

Participant Information Sheet

You are being invited to take part in a research study. Before you decide whether or not to take part, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully.

Study Title: User experience of food ordering apps

What is the purpose of the study?

Your responses will be treated in confidence and will remain anonymous.

- The aim of this study is to assess current user experience of food ordering apps and identify any potential improvements which could enhance the user experience.
- We'd like to understand your experiences of eating out - and would be grateful if you could spare a few minutes to complete our survey.

Why have I been approached?

- The study is open to anyone over the age of 16. More specifically adults and students are eligible to participate in the study.
- You have been approached to take part in the study as a person likely to use food ordering apps.
- there will be a minimum of 5 people participating in this study

Do I have to take part?

- Participation is voluntary and the person can withdraw from the study at any time. Likewise, participants should take time to read this document before making a formal decision.
- If you agree to take part in this study, I will ask you to sign the consent form.

What will happen if I don't want to carry on with the study?

- You can withdraw from the study if you change your mind and you do not have to give a reason, there is no penalty for withdrawing.
- If you wish to withdraw from the study after you have completed the participation form, the form will be destroyed and your participation will not be counted.

All data collected up to the point of withdrawal will be immediately destroyed.

What will happen to me if I take part?

- Your online responses will be collected in Google Forms and will remain anonymous.
- The survey is expected to take around 20 minutes to complete.
- No additional software or applications are needed to take part.
- Internet access and a web browser is required e.g. Google Chrome, Microsoft Edge.
- You will be asked questions around your experience of eating out, types of establishments, what influences your choice and the sorts of information you look for on menus.
- You will be completing a questionnaire.

What are the possible disadvantages and risks of taking part?

- Reimbursement, remuneration and payment are not offered to those taking part in the study.

What are the possible benefits of taking part?

- Participation will help with the development of a new food passport app and will help increase the knowledge and understanding in the topic area. This will assist the developer to understand user experience of existing apps on the market.
- Your answers will help in the development of an application aimed at informing consumers with food intolerances of premises that cater for their dietary needs. A knock-on effect may be that food retailers will make more relevant information available to consumers with food intolerances.

What if something goes wrong?

If you are unhappy with the conduct of this study please contact Gareth Davies or my supervisor Andrew Smith, or the Chair of the University of Sunderland Research Ethics Group Dr John Fulton. Contact details are included below.

How will my information be kept confidential?

- All participant information (data) will be treated in accordance with the terms of the Data Protection Act (1998).
- The answer to your questions will be kept for a minimum length of time until answers from all participants are collated. In the meantime, individual completed questionnaires will be encrypted and privately stored on Google Servers. Once all answers have been collated the individual questionnaires will be deleted.
- Completely anonymous data: data will be completely anonymous because participants will not be asked to provide any person identifying information.

What will happen to the results of this study?

- Results will be written-up in project reports for educational qualifications or may be shared with external organisations such as Grape Software.

Who is organising and funding the research?

The research is organised by Gareth Davies, who is an undergraduate student at the University of Sunderland, Faculty of Computer Science, School of Computing.

- This project is not externally funded.

Who has reviewed the study?

The study has been reviewed and approved by the University of Sunderland Research Ethics Group.

Further information and contact details

- Gareth Davies
Email: bh15ug@student.sunderland.ac.uk
- Andrew Smith (Research Supervisor)
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Dr John Fulton (Chair of the University of Sunderland Research Ethics Group)
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Thank you for taking time to read the information sheet!