems,	really affected the call
Problems were so bad	the call was impossible
4. How would you rate your overa	Ill experience with this video-call?
Excellent; perfect, no pr	oblems
Minor problems, hardly	noticed them
☐ Had some problems tha	it affected the call
☐ Had several problems, r	eally affected the call
☐ Problems were so bad t	he call was impossible
5. How would you rate your overa	ll experience with this vide 110
☐ Excellent; perfect, no pro	oblems
☐ Minor problems, hardly i	noticed them
☐ Had some problems that	t affected the call
☐ Had several problems, r	eally affected the call
Problems were so bad the	ne call was impossible
	The state impossible
6. How would you rate your overal	experience with this video-call?
	oblems
Minor problems, hardly r	oticed them
☐ Had some problems that	affected the call
Had several problems, re	eally affected the call
'□ Problems were so bad th	e call was impossible

7. How would you rate your overall experience with this video-call?  □ Excellent; perfect, no problems □ Minor problems, hardly noticed them □ Had some problems that affected the call □ Had several problems, really affected the call □ Problems were so bad the call was impossible	
8. How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible	
<ul> <li>9. How would you rate your overall experience with this video-call?</li> <li>Excellent; perfect, no problems</li> <li>Minor problems, hardly noticed them</li> <li>Had some problems that affected the call</li> <li>Had several problems, really affected the call</li> <li>Problems were so bad the call was impossible</li> </ul>	
10. How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	
11. How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	
12. How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible	

Questionna	aire:
1. How	would you rate your overall experience with this video-call?  Excellent; perfect, no problems
[	☐ Minor problems, hardly noticed them☐ Had some problems that affected the call

☐ Had several problems, really affected the call

		Problems were so bad the call was impossible
2.	How w	ould you rate your overall experience with this video-call?
	Ш	Excellent; perfect, no problems
	×	Minor problems, hardly noticed them
		Had some problems that affected the call
		Had several problems, really affected the call
		Problems were so bad the call was impossible

- 3. How would you rate your overall experience with this video-call?
  Excellent; perfect, no problems
  Minor problems, hardly noticed them
  Had some problems that affected the call
  Had several problems, really affected the call
- ☐ Problems were so bad the call was impossible4. How would you rate your overall experience with this video-call?
- ☐ Excellent; perfect, no problems
  ☐ Minor problems, hardly noticed them
  ☐ Had some problems that affected the call
  ☐ Had several problems, really affected the call
  ☐ Problems were so bad the call was impossible
- 5. How would you rate your overall experience with this video-call?

  Excellent; perfect, no problems

  Minor problems, hardly noticed them
  - ☐ Had some problems that affected the call ☐ Had several problems, really affected the call
  - Problems were so bad the call was impossible
- 6. How would you rate your overall experience with this video-call?
  - Excellent; perfect, no problems
  - ☐ Minor problems, hardly noticed them
  - ☐ Had some problems that affected the call
  - Had several problems, really affected the call
  - ☐ Problems were so bad the call was impossible

7.		Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call
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11.		ould you rate your overall experience with this video-call? Excellent; perfect, no problems Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible
12.	How w	ould you rate your overall experience with this video-call? Excellent; perfect, no problems Minor problems, hardly noticed them Had some problems that affected the call Had several problems, really affected the call Problems were so bad the call was impossible

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	stionnaire:
•	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
2	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
3	☐ Excellent; perfect, no problems  Minor problems, hardly noticed them
	<ul> <li>☐ Had some problems that affected the call</li> <li>☐ Had several problems, really affected the call</li> <li>☐ Problems were so bad the call was impossible</li> </ul>
4.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
5.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
6.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible

7.	How would you rate your overall experience with this video-call?  ☐ Excellent; perfect, no problems ☐ Minor problems, hardly noticed them ☐ Had some problems that affected the call ☐ Had several problems, really affected the call ☐ Problems were so bad the call was impossible
8.	How would you rate your overall experience with this video-call?  Excellent; perfect, no problems  Minor problems, hardly noticed them  Had some problems that affected the call  Had several problems, really affected the call  Problems were so bad the call was impossible
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## Salsify User Study Questionnaire (video call)

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Questionnaire:	1
How would you rate your overall experience with this video-call?	7
Excellent; perfect, no problems	
☐ Minor problems, hardly noticed them	
Had some problems that affected the call	
Had several problems, really affected the call	
□ Problems were so bad the call was impossible // □	
2. How would you rate your overall experience with this video-call?	
Excellent; perfect, no problems	1
Minor problems, hardly noticed them	1
☐ Had some problems that affected the call ★	
☐ Had several problems, really affected the call	
☐ Problems were so bad the call was impossible	
3. How would you rate your overall experience with this video-call?	
☐ Excellent; perfect, no problems	
☐ Minor problems, hardly noticed them	1
☐ Had some problems that affected the call	
Had several problems, really affected the call	
☐ Problems were so bad the call was impossible	
4. How would you rate your overall experience with this video-call?	
☐ Excellent; perfect, no problems	
☐ Minor problems, hardly noticed them	
Had some problems that affected the call	
Had several problems, really affected the call	
☐ Problems were so bad the call was impossible	
5. How would you rate your overall experience with this video-call?	
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Minor problems, hardly noticed them	
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☐ Had several problems, really affected the call	
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How would you rate your overall experience with this video-call?	
How would you rate your overall experience with this video-call?	
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How would you rate your overall experience with this video-call?	
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How would you rate your overall experience with this video-call?	
☐ Lionieins were so had the call was impossible	
	Excellent; perfect, no problems   Minor problems, hardly noticed them   Minor problems hardly noticed them   Minor problems that affected the call   Had several problems, really affected the call   Problems were so bad the call was impossible  How would you rate your overall experience with this video-call?   Excellent; perfect, no problems   Minor problems, hardly noticed them   Had some problems that affected the call   Problems were so bad the call was impossible  How would you rate your overall experience with this video-call?   Excellent; perfect, no problems   Minor problems, hardly noticed them   Had some problems that affected the call   Problems were so bad the call was impossible  How would you rate your overall experience with this video-call?   Excellent; perfect, no problems   Minor problems, hardly noticed them   Had some problems that affected the call   Had several problems, really affected the call   Had several problems, really affected the call   Had several problems, really affected the call   Had several problems that affected the call   Had several problems, really affected the call   Had several problems that affected the call   Had several problems, really affected the call   Had several problems, really affected the call   Problems were so bad the call was impossible  How would you rate your overall experience with this video-call?   Excellent; perfect, no problems

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