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: d 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: d 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: 3

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: Since the search appears to be keyword-based, I sometimes found it challenging to remember the right keywords to find what I was looking for.

It was often easier to remember the channel and approximate date and just scroll.

Since I’m in over 20 Slack workspaces and there is substantial overlap between the people in each one, sometimes it was challenging to remember which ones I had DMs to specific people. A cross-workspace search might be helpful.

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: I had a very poor experience searching for media/images. For instance, in the query “raclette” I was looking for an image that I shared with my family. Since I didn’t use the word raclette when sharing the image, I wasn’t able to find the item I was looking for.

For queries where I could remember a relevant keyword, it was relatively easy (e.g., “in:@cristina address”). But when I couldn’t, it was challenging (e.g., “attendance”).

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; I was simply looking through my past search queries and my search strategy on the platform appears to be consistent over time (simple keywords, often filtered by channel)

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

Your answer: When the top comment is returned, Slack allows you to expand to the sub-comments directly in the search results. In the past, I usually just clicked to view the message in context.

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: Cross-workspace search. Semantic search.

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

Your answer: Nothing.

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

Your answer: