

# On the Use of Multimedia Documentation

The Ambient Software Engineering Group (ASEG) from Concordia University is currently conducting a brief survey to study how software engineers and developers learn new tasks.

The feedback collected from the second section of this survey will be used to find out what source of documentation is preferable by software engineers, with different characteristics, to get help with their software engineering tasks (e.g., using an application feature, using an API, etc.) or learn something (e.g., a programming language, how to use a tool, etc.). The feedback of the third section will be used to better understand how often and why software engineers watch how-to tutorial videos. Finally, the answers of the fourth section will be used to better understand the usage of how-to tutorial videos as a software artifact.

\* Required

## Legal Consent Information

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Study Title: On the Use of Developer Knowledge

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Source of funding for the study: N/A

You are being invited to participate in the research study mentioned above. This form provides information about what participating would mean. Please read it carefully before deciding if you want to participate or not. If there is anything you do not understand, or if you want more information, please ask the researcher.

### A. PURPOSE

The Ambient Software Engineering Group (ASEG) from Concordia University is currently conducting a brief survey to study how software engineers and developers learn new tasks.

### B. PROCEDURES

If you participate, you will be asked to answer questions on your background in software engineering and provide details on your use of different types of developer knowledge through different communication channels (e.g., books, social media, face-to-face conversations, etc.).

In total, participating in this study will take 10-15 minutes.

### C. RISKS AND BENEFITS

This research is not intended to benefit you personally and there is no foreseeable risks that could arise from participation.

### D. CONFIDENTIALITY

We will gather the following information as part of this research: Background and software engineering related experiences.

We will not allow anyone to access the information, except people directly involved in conducting the research. We will only use the information for the purposes of the research described in this form.

The information gathered will be anonymous. That means that it will not be possible to make a link between you and the information you provide.

We will protect the information by keeping it securely on encrypted file systems or password protected email accounts for a minimum of 5 years following completion of research project.

We intend to publish the results of the research. However, it will not be possible to identify you in the published results.

We will destroy the information five years after the end of the study.

#### F. CONDITIONS OF PARTICIPATION

You do not have to participate in this research. It is purely your decision. If you do participate, you can stop at any time. Any information provided before withdrawing will be deleted and excluded from our analysis. However, there is no way of withdrawing your responses once they are confirmed and submitted.

#### G. PARTICIPANT'S DECLARATION

I have read and understood this form. I have had the chance to ask questions and any questions have been answered. I agree to participate in this research under the conditions described. By clicking "Next" in this Google Form I indicate that I am at least 18 years old, have read and understood this form and agree to participate in this research study.

If you have questions about the scientific or scholarly aspects of this research, please contact the researcher. Their contact information is at the beginning of this section. You may also contact their faculty supervisor.

If you have concerns about ethical issues in this research, please contact the Manager, Research Ethics, Concordia University, 514.848.2424 ex. 7481 or [oor.ethics@concordia.ca](mailto:oor.ethics@concordia.ca).

## Part I: Background

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### 1. What is your gender \*

*Mark only one oval.*

- Male
- Female
- Prefer not to answer
- Other: \_\_\_\_\_

### 2. When is your birth year? \*

*Mark only one oval.*

- Before 1966
- 1966-1976
- 1977-1994
- After 1994

**3. Which of the following best describe(s) you? (Check all that apply) \****Check all that apply.*

- Researcher
- Business Analyst
- Database Administrator
- Database Developer
- Full Stack Developer
- Graduate Student
- Product Owner
- Software Designer
- Software Developer
- Software Project Manager
- Software Quality Assurance Engineer
- Software Tester
- Undergraduate Student
- Other: \_\_\_\_\_

**4. How many years of professional experience do you have as a software engineer? \****Mark only one oval.*

- 0
- <1 year
- 1-2 years
- 2-5 years
- 5-10 years
- 10-20 years
- >20 years

**5. What programming languages do you use (or have used) in your development or maintenance tasks? (Check all that apply) \***

*Check all that apply.*

- Java
- C
- Python
- C++
- Visual Basic .NET
- C#
- PHP
- Javascript
- SQL
- Objective-C
- Delphi/Object Pascal
- Ruby
- MATLAB
- Other: \_\_\_\_\_

**6. How many open source or commercial software projects have you worked on? \***

*Mark only one oval.*

- 0
- 1
- 2-5
- >5

**7. How many years have you been contributing to open source (in any way)? \***

*Mark only one oval.*

- Never
- <1 year
- 1-2 years
- 2-5 years
- 5-10 years
- 10-20 years
- >20 years

## **Part II: Software Engineering Information Resources**

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**8. Rank the type of developer knowledge that you prefer to use to get help in your software engineering tasks? \***

Non-digital (e.g., telephone, face2face, project workbook, documents, books); Digital (e.g., Slashdot, Sourceforge, Visual Studio documentation, Eclipse documentation, mailing lists, emails); Social media (e.g., blogs, Twitter, LinkedIn, YouTube, Vimeo, Stack Overflow, Slack, Facebook, GitHub)

Mark only one oval per row.

	Highly preferable	Moderately preferable	Somewhat preferable	Not very preferable	Not preferable at all	Not sure
Non-digital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. Indicate if your organization has blocked access to any social media and specify the name of the blocked social media? (e.g., Twitter, Facebook, YouTube, Vimeo, LinkedIn, Slack, GitHub, etc.) \***

\_\_\_\_\_

**10. How important are the following social media resources for you in \*completing your software engineering tasks\*? \***

Mark only one oval per row.

	Very important	Moderately important	Somewhat important	Not very important	Not important at all	Not sure
Blogs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GitHub	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Google Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LinkedIn	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Slack	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stack Overflow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vimeo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YouTube	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**11. Rank your level of preference in using the following media as an information source to \*learn new skills/concepts\*? \***

Mark only one oval per row.

	Highly preferable	Moderately preferable	Somewhat preferable	Not very preferable	Not preferable at all	Not sure
Books	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blog posts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Images (e.g., Flowcharts, visualised methodologies, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online written documentations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Podcasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Question and answer sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. For each task, indicate the media format that you prefer to use as a documentation. (Check all that apply) \*

Textual (e.g., blogs, Q&As, documents, books). Multimedia (e.g., videos, images, podcasts)  
Check all that apply.

	Multimedia	Textual
Bug fixing	<input type="checkbox"/>	<input type="checkbox"/>
Finding workarounds for other problems	<input type="checkbox"/>	<input type="checkbox"/>
Get development tips and tricks	<input type="checkbox"/>	<input type="checkbox"/>
Get familiar with a software application's user interface	<input type="checkbox"/>	<input type="checkbox"/>
Learn a programming language	<input type="checkbox"/>	<input type="checkbox"/>
Learn how to customize open source projects' source code	<input type="checkbox"/>	<input type="checkbox"/>
Learn how to set up an application	<input type="checkbox"/>	<input type="checkbox"/>
Learn how to use specific features of a software application	<input type="checkbox"/>	<input type="checkbox"/>
Learn new concepts	<input type="checkbox"/>	<input type="checkbox"/>
To find answers to technical questions	<input type="checkbox"/>	<input type="checkbox"/>
To learn and improve my skills	<input type="checkbox"/>	<input type="checkbox"/>

## Part III: On the Use of How-to Tutorial Videos in Software Engineering Domain

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13. Is YouTube accessible in your organization/country? \*

Mark only one oval.

- Yes
- No
- Yes, but filtering is bypassed using other methods

14. For what software engineering-related purpose(s) do you watch tutorial videos? (Check all that apply) \*

Check all that apply.

- Bug fixing
- Finding workarounds for other problems
- Get development tips and tricks
- Get familiar with a software application's user interface
- Learn a programming language
- Learn how to customize open source projects' source code
- Learn how to set up an application
- Learn how to use specific features of a software application
- Learn new concepts
- Other: \_\_\_\_\_

15. **How many tutorial videos have you created in the past to share your software development knowledge? \***

Mark only one oval.

- 0
- 1
- 2-5
- 5-10
- >10
- Other: \_\_\_\_\_

16. **For what software engineering-related purpose(s) have you created tutorial videos? (Check all that apply)**

Check all that apply.

- Bug fixing
- Demonstrate a software application's user interface
- Give development tips and tricks
- Teach a programming language
- Teach how to set up an application
- Teach how to use specific features of a software application
- Teach new concepts
- Teach workarounds for other problems
- I have never created a tutorial video myself
- Other: \_\_\_\_\_

17. **How many tutorial videos have you created to share your expertise in the use of features found in a software application?**

Mark only one oval.

- 0
- 1
- 2-5
- 5-10
- >10
- Other: \_\_\_\_\_

18. **How often do you watch tutorial videos as a learning resource? \***

Mark only one oval.

- Daily
- Weekly
- Monthly
- Almost never
- Never

19. **How often are you unable to find a tutorial video that clearly describes what you need? \***

*Mark only one oval.*

- Always
- Often
- Sometimes
- Rarely
- Never

20. **To what extent do you find tutorial videos an effective learning tool in the software engineering domain? \***

*Mark only one oval.*

- Very effective
- Moderately effective
- Somewhat effective
- Not very effective
- Not effective at all
- Not sure

21. **To what extent do you find the information presented in a tutorial video useful for your tasks? \***

*Mark only one oval.*

- Very useful
- Moderately useful
- Somewhat useful
- Not very useful
- Not useful at all
- Not sure

22. **How often are you satisfied with the audio and visual quality of a tutorial video? \***

*Mark only one oval.*

- Always
- Often
- Sometimes
- Rarely
- Never



**23. Indicate how important the following information is when selecting a tutorial video to watch? \***

*Mark only one oval per row.*

	Very important	Moderately important	Somewhat important	Not very important	Not important at all	Not sure
Author	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content (by watching part of the video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Content of the speech transcription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Description	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a narrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
HD Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Long video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of likes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Number of views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Short video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textual annotations in the video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Title	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**24. From your experience, what would you consider some of the benefits of using tutorial videos compared to written documentation? \***

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**25. From your own experience, are there any disadvantages in using tutorial videos over written documentation? \***

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**26. In your opinion what is needed to speed up the adoption of tutorial videos as an information source and make them more appealing? \***

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**27. How important is having a narrator for tutorial videos? \***

Mark only one oval.

- Very important
- Moderately important
- Somewhat important
- Not very important
- Not important at all
- Not sure

**28. How often do you turn on closed captioning (subtitles) while watching a tutorial video? \***

Closed captioning or subtitle is the processes of displaying text on video screen, or other visual display. It is typically used as a transcription of the audio portion of a program as it occurs.

Mark only one oval.

- Always
- Often
- Sometimes
- Rarely
- Never

**29. Assume that you are new to WordPress and you want to know "how to add a blog post to WordPress". Having the choice between Stack Overflow, the official online documentation, and a tutorial video, all containing the same relevant information, which one will you use to learn how to perform the task? \***

Mark only one oval.

- Official online document
- Stack Overflow Q&A
- Tutorial video
- All of the above
- Other: \_\_\_\_\_

**30. Assume that you are new to WordPress and you want to know "How to restrict WordPress site access by IP". If you find the relevant question and answer on Stack Overflow, the official online documentation, and a tutorial video, which one will you use to learn how to perform the task? \***

Mark only one oval.

- Official online documentation
- Stack Overflow Q&A
- Tutorial video
- All of the above
- Other: \_\_\_\_\_

## **Part IV: How-to Tutorial Videos as a Software Artifact**

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Think about an open source project which you would like to contribute to and do not have any experience in. With this assumption in mind, please answer the following questions.

31. **How often do you decide to watch a video of a software project whose source code you want to customize? \***

*Mark only one oval.*

- Always  
 Often  
 Sometimes  
 Rarely  
 Never

32. **Have you ever tried to locate the source code artifacts of a feature that is being demonstrated in a video? \***

*Mark only one oval.*

- Always  
 Often  
 Sometimes  
 Rarely  
 Never

33. **Which of the following use cases of recommending videos do you find interesting? (Check all that apply) \***

*Check all that apply.*

- Videos relevant to bug reports  
 Videos relevant to build configurations  
 Videos relevant to online textual documentation  
 Videos relevant to security issues  
 Videos relevant to Stack Overflow question and answers  
 Other: \_\_\_\_\_

34. **Please share any suggestion about the role or usefulness of how-to tutorial videos in software engineering domain. \***

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