

Informed Consent Form for Usability Research: Hesburger App & Terminal

This Informed Consent Form is for participants invited to take part in a usability study evaluating the Hesburger mobile app and self-service ordering terminal.

The names of the researchers responsible for this study are **Chris Kristjan Kivaste**, **Ayushi Raina**, **Estere Estella Mitule**, Master's students in Human-Computer Interaction at Tallinn University, Estonia.

This document consists of two parts:

1. **Information Sheet** – Details about the study.
2. **Certificate of Consent** – Your signature to confirm participation.

You will receive a copy of this consent form for your records.

1. Information Sheet

1.1 Purpose of the Research

The purpose of this study is to evaluate the usability of the Hesburger **mobile app** and **self-service ordering terminal**. The research aims to understand how easy or difficult it is for users to complete an order, identify usability challenges, and assess user satisfaction with both platforms.

1.2 Procedure

Participants will be assigned to either the **Hesburger mobile app** or **self-service terminal** and will complete a food order as quickly and accurately as possible. Observers will track steps taken, hesitation points, and any errors during the ordering process. After completing the task, participants will fill out the **System Usability Scale (SUS) questionnaire**, followed by a brief **post-evaluation interview (5 minutes)** to gather additional insights about the experience.

1.3 Confidentiality

The session may be **audio/video recorded** for analysis, but these recordings will only be used for research purposes. No personally identifiable information will be included in any reports, publications, or presentations. All data collected will be securely stored and anonymized. Participants have the right to withdraw from the study at any time without

penalty. If a participant chooses to withdraw, all associated data will be deleted and excluded from analysis.

1.4 Contact Information

If you have any questions or concerns about this study, please contact **chriskk@tlu.ee**. If you have any questions or concerns about this study, please contact **Chris Kristjan Kivaste**, at **chriskk@tlu.ee**.

2. Certificate of Consent

By signing below, I confirm that: I have read and understood the information provided about this study, had the opportunity to ask questions, and voluntarily agree to participate in this research. I consent to the session being recorded for research purposes and understand that my identity will remain confidential. I confirm that I am **18 years of age or older** and that I can withdraw from the study at any time without penalty.

- I have had the opportunity to ask questions, and any questions I had were answered to my satisfaction.
- I voluntarily agree to participate in this research, which involves completing an order using either the **Hesburger mobile app** or **self-service terminal**, filling out the SUS questionnaire, and participating in a short interview.
- I consent to the session being recorded for research purposes.
- I understand that my identity will remain confidential, and my personal data will not be shared.
- I confirm that I am **18 years of age or older**.
- I understand that I can withdraw from the study at any time without penalty.

Name of Participant: _____

Signature of Participant: _____

Date: _____