

End User Questions

Hello, _____. This is Jazlyn from McGill University. Hope you are doing well!

Thank you for taking the time to help us with this project. Before we continue, we need your verbal consent to participate in the interview and if you agree, to record this interview. Additionally, we need you to sign the consent form [send consent form if not sent already and wait for them to read, sign, and send back]. Do you agree to participate in this study and do you consent to being recorded?

Our research is focusing on improving understanding of the challenges end users face in becoming involved in open source projects. The interview will be broken down into two parts: 1) general questions on your experience on involvement with open source projects and 2) showing you some preliminary solutions to get your feedback.

Experience and Roles

- What domain do you currently work in?
- What is your job title?
- Please briefly describe your responsibilities.

Utilizing Open Source Software

- Please list the most recent open source softwares you have utilized.
- In general, how do you go about choosing open source softwares to use?
 - Please describe your general steps, what considerations you make, and what sites or who might advise you on what to use.
- For each OSS listed, what are some challenges you experience in using the open source software?

Becoming Involved in Open Source Software Development

- What do you feel the role of the end user should be in creating a software product?
- Have you been involved in the open source community of any open source software you have used?

If yes:

- Can you describe what motivated you to provide feedback? (intrinsic motivations? Extrinsic motivations?)
- Can you please tell us about *how* you provided feedback? (tools, platforms, discussions, etc.)
- For each case of OSS community involvement, can you tell us about this experience?
- For each case of OSS community involvement, what challenges existed for you during this process?
 - Can you describe how these challenges were resolved or how you attempted to do so?

If no:

- Please explain to us why not?
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- What is your current perspective of interactions between end users of a software product and the developers of a product in the open source community?
 - Do you feel that your needs as an end user of open source software are considered by the people building the softwares you use?
 - Can you please describe a hypothetical scenario where you feel getting involved in the community/providing feedback would be necessary? What kinds of incentives would you need to become involved in the community?

Sketches and Prototype

(In the context of seeking to provide feedback on open source softwares you use...)

- From the sketches and ideas presented to you, what were your immediate thoughts, reactions, and feelings?
- What did you like about the presented ideas?
- What did you dislike about the presented ideas?
- What would be an additional piece of feedback you can give to us?