

Reverent Concerns,

We invite you to take part in this research study, approved by XXXX.. Please take the time to read this document and other supporting materials carefully. Feel free to ask if you would like further information about anything that has been stated here or hasn't been covered.

What is the Purpose of the Study?

GitHub issues enable users and developers to write comments about the existing concerns of a software. Unfortunately these issue discussion threads can get cumbersome over time, making it challenging to obtain insights from simply skimming through them. However, it is crucial for interested parties to keep track of the issues and associated discussion threads so that they may find the necessary information and assist participants by providing required resources when necessary. Therefore, the need for automatic detection of information types from issue discussion has been raised and to reduce this work, we created a tool called *Issue Summarizer*, *iSum* to automatically detect the information types from issue discussion. To understand the usefulness of the retrieved information types and the tool, we are conducting a semi-structured interview with software developers and project managers.

Do I have to take part?

Participation is entirely voluntary and confidential. If you choose to participate, you will be required to sign a consent form. You are allowed to withdraw at any moment, without having to give a reason

What will happen if I take part?

Firstly, before the interview, interviewees will be provided with a document for understanding information types by definition and with examples, as well as the *iSum* tool and its installation manual. In the interview, questions as stated below will be asked. The purpose of the interview is to learn the following points from industry personnel:

- Their practice of approaching issue discussion forum
- The significance/necessity of recognizing issue discussion information types
- The usefulness of *iSum* tool
- Suggestions and ideas for enhancing the tool

Along with the above mentioned topics, interviewees' will be asked to provide some personal and professional information. Cues of the questions are stated below:

- 1) Demographic Information:
 - a) Age
 - b) Gender
 - c) Span of Industry experience
 - d) Previous/Current Role in the organization
 - e) Size of the team
 - f) Experience of using GitHub/ITS
- 2) How do developers explore issue reports?
 - a) If you are/were a developer, how do you approach the discussion forum if you are assigned? Do you only read the issue post and title or skim/go through the whole discussion if any?
 - b) Do you keep yourself up to date with the issue discussion on your assigned issues? (Checking notifications or checking discussion forum from time to time)
 - c) Do you often find that issue discussions contain necessary information?
- 3) What challenges do they face while exploring the reports without a tool?
 - a) Have you ever faced trouble finding information due to the issue's lengthiness or complexity?
 - b) Do you think identifying the information from issue discussion is necessary and why?
 - c) What type of information do you mostly search for ?
- 4) How does *iSum* help developers?:
 - a) Do you find *iSum* useful?
 - b) From your perspective, who will benefit from this tool and why?

- c) What are the strengths of this tool?
- d) Will you or your teammates use this tool?
- 5) Suggestions regarding the expansion:
 - a) What are the shortcomings of this tool?
- 3. Do you have any ideas/ suggestions for enhancing this tool?

Where will the interview take place?

The interview will be online, held in English and will take around 30~45 minutes. . As a meeting tool, microsoft teams will be used since the interview will be recorded and transcribed. The transcription will be manually corrected later if necessary due to the significant amount of inaccuracy of the auto transcription tool.

For the interview, turning on your video is optional though we encourage it.

Are there Risks if I Participate?

You will be asked to give examples from your prior professional experience throughout the interview.

Remembering such a past incident could make you feel some emotions towards a coworker, an organization, or a procedure that is mentally stressful for you.

Are there any benefits in taking part?

You will contribute to the advancement of our knowledge of research gaps and of techniques for locating and displaying research gaps.

What Type of Personal Information Will Be Collected?

Other than your email, no other personal identifying information will be collected and participants will remain anonymous. The audio/video recording will only be available to the researchers working on this project. It won't be shared with anyone else until a designated research review authority requests it for validation or verification of the interview's contents. Unless you specifically request it to be public for your own benefit and the benefit of the larger community, the video will not be aired in public.

If you choose to participate in this study, you have a number of alternatives to think about. Please consider each of these choices before selecting Yes or No:

I grant permission to be audio-taped:	Yes: ____ No: ____
I grant permission to be video-taped:	Yes: ____ No: ____
I grant permission to provide my gender information:	Yes: ____ No: ____
I grant permission to provide my age information:	Yes: ____ No: ____
I wish to remain anonymous:	Yes: ____ No: ____
I wish to make the interview video public:	Yes: ____ No: ____

What Happens to the Information I Provide?

After the study has finished, the results will be written up as part of the XXXX and submitted for examination. The results will also be submitted for publication in an academic journal and presented at conferences. In those presentations or publication of results, only group data will be condensed. You will be made anonymous in the research reports by giving unique identifiers(for example P01).

If you notify us to withdraw your information, we shall delete the audio and video recording and the transcript. The questionnaire responses and interview footage will not be made available to anybody other than the researcher, their study team, and supervisor.. On a computer drive, the anonymous data will be kept for five

years before being completely deleted.

Signatures

Your signature on this form indicates that 1) you understand to your satisfaction the information provided to you about your participation in this research project, and 2) you agree to participate in the research project.

In no way does this waive your legal rights nor release the investigators, sponsors, or involved institutions from their legal and professional responsibilities. You are free to withdraw from this research project at any time. You should feel free to ask for clarification or new information throughout your participation.

Participant's Name: (please print) _____

Participant's Signature: _____ Date: _____

Researcher's Name: (please print) _<<name>> _____

Researcher's Signature: _____ Date: _____

Questions/Concerns

If you have any further questions or want clarification regarding this research and/or your participation, please contact: XXXX

If you have any concerns about the way you've been treated as a participant, please contact XXXX. A copy of this consent form has been given to you to keep for your records and reference. The investigator has kept a copy of the consent form.