Research Protocol – Template

*To assist you, a Research Protocol template is provided here. You should follow it closely by filling in the <details relevant to your project>.*

1. **Project** **Title**: Securing Privacy and Preventing Scams during Online Purchases

2. **Investigators**: Team Vulcan

3. **Purpose**: The purpose of our research is to understand how individuals fall victim to online scams to help us derive requirements for the design of novel interactive computational media that are intended to be useful to online shoppers. A brief description of our design problem is: Many users are sent scam or fraud inquiries through online sources. Millions fall victim to these online scams and millions of dollars are stolen. We want to find a solution and end online scams.

4. **Process to be followed**: We will brief the participants about the purpose of the study, explain the consent form to them, and ensure that they sign the consent form. We will then engage the participants in a 30 min semi structured interview. We will also, with their permission, make observations as follows: The insight provided on a phone interview will be used to make observations on what trends and patterns are followed by scam artists.

5. **Participant selection:** Participants will be chosen from their experience with dealing with fraud cases. They will be identified via personal network connections and selected according to their years of experience dealing with these types of problems. In general, they will be characterized by their occupation and work experience in any fraud department.

6. **Relationships**: Our relationship to the participants may be described as follows:

7. **Risk and benefit:** There will be minimal risk to the participants, for example that they feel that they have wasted their time. The only benefit will be to contribute to the education of the investigators. Participants are free to withdraw before or at any time during the study without the need to give any explanation.

8. **Consent details**: We will brief the participants about the purpose of the study, and explain the **attached consent form** to them, and ensure that they consent to participate and sign the consent form.

9. **Compensation**: Participants will receive no compensation.

10. **Information sought:** The information to be sought is described in the attached <whatever research instrument will be used, such as a protocol for asking questions in a semi-structured interview>.

11. **Confidentiality**: Information will be kept confidential by the investigators. Names or other identifying or identified information will not be kept with the data. The only other use will be to include excerpts or copies in the assignment submitted, but names and other identifying or identified information will not be submitted.

Consent Form – Template

**Consent Form: Securing Privacy and Preventing Scams during Online Purchases**

I hereby consent to participate in a research study conducted by Team Vulcan for an assignment in University of Toronto Computer Science 318, *Design of Interactive Computational Media*.

I agree to participate in this study, the purpose of which is In this study, we aim to find ways to prevent and reduce online purchase scams and their effects on our stakeholders. We also want to find ways to secure online privacy for them.

.

I understand that

* The procedures to be used are interviews and questionnaires. We will give a brief explanation about the goal of the research. The participants will be asked to answer questions related to online shopping experiences, scams and safeguards available to them.

The whole session will be recorded.

* I will receive no compensation for my participation.
* I am free to withdraw before or any time during the study without the need to give any explanation.
* All materials and results will be kept confidential, and, in particular, that my name and any identifying or identified information will not be associated with the data.

**PARTICIPANT**

Name (please print)

Signature

Date

**INVESTIGATOR(s)**

Name Signature