

Participant ID# _____

Session # _____

POST-SESSION QUESTIONNAIRE

Please answer the following questions rating your perceived difficulty with the problem-repair scenario that you just experienced.

1) On a scale of 1 to 4, how difficult did you find it to decide on and complete the necessary repairs?

1	2	3	4
very easy	somewhat easy	somewhat difficult	very difficult

2) Did you use the undo system to help recover from the problem presented in the scenario?

_____ yes _____ no

If you DID NOT use the undo system, please turn to page 3.

If you DID use the undo system, please answer the following questions:

3a) Why did you choose to use the undo system over other recovery approaches? *Please mark all that apply.*

_____ I was curious to see how the undo system worked
_____ I was not sure how to fix the problem otherwise
_____ I wanted to take advantage of the undo system's ability to restore lost e-mail
_____ I thought the undo system would provide faster recovery than other approaches
_____ other (please specify): _____

4a) On a scale of 1 to 4, how would you rate the usefulness of the undo-based recovery tool for the problem scenario you just experienced?

1	2	3	4
not useful	marginally useful	somewhat useful	invaluable

Please turn over and continue with the questions on page 2!

POST-SESSION QUESTIONNAIRE, CONTINUED (page 2)

If you DID NOT use the undo system, please turn to page 3.

If you DID use the undo system, please answer the following questions:

5a) Which of the following best matches your thoughts on the speed of the undo system (how long it took to complete an undo cycle)? *Please select only one.*

- the undo system was too fast to be useful
- the undo system was fast enough
- the undo system was slower than desirable, but still useful
- the undo system was too slow to be useful

6a) Imagine that you were using the undo system to recover from a problem in a real-life situation, where you are not constrained to a 30-minute session as in this study. In this case, what would you say is the *slowest* the undo cycle could be for the undo system to still be useful to you as a recovery tool?

- | | | |
|-----------------------------------|-------------------------------------|---|
| <input type="checkbox"/> 24 hours | <input type="checkbox"/> 30 minutes | <input type="checkbox"/> 1 minute |
| <input type="checkbox"/> 6 hours | <input type="checkbox"/> 10 minutes | <input type="checkbox"/> 30 seconds |
| <input type="checkbox"/> 2 hours | <input type="checkbox"/> 5 minutes | <input type="checkbox"/> other, please specify: |
| <input type="checkbox"/> 1 hour | <input type="checkbox"/> 2 minutes | _____ |

What would you say is the *fastest* the undo cycle need be for the undo system to be a useful recovery tool?

- | | | |
|-----------------------------------|-------------------------------------|---|
| <input type="checkbox"/> 24 hours | <input type="checkbox"/> 30 minutes | <input type="checkbox"/> 1 minute |
| <input type="checkbox"/> 6 hours | <input type="checkbox"/> 10 minutes | <input type="checkbox"/> 30 seconds |
| <input type="checkbox"/> 2 hours | <input type="checkbox"/> 5 minutes | <input type="checkbox"/> other, please specify: |
| <input type="checkbox"/> 1 hour | <input type="checkbox"/> 2 minutes | _____ |

POST-SESSION QUESTIONNAIRE, CONTINUED (page 3)

Answer the following questions only if you DID NOT use the undo system:

3b) Why did you choose not to use the undo system? *Please mark all that apply.*

- I did not think the undo system would be useful to fix the problem
- I did not understand how to use the undo system
- I did not understand how the undo system worked
- I forgot that the undo system was available
- I did not trust the undo system
- I thought that the undo system would be slower than other recovery approaches
- I did not want to lose (rewind) changes made by other administrators
- other (please specify): _____

4b) If you were to repeat the scenario, how likely would you be to use the undo system?

- | | | | |
|------------------|----------------------|--------------------|----------------|
| 1 | 2 | 3 | 4 |
| very
unlikely | somewhat
unlikely | somewhat
likely | very
likely |

5b) Regardless of the fact that you did not use the undo system, thinking back on your experience, how useful do you think the undo system could have been in recovering from the problem you were asked to fix?

- | | | | |
|------------|----------------------|--------------------|------------|
| 1 | 2 | 3 | 4 |
| not useful | marginally
useful | somewhat
useful | invaluable |