Qualitative Study of User Feedback on Messaging App Debriefing Sheet

Many thanks for taking part in this study. We hope it was interesting. Please feel free to ask the researcher any questions you have about what happened. Please note that some of the information contained on this form is a repeat of what might be found on the Information Sheet, which you should already have and can keep.

# What is the purpose of the study?

The purpose of the study is to get user feedback on the Messaging App developed as part of my Masters Dissertation Thesis. This study will provide information to make better User Interface for the app and also to check if the app has correctly addressed the problem.

# How was the data collected and how will it be stored?

All the feedback response collected will be completely anonymous. No personal data will be collected and used in this feedback. The information will be collected via Microsoft forms through a set of questions regarding the UI of the app and usage of the app. It will be then stored securely through Cardiff University OneDrive for a minimum period of 5 year.

# What will happen to the results of the research study?

Where appropriate, the results of this study will be used while developing the app. It will also be used as a basis regarding future developments. You will not be identified in any report or publication. The results of this study will help to understand the users’ point of view regarding what would be a nice feature for the app and what can be done to make the app more user friendly. We will inform you of the results of the study if you wish to have the information.

# What do I do if I have any complaints regarding this study?

In the first instance, you should contact the leader of the Research Project:

Krishna Sarma

Email: sarmak1@cardiff.ac.uk.

If you are still unhappy, please contact the relevant Ethics Committee:

Cardiff School of Computer Science & Informatics Ethics Committee

Email : [comsc-ethics@cardiff.ac.uk](mailto:comsc-ethics@cardiff.ac.uk)

The data controller is Cardiff University and the Data Protection Officer is Matt Cooper [CooperM1@cardiff.ac.uk](mailto:CooperM1@cardiff.ac.uk). The lawful basis for the processing of the data you provide is consent.

# Who has reviewed the study?

This study has been reviewed and approved by the Ethics Committee of the School of Computer Science and Informatics, Cardiff University.

# Contact for Further Information

We welcome the opportunity to answer any question you may have about any aspect of this study or your participation in it.

Krishna Sarma

Email: sarmak1@cardiff.ac.uk.