Qualitative Study of User Feedback on Messaging App Information Sheet

# Introduction

You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take the time to read the following information carefully and discuss it with others if you wish. Ask if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part. Thank you for reading this.

# 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 is the study structured?

Once you have agreed to take part in the study and unless you choose to withdraw at any point, you will be asked to:

1. Look through a set of mobile app wireframe for every screen in the app and then complete an online form with feedbacks regarding the UI.
2. Provide overall feedback on completion of the App regarding the overall performance and if it solves the problem explained to you in the beginning of the study. This feedback will also be taken in the form of online forms.

# Who is organising and funding the research?

The study is organised by researchers from Cardiff University, Krishna Sarma under the supervision of Dr. Liam Turner.

# Why have I been chosen?

As a volunteer you have responded to our request for participants to take part via email.

# Do I have to take part?

It is up to you to decide whether or not you want to take part in the study. If you do decide to take part you will be given this information sheet to keep and be asked to sign a consent form. If you decide to take part you are still free to withdraw at any time and without giving a reason.

# How will the data be collected and 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 data will be collected?

The data collected will be the ease of use of the App, the overall UI and if the app solves the problem explained.

# How can I request access to my data?

The data can be accessed on request to the contact details provided at the end of the form.

# What if I want to end my participation in this study?

If you want to stop your participation for any reason, you may do so by informing the student in the contact details provided at the end of this form.

# 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.