

Question: Please select below challenges you have faced when installing software development tools in the past (Choose all that apply)

- ☐ Unclear instructions: installation instructions provided are not clear
- ☐ Dysfunctional Instructions: instructions do not work
- ☐ Under-specified query: when the participant only searches for the tool name
- ☐ Information overload: web page or terminal shows the user too much information
- ☐ Poorly-structured information: source is not user-friendly
- ☐ Complicated installation process: source does not provide a link or a button to install the tool
- ☐ Lack of installation progress feedback: when there is not feedback if the tool finished installing
- ☐ Account required: tool requires the user to create an account on their platform
- ☐ CPU incompatibility: CPU is not compatible with the tool
- ☐ Other (please specify)

☐ None of the above

Question: Please select below the strategies you usually apply when you face challenges installing software development tools (Choose all that apply)

- ☐ Searching for different documentation: participant tries to search what they want on different source
- ☐ Reading help or feedback in terminal: participant uses the terminal instructions to find the answer they're looking for
- ☐ Reading instructions carefully: participant faces a challenge and overcomes it by reading the installation instructions carefully
- ☐ Reformulating the query: when rephrasing the query helps the participant to get better results
- ☐ Web searching: the participant searches for information on the web
- ☐ Focusing on one source: the participant looks for information through multiple sources but decides to stick with one
- ☐ Giving up: the participant gives up on installing the tool
- ☐ Resetting the terminal: the participant opens a new tab on the terminal and it solves the problem
- ☐ Reinstalling: reinstalling the tool solves the problem
- ☐ Versioning: the participant changes the version or installs a new version of a tool or programming language
- ☐ Other (please specify)

☐ None of the above