

enCharge Usability Study Consent Form

Thank you in advance for participating in the usability study for the enCharge auxiliary bot for the LINE application. The following will cover any and all expectations, what the research will cover, how it will be used for and steps for maintaining privacy.

Purpose of this study

The purpose of the study is to help understand how people use the enCharge booking chatbot. Your participation will help us make the product easier to use.

Freedom to withdraw

Your participation in this study is voluntary. You can stop or withdraw your consent at any time; you can take a break at any time; and you can ask questions at any time. If you wish to do so outside of your booked session, please don't hesitate to contact

Matt Bird

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Information we will collect

We will ask you to show us how you use the product. We will watch how you do various tasks and we will ask you some questions. The session will be recorded and notes will be taken to record your comments and actions. You will be encouraged to 'think aloud' as you do the requested tasks. The data will be kept up to two years.

Privacy and Confidentiality

The design team may watch the recording of your session so they can improve the product. The anonymous transcripts, but not recordings or any personal details may be sent to a third party for personal portfolio purposes. You will not be identifiable and your comments will be confidential.

Your consent

Please sign this form to show that you consent to collecting the sessions data. I hereby give my consent (please tick all that apply)

- ☐ To be observed during the research.
- ☐ For the session to be recorded.
- ☐ For people on the design team to review the recording in the future.

Participant name	Signature	Date	Participant ID
Name of person taking consent	Signature	Date	

「enCharge」 使用性調査同意書

LINEアプリの「enCharge」チャットボットの使用性調査に参加してくれてありがとうございます。以下は、すべての期待をカバーし、研究がカバーするもの、使用方法とプライバシーを維持する手順です。

研究の目的

研究の目的は人々が「enCharge」の予約チャットボットをどのように使っているかを理解することです。あなたの参加は製品を使いやすくするためのものです。

同意撤回の自由

この研究への参加は任意です。同意はいつでも停止または取り消すことができます。いつでも休憩または質問できます。予約したセッション以外でやりたい場合は、遠慮なく下記連絡先に連絡してください。

バードマット

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西成区、太子1丁目3番5号

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収集する情報

製品の使用方法をお尋ねします。さまざまなタスクを行う方法を見て、また質問をいたします。セッションが記録され、コメントとアクションを記録するためにメモが取られます。要求されたタスクを実行するときに、「声に出して考える」ことをお勧めします。データは最大2年間保持されます。

プライバシーと機密性

設計チームが製品の向上のため、セッションの記録を拝見することがございます。匿名のトランスクリプトは、個人的なポートフォリオの目的で第三者に送信できますが、記録や個人の詳細は送信できません。あなたのことは特定できず、あなたのコメントは匿名になります。

あなたの同意

セッションデータの収集に同意することを示すには、このフォームに署名してください。私はここに同意します（該当するものすべてにチェックを入れてください）

- ☐ 研究中に観察されます。
- ☐ セッションを記録されること。
- ☐ 設計チームが将来記録をレビューすること。

参加者名	署名	日付	参加者ID
同意を得る人の名	署名	日付	

enCharge Usability Study Questionnaire

Demographic Details

What is your age: _____

What is your ethnicity: _____

What is your gender: Male / Female / Other / Prefer not to disclose

What level of formal English study do you have? _____

Do you have experience in extramural English education? Yes / No

On a scale of 1 - 5, how would you rate your English Ability?

1 Poor	2 Below Average	3 Average	4 Above Average	5 Excellent
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On a scale of 1 - 5, how would you rate your desire to learn English?

1 Low	2 Somewhat Low	3 Average	4 Somewhat High	5 High
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enCharge Usability Details

On a scale of 1-5, how would you rate the ease of use of the application?

1 Very Hard	2 Somewhat Hard	3 Average	4 Somewhat Easy	5 Very Easy
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On a scale of 1-5, does this application make you more interested in using the service?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the application to book a session?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the dictionary feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the flashcards feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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On a scale of 1-5, how likely would you be to use the ask a question feature?

1 Very Unlikely	2 Somewhat Unlikely	3 No Opinion	4 Somewhat Likely	5 Very Likely
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Is there anything in particular that you like about the application?

Is there anything that you would change about the application?

Are there any features you would like to suggest?

Bot Language _____

Prototype Version _____

Participant ID _____

enCharge Usability Study Observation Sheet

Time	Notes