

User Evaluation Consent Form

Please review the following consent form before beginning your participation of the evaluation.

Clause 1: Purpose of the evaluation

This evaluation will be used to gather usability data on a prototype of the Doubtfire Helpdesk Ticketing System (DHTS) from you in order to better develop the system.

Clause 2: Procedure

You will be asked a series of questions regarding the dashboard prototype developed for the DHTS in addition to some basic demographic survey questions. You have the option to complete an *extended evaluation* where you will complete four tasks with a prototype system of DHTS. More information on this is provided in the general information sheet.

The extended evaluation procedure may be recorded via screen capture software for the purpose of reviewing the evaluation in an analysis stage to acquire further data. At the end of the evaluation, you will be asked to fill out a System Usability Scale survey and a satisfaction questionnaires following this evaluation.

Clause 3: Confidentiality

All data acquired from this interview will remain the property of the researchers, however data in future reports of DHTS based on the data acquired from this interview will be anonymised and detached from this consent form. You will be unidentifiable in these reports.

All data acquired from this interview may be assessed by the developers of the DHTS, Graham Farrell (DHTS supervisor) and Andrew Cain (DHTS client). The developers of the DHTS are:

- Alex Cummaudo
- Jake Renzella
- Lachlan West
- Reuben Wilson

Clause 4: Freedom to withdraw

You have the right to withdraw from the procedures at any time without any prejudice from the researchers. However, all data acquired up to that point will remain the property of the researchers.

Agreement

In signing this form, you fully understand and agree to all the clauses above. You agree that this document remains the possession of the interviewer. You agree you are 18 years of age or older.

1. **Do you agree to have your usage of the software recorded?**

Mark only one oval.

☐ Yes

☐ No

2. **Do you agree to have your face and audio recorded during the evaluation?**

Mark only one oval.

☐ Yes

☐ No

3. **Participant's Full Name**

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4. **Participant's Signature**

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5. **Facilitator's Full Name**

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6. **Facilitator's Signature**

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7. **Date**

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Example: 15 December 2012