

Plain Language Statement

School of Computing and Information Systems
Faculty of Engineering and I.T.



Project: INFO90004 Evaluation Project

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Introduction

Thank you for your interest in participating in this research project. The following few pages will provide you with further information about the project, so that you can decide if you would like to take part in this research.

Please take the time to read this information carefully. You may ask questions about anything you don't understand or want to know more about.

Your participation is voluntary. If you don't wish to take part, you don't have to. If you begin participating, you can also stop at any time.

What is this research about?

In this student project, groups of graduate students will conduct an evaluation of the usability and user experience of a public website. The aim of the project is to understand how easy or difficult the website is to use, to identify where and why any difficulties occur, and to make recommendations about how to fix those issues.

What will I be asked to do?

Should you agree to participate, you will be asked to do one or both of the following:

- Complete an online survey using special software designed for this kind of evaluation. Your responses to questions will be collected automatically by the software and your identity will not be revealed to researchers. The survey takes about 10-15 minutes to complete.
- Participate in an online interview with a student researcher where you are asked to share your computer screen and complete specific tasks on a particular website. The student researcher will ask you questions about your use of the website. The online interview will take about 30-60 minutes and will be recorded for analysis. Short segments of the interview may be used in a video summary to illustrate key issues with the website and/or things it does well.

What are the possible benefits?

Your participation in this study helps us to train our students in how to conduct and analyse a study to evaluate the user experience and usability of a website. Although there are no direct benefits to you or to the site that is studied, your participation helps us to build a group of graduates who can work constructively and efficiently to make websites, computer systems, apps and other products easier and more efficient to use.

What are the possible risks?

We have not identified any risks to participants as part of this study.

Do I have to take part?

No. Participation is completely voluntary. You are able to withdraw at any time. Because we cannot identify individual participants, we cannot remove your data after you submit the online survey. If you wish to withdraw from the interview study, please contact the student researchers and ask them to delete your data.

Will I hear about the results of this project?

If you wish to read the report from the project, please contact the student researchers directly.

What will happen to information about me?

Student researchers will store your data on a password-protected computer system. It will be deleted after the research project ends when the students complete their studies. You will be referred to by a pseudonym in reporting the research.

Where can I get further information?

If you would like more information about this project, please contact the student researchers Benjamin Evans bcevans@student.unimelb.edu.au / Shalini shalinin@student.unimelb.edu.au; or the Lecturer in charge of the subject, Dr Melissa Rogerson, at melissa.rogerson@unimelb.edu.au.

Who can I contact if I have any concerns about the project?

This project has human research ethics approval from The University of Melbourne (Approval 20182). If you have any concerns or complaints about the conduct of this research project, which you do not wish to discuss with the research team, you should contact the Research Integrity Administrator, Office of Research Ethics and Integrity, University of Melbourne, VIC 3010. Tel: +61 8344 1376 or Email: research-integrity@unimelb.edu.au. All complaints will be treated confidentially. In any correspondence please provide the name of the research team and/or the name or ethics ID number of the research project.