# User-Centred Design

Usability Study Materials 1

Informed Consent

Faculty of Science, Engineering and Technology

Swinburne University of Technology

**COS20001/70004 User Centred Design Student Project**

**Project Title:** Travel Share

**Principal Investigator(s):** Georgios Ntrallos

Abdul Moiz

Duy Thuc Pham

Chinnappa Mookalera Poonacha

The aim of the project is to successfully develop a travel share application which is efficient and helps students and staff in sharing the transportation which they take to reach the university so that the traveling burden is lessened.

This project is being undertaken by the Swinburne University of Technology student team studying COS20001/COS70004 User Centred Design whose names appear at the top of this form.

Should you agree to participate in this study you will be asked to create profile, book rides, post your ride as a driver, cancel rides or drives, add different types of details. You will be asked to work through a number of tasks using this system.

During the study, we will ask you to fill out two questionnaires. The first is to collect information about you and the second set of questions is about your experience about our travel share prototype. This will help us interpret the data we collect. The second is to ask you for your opinion about how you found using the system you just tried. This will help us understand how well you liked the system.

We anticipate that the study will take approximately 20 minutes to complete.

Handwritten notes will be taken during the session. We would also like to make an audio and video recording. We will capture your interaction with the interface (e.g., mouse movements and clicks) using logging software. We will also record your face on a web cam. If you do not wish to have your face recorded please let the team know and they will turn this feature off.

The data recorded during your session will only be used to prepare student reports for COS20001/COS70004 User Centred Design. You will not be personally identified in any of the data reported.

You do not need to answer all questions. If, for any reason, you feel uncomfortable with a question, do not answer it. You are free to end your session at any time without giving a reason.

If you have any questions about this document or the consent form, please do not hesitate to ask.

We ask that you next read and sign our consent form.

We thank you for helping us in this project.

*If you have any concerns please contact:*

Wei Lai (Convener COS20001/COS70004 User Centred Design)

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Please feel free to keep this sheet for your own reference.

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1. I am over the age of 18 and consent to participate in the project named above. I have been provided a copy of the project consent information statement to which this consent form relates and any questions I have asked has been answered to my satisfaction.

2. ***In relation to this project, please circle your response to the following:***

* I agree to be observed by the researchers **Yes No**
* I agree to allow the researchers to record my actions while using the system **Yes No**
* I agree to allow the researchers to record video of my face **Yes No**
* I agree to make myself available for further information if required **Yes No**

3. I acknowledge that:

(a) my participation is voluntary and that I am free to withdraw from the project at any time without explanation;

(b) the Student project is for the purpose of research and not for profit;

(c) any identifiable information about me which is gathered in the course of and as the result of my participating in this project will be (i) collected and retained for the purpose of this project and (ii) accessed and analysed by the researcher(s) for the purpose of conducting this project;

(d) my anonymity is preserved and I will not be identified in publications or otherwise without my express written consent.

By signing this document, I agree to participate in this project.

**Name of Participant:** ……………………………………………………………………………

**Signature & Date:** ……………………………………………………………

# General Instructions

Remember, this study is totally voluntary. Although we don’t know of any reason for this to happen, if you become uncomfortable or find this objectionable in any way, feel free to quit at any time.

You’re helping us by trying out this product. We’re testing the product; We’re not testing you. We’re looking for places where the product may be difficult to use. If you have trouble with some of the tasks, it’s the product’s fault, not yours. Don’t feel bad; that’s exactly what we’re looking for. If we can locate the trouble spots, then we can go back and improve the product.

Please note that our product is a prototype and as such some features may be simulated (such as login page, sign up, forget password, register car information, contact a driver, contact a rider, paying fee)

We have found that we get a great deal of information from these informal observations if we ask people to think aloud as they work through the exercises. It may be a bit awkward at first, but it’s really very easy once you get used to it. All you have to do is speak your thoughts as you work. You can perhaps think of this as "talking to yourself" about what's going on – what you are thinking about, what you are looking for on the screen, why you're looking for it, what you expect to see and to happen next, and so on. If you forget to think aloud, we’ll remind you to keep talking.

You will be asked to complete a number of tasks. Read the task out aloud. When you think you understand the task please say ‘Ready’. We will then ask you to start the task. When you have finished please let us know by saying ‘Finished’. We may ask you to start the next task before you have finished your current task. When this happens, it does not mean that you have failed to complete the task. Sometimes we have learned all we need about how the product works for that task. We would rather go on to the next task than to waste your time.

If you feel you need help with something, please raise your hand and we will attempt to answer your question.