Your Exit Interview for the Diary Study on Chat Application Search

**Please answer the following questions by using a different font colour.**

1. Could you share your general experience during the diary study?
   1. Very Negative
   2. Negative
   3. Neutral
   4. Positive
   5. Very Positive

Your answer: Positive

1. How easy or difficult was it to use the diary entry form?
   1. Very difficult
   2. Difficult
   3. Neutral
   4. Easy
   5. Very Easy

Your answer: Easy

1. On a scale of 1 to 5, with 1 being "Not at all" and 5 being "Very Much", how helpful did you find the chat application's search log feature in recalling and documenting your search queries?

Your answer: Varied across approx. 20+ entries, overall positive but at times still had to manually search results.

1. Looking back at your entries, can you identify any recurring challenges you faced during the search activities? If yes, could you please describe them?

Your answer:

Having to manually search results to find desired content, search results are condensed with varying search subject responses but still require review to locate desired result.

1. Were there any instances where you were particularly satisfied or dissatisfied with the search results? Could you please elaborate on those instances?

Your answer:

Overall I was generally satisfied with all results as each search subject appeared to be located for review.

1. Did your search behaviour or strategy change over the course

of the diary study to improve your search results? If so, how and why?

Your answer:

No, searched as standard subject matter singular word but did understand importance of correct wording to ensure search results satisfied intent.

1. Did you discover any new features or functionalities of your chat application during this study that you were unaware of before?

Your answer:

No

1. Are there any features you wished the chat application had to improve the search experience? You could look back at the diary questions as well as your entries.

Your answer:

Potential improvement is to have search option (ie drop down box) for search content results to be listed as selected rather than pre decided ie chronological, document only, chat only etc. Ability to refine searches to chosen content results.

Teams has option to record but to search recordings for content is challenging due to having listen to entire content, if these recordings were auto converted to text then text is available to search & use as reference material.

1. If you were to participate in a similar diary study again, what changes would you suggest to improve the process?

Your answer:

Pre questionnaire interview is not required, this could easily be covered in FAQ/trouble shooting sheet to assist participants, its difficult to get buy in from people with the extra requirement to complete the pre questionnaire interview, generally people are not interested in 15min cold call to start study process & process is easily understood, also option to have contact person available if required or having difficulty.

1. Do you have any other comments, feedback, or experiences you would like to share about your participation in this diary study?

Your answer:

No issues, study was overall easy to participate in & enjoyable.