



EXPLANATORY STATEMENT

Project ID: 42470

Project title: Investigating the usability of a model-driven accessible-adaptive user interface generation approach with Senior Citizens and software developers

Investigators

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You are invited to take part in a research project that investigates the usability of an approach to generate accessible and adaptive user interfaces in mobile applications. Please read this Explanatory Statement section in the Google Form fully 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?

We invite you to join our research because we value the insights you can offer as a senior citizen in Australia. Your experiences with age-related challenges, such as difficulties in viewing content, navigating, or inputting data on mobile apps, are invaluable to us. Your input will help us test the effectiveness of our new methods for improving user interfaces for senior users.

What does the research involve?

We plan to conduct focus groups to discuss the effectiveness of adaptive user interfaces in addressing age-related challenges for senior citizens in mobile applications. The discussions will involve you, other seniors in a similar age group, and our team, allowing for a small, intimate group setting to gather detailed feedback.

During the first 10 - 15 minutes of the session, we will initially distribute a questionnaire/survey that asks general questions regarding your background and mobile application usage. We will walk you through the questions one by one and you can ask for clarifications at any point.



Once the survey has been filled out, we will then show you the original user interface of an e-banking mobile application. Thereafter, we will inquire about any age-related challenges that you anticipate (if any) when using the shown user interfaces. Following this, we will demonstrate the adapted versions of the same interfaces. You will then assess whether the adaptations have addressed the previously identified challenges in the original interfaces and suggest any further improvements.

The session will be audio-recorded upon your consent.

The focus group session will be held in person (face to face) at a venue that is convenient for you. A session will run for about 60 minutes.

Consenting to participate in the project

To consent to this project, you must read and understand this explanatory statement, then sign and return a consent form. You retain the right to withdraw this consent up to thirty days following the conclusion of the focus group session, without giving a reason, and any data or recordings taken will be removed from the study and deleted.

Possible benefits and risks to participants

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

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.

Confidentiality

No personally identifiable information beyond the Consent Form will be collected during the focus group session.

All data and recordings generated throughout the study will be stored in a secure Google Drive folder. All forms of data will only be made accessible to researchers listed at the top of this page. All information collected (especially audio recordings, notes/sketches, and survey data) during the focus group will be de-identified and processed in an anonymised fashion.

Personally identifiable information collected with the Consent Form may also be made available to Monash Finance if requested for audit purposes.

An online transcription tool named Otter.ai will be used for transcribing audio recordings from our focus group sessions due to its strong commitment to data security and privacy. Otter.ai is compliant with the General Data Protection Regulation (GDPR), ensuring adherence to strict data protection standards. Furthermore, it has been independently audited and awarded a SOC 2 certification, which verifies that Otter.ai maintains high levels of security and privacy in its operations, as evaluated over time by an external auditor. Additionally, as the session will only be audio recorded in an anonymised fashion, it is impossible for Otter.ai to identify individual participants.

Storage, Retention, Destruction and Future Use of Data



Firstly, All data and recordings generated throughout the study will be stored in a secure Google Drive folder and only made accessible to researchers listed at the top of this page. The data will be de-identified after user studies are complete and transcribed. All data will be destroyed after five years. Carefully analysed and anonymised data may be uploaded to the IEEE Data Port if required.

Secondly, any of the audio recordings uploaded to the online transcription tool Otter.ai will be deleted from the platform as soon as the transcription process is successfully completed. The Otter.ai service will then permanently delete the audio files and their text transcriptions.

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,
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Thank you,

Professor John Grundy