

8.2 Script

Introduction:

Hello! Thank you for participating in our study. This study is designed for measuring how much quality defects in videos annoy you. The process will take about 15-20 minutes. First, please read and sign this consent form. If you have any questions feel free to ask.

After signing the form:

Thank you. Are you here for the psychology pool? If so, please write down your information here so we can give you credit. (If yes: skip the rest of this section) Would you like to participate in our optional raffle to win a \$25 Visa gift card. All we need is your name and email. (If yes: Please put your name and email on this form).

For seating:

Please follow me, I will take you to a lab computer to start the survey. <load up the survey for their group> Do you have any headphones on you? <if not hand them a pair and say “Please return these as you leave the study”>. Plug in your headphones: change the volume with your mouse to see if they are functional. Next, this page is for collecting demographic information. I will not watch you fill out these questions, and they are completely optional. Once you are done filling out as much information as you are willing to give, you will click the next button.

After that there will be a control video which has no defects in its quality. When we talk about quality in this study, we are only referring to wait-times or interruptions. You will start the video using the “Play Video” button. After watching the video, you will use the respective slider to indicate how annoyed you were with the video's wait-times or interruptions. 1 means you were minimally annoyed, 5 means you couldn't be more annoyed. You will also rate the video's content using the second slider. Just tell us how you felt about the video disregarding its quality. A thing to note is that you need to move both sliders for the survey to recognize that you entered a response, so if you want to use the default value, just slide it off and then back. Do you have any questions? <answer questions> There are 16 more videos besides the control that you will be rating. Please follow this process for each one. At the end, there are a few questions to gather general feedback about the survey. Please continue until you are on the page that says “Your response has been recorded.” During the course of the survey, it is important that you do not refresh the page, because it will restart the process. If you have any questions, feel free to ask, and please tell us when you are done.