Video Meeting Apps User Study

[Redacted]

DESCRIPTION: We are researchers from the [redaced]. Through this study, we aim to understand how you use video meeting apps in your daily life, especially during the pandemic.
In particular, you will be given a questionnaire asking about your experience using video meeting apps.

Please understand that participation is completely voluntary and that no personal information will be collected during this process.

This study should take about 8-9 minutes.

NOTE: *Once you provide an answer on a page, you will **NOT** be allowed to change it back.*

COMPENSATION: All participants who complete all tasks will be compensated through Prolific. In the event of an incomplete submission, you must contact the research team and compensation will be determined based on what was completed and will be at the researchers' discretion. *All submissions will be reviewed manually; complete submissions are required for compensation.*

ATTENTION CHECKERS: This study contains several checks to make sure that participants are finishing the tasks honestly and completely. As long as you read the instructions and complete the tasks, your submission will be approved. If you fail these checks, your submission will be rejected.

CONFIDENTIALITY: Your Prolific ID will be used to distribute payment and will be deleted once the study is complete. Please be aware that your Prolific ID can potentially be linked to information about you on your Prolific public profile page, depending on the settings you have for your Prolific profile. We will not be accessing any personally identifying information about you that you may have put on your public profile page.

For additional questions about this research or if you have any feedback about the study, please contact us at [redacted]. Please include your Prolific ID in the email.

CONCERNS: If you have any questions about your rights as a research participant or have complaints about the research study or study team, call the confidential

research compliance line at [redacted]. Staff will work with you to address concerns about research participation and assist in resolving problems.

I acknowledge that I have read, understood and agreed with this consent form above.

○ Yes

○ No

ineligible

Thank you for your interest, but you are not eligible for participating in this study.

Confirmations

Please confirm your age.

○ I am at least 18 years old

○ I am 17 years old or younger

Please confirm your willingness to participate in this study.
I agree to participate in this online study.
Please answer below.

○ Yes

○ No

Demographics

Demographics:
We will first ask some demographic questions.

Please enter your Prolific id in the field below.

[   ]

Please specify your gender.

○ Male

○ Female

○ Prefer Not to say

Which of the following best describes your highest achieved education level?

○ No High School

○ Some High School

○ High School Graduate

○ Some College - No Degree

○ Associates/2 year degree

○ Bachelors/4 year degree

○ Graduate Degree - Masters, PhD, professional, medicine, etc

Select Your age range:

○ 18-24

○ 25-34

○ 35-44

○ 45-54

○ 55+

Please indicate your occupation:

○ Management, professional, and related

○ Service

○ Sales and office

○ Farming, fishing, and forestry

○ Construction, extraction, and maintenance

○ Production, transportation, and material moving

○ Government

○ Retired

○ Unemployed

○ Students

○ Others

General Information

General Information:
We will now ask for some general information about using video meeting apps, including native apps such as Zoom client and web apps such as Google Meet.

Did you work or study from home at any time during COVID-19? (Feb 2020 to Present)

○ No

○ Yes

How often did you use video meeting apps during quarantine/work-from-home?

○ More than once per day

○ Once a day during weekdays

○ Once every few days

○ Less than once per week

○ Never used

What computer operating systems (OS) do you frequently use for online meetings or work?

☐ Windows

☐ Linux Distributions

☐ macOS

☐ ChromeOS

☐ Other: _____

Select all video meeting apps you have used in the past.

- ☐ Zoom
- ☐ Slack
- ☐ Microsoft Teams
- ☐ Google Meet
- ☐ Cisco WebEx
- ☐ GoToMeeting
- ☐ WhereBy
- ☐ BlueJeans
- ☐ BigBlueButton
- ☐ Jitsi Meet
- ☐ Discord
- ☐ Other: [＿＿＿＿＿＿＿＿]

Select the video meeting app you most **frequently use**.

- ○ Zoom
- ○ Slack
- ○ Microsoft Teams
- ○ Google Meet
- ○ Cisco WebEx
- ○ GoToMeeting
- ○ WhereBy
- ○ BlueJeans
- ○ BigBlueButton
- ○ Jitsi Meet
- ○ Discord
- ○ Other: [＿＿＿＿＿＿＿＿]

Mute Button

Mute Button:
We will ask questions about the mute button feature of video meeting apps.

Have you used the mute button in a video meeting app before?

○ Yes

○ No

If yes, why do you use the mute button?

[ ]

What activities do you perform or take place in your background when you are muted (such as cooking, watching Tv, etc.) during a video meeting?

A video meeting can refer to any setting, such as watching an online talk/seminar, attending a group call, or being in a one-on-one meeting.

[ ]

To the best of your ability, please describe what does the app do when you press the mute button.

[ ]

Mute Button Continued

Mute Button:
We will be asking more questions to understand your experience with the mute button.

Do other people in your online meeting/call hear you after you press the **mute** button?

○ Yes

○ Unsure

○ No

When asked for you favorite app in the question below, you must enter the word "*random*" in the text box below.

Based on the text you read above, which app is your favorite?

[text box]

For your most frequently used video meeting app, when do you think it has access to your microphone? (select all that apply)

☐ When the app is not running.

☐ You start the app but are not in a meeting.

☐ You're in a meeting but you apply the mute button in the app.

☐ You're in a meeting and you are unmuted.

☐ You leave the meeting while the app is still running.

For your most frequently used video meeting app, when *should* it have access to your microphone? (select all that apply)

☐ When the app is not running.

☐ You start the app but are not in a meeting.

☐ You're in a meeting but you apply the mute button in the app.

☐ You're in a meeting and you are unmuted.

☐ You leave the meeting while the app is still running.

Privacy Attitudes

We are also interested in your reactions to certain scenarios. Please indicate the extent to which you agree/disagree with the following:

Consumer online privacy is really a matter of consumers' right to exercise control and autonomy over decisions about how their information is collected, used, and shared.

| Strongly | Disagree | Somewhat | Neither | Somewhat | Agree | Strongly |

Disagree	○	Disagree	Disagree nor Agree	Agree	○	Agree
○		○	○	○		○

Consumer control of personal information lies at the heart of consumer privacy.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

Companies seeking information online should disclose the way the data are collected, processed, and used.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

It is **important** you pay attention to the statements. Please agree by choosing '***Somewhat Agree***'.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

A good consumer online privacy policy should have a clear and conspicuous disclosure.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

It usually bothers me when online companies ask me for personal information.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

When online companies ask me for personal information, I sometimes think twice before providing it.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

It bothers me to give personal information to so many online companies.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○

I'm concerned that online companies are collecting too much personal information about me.

Strongly Disagree	Disagree	Somewhat Disagree	Neither Disagree nor Agree	Somewhat Agree	Agree	Strongly Agree
○	○	○	○	○	○	○