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 very easy
2 somewhat easy
3 somewhat difficult
4 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 not useful
2 marginally useful
3 somewhat useful
4 invaluable

Please turn over and continue with the questions on 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?

- _____ 24 hours
- _____ 6 hours
- _____ 2 hours
- _____ 1 hour
- _____ 30 minutes
- _____ 10 minutes
- _____ 5 minutes
- _____ 2 minutes
- _____ other, please specify:

- _____ 1 minute
- _____ 30 seconds
- _____ other, please specify:

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

- _____ 24 hours
- _____ 6 hours
- _____ 2 hours
- _____ 1 hour
- _____ 30 minutes
- _____ 10 minutes
- _____ 5 minutes
- _____ 2 minutes
- _____ other, please specify:

- _____ 1 minute
- _____ 30 seconds
- _____ other, please specify:
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?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>very unlikely</td>
<td>somewhat unlikely</td>
<td>somewhat likely</td>
<td>very likely</td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>not useful</td>
<td>marginally useful</td>
<td>somewhat useful</td>
<td>invaluable</td>
</tr>
</tbody>
</table>