

**Participants Information Sheet**

**Novel Users Feedback-Based Evaluation Templates for Supporting Software Maintenance and Evolution**

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, such as 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 the Study

The purpose of the study is to gather information about the problems that face the software engineers during the maintenance and evolution stages. From the point of view of software engineering, software maintenance and evolution are the central stages of the software lifespan; for typical successful software, an overwhelming amount of time and resources are spent in maintenance / evolution and hence it merits particular attention of researchers. Maintenance/ Evolution are initiated by change requests triggered by customers. Our study focuses on identifying the problems caused by the miscommunication between both engineers and customers in the initial stages. The interviews are intended to gather information about different problems that the engineers encounter during: gathering information, analysis, prioritization, estimation and so forth. Information collected from the interviews will assist in the design of templates that can support engineers in different problem situations during these critical tasks. Thus, direct feedback from interested and concerned individuals is fundamental to achieve this part of the research.