**Information Sheet**

**Background to the study**

When people come to the UK to live or visit, they often have to use local or national government websites for information on a range of topics. It is also possible to find some of this information from non-government sources. If English is not their first language, it may be difficult to know where to go, and what information is useful or that can be trusted as being correct. Therefore, I am interested in how people who speak English as a second language find information on governmental topics using the internet.

**Goals/Outcomes**

This study aims to look at the **information literacy skills** of the people who take part to help in the design of websites and their content (for example www.gov.uk), search engines (like Google) and to improve teaching of IT skills and general literacy skills.

**Information Literacy Skills Defined**

**Study Design: What is involved?**

To understand the information needs of the people who help in this study, and English as second language users in general, this study includes an experiment and a few questionnaires.

The information that will be collected in the questionnaires include details of age, occupation, language skills, I.T and Information Literacy levels. As well as the collection of personal opinions on the experiences and views about the tasks carried out in the study.

The experiment will be conducted at Northumbria University, using PC’s. You will have four tasks to complete. Each task includes a story in which people are facing a real-life issue that requires searching information from the internet. Your task will be to search for webpages that best answer this issue.

**Your legal rights**

In line with the Data Protection Act 1998 all participants can:

* withdraw their permission at any time;
* ask to access the information at any time;
* contact the researcher on the details below.

Researcher Details:

Mr David Brazier.

[d.brazier@northumbria.ac.uk](mailto:d.brazier@northumbria.ac.uk)

All participants in this study have a right to confidentiality, as such all efforts will be made to uphold this.

In publication, any personal information provided by the participants will be anonymised by replacing their names with ‘Participant A’, etc.

Any physical and digital data will be stored and destroyed securely, and retained for only as long as is required, in line with Northumbria Universities regulations.



**Faculty of Engineering and Environment**

**RESEARCH PARTICIPANT CONSENT FORM**

|  |  |
| --- | --- |
| **Name of participant** |  |
| **Researcher’s name** | **David Brazier** |
| **Title of research project/dissertation** | The information interaction of English as a Second language users in a governmental context. |
| **Programme of study** | **PhD** |
| **Supervisor’s name** | **Dr Morgan Harvey** |

**Brief description of nature of research and involvement of participant:**

This research project looks to investigate how users whose first language is not English, search for information using English Language search systems, how this differs from native English users, and how this might be supported by the search system. Participants are required to bring their expertise, knowledge and experiences to an experiment which involves each participant conducting four online search tasks for pre-defined scenarios using a web browser and then completing post-task and post-study questionnaires about their experience and opinions on the services they interacted with.

***Standard statement of participant****\** ***consent (please tick as appropriate)***

I confirm that:

I have been briefed about this research project and its purpose and agree to participate\*

I have discussed any requirement for anonymity or confidentiality with the researcher\*\*

I agree to being audio recorded/filmed/photographed \*\*\*

***\**** *Participants under the age of 18 normally require parental consent to be involved in research.*

*\*\*\* Delete as appropriate*

**\*\*Specific requirements for anonymity, confidentiality, data storage, retention and destruction**

**Signed Date**

**Standard statement by researcher**

I have provided information about the research to the research participant and believe that he/she understands what is involved.

**Researcher’s signature ……………………………………….**

**Date ……………………………………….**

Pre-Study Questionnaire

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Full name | NA | | | | | | | | |
| Age |  | | | | | | | | |
| Nationality |  | | | | | | | | |
| Occupation |  | | | | | | | | |
| Language (Please Tick) | Native (L1) | | Fluent (L2) | | Proficient (L3) | | Basic (L4) | | |
| English |  | |  | |  | |  | | |
| Please specify other languages below |  | | | | | | | | |
|  |  | |  | |  | |  | | |
|  |  | |  | |  | |  | | |
| Please tick the most relevant response | | | | |
|  | Minutely | Hourly | | Daily | Few times a week | Weekly | | Monthly | Rarely |
| I.T. use |  |  | |  |  |  | |  |  |
| Internet use |  |  | |  |  |  | |  |  |
| Search Engine use |  |  | |  |  |  | |  |  |
| Search Engine preference | Google | Bing | | Yahoo | Ask | Other (Please Specify below) | | | |
|  |  | | | | | | | | |

I wish to be made aware of the results of the study (please provide contact details below).

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*I understand the purpose of this research and agree to participate*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name:** | | | | | |
| **Task 1** | **Not at all** |  |  |  | **Very** |
|  | **1** | **2** | **3** | **4** | **5** |
| **I have searched about this topic before** |  |  |  |  |  |
| **I know about this topic** |  |  |  |  |  |
| **I am interested in this topic** |  |  |  |  |  |
| **It will be difficult to find information about this topic** |  |  |  |  |  |
| **Task 2** | **Not at all** |  |  |  | **Very** |
|  | **1** | **2** | **3** | **4** | **5** |
| **I have searched about this topic before** |  |  |  |  |  |
| **I know about this topic** |  |  |  |  |  |
| **I am interested in this topic** |  |  |  |  |  |
| **It will be difficult to find information about this topic** |  |  |  |  |  |
| **Task 3** | **Not at all** |  |  |  | **Very** |
|  | **1** | **2** | **3** | **4** | **5** |
| **I have searched about this topic before** |  |  |  |  |  |
| **I know about this topic** |  |  |  |  |  |
| **I am interested in this topic** |  |  |  |  |  |
| **It will be difficult to find information about this topic** |  |  |  |  |  |
| **Task 4** | **Not at all** |  |  |  | **Very** |
|  | **1** | **2** | **3** | **4** | **5** |
| **I have searched about this topic before** |  |  |  |  |  |
| **I know about this topic** |  |  |  |  |  |
| **I am interested in this topic** |  |  |  |  |  |
| **It will be difficult to find information about this topic** |  |  |  |  |  |

Pre-Task Questionnaire

Post Task Questionnaire

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name:** | | | | | |
|  | **Not at all** |  |  |  | **Very** |
|  | **1** | **2** | **3** | **4** | **5** |
| I was given enough information to complete the task. |  |  |  |  |  |
| It was clear what was being asked. |  |  |  |  |  |
| The task was relevant to me. |  |  |  |  |  |
| The task was easy to understand. |  |  |  |  |  |
| I was engaged in the task |  |  |  |  |  |
| I performed the task to the best of my ability. |  |  |  |  |  |
| I found the task difficult. |  |  |  |  |  |
| I am confident the content I found satisfied the task. |  |  |  |  |  |
| I am confident about the search query terms I used. |  |  |  |  |  |
| I am confident I identified relevant websites from the search results. |  |  |  |  |  |
| I am confident in my ability to read the website content. |  |  |  |  |  |
| I am confident in my ability to understand the content of the websites I visited. |  |  |  |  |  |
| I am confident the search task was completed. |  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Study** | **Tasks** |  |  |  |
| A1,2 | 1 | 2 | 3 | 4 |
| B1,2 | 2 | 3 | 4 | 1 |
| C1,2 | 3 | 4 | 1 | 2 |
| D1,2 | 4 | 1 | 2 | 3 |
| E1,2 | 4 | 3 | 2 | 1 |
| F1,2 | 1 | 4 | 3 | 2 |
| G1,2 | 2 | 1 | 4 | 3 |
| H1,2 | 3 | 2 | 1 | 4 |
| I1,2 | 1 | 3 | 2 | 4 |
| J1,2 | 2 | 4 | 3 | 1 |
| K1,2 | 3 | 1 | 4 | 2 |
| L1,2 | 4 | 2 | 1 | 3 |
| M1,2 | 1 | 3 | 4 | 2 |
| N1,2 | 2 | 4 | 1 | 3 |
| O1,2 | 3 | 1 | 2 | 4 |
| P1,2 | 4 | 2 | 3 | 1 |
| Q1,2 | 4 | 3 | 1 | 2 |
| R1,2 | 3 | 4 | 2 | 1 |
| S1,2 | 2 | 3 | 1 | 4 |
| T1,2 | 1 | 2 | 4 | 3 |

Latin Square to allocate tasks