Table 1. Categorical and continuous variables derived

Categorical Variables	Device category the question pertains to. Categories include: Android/Other Phone, Apple Products, Camera, Electronics, Game Console, Home, Other, PC, Tablet, Vehicle
	If the question was posted on a weekend or on a weekday
	If the question's text contains end punctuation marks (. ? !)
	If the question's text is in all lower case
	If the question's title contains at least one word considered to be "frequently-used" among answered questions
	If the question's title contains at least one word considered to be "frequently-used" among unanswered question
	If the question's title ends in a question mark
	If the user edited or added information to the question's text after posting it
	If the user made an effort to solve the problem prior to asking the question
Continuous Variables	Average number of characters in each question's tags (average tag length)
	Average frequency for all of a question's tags (average tag frequency)
	Number of characters in the question's text (text length)
	Number of characters in the user-defined device name (device name length)
	Ratio of the number of line breaks to the number of characters in the question's text (line break to text length ratio)

Table 2. The model with the lowest AIC was used to determine the optimal k number of splines for each continuous predictor.

Predictor	K	AIC
$\sqrt{\text{average tag frequency}}$	0*	65890.75
	5	65891.69
	4	65891.75
	3	65892.35
$\log(\text{average tag length} + 1)$	0	65920.24
	5	65911.20
	4*	65910.81
	3	65914.98
$\log(\text{device length} + 1)$	0	65918.06
	5*	65847.34
	4	65880.89
	3	65898.00
$\sqrt{\text{line breaks / text length}}$	0	65890.28
	5	65884.70
	4	65882.98
	3*	65881.93
$\log(\text{text length})$	0	65862.83
	5*	65862.02
	4	65863.35
	3	65862.08

Table 3. Performance metrics of final model. (HR: Hazard Ratio, LR: Partial Likelihood Ratio)

	HR	LR	p-value	R^2	Dxy	Concordance
Training Sets	2.03	937.39	<0.0001	0.14	0.27	0.63
Test Sets	1.99	220.83	<0.0001	0.14	0.26	0.63
Full Data	2.03	1165.03	<0.0001	0.14	0.28	0.63

Table 4. Coefficients for predictors in the final model. (Continuous predictors fit with restricted cubic splines are not shown)

Variable		Coefficient (SE)	p-value
Device Category	Apple Product	0.93 (0.048)	<0.0001
	Camera	-0.32 (0.090)	
	Electronics	-0.01 (0.078)	
	Game Console	0.24 (0.083)	
	Home	0.34 (0.070)	
	Other	-0.13 (0.056)	
	PC	0.28 (0.060)	
	Tablet	-0.16 (0.081)	
	Vehicle	0.40 (0.069)	
	Android/Other Phone (reference)	—	
Weekend		-0.13 (0.033)	<0.0001
Text contains end punctuation		0.03 (0.050)	0.613
Text is in all lower case		-0.18 (0.064)	0.006
Title contains terms considered frequently-used among answered questions		0.05 (0.042)	0.260
Title contains terms considered frequently-used among unanswered questions		-0.28 (0.034)	<0.0001
Title ends in a question mark		0.26 (0.033)	<0.0001
User edited or added to the question's text after posting it		0.30 (0.086)	0.001
User was a member for less than one day before posting		-0.11 (0.036)	0.003
User made an effort to solve the problem prior to asking the question		-0.07 (0.036)	0.045
Square root of the average tag frequency		2.23 (0.720)	0.002

Table 5. Examples of an answered question (left) and an unanswered question (right)

Device	iPhone 6	android tablet
Title	iPhone water damage, touch screen issue	ccccaaaan you help me fix my touch screen
Text	So I dropped my iPhone in water 4 days ago. Have done the whole rice thing and seen huge difference in it. However, only one side of my screen works and it is the one side which I need to unlock the phone. What would be the best way forward?	touch screen not worki
Tags	touchscreen, water damage	NA
Response Time (hrs)	1.361	NA
Device Category	Apple Product	Tablet
Day Posted	Weekday	Weekday
Text length (characters)	241	81
Device name length (characters)	8	18
Average tag length (characters)	11.5	47
Average tag frequency	0.0097	0
Text contain end punctuation?	True	False
Text in all lower case?	False	True
Title end in a question mark?	False	False
Line break to text length ratio	0	0
User indicate prior effort?	False	False
User update question after posting?	False	False
Frequently-used answered words?	True	True
Frequently-used unanswered words?	False	False

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Table 6. Frequently-used terms among answered and unanswered questions' titles, ordered by decreasing frequency

Frequently-used terms among answered questions	screen, turn, working, replacement, power, work, replace, charging, charge, button, touch, black, turning, broken, start, stuck, new, LCD, upgrade, problem, change, port, replaced, card, open, boot, replacing, remove, reset, back, drive, error, cable, ssd, cracked, hard, one, dropped, logic, lines, white, keeps, pro, dead, now, front, damage, switch, parts, glass, still, charger, issue, sim, turns, digitizer, just, mode, model, backlight, usb, stopped, logo, starting, know, unresponsive, password, factory, call, use, damaged, find, sensor, possible, fixed, side, galaxy, data, ipod, problems, issue, slow, system, connector, without, overheating, code, ram, air, microphone, please, red, much, plugged, getting, booting, left, way, buy, plus, time, loose, lock, coming, got, shuts, says, install, key, door, top
Frequently-used terms among unanswered questions	sound, light, wifi, speaker, connect, picture, stay, noise, bluetooth, isnt, apps, going, rear, question, play, stop, service, take, hear, lights, showing, network, volume, come, keep, connection, flashing, shut, print, blue, buttons, edit