n/a

I like the second one (index3) because you don't have to think about the other forms

- T: I think the third one index 2.
- R: Which one? (experimenter loads index2 on the screen)
- T: Yes, this one was the best.
- R: Why do you think is best?
- T: I'm allowed to express my feeling and describe the accident at first.
- R: So it is easier to do it with index 2?
- T: Yes
- R: Ok, thank you very much.

n/a

It is a tos up between last one (index1) and the one before (index3). The only one I didn't like is the first one (index2) particularly. It was just describing the event before filling out the details it is a bit ankward. So the second one (index3) i felt having to click the links broke it down a little bit, like you didn't have to think about everything in one go so, but it was good afterward

"I think the second one (index1) where everything is on the same page and the description at the end. I think asking small questions before the description let me remember better than the third one (index2). Asking small details at the beginning was better. And I like hate waiting for the next page, navigating to the next page so first one (index3). So the first one (index3) is not "cool"? It is not cool because the task were small, questions were small, so why do you need to navigate so many pages, two pages, three pages

H: The last one. It was separated different things, so it wasn't squieezed, but to be honest, it influenced me in the judgement that, at the beginning for example, I didn't know what those words ment, thats why I rated down my emotions because I didn't know what were they, but when you told me the other ocasions I didn't had this problem, so it improved my emotional response.

If I can suggest, maybe you should make it clear from the very begginning for the participitans what are those words for the car maybe its just me I dont know about another people.

- R: They have problems, but native people have no problems at all.
- H: With those ones like eme, like this, a lack of vocabulary.
- R: (Experimenter draws a picture of a car with labeled body parts) No the best solution is to draw a car, and make them click where damage is.
- H: Yes, thats really good that would help a lot because now I rated, for example, the second and the third option better a little bit than the first one because I had the problem the first time.
- R: Ok, I will take a not of this, we are finish basically.

Maybe the first one (index2), no no the second one (index3). Maybe because the first one, I didn't see all the angles, just focused, as I told you, at the car at the front but I didn't expect that someone will came from the other side. When I was filling the forms I think the second one (index3) is the easiest.

Index1 and Index3 were Ok, but I didn't like index2 because I was not used to it.

I think the second one (index2) was probably the easiest to use because it started with describing

the accident which that ment I had to think less about the smaller details when it came to

the checkboxes and stuff cause I already thought about it so I can just go for it a lot

quicker. Thats how it felt like.

S: The second one (index3) that I do which will be the .. yeah

R: the divided one

S: Yes

R: why?

S: I don't know I felt it was a lot easier to fill it up because they ask you about the incident at the end so from my point of view it's like, you know, you give all the details and then you take your time to write about the incident so you don't feel very rushed or something. Incident at the end was the best (eg. describing the incident at the end of the form). I mean the second one was very comfortable.

Aaa I think the second one (index1), in terms of you know, I can retain my memory the best so I go straight on and just type in what i know right away. Either number two (index1) or number one (index3), the good think about the number two (index1) is everything is on the same page I can choose whatever I like, but the ordering is better in first one (index3), because you got your information is very professional looking that way, but yeah I said that if I'm in the accident I just want to go right away and explain my thing, but yeah either one or two, I think in the real world number one would be better.

I think the first one (index 1), I dont' know, when I was filling the other ones I feel like

it was more difficult. And It's like I think [when filling index2 or index3] "Ooo, It was

easy the prevous one."

The second one (index3) with the steps

The second one (index 1) because when I have to fill the detail of information about the story of accident I can't recheck whether I put the d right answer in the first layout (index 3), its separated in three different pages. I remember in the second one (index 1) I'm not sure whether the option provided left or right, so I rechecked, but eventually there is no option for left or right it just mention the area of your car.

n/a

P: I'd say this one or the first one, no I'll go with this one, this one (index 1).

R: The last one (index 1)?

P: Yes, that asks who you are, what happened and description.

R: why?

P: I consider it more logical, like logical approach..to say who you are, what happened to

your car and then what happened exactly, describe it from your own perspective. Plus I know,

if I finish that I'm done, I didn't like the one where you press next press next, you didn't

know how many steps there to be, that was anoing a bit, that annoed me a bit, I was thinkg

"oo, maybe there are four or five steps..", but i didnt know it was all about the layout.

I think the first one (index 3) was more accurate for insurance company.

In terms of interface considerations, I preferred the first(index1) and third(index3) examples, as they asked more general questions at the beginning. This made me think about what aspects to include in the event summary at the end, such as number of cars involved, where the car was damaged... Still, I preferred the first one (index1) better than the third, as breaking the task into three parts made it seem longer than it was, even though the content was the same.

I didn't like the form(index2). I didn't like the drop down thing because they didn't have enough options, for example, was anybody injured yes or no, I don't know if anybody got injured i was in my car.

When participant loaded index1: I like this more because I can cheat (lauging).

P: I think it depends on when I have to fill them in, so as I said, if I'm filling them in while my memory is still fresh then the second one that I used, which one was the second one? So because I was still trying to remember stuff it was the most useless one because I can only dump my memory on the last page so I have to do some other stuff first, so it was annoying. The first one (index2) that I used and the last one (Index1) were both ok because the first one that I used, the description was in the beggining so I can could fill it in. And the last one that I used everything was on one page, so i just scroll down to fill in the description. But I guessed unter that because I already knew how the form fill look like, because i knew it has that description box in the end.

R: Alright, basically, the second one is the worst one (index3), the divided...

Yes, but is the worst one (Index 3) because I still try to hold on to the fresh memory, if I have to fill in the forms after, like a month or so I wouldn't care which one because then my memory is already synched and already forgot enough stuff but here I still tried to room as much as possible because it was only a minute ago or so, thats why I wanted to have the questionnaire where I can damp that information, the earliest.