



Project Title: HelpMe - Virtual Office Hours Help System
Human Ethics – H22-03323
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INFORMED CONSENT: STUDENT PARTICIPATION

Introduction

You are invited to participate in an evaluation of an experimental educational tool for providing help during physical and virtual office hours. As a participant in this study, you will be asked to complete a questionnaire and interact with this tool as needed.

This statement contains information about the present study that is intended to help you decide whether you wish to participate in it. You may refuse to sign this form and not participate in this study. You should be aware that even after you signed, you are free to withdraw at any time. If you withdraw from this study, it will not affect your relationship with this unit, the people involved in the study, the services it may provide to you, or the University of British Columbia Okanagan. If you have any questions about this study before, during, or after your participation, please feel free to direct them to:

Devon MacNeil
Email: devonwmacneil@gmail.com

Study Objectives

The objective of this work is to explore the utility of allowing students to interact with an online help system allowing students to have more efficiency and visibility in receiving help from the instructor and teaching assistants.

Procedure: HelpMe System

Expected course work time: 1 hour

Expected additional time: 1 hour

Total expected time: 2 hours

1. As part of the course, you may request help during physical and virtual office hours. The queuing system will be managed online by the HelpMe system being evaluated.
2. At the end of the course, you will be asked to complete a short questionnaire based on the utility and usability of the tool. This is to help us identify what has been useful for you and what changes we need to make in the future.

Risks

There is a risk of the software malfunctioning, although that will have no impact on any graded material in the course. There is a risk that you may become frustrated with the software. To mitigate this, you will have the option of using traditional methods of interacting with the instructor and TAs.

Benefits

You may spend less time waiting for help from the instructor and teaching assistants and receive responses faster.

Privacy and confidentiality

Questionnaires are anonymous. Questionnaire data, consent data, and information collected from the system will all be stored separately and encrypted. Since the interest of this study is to identify average responses and behavior of the entire group of participants, you will not be identified in any way in any written reports of this research.

The data obtained from both components of the study will be retained for at least 5 years after publication in secured, electronic form, which only researchers associated with this research will have access to. No audio or video tapes will be used. General results of the research study may be available through publications. A summary of the results will be made available to participants upon request. Individual participant data will not be available.

Access to course work and associated grades

By checking the boxes below, you are providing consent for the researchers in this study to analyze your interactions with the HelpMe system and associated grades. The grades will only be used for research analysis purposes without including any of the participants' personal information.

Dual Role of Researcher

Since the PI is also the instructor for the course, any questions about the research study will be handled by graduate student Devon MacNeil. Any significant issues will be handled by the Department Head, John Braun.

Concerns about participants' rights

If you have any concerns or complaints about your rights as a research participant and/or your experiences while participating in this study, contact the Research Participant Complaint Line in the UBC Office of Research Ethics toll free at 1-877-822-8598 or the UBC Okanagan Research Services Office at 250-807-8832. It is also possible to contact the Research Complaint Line by email (RSIL@ors.ubc.ca). When doing so, include the study number H22-03323 when contacting their staff so they can better assist you.

Participant consent and signature

I have read this Consent form. I have had the opportunity to ask, and I have received answers to, any questions I had regarding the study and the use and disclosure of information about me for the study. I agree to take part in this study as a research participant. By my signature I affirm that I have received a copy of this Consent form.

<input type="checkbox"/> Yes <input type="checkbox"/> No	I am willing to provide access to my information on using the HelpMe system.
<input type="checkbox"/> Yes <input type="checkbox"/> No	I am willing to provide access to my course grades.

Whether or not you choose to participate, you will receive the same assignments and exam questions in this course. Your decision to participate or not participate in this study will in no way impact your grades or your relationship with UBC.

Participant Name:

Date:

Participant Signature: