

## Instructions for experimenter:

Hi \_\_, welcome to the experiment. Before it starts, you have read the PIS form and PCF form carefully and sign in the PCF form. After that, we will collect some basic personal details from you. For sure, your recorded personal details will not be revealed to others.

Let's start the experiment, we will firstly give you 2 minutes for preparation, you can take a rest with your eyes and we will give you 10 minutes to be familiar with the app 'Opal Travel' and play around with it. After that, you will have a series of activity related about using 'Opal Travel' and its function. In the process, your behaviour and motion will be recorded as paper writing for experiment but just take it easy. We will not do audio recording or video recording.

Participant 1 task sequence: 1 – 2 – 3 – 9 – 5 - 4 - 8 – 6 – 7 – 8

Participant 2 task sequence: 1 – 2 – 6 – 7 – 8 – 3 – 5 – 9 – 4 - 8

Participant 3 task sequence: 1 – 2 – 6 – 5 - 7 – 8 – 3 – 9 – 4 – 8

The first phase is ended. You can have a 5 minutes break and we will give you another 10 minutes to familiar with our prototype and play around it. After that, you will have a series of activity which is similar as the last one.

Participant 1 task sequence: 1 – 2 – 6 – 7 – 8 – 3 – 5 – 9 – 4 - 8

Participant 2 task sequence: 1 – 2 – 6 – 5 - 7 – 8 – 3 – 9 – 4 – 8

Participant 3 task sequence: 1 – 2 – 3 – 9 – 5 - 4 - 8 – 6 – 7 – 8

Finally, we'd like to hear some feedback from you about the trial and thanks for your contribution in the experiment. You can simply click in the feedback form and free to go.

*The comparison of user's performances between the **prototype** and the local commute planning app  
Opal Travel*

**PARTICIPANT INFORMATION STATEMENT**

**(1) What is this study about?**

You are invited to take part in a research study about *understand the advantage and disadvantage of our new commute app compared to the local commute app Opal Travel*.

You have been invited to participate in this study *because the opinion you give is objective and very important to us*. This Participant Information Statement tells you about the research study. Knowing what is involved will help you decide if you want to take part in the research. Please read this sheet carefully and ask questions about anything that you don't understand or want to know more about.

Participation in this research study is voluntary.

By giving your consent to take part in this study you are telling us that you:

- ✓ Understand what you have read.
- ✓ Agree to take part in the research study as outlined below.
- ✓ Agree to the use of your personal information as described.

You will be given a copy of this Participant Information Statement to keep.

**(2) Who is running the study?**

The study is being carried out by the following researchers:

- Jacky, student in University of Sydney
- Michela, student in University of Sydney
- Zelin, student in University of Sydney

**(3) What will the study involve for me?**

*The participants are asked to send the photos of their student ID card to show if they are the students of University of Sydney.*

*The participants will need to be grouped as one focus group and need to take the questionnaires in the Fisher library in University of Sydney.*

*There is no need to take any audio/video/other recording during the experiment.  
There is no need to have an interpreter.*

*The participants can check their own experiment results and decide whether they want researchers to use it.*

**(4) How much of my time will the study take?**

*The participants need at least 20 minutes to finish the questionnaires.*

**(5) Who can take part in the study?**

*The participants should be the students in university of Sydney that need to use the commute app often to plan their daily schedule and willing to join the focus group by their own will.*

**(6) Do I have to be in the study? Can I withdraw from the study once I've started?**

Being in this study is completely voluntary and you do not have to take part. Your decision whether to participate will not affect your current or future relationship with the researchers or anyone else at the University of Sydney.

If you decide to take part in the study and then change your mind later, you are free to withdraw at any time. You can do this by sending an e-mail to the researchers about when and why you withdraw from the study, and the information including the name from this e-mail would only known by the three researchers.

The participants can decide whether their study data will be used and published.

Submitting your completed questionnaire is an indication of your consent to participate in the study. You can withdraw your responses if you change your mind about having them included in the study, up to the point that we have analysed and published the results.

Submitting your completed questionnaire is an indication of your consent to participate in the study. You can withdraw your responses any time before you have submitted the questionnaire. Once you have submitted it, your responses cannot be withdrawn because they are anonymous and therefore we will not be able to tell which one is yours.

If you take part in a focus group, you are free to stop participating at any stage or to refuse to answer any of the questions. However, it will not be possible to withdraw your individual comments from our records once the group has started, as it is a group discussion.

If you decide to withdraw from the study, we will not collect any more information from you. Please let us know at the time when you withdraw what you would like us to do with the information we have collected about you up to that point. If you wish your information will be removed from our study records and will not be included in the study results, up to the point that we have analysed and published the results.

**(7) Are there any risks or costs associated with being in the study?**

*1.The questions in the questionnaires may involve sensitive questions about their privacy that may offend them.*

*2. If the participants agree to publish the data or their results, these information are possibly can be controlled by other groups or individuals that can harm their interest.*

*3. The participants may need to spend their own free time to do the experiment.*

**(8) Are there any benefits associated with being in the study?**

We cannot guarantee that you will receive any direct benefits from being in the study.

**(9) What will happen to information about me that is collected during the study?**

*1. The questionnaire results need to be collected and used in the study.*

*2. The participants can access their personal information by checking the e-mail that researchers sending to each of them.*

*3. The results will be published in the Project phase 4 report and presentation (INFO 3315)*

*4. The data and results are stored in researchers' computer and can access to every participants' file, and participants can choose to check their own file by sending e-mail or ask the researcher by person.*

*5. After finishing the whole project, the information will be archived for future studying.*

*6. The information can only be collected to do the future research project when the participants agree to do that.*

By providing your consent, you are agreeing to us collecting personal information about you for the purposes of this research study. Your information will only be used for the purposes outlined in this Participant Information Statement, unless you consent otherwise.

Your information will be stored securely and your identity/information will only be disclosed with your permission, except as required by law. Study findings may be published, but you will not be identified in these publications unless you agree to this using the tick box on the consent form.

We will keep the information we collect for this study, and we may use it in future projects. By providing your consent you are allowing us to use your information in future projects. We don't know at this stage what these other projects will involve. We will seek ethical approval before using the information in these future projects.

**(10) Can I tell other people about the study?**

Yes, you are welcome to tell other people about the study.

**(11) What if I would like further information about the study?**

When you have read this information, Zelin YE will be available to discuss it with you further and answer any questions you may have. If you would like to know more at any stage during the study, please feel free to contact Zelin YE [zeyeye5212@uni.sydney.edu.au](mailto:zeyeye5212@uni.sydney.edu.au) 0434499837..

**(12) Will I be told the results of the study?**

You have a right to receive feedback about the overall results of this study. You can tell us that you wish to receive feedback by *sending e-mails with details about what the researchers should provide to you*. This feedback will be in the form of *any types that you mentioned in the e-mails you send to us*. You will receive this feedback after the study is finished.

**(13) What if I have a complaint or any concerns about the study?**

Research involving humans in Australia is reviewed by an independent group of people called a Human Research Ethics Committee (HREC). The ethical aspects of this study have been approved by the HREC of the University of Sydney [*INSERT protocol number once approval is obtained*]. As part of this process, we have agreed to carry out the study according to the *National Statement on Ethical Conduct in Human Research (2007)*. This statement has been developed to protect people who agree to take part in research studies.

If you are concerned about the way this study is being conducted or you wish to make a complaint to someone independent from the study, please contact the university using the details outlined below. Please quote the study title and protocol number.

The Manager, Ethics Administration, University of Sydney:

- **Telephone:** +61 2 8627 8176
- **Email:** [human.ethics@sydney.edu.au](mailto:human.ethics@sydney.edu.au)
- **Fax:** +61 2 8627 8177 (Facsimile)

*This information sheet is for you to keep*

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**PARTICIPANT CONSENT FORM**

I, ..... [PRINT NAME], agree to take part in this research study.

In giving my consent I state that:

- I understand the purpose of the study, what I will be asked to do, and any risks/benefits involved.
- I have read the Participant Information Statement and have been able to discuss my involvement in the study with the researchers if I wished to do so.
- The researchers have answered any questions that I had about the study and I am happy with the answers.
- I understand that being in this study is completely voluntary and I do not have to take part. My decision whether to be in the study will not affect my relationship with the researchers or anyone else at the University of Sydney now or in the future.
- I understand that I can withdraw from the study at any time.
- I understand that I may leave the focus group at any time if I do not wish to continue. I also understand that it will not be possible to withdraw my comments once the group has started as it is a group discussion.
- I understand that my questionnaire responses cannot be withdrawn once they are submitted, as they are anonymous and therefore the researchers will not be able to tell which one is mine.
- I understand that personal information about me that is collected over the course of this project will be stored securely and will only be used for purposes that I have agreed to. I understand that information about me will only be told to others with my permission, except as required by law.

I understand that the results of this study may be published, but these publications will not contain my name or any identifiable information about me unless I consent to being identified using the 'Yes' checkbox below.

☐

**Yes**, I am happy to be identified.

☐

**No**, I don't want to be identified. Please keep my identity anonymous.

I consent to:

- **Being contacted about future studies**

YES

☐☐

**I would like to review my interview transcripts**

YES

☐

NO

☐

**I would like to receive feedback about my personal results**

YES

☐☐

**I would like to receive feedback about the overall results of this study**

YES

☐☐

If you answered **YES**, please indicate your preferred form of feedback and address:

☐

Postal:

\_\_\_\_\_

\_\_\_\_\_

☐

Email:

\_\_\_\_\_

.....  
**Signature**

.....  
**PRINT name**

.....  
**Date**

## Participant Background:

Name: \_\_\_\_\_

How old are you?

- ☐ <20      ☐ 20-29      ☐ 30-39  
☐ 40-49      ☐ 50-59      ☐ 60+

What's your gender?

- ☐ Female      ☐ Male

Please indicate your University: \_\_\_\_\_

What's your degree?

- ☐ Undergraduate    ☐ Post-graduate    ☐ PHD

Please indicate your major: \_\_\_\_\_

Are you an international student?

- ☐ Yes      ☐ No

How many days do you go to school weekly?



☐1 ☐2 ☐3 ☐4 ☐5 ☐6 ☐7

What transports do you use to school? (multiple choice)

☐Car ☐Bus ☐Walk ☐Bike ☐Train

Do you have physical disable problem?

☐Yes ☐No

Have you used the app 'Opal Travel' before?

☐ Yes -> End the experiment ☐ No

#### Tasks List:

1. Add the starting point

Participant should determine the exact the start location which is '4 Defries Ave, Zetland'.

2. Add the destination

Participant should add 'The university of Sydney, Camperdown' as the destination.

3. Choose the transportation – Bus

Participant should choose bus as the preferred transportation.

4. Start the navigation – Bus

Participant should choose the route with the shortest time duration and start navigating.

5. Save the trip/ Put the trip in the bookmark

Participant should save the trip in the 'Opal Travel' and save as bookmark in the prototype.

6. Choose the transportation – Drive

Participant should choose drive as the preferred transportation with the same setting of starting point and destination.

7. Start the navigation – Drive

Participant should choose the route with the shortest time duration and start navigating.

8. End the navigation

Participant should end the navigation after successfully starting the navigation whatever the transportation is.

9. Search the bus information

Participant should see the bus information including whether it is crowded or when it will arrive.

Opal Travel app

prototype

	Time taken	Errors make	Time taken	Errors make
Participant 1				
Participant 2				
Participant 3				



