

8.3 Debriefing Form

Debrief Form

Study: B1 - Buffering Versus Interrupts

Thank you for participating in the study Buffering Versus Interrupts! The purpose of this study is to record how defects in a video's quality may annoy a user – we check to see how annoyances change as the buffer time and the number of interruptions in a video fluctuates. We also wanted to know if the level of motion in a video affects how annoyed you were. We believe that videos with higher motion will cause a user to feel more annoyed when defects occur. This study is important because the information gained from this can help streaming services find a better ratio for interrupts and buffers, so as to minimize a user's annoyance.

In this study we asked participants to watch 16 videos, experiencing either buffers at the start of a video or interrupts during, and to rate the video from 1 to 5 in terms of annoyance; we also asked them to rate their opinion of the video, so as to verify that the video's content wasn't changing their annoyance level. The only deception you may have experienced in this study is the fact that the defects in the video were not real, but encoded into the video by us. We expect to find that there are two different relationships, one between buffer time and annoyance that resembles a smooth incline, but becomes exponentially related at some transition point and one between interrupts and annoyance, that resembles a logarithmic function, where annoyance rises quickly, but relatively slows down as it approaches a higher annoyance value.

Previous research has shown that our predicted relationship for buffer times does resemble data other organizations have found. If you would like to learn more about this topic we can give you our references. Do you have any questions about this study? When you were doing the study what did you think the study was about? Was there any part of the study that was difficult? What would you change about the study?

Again, thank you for your participation in our research. If you have any questions you can ask me now or you can contact Prof. Mark Claypool at claypool@cs.wpi.edu / (508) 831-5409, Joshua Allard at jnallard@wpi.edu, or Andrew Roskuski at ajroskuski@wpi.edu at a later date. If you would like to see our final analysis of our results, via our IQP paper, we can email them to you at the end of the study. We will update your credit for taking the survey momentarily.