

# Piazza Survey

## Survey Flow

**Block: Informed Consent (1 Question)**  
**Standard: Ice Breaker Questions (4 Questions)**  
**Standard: Introduction Questions (4 Questions)**  
**Standard: Key Questions (4 Questions)**  
**Standard: Satisfaction with Sections of Piazza (4 Questions)**  
**Standard: Likes and Dislikes (2 Questions)**  
**Standard: Overall Satisfaction (1 Question)**

Page Break

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## Start of Block: Informed Consent

### Q1 Q&A Software User Experience Survey (5 minutes)

**Purpose:** We are conducting a study of how people use online Q&A forums in academic institutions. Specifically, the focus of this study is about Piazza. The purpose of this study is to inform the design of this kind of technology. We would like to know current user experience of people with regards to use of Piazza. It is not intended to test your individual performance in any way. Information collected will be used towards attempting to redesign the Piazza desktop website. This study is being conducted as part of a course at the University of California, Irvine, entitled, "Informatics 132: Project in Human Computer Interaction." As such, this is also a training opportunity for us as students.

**Procedure:** You will answer questions in a survey. We expect the survey to last about 5 minutes.

**Confidentiality:** We will use the data you give us, along with the information we collect from other participants, to redesign the Piazza desktop website, to make it user-centered. To ensure confidentiality, we will not associate your name with your data.

**Freedom to Withdraw:** Participation in this study is voluntary. You may withdraw from the activity at any time without penalty.

**Contact Information:** If you have any questions or comments, you may contact us at Hannah Fragante (           @uci.edu), Heran Wang (           @uci.edu), Karl Nippoldt (           @uci.edu), Niket Jadhav (           @uci.edu), Sam Nguyen (           @uci.edu), or you may contact the instructor of the course: Juliet Norton, Ph.D.,           @uci.edu.

Completing this survey indicates your acceptance to these terms.

## End of Block: Informed Consent

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## Start of Block: Ice Breaker Questions

Q2 What year are you in school?

- ☐ Undergraduate, 1st Year (1)
- ☐ Undergraduate, 2nd Year (2)
- ☐ Undergraduate, 3rd Year (3)
- ☐ Undergraduate, 4th Year (4)
- ☐ Undergraduate, 5th Year+ (5)
- ☐ Graduate (6)
- ☐ I am not a student (7)

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Q3 What is your major or department?

\_\_\_\_\_

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Q4 Students: If you have a question or concern about a class, what do you usually do to address it? Select all the answers that apply.

Professors or TAs: How do your students usually address questions or concerns they have about your class? Select all the answers that apply.

- ☐ Send an email to your professor or TA (1)
  - ☐ Post on Canvas (2)
  - ☐ Look to see if someone has asked the same question on Canvas (3)
  - ☐ Post on Piazza (4)
  - ☐ Look to see if someone has asked the same question on Piazza (5)
  - ☐ Go to the professor's or TA's office hours (6)
  - ☐ Ask the professor in class (7)
  - ☐ Do nothing (8)
  - ☐ Other (9) \_\_\_\_\_
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Q5 Have you used Piazza?

- ☐ I have used Piazza. (1)
- ☐ I have not used Piazza. (2)

*Skip To: End of Survey If Have you used Piazza? = I have not used Piazza.*

**End of Block: Ice Breaker Questions**

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### Start of Block: Introduction Questions



Q6 In what roles have you used Piazza? Select all that apply.

- ☐ Professor (1)
  - ☐ TA (2)
  - ☐ Student (3)
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Q7 When Piazza is offered for your classes, how frequently do you use it?

- ☐ More than once a day (1)
  - ☐ Between once a day and once a week (2)
  - ☐ Between once a week and once a month (3)
  - ☐ Less than once a month (4)
  - ☐ Never (5)
- 



Q8 What platforms do you use Piazza on? Select all that apply.

- ☐ Desktop (1)
  - ☐ Smartphone (2)
  - ☐ Tablet (3)
-

Q9 In total, for how many classes have you used Piazza?

*To see the classes you have used with Piazza, go to the Piazza website and click on your name on the top right. You can see the list of classes in the left column under “Classes taken on Piazza”.*

- ☐ 1-5 (1)
- ☐ 6-10 (2)
- ☐ 11-15 (3)
- ☐ 16+ (4)

End of Block: Introduction Questions

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Start of Block: Key Questions



Q10 How often do you do the following on Piazza?

	More than once a day (1)	Between once a day and once a week (2)	Between once a week and once a month (3)	Less than once a month (4)	Never (5)
View questions, answers, and notes that others post (65)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask questions (66)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post notes (67)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Post polls (68)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer questions (69)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer polls (70)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q11 When you post or comment on Piazza, you most often set your posts to:

- ☐ Anonymous to everyone (1)
- ☐ Anonymous to classmates (2)
- ☐ Have your name included (3)



Q12 Drag these options to place them in order of how often they apply, from most frequent to least frequent.

I open Piazza because:

- \_\_\_\_\_ I want to ask a question about my class. (1)  
\_\_\_\_\_ I received an email from Piazza. (2)  
\_\_\_\_\_ I received a mobile notification from Piazza. (3)  
\_\_\_\_\_ I want to answer questions. (4)  
\_\_\_\_\_ I have a question and want to see if others' questions and answers have answered it.  
(5)  
\_\_\_\_\_ I want to know if there is any class information I may have missed. (6)



Q13 How often do you use these sections of Piazza?

	More than once a day (1)	Between once a day and once a week (2)	Between once a week and once a month (3)	Less than once a month (4)	Never (5)
Q & A (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistics (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Careers (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Key Questions

Start of Block: Satisfaction with Sections of Piazza

Display This Question:

If How often do you use these sections of Piazza? != Q & A [ Never ]





Q14 How satisfied are you with the following in the Q & A section of Piazza?

	Extremely satisfied (15)	Somewhat satisfied (16)	Neither satisfied nor dissatisfied (17)	Somewhat dissatisfied (18)	Extremely dissatisfied (19)
Ease of use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aesthetic appeal (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information you need (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If How often do you use these sections of Piazza? != Resources [ Never ]*



Q15 How satisfied are you with the following in the Resources section of Piazza?

	Extremely satisfied (22)	Somewhat satisfied (23)	Neither satisfied nor dissatisfied (24)	Somewhat dissatisfied (25)	Extremely dissatisfied (26)
Ease of use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aesthetic appeal (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information you need (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Display This Question:*

*If How often do you use these sections of Piazza? != Statistics [ Never ]*



Q16 How satisfied are you with the following in the Statistics section of Piazza?

	Extremely satisfied (15)	Somewhat satisfied (16)	Neither satisfied nor dissatisfied (17)	Somewhat dissatisfied (18)	Extremely dissatisfied (19)
Ease of use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aesthetic appeal (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information you need (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Display This Question:

If How often do you use these sections of Piazza? != Careers [ Never ]



Q17 How satisfied are you with the following in the Careers section of Piazza?

	Extremely satisfied (15)	Somewhat satisfied (16)	Neither satisfied nor dissatisfied (17)	Somewhat dissatisfied (18)	Extremely dissatisfied (19)
Ease of use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aesthetic appeal (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Finding the information you need (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

End of Block: Satisfaction with Sections of Piazza

Start of Block: Likes and Dislikes

Q18 What is one thing you like about Piazza? (optional)

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Q19 What is one thing you dislike about Piazza? (optional)

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End of Block: Likes and Dislikes

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Start of Block: Overall Satisfaction

Q20 How satisfied are you with Piazza as a whole?

- ☐ Extremely satisfied (15)
- ☐ Somewhat satisfied (16)
- ☐ Neither satisfied nor dissatisfied (17)
- ☐ Somewhat dissatisfied (18)
- ☐ Extremely dissatisfied (19)

End of Block: Overall Satisfaction

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