**Title of research:**

Digital Pass Wallet requirements gathering survey

**Summary of research:**

The purpose of this survey is to gather requirements information for a Digital Pass Wallet application, that I am developing as part of my final year project. This information will be used to create requirements documentation that will be followed during the creation of the app. It will also be used to, if necessary, restructure the project plan to accommodate any suggested features and features deemed important by the participants.

**How will participants be recruited?**

The participants will be sent a link to the survey via email, text or social media.

**What will the participants be told about the proposed research study?**

Here are the briefing notes for the survey:

*Welcome to the Digital Pass Wallet requirements gathering survey.   
My name is Diyan Komitov and I am a fourth-year Computer Science student at the University of Strathclyde. Thank you for agreeing to participate in this survey! It should only take about 5 minutes to complete and your time is much appreciated.*

*Purpose of the survey  
The purpose of this survey is to gather requirements information for a Digital Pass Wallet application, that I am developing as part of my final year Computer Science project. This information will be used to create requirements documentation that will be followed during the creation of the app. It will also be used to, if necessary, restructure the project plan to accommodate any suggested features and features deemed important by you.*

*Description of the application  
The Digital Pass Wallet will be an Android application used to store and manage digital passes. Passes include things such as event tickets, boarding cards, loyalty cards and more. If you use an iOS device you have probably used Apple Wallet and if you have used an Android device you might have used a similar application such as WalletPasses or Pass2U Wallet. This is the sort of application this project aims to recreate and improve upon.*

*What you need to know  
This survey is completely anonymous and none of your personal information will be recorded or stored. The data acquired from this survey will be used during the creation of the app and will be included in the final report for this project. The report may be made available to future students for the benefit of their education.*

*It is entirely up to you if you want to participate. To give your consent to participate you need to press the “begin” button below. If you at any point decide not to take this survey just leave this page.*

*This study is approved by the CIS Departmental Ethics Committee at the University of Strathclyde and if there are any concerns you should contact the Departmental Ethics Committee using ethics@cis.strath.ac.uk*

*The ethics approval number is: [insert number here]*

*The supervisor for this project is Dr Sotirios Terzis. You can contact him at sotirios.terzis@strath.ac.uk*

*If you have any issues taking this survey or any questions regarding its content, please feel free to contact me at diyan.komitov@gmail.com*

*Thanks again for taking this survey! To begin press the button below.*

**How will consent be demonstrated?**

Consent will be demonstrated by pressing begin on the introduction page of the survey. Participants will be free to exit out of the survey at any point.

**What will participants be expected to do?**

They will be expected to answer a series of questions related to their usage of digital pass applications as well as give their opinion on aspects of such applications and more specifically in regards to the application I am developing.

See briefing notes in question “What will participants be told about the proposed study”

Here is a link to the survey: https://strathsci.eu.qualtrics.com/jfe/preview/SV\_erOfllvslk00ejz?Q\_SurveyVersionID=current&Q\_CHL=preview

You may need to go through it several times to see all questions as some questions lead to different parts. Below you will find a general overview of the questions that it contains:

1. *What kind of mobile device do you use?*
   1. *iOS*
   2. *Android*
   3. *Other (Please specify)*
2. *Have you ever used an application to store and manage digital passes?*
   1. *Yes (continue to question 5)*
   2. *No (continue to question 3)*
3. *Would you consider using such an app for this purpose*
   1. *Definitely Yes (continue to question 6)*
   2. *Probably Yes (continue to question 6)*
   3. *Might or might not (continue to question 6)*
   4. *Probably not (continue to question 4)*
   5. *Definitely not (continue to question 4)*
4. *Why not?*
   1. *Open answer question (exit survey)*
5. *What features of that application did you like? (Select all that apply)*
   1. *Ability to add passes*
   2. *Variety of passes*
   3. *Customisation of passes*
   4. *Device integration*
   5. *Notifications*
   6. *Ease of use*
   7. *Syncing between devices*
   8. *None of the above*
   9. *Other (Please specify)*
6. *If you were to use such an app, which of the following features would you deem most important? (Rank the options with the most important at the top)*
   1. *Variety of ways to add passes*
   2. *Variety of supported pass types*
   3. *App customisation*
   4. *Syncing between devices*
   5. *Notifications close to event time*
   6. *Notifications near specified location*
   7. *Ease of use*
7. *Of the following pass types, which would you deem most important to be supported? (Rank the options with the most important at the top)*
   1. *Event tickets (concert tickets, cinema tickets, etc.)*
   2. *Boarding cards*
   3. *Loyalty cards (Tesco Clubcard, Nectar card, etc.)*
   4. *Coupons (discount vouchers, gift cards, etc.)*
   5. *NFC cards (bus pass, subway card, etc.)*
8. *Of the following ways to add a pass, which would you deem most important? (Rank the options with the most important at the top)*
   1. *By opening a pass file (.pkpass)*
   2. *By downloading a pass via a QR code*
   3. *By scanning and copying a barcode*
   4. *By copying a barcode from an image*
   5. *By generating a barcode from user input*
   6. *By cloning a NFC card*
9. *Are there any other features you would like to see in such an app?*
10. *If you would like to add anything else, please enter it below.*
11. *Thank participants then exit survey.*

**What data will be collected and how will it be captured and stored?**

Only answers to the questions will be collected, no personal or identifying information will be collected. The survey has been created using Qualtrics so their data protection and storage policies apply. No specific responses will be recorded elsewhere, as only compiled summary data in general terms will be used in the report. (e.g. 53% of surveyed people thought X)

**How will data be processed?**

Data will be analysed to identify what features of the application are more important than others as well as look at suggested features not previously thought of. This information will be used in constructing the requirements and design documentation of the application and will be included in the final report.

**How and when will data be disposed of?**

At the completion of the project, they will be deleted from the Qualtrics servers using their survey administration pages.