



EXPLANATORY STATEMENT

Project ID: 32963

Project title: Identifying age-related needs of senior citizens in software applications

Investigators

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Student Investigator

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You are invited to take part in a research project that investigates age-related needs for senior citizens in software applications. Please read this Explanatory Statement in full before deciding whether or not to participate. If you would like further information regarding any aspect of this project, please contact the researchers via the email addresses listed above.

This study is conducted as a part of PhD project at the HumaniSE Lab, Faculty of Information Technology, Monash University, Australia.

This research is funded by the Australian Research Council Australian Laureate Fellowship (FL190100035).

Why were you chosen for this research?

You are invited to participate in this research as we believe that as a senior citizen living in Australia, you are able to share with us your experience on various age-related user experience issues, such as related to the visual presentation of content, navigation or data input, that you have encountered when using software applications. These insights will aid us in better understanding the needs of the senior community as a whole.

What does the research involve?

We aim to conduct focus groups and enquire about your user experience with software applications.

A focus group is a group interview of a small number of participants with similar demographics, or other shared traits and experiences.

We will ask you to share your experiences with using software applications of your choice with the aim to learn how easy or difficult these applications are to use for you. We may ask follow-up questions from time to time with respect to specific details of (a) things that work, (b) things that do not work, and (c) things you would like to see changed to deepen our understanding of your experiences with software applications.

We encourage you to bring your own computing device for any demonstrations.



It will greatly aid our data collection if sessions are audio recorded. However, we will only do so with your prior consent.

Focus group sessions will be facilitated by the Chief Investigator and assisted by the Student Investigator. We plan to conduct 2-3 sessions which will be held at a time and place convenient to you such as your regular U3A meetings.

Sessions will be held in-person and run for about 60 minutes. Your overall time commitment amounts to a maximum of 3 hours.

Consenting to participate in the project

You have been invited to participate in this study by the chief investigator and a U3A representative. As part of this, you have been provided with this Explanatory Statement and a Consent Form. Please read both in full. If you agree to participate in this study in-person, please signed the Consent Form and bring it to the first focus group session for collection.

Follow-up interviews

Moreover, we may ask you to participate in a follow-up interview to drill down into a specific aspect that was discussed during a focus group session. If so, contact with you will be made by the chief investigator through a U3A representative. A separate Explanatory Statement and Consent Form will be provided. You have the choice to decline participation, if you wish so.

Withdrawing from the research

You can withdraw your participation at any time. During the session, you can request the recorder to be turned off and note-taking to be stopped without giving a reason. However, please note that it may not be possible to remove all your data (especially audio recordings involving other participants), if you withdraw during or after a focus group session.

Possible benefits and risks to participants

You will be reimbursed for your participation in this study with a 30-dollar voucher.

There are no known or anticipated risks to you as a participant. Please note that you can opt out from participating in the focus group at any time and that you do not have to answer any questions that you are not comfortable with. Moreover, no personal details or identifiable information about you will be collected beyond your name and signature in the Consent Form.

Services on offer if adversely affected - Although we do not expect that this research will cause you any distress, should you become concerned about issues that arise throughout or after the study, we can provide you with a list of counselling services and advise you to seek medical advice from your General Practitioner.

Confidentiality

As stated above, no personally identifiable information beyond the Consent Form will be collected during focus group sessions. Furthermore, this information will only be accessible by the investigators of this research and not be used during data collection, analysis, synthesis and presentation. All the information collected during the focus group sessions will be de-identified (especially audio recordings, notes/sketches) and processed in an anonymised fashion.



Storage, Retention, Destruction and Future Use of data

Firstly, collected data will be stored securely on a secure Monash server and the investigators' computers during different phases of data collection, analysis and reporting. All of these systems and computers have access controls in place and cannot be accessed by unauthorised parties. All data will be destroyed after five years. Carefully analysed and anonymised data may be uploaded to the IEEE Data Port if required.

Secondly, a third-party commercial online transcription service such as Otter.ai, Dovetail or Nvivo will be used to transcribe and process the audio recordings of focus group sessions and follow-up interviews. The named commercial services adhere to strict data security and privacy policies including server-side encryption and data encrypted in transit to / from their servers. As all sessions will only be audio recorded in an anonymised fashion, it is impossible for these commercial services to identify individual participants. Moreover, the recordings will be deleted as soon as audio transcriptions have been successfully processed.

Use of data for other purposes

The data collected during this research may be used for related studies by the investigators within five years. If data is reused, it will still be in anonymised form and covered by ethics approvals of those future projects.

Results

The results of this study may be published in peer-reviewed academic conferences and/or journals and may be summarised at relevant industry workshops. A research report will also be available to participants upon request.

Complaints

Should you have any concerns or complaints about the conduct of the research, you are welcome to contact the Executive Officer, Monash University Human Research Ethics Committee (MUHREC):

Executive Officer
Monash University Human Research Ethics Committee (MUHREC)
Room 111, Chancellery Building D,
26 Sports Walk, Clayton Campus
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Thank you,

Dr Ingo Mueller