

**Table 2****Distinguishing Patterns Found in the Negative Answers**

| Patterns                    | Frequency | Sample Quotes   |
|-----------------------------|-----------|---|
| Hard to navigate            | 13        | "I honestly did not completely understand how to navigate through the system."  |
| Confusing software features | 10        | "The site is kind of confusing though. I still don't know how to add an attachment."  |
| Lack of communication       | 9         | "I didn't like using confluence because I didn't feel as if there was any communication between me and other members."                          |
| Hard to learn               | 7         | "I[f] Confluence were introduced earlier when the courses are less time consuming, students would have more time to become acquainted with it." |
| Require additional login    | 4         | "I already have several sites to log into each day."  |
| Lack of user interaction    | 4         | "I had difficulty getting my group to participate in the wiki discussions regularly."   |
| Inconvenience               | 3         | "Sometimes I would forget about the site and not post anything."  |