**Participants Information Sheet**

**User-Based Acquisition and Communication Framework for Supporting Software Maintenance**

Introduction

The end-users are the people that will eventually use the software. They are the people who will work most closely with the provided software to generate results. Thus, end-users are considered the most important stakeholders. This is for three main reasons: 1) they are the main source of the software’s requirements, 2) they are the best judges of whether the software meets their needs and expectations, and 3) mostly they are best motivated to evaluate this software as it has direct impact on their work.

Successful software requires constant change that is triggered by evolving requirements, technologies, and stakeholder knowledge. Recent research suggests gathering users’ evaluation about the software through continuously collecting and exploiting their feedback at runtime. Users’ feedback serve as a communication channel between engineers and users where users can provide relevant information to guide developers in accomplishing several software maintenance and evolution tasks starting from interpreting the users’ feedback to understand the problem and trying to reproduce it followed by estimation, prioritization, and planning for the implementation of new features, problems fixing, or the enhancement of existing features or functionalities. Engineers and developers spend considerable effort in collecting and make use of user feedback to improve user satisfaction.

Purpose of this study

We have conducted a study to explore what are the problems in the maintenance tasks that are triggered by both the lack of information from end-users and miscommunication between both the end-users and the software engineers. Also we were trying to find the associations between the problems, causes, and types of missing information that affects the tasks’ achievement, delays it, and causes extensive communication effort between the two parties to reach their aim. This will also assist in gaining a deep understanding of how the instances of formalized feedbacks entered by the end-users can be utilized to resolve maintenance situation problems.

We are intending to perform another confirmatory study in order to review and verify the previous study results with other participants with different experience and backgrounds. This is to collect their opinions about the previous study results and provide insights about specific situations or gaps they discover.