



Ollscoil Chathair  
Bhaile Átha Cliath  
Dublin City University

## School of Computing RESEARCH ETHICS COMMITTEE

### APPLICATION FORM FOR ETHICAL REVIEW OF A RESEARCH PROJECT INVOLVING HUMAN PARTICIPANTS WHICH IS IN THE CATEGORY OF NOTIFICATION ONLY

There are 3 generally accepted levels of ethical review for projects carried out in a University or similar setting. These are notification only, expedited and full committee.

This notification only level of review is to approve relatively low-risk research involving human participants, primarily using social science methodologies in which any personal information collected is not of a sensitive nature. The School of Computing Research Ethics Committee has been delegated responsibility by the University to approve ethics submissions from undergraduate and taught Masters projects only, which are in the category of notification only.

Examples of projects in this category include:

- Anonymous surveys in which the topic itself is not likely to elicit significant difficulties for the participants, such as: anonymous internet surveys (e.g. Survey Monkey), street questioning.
- Observation (without audio or visual recording) of public settings where privacy would not normally be expected, such as observing people on streets or at sports events.
- Research carrying no risks beyond those of everyday life (as experienced by the intended participant population), such as asking people's opinions about products or services; asking students about educational experiences; monitoring the impact of daily activities.
- Interviews with public figures, professionals or others in their professional capacity regarding their professional activities.
- Analysis of data (e.g. health records) which have had all identifying information removed by the data holder and been provided to the researcher in accordance with data protection legislation.
- Collection of biological samples which are anonymised and do not require invasive techniques (e.g. hair, nails).

If your project is using data from a public repository like Kaggle or is not generating or using any form of personal data then you do not need research ethics approval, you do not need to complete and to submit this form and your project supervisor should indicate this on the project dashboard.

If your project involves collecting or processing [personal data which is of a personal nature](#), you must first complete the DCU online Data Protection training course and review the "[Data Protection – Key Points for DCU Researchers](#)" guidance from the Data Protection Unit to assist you in meeting your legal obligations under GDPR and associated Irish law.

Once you have completed this form (if you need to) you should save it as a PDF file, not WORD, and upload it to the your project dashboard before you start gathering data. It will then be read and assessed by two members of the committee and once two members of the committee approve your submission you will be automatically notified by email and your project can start data gathering.

There are strict deadlines for submitting this form for each class group, undergraduate and taught Masters by which your submission must be made and you will be informed of these deadlines by your course board chair or project co-ordinator. If you do not submit by these deadlines then the research ethics committee is not obliged to approve your submission and when that happens and your project is assessed and graded at the end of the year, you will be awarded 0 for that component of your project.

**SECTION 1 – GENERAL DETAILS****1.1 Project Title**

Queueing System For Students Awaiting A Lab Tutor

**1.2 Applicant Details**

Name	Student or Supervisor	E-mail
Eoin Francis	Student	Eoin.francis3@mail.dcu.ie
Harsh Saini	Student	Harsh.saini3@mail.dcu.ie
John McKenna	Supervisor	john.mckenna@dcu.ie

Other Investigators: *Including any external to DCU*

Name	School/Unit/External Institution	E-mail

**1.3 Key Project Dates**

Proposed start date for data collection	Proposed end date for data collection	Proposed project completion date
11 <sup>th</sup> November 2024	18 <sup>th</sup> April 2025	18 <sup>th</sup> April 2025

**1.4 Please indicate which academic award**

Undergraduate <input checked="" type="checkbox"/>	Taught Masters <input type="checkbox"/>
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**1.5 Please confirm the location(s) where the research will be carried out**

*If research will be carried out abroad, you will need to address the ethical challenges raised by this in Section 3 of your application - consult the Conducting Research Abroad document in the Ethics Resources and Guidelines section of the [DCU Research Ethics webpage](#)).*

DCU Glasnevin Campus – School of Computing

**1.6 Please state what additional permissions may be required to access participants.**

*Specify from whom the permission is required (e.g. a school Board of Management), and when their written approval will be obtained*

No additional permissions are needed since we plan to host our lab demo as part of the modules coordinated by the Principal Investigator.

## SECTION 2 – PROJECT DESIGN AND METHODOLOGY

Research Overview - Please respect the indicated word counts in the following sections and explain all acronyms in full text the first time they appear.

### 2.1 Provide a brief description of the research (max 250 words):

*Please use lay language, include the scientific/theoretical background of study and a justification as to why this research project should proceed in that context*

This project seeks to develop a web application designed for students and lab tutors to streamline the process of requesting and providing academic support during lab sessions. Students will fill out a request form that includes their name, PC number, and a brief description of the issue. The system will then send the request to available lab tutors.

Our research will aim to understand the challenges students face when requesting assistance from lab tutors and how our project can meet their needs. We will host a lab demo of our queueing system to consenting students to determine if the students' needs are being met by our project. They can then provide further feedback through a follow up survey.

The theoretical background of this study is based on enhancing educational interactions through real-time communication tools, ensuring that students can efficiently seek help without disrupting the entire class. The research is significant as it aims to reduce waiting times for assistance, thereby improving the overall efficiency of lab sessions. Through communicating with the participants, we aim to establish what their needs are and allow them to test how well their requirements are implemented into the queueing system.

This project should proceed because it addresses a practical problem in educational environments where students may struggle to get help in a timely manner due to tutor availability. By implementing this system, both students and tutors will benefit from improved communication.

### 2.2 Please state the aims and objectives of the project (max 200 words)

The primary aim of this project is to create a website platform that connects students with available lab tutors quickly and efficiently, minimizing wait times for academic assistance during lab sessions.

Objectives:

- Develop a system that allows students to submit requests for help using their name and PC number, which tutors can use to locate them.
- Implement a queue management system that ensures fair and timely assistance for students.
- Provide an estimated wait time for each student based on the current queue length and tutor availability.
- Allow students to provide a brief description of their problem to help tutors better prepare before offering assistance.
- Streamlined lab operations by ensuring that lab tutors have a clear schedule of students requiring assistance.

Additional functionality within the queueing system will be decided based on survey responses from participants.

### 2.3 Please confirm your methods of data collection:

Tick all relevant check boxes and provide details for each one, including any devices used to collect data, and whether the data will be anonymous, potentially identifiable or identifiable at point of collection

Method	Describe briefly
<input type="checkbox"/> Interviews or focus groups	
<input checked="" type="checkbox"/> Surveys/questionnaires	Surveys will be distributed to gather participant's opinions on the ideas for our project. We will collect this data via laptops. Email addresses collected if participants consent to attend the lab demo will be identifiable and will be stored securely. Anonymous feedback surveys will be distributed to students after the lab demo to gather insights about the platform's effectiveness and user experience.
<input type="checkbox"/> Audio/video recordings	
<input type="checkbox"/> Public observations	
<input type="checkbox"/> Persons in public office	
<input checked="" type="checkbox"/> Using existing data (incl. secondary data)	The platform will collect identifiable data at the point of request submission (students' names and PC numbers), but this data will not be stored long-term. After the session, only anonymized logs of requests (without names or PC numbers) will be kept for analysis.
<input type="checkbox"/> Using human derived material (biological samples)	
<input type="checkbox"/> Standard tests (educational/personality etc.)	
<input type="checkbox"/> Standard educational practices	
<input checked="" type="checkbox"/> Other (please specify)	System-generated logs will be used to track the number of requests, average wait times, and queue lengths, but this data will be fully anonymized post-session.

#### 2.4 Please confirm who the participants on this study will be, including group size and composition:

*Include associated demographic characteristics, and state how your proposed sample size was determined (e.g. power analysis)*

Participants will include second year students aged 18 and over from the School of Computing attending lab sessions and lab tutors. We expect to host the lab demo in at least 1 lab session, or possibly 2, each with 30-40 students and with 2 tutors available. The sample size is determined by the number of lab sessions in which the system is deployed. Data collection will involve feedback from participants via optional surveys and platform-generated logs, with no identifiable data retained beyond session completion.
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#### 2.5 Please outline your recruitment process, including where you are sourcing participants from and your criteria for inclusion/exclusion:

*Where gatekeepers are involved, outline the procedures relating to their involvement*

Participants will be recruited via a survey sent via email. If participating in the lab demo, participants will be informed of the purpose and function of the platform before using it. Tutors will also be trained on how to manage student requests through the system. No gatekeepers are involved, as participation is within the context of regular academic activities.
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**2.6 Addressing participant vulnerability – if your participants fall into any of the following categories, please check the relevant tick box/boxes and state below what special arrangements will be made to protect them:**

*If your participants are not in any of these categories, tick N/A*

<input type="checkbox"/> N/A
<input type="checkbox"/> Children under 18 years of age
<input checked="" type="checkbox"/> Persons in unequal relationships with the researcher ( <i>e.g. lecturer-student, therapist-client, employer-employee</i> )
<input type="checkbox"/> People with a recognised or diagnosed intellectual, physical or mental impairment
<input type="checkbox"/> People confined to institutions ( <i>e.g. prisoners, residents in 24 hr nursing facilities</i> )
<input type="checkbox"/> People who have undergone traumatic or adverse emotional events
<input type="checkbox"/> People with diminished cognitive ability
<input type="checkbox"/> Marginalised sections of society
<input type="checkbox"/> Other (please specify)
<p><b>Special arrangements:</b></p> <p>As outlined in the Participant Information Sheet, participants who are in an unequal relationship with the Principal Investigator will not have their assessment in relation to them affected regardless of whether they participate or do not participate in this research project.</p>

**2.7 Involvement of children under 18 years of age – if your participants are in this category, please confirm compliance with the following:**

*If your participants are not in this category, tick N/A*

<input checked="" type="checkbox"/> N/A
<input type="checkbox"/> We confirm that we have read and agree to act in accordance with the DCU Child Protection policy and procedures ( <i>as per the <a href="#">DCU Child Protection Unit webpage</a></i> )
<input type="checkbox"/> We confirm that we have put in place safeguards for the children participating in the research
<input type="checkbox"/> We confirm that we have supports in place for children who may disclose current or historical abuse ( <i>whether or not this is the focus of the research</i> )
<input type="checkbox"/> We confirm that all requirements will be met prior to commencing the research ( <i>e.g. TUSLA Children First Training completed, Garda Vetting in place</i> )

**2.8 Please confirm how the results of the research will be disseminated:**

*Include a statement on whether the participants will be provided with any information as to the findings or outcomes of the project*

<p>The results of the research are only required for us to understand the needs of students for our system and to gather their feedback from the lab demo of it.</p>
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## SECTION 3 – ETHICAL ISSUES AND RISK MANAGEMENT

### 3.1 Please identify all issues including ethical issues which may arise in the course of this research. What are the potential risks to participants, and how will those risks be addressed or minimised?

*Potential risks can be physical, psychological, social, legal, etc. Please include details of any additional support being provided for participants during/after the study*

One ethical issue involves the collection of student names and PC numbers to enable tutors to locate them in the lab. This data is necessary for the system's functionality but will not be stored beyond the lab session. After the session, all identifiable data will be deleted, and only anonymized request logs will be retained for research purposes.

To mitigate risks, data will be handled securely, and all participants will be informed about the limited nature of data retention. Students will be made aware that providing their information is necessary only for the duration of the lab session, and they can opt out of using the system if they prefer not to share their details.

Participation in this research study is voluntary and participants can withdraw at any time by contacting any of the investigators in this form.

In the event of a participant's personal data becoming compromised, we will inform the Data Protection Unit immediately.

### 3.2 Please identify the potential benefits (direct and/or indirect) to those participating in this research:

*Potential benefits should outweigh the potential risks to participants*

The main benefit for participants is improved efficiency in lab sessions, with faster and more organised access to tutor support. For tutors, the system will make it easier to manage student requests and reduce the chaos that can occur when multiple students need help simultaneously. These improvements could lead to a more productive learning environment for all participants.

This research can also allow students to experience an environment where a lab tutor queueing system will be used through the lab demo. If feedback is positive enough, the system could even be integrated into the computer labs for regular use.

### 3.3 Please describe what measures/protocols you have put in place in the event that there are any unexpected outcomes or adverse effects to participants arising from involvement in the research:

In case of unexpected outcomes, such as technical issues with the platform or unanticipated data handling concerns, support will be in place to address them immediately. Participants will be provided with troubleshooting options, and any data issues will be communicated clearly and handled responsibly.

If any participant's personal data is compromised, we will notify the DCU Data Protection Unit immediately.

### 3.4 Do you intend to provide payment or incentives to participants?

Yes ☐

No ☒

*If Yes, please consult the REC Guidelines on the Use of Compensation and Incentives (in the Ethics Resources and Guidelines section of the [DCU Research Ethics webpage](#)) before providing additional details below*

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**3.5 Does this research raise any potential risks for the researchers themselves?**

*Please consider the location/environment where the research is being conducted, exposure to distressing data content etc.*

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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*If Yes, please describe further and explain what risk management procedures will be put in place to minimise these risks to researchers:*

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**3.6 Does this research raise any potential conflict of interest?**

*Please consider any potential real or perceived conflicts of interest that might influence the integrity of the research, or give rise to bias in conducting and reporting the research, or affecting publication (consult the [DCU Conflict of Interest Policy](#) for assistance)*

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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*If Yes, please identify and explain the steps being taken to address that conflict:*

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**3.7 Please describe how the conduct of the research will be monitored:**

*Regular oversight by the PI is required to ensure the project conforms to the procedures set out in this application (especially where several people are involved in carrying out the research procedures)*

The research will be monitored by the project supervisor and regularly reviewed to ensure compliance with ethical guidelines and project protocols. Frequent check-ins will be conducted to address any potential issues and ensure that all procedures are followed correctly.
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## SECTION 4 – CONFIDENTIALITY AND DATA MANAGEMENT

### 4.1 Considering your previous response in section 2.3 of the form on data collection, please confirm whether you are collecting or processing personal data in this research project:

*Personal data is any information about a living person, where that person is either identified, or could be identified from the data itself, or when it is combined with other data. This includes paper based, electronic and biological samples data. If your data is fully and completely anonymous, it is not personal data.*

Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
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*If Yes, please confirm your compliance with the following by ticking the checkboxes:*

<input checked="" type="checkbox"/> We confirm that we have completed the DCU Data Protection training module on Loop.
<input checked="" type="checkbox"/> We confirm that we have read the <a href="#">“Data Protection – Key Points for DCU Researchers”</a> guidance on the DCU Data Protection Unit (DPU) website and agree to protect and manage our data in accordance with same.
<input checked="" type="checkbox"/> We have assessed the degree of risk inherent in the personal data being used in the research project, and confirm that all DPU GDPR requirements have been met prior to submitting this application (e.g. completion of Data Protection questionnaire, confirmation that any survey tool being used is GDPR compliant, that required Data Processing or Sharing Agreements will be in place, etc.)

### 4.2 Data access – please confirm whether access to participant data is confined to the investigators named on this application:

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
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*If No, please name who the other individuals are and why they need access. Any proposed transfer of data (including outside of the EU) should be detailed here.*

<p>Lab tutors will access the personal data of students to identify them upon request during the lab demo.</p> <p>Module coordinators (In our case the Principal Investigator) will access participants' personal data to track the engagement of students with the system.</p>
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### 4.3 Data storage – please confirm compliance with the following:

<input checked="" type="checkbox"/> Data collected on mobile devices will be protected with a strong password/passphrase at a minimum, and/or encrypted if the device supports it
<input checked="" type="checkbox"/> Data will be removed from mobile devices as soon as is practicable and stored in a secured location in DCU (on server or institutional Google Drive)
<input checked="" type="checkbox"/> Paper based data will be held securely in locked cabinets in DCU, with access restricted to the named researchers
<u>Specific arrangements in relation to biological samples should be stated here:</u>
<u>Any exemptions to the above compliance statements should be justified here:</u>



#### 4.4 Please confirm who will be responsible for the secure storage of data generated by the research:

Name the relevant DCU investigator/s

The investigators named on this form (John McKenna, Eoin Francis and Harsh Saini) will maintain the secure storage of data in this research.

#### 4.5 Please confirm how long the data will be held for:

For personal data, consult section 15: Retention of Personal Data in the [“Data Protection – Key Points for DCU Researchers”](#) guidance on the DCU Data Protection Unit (DPU) website

The email addresses of participants will be held for as long as we need to maintain communication with them. Once the research is complete, they will be destroyed. We expect this to happen on or before the 30<sup>th</sup> of May 2025.

#### 4.6 Please confirm what will happen to the data collected at the end of the study:

Please tick the relevant checkbox and complete the associated follow-up section for that category

Archived <input type="checkbox"/>	Destroyed <input checked="" type="checkbox"/>	Other <input type="checkbox"/>
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##### 4.6.1 Archived data

Please provide the following details:

Name the DCU staff member responsible for archival and future use of data	
Confirm whether the data will be made available to other researchers, and if so, how?	
Confirm <u>how</u> the data will be prepared for archive (e.g. will datasets be anonymised)	
Confirm <u>where</u> the data will be archived and who will be allowed to access it	

##### 4.6.2 Destroyed data

Please provide the following details – Note: for student projects, the supervisor must take responsibility for data destruction if there is no guarantee the student will have access to the data at the time of destruction

Please justify why the data will be destroyed	There is no longer any use of maintaining the data since we require it for the purposes of guiding the direction of the project.
Name the DCU researcher responsible for destruction of data	John McKenna
Confirm when the data will be destroyed (specify date)	30 <sup>th</sup> May 2025
Confirm compliance with the following destruction methods (tick relevant boxes)	<input checked="" type="checkbox"/> Electronic data will be overwritten/securely deleted <input type="checkbox"/> Paper based data will be confidentially shredded

	<input type="checkbox"/> Medical samples will be disposed in accordance with the relevant DCU approved SOP
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**4.6.2 Other - Please explain what will happen to the data if not being archived or destroyed:**

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## SECTION 5 – PARTICIPANT INFORMATION AND INFORMED CONSENT PROCEDURES

In addition to completing this form you are required to attach, within the single PDF that you submit, a copy of (1) the Participation Information Sheet which you share with your participants and (2) a copy of the Informed Consent Form which your participants sign.

**5.1 Please confirm that the following items have been addressed in your Participant Information Sheet which should be shared with all participants whether it involves online or in-person data gathering:**

*The items below should be used as headings in your information sheet. Note the language used under each item must reflect the participant age group and corresponding comprehension level– if your participants have different comprehension levels (e.g. both adult and child participants) then separate sheets must be prepared for each set. Templates are available via the [REC Forms - Applications, Templates and Amendments section](#) of the Research Ethics website.*

<b>Checklist – tick the relevant check box for each item</b>	<b>Yes</b>	<b>No</b>
Introductory Statement (Researcher names and titles, school, title of the research study)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
What is this research about?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Why is this research being conducted?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Why have you been invited to take part?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
What will happen if you decide to take part in this research study?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How will your data be used?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How will your privacy be protected (including any legal limits to confidentiality)?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
What are the benefits of taking part in this research study?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
What are the risks of taking part in this research study?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Can you change your mind at any stage and withdraw from this study?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
How will you find out what happens with this project?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Contact details for further information	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*If you marked any item as No, please explain and justify why:*

**5.2 Informed Consent Procedures – please confirm whether written consent is to be obtained:**

*Please tick the relevant checkbox*

Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
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*If Yes, describe the procedures by which written consent will be obtained. If you are involving child participants, you will also need to obtain their written assent. Templates are available via the [REC Forms - Applications, Templates and Amendments section](#) of the Research Ethics website.*

Written consent will be obtained through the distribution of informed consent forms via email.

*If No, describe the procedures regarding how consent/assent will be obtained:*

If you are gathering data from an online process such as Google Form or SurveyMonkey then you should use a page such as the one below, to capture participants' informed consent and your data gathering should not proceed until participants have completed this form with the appropriate answers.

**Participant – please complete the following (by clicking Yes/No for each question)**

I have read the Plain Language Statement (or had it read to me) \*

☒ Yes

☐ No

I understand the information provided \*

☐ Yes

☐ No

I have had an opportunity to ask questions and discuss this study \*

☐ Yes

☐ No

I understand the information provided in relation to data protection \*

☐ Yes

☐ No

I have received satisfactory answers to all my questions \*

☐ Yes

☐ No

I understand I may withdraw from the Research Study at any point \*

☐ Yes

☐ No

I have read and understand the arrangements to be made to protect confidentiality of data, including that confidentiality of information provided is subject to legal limitations \*

☐ Yes

☐ No

I have read and understand confirmations relating to any other relevant information as indicated in the PLS \*

☐ Yes

☐ No

I consent to participate in this research study \*

☐ Yes

☐ No

## SECTION 6 – SUBMISSION CHECKLIST AND RESEARCHER DECLARATION

**6.1 Please confirm all required supplementary documentation to be included in this application within Section 7:**

Checklist – tick the relevant check box for each item	Yes	N/A
Participant Information Sheet/s	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Informed Consent Form/s	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Informed Assent Form/s	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recruitment Advertisement	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Questionnaire/Survey	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Interview/Focus Group Questions	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Debriefing Material	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bibliography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Approval from another Research Ethics Committee	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evidence of other external approvals (e.g. Board of Management letter)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Evidence of internal approvals (e.g. BSC approval review letter)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other – provide details here:	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### 6.2 Signed Declaration

*By submitting this form, the applicant (and supervisor) agree to the following:*

*The information contained herein is, to the best of my knowledge and belief, accurate. I have read the University's current research ethics guidelines, and accept responsibility for the conduct of the procedures set out in the attached application in accordance with the form guidelines, the [REC guidance and resources](#), the University's [Conflict of Interest Policy](#), its [Code of Good Research Practice](#) and any other condition laid down by the Dublin City University Research Ethics Committee. I have attempted to identify all risks related to the research that may arise in conducting this research and acknowledge my obligations and the rights of the participants.*

*I also acknowledge my requirement to be informed as to other duties and legal obligations applying to my research, and to comply with these duties and obligations – this includes being informed about DCU Data Protection guidelines for researchers, DCU Child Protection policy and procedures (where relevant) and DCU Insurance requirements.*

*I and my co-investigators and/or supporting staff have the appropriate qualifications, experience and facilities to conduct the research set out in the attached application and to deal with any emergencies and contingencies related to the research that may arise. Research will not commence until required consents and approvals are in place.*

#### Electronic Signature(s):

Supervisor: \_\_\_\_\_

Print Name here: \_\_\_\_\_

Date: \_\_15/10/2024\_\_

Student(s) signature(s): \_\_\_\_\_

Print Name(s) here: \_\_Harsh Saini \_\_Eoin Francis \_\_

Date: 15/10/2024\_\_\_\_\_

## SECTION 7 – SUPPLEMENTARY DOCUMENTATION

Please attach all required documentation as confirmed by you in the previous section. The application should then be saved as one file in PDF format before submission via the project dashboard.

## Participant Information Sheet

### Introductory Statement:

John McKenna, Assistant Professor, School of Computing,  
Eoin Francis, Undergraduate Student, School of Computing,  
Harsh Saini, Undergraduate Student, School of Computing,  
Queueing System for Students Awaiting a Lab Tutor

### **What is this research about?**

This research is being conducted to identify the needs of students with regards to the implementation of a lab tutor queueing system.

### **Why is this research being conducted?**

This research can help us identify the challenges students face when requesting assistance from lab tutors and how our project can be developed to meet these needs.

### **Why have you been invited to take part?**

Our research project is primarily aimed towards students in the School of Computing. Your needs and opinions will be fundamental towards shaping our research project.

Please note that if you are in a dependent relationship with the principal investigator of this project that your involvement/non-involvement in this study will not affect your ongoing assessment in relation to them.

### **What will happen if you decide to take part in this research study?**

We will provide you with a survey to gather your thoughts on the lab tutor queueing system. You may also consent to participate in a lab demo of our queueing system by providing your email address in the survey.

During the lab demo, you will enter your full name into the system which will use this to identify you when you request for a tutor.

After the lab demo, you will be provided with a follow up survey to determine if your needs were being satisfied.

If you consent to participate in the lab demo, we will require your time for a lab session and a short feedback survey. If you do not consent to participate in the lab demo, you will only need to complete the first survey.

### **How will your data be used?**

- The data controller is Dublin City University (DCU).
- The DCU Data Protection Officer is Mr. Martin Ward ([data.protection@dcu.ie](mailto:data.protection@dcu.ie) Ph: 7005118/7008257) who will handle any data protection concerns arising from this research.
- The data you provide in the first survey will allow us to make informed decisions on the development of the lab tutor queueing system.
- If you provide your email address to consent to participating in the lab demo, it will allow us to contact you regarding details of the demo.  
You will need to enter your full name to allow yourself to be identified by lab tutors during the lab demo.  
Following the demo, your personal data will be fully anonymised so that usage patterns can be analysed without compromising your personal data.
- Email addresses and full names will be processed as part of this research.
- We will retain your data until the 30<sup>th</sup> of May 2025, at which point this data will be fully deleted.
- You have the right to lodge a complaint concerning the use of personal data with the Irish Data Protection Commission.
- You have the right to access your own personal data by contacting any of the researchers named on this document or by contacting the Data Protection Unit.
- The details you provide in the lab demo will be fully anonymised for analysis.

### **How will your privacy be protected?**

If you provide your email address in the first survey, it will be stored and protected on a secure device on DCU grounds with password protection and two factor authentication.

*"Please note that confidentiality of information can only be protected within the limitations of the law - i.e., it is possible for data to be subject to subpoena, freedom of information claim or mandated reporting by some professions".*

**What are the benefits of participating in this research study?**

This research study will aim to help decide the implementation of the queueing system which will benefit students who will use the system.

Participating in the lab demo will allow you to test the queueing system and decide if it reflects your opinions from the survey.

**What are the risks of participating in this research study?**

You will need to provide your email address if you consent to participate in the lab demo of our queueing system. Your email address will be stored securely on a password protected device in DCU with two factor authentication.

**Can you change your mind at any stage and withdraw from this study?**

Your participation in this study is voluntary and will end at the point you withdraw your consent to participate. The personal data you provide in the first survey can be removed at any time. Further details on this can be found in the contact details section.

**How will you find out what happens with this project?**

We will notify you by email with the results of this project.

**Contact details for further information:**

*"If participants have concerns about this study and wish to contact an independent person, please contact: The Secretary, Dublin City University Research Ethics Committee, c/o Research and Innovation Support, Dublin City University, Dublin 9, Tel 01-7008000, e-mail [rec@dcu.ie](mailto:rec@dcu.ie)*

## **Informed Consent Form**

### **Queueing System for Students Awaiting a Lab Tutor**

**Research Study Title:**

The study in which you are being requested to participate has the working title of 'Queueing System for Students Awaiting a Lab Tutor'. It is being conducted by John McKenna (The Principal Investigator), an assistant professor in the School of Computing (SoC) in DCU alongside Eoin Francis and Harsh Saini who are two undergraduate students in the SoC in DCU.

**Clarification of the purpose of the research:**



This research aims to identify the problems students are experiencing with the current process of requesting a lab tutor. It aims to gather thoughts on what participants would like to see implemented into a lab tutor queueing system and allow them to test a demo version if they consent to.

I acknowledge the identity of the data controller (DCU) to process my personal data to inform me of further procedures if I consent to participate in the lab demo.

### **Confirmation of particular requirements as highlighted in the Participant Information Sheet**

Participant – please complete the following (Circle Yes or No for each question)

*I have read the Participant Information Sheet (or had it read to me) Yes/No*

*I understand the information provided Yes/No*

*I have had an opportunity to ask questions and discuss this study Yes/No*

*I have received satisfactory answers to all my questions Yes/No*

*I am aware that my answers to the surveys will be recorded. Yes/No*

*I am aware that my email address will be recorded if I consent to participate in a lab demo Yes/No*

*I am aware that the details I provide during the lab demo will be fully anonymised after the demo has finished Yes/No*

*I am over 18 years of age Yes/No*

### **Confirmation that involvement in the Research Study is voluntary**

As a participant, I may withdraw from the research study at any point. I acknowledge that I will not incur any penalties if I decide to withdraw from the study.

### **Confirmation of arrangements to be made to protect confidentiality of data, including that confidentiality of information provided is subject to legal limitations**

I acknowledge that data provided by me in the surveys will be analysed only by the researchers. This data will be stored on a secure device with password protection and two factor authentication.

I acknowledge that the personal data I provide during the lab demo will be accessed by the lab tutors for the purposes of identifying students requesting their assistance. This data will be fully anonymised after the demo has concluded.

I acknowledge that the confidentiality of information that I provide is subject to legal limitations.

### **Confirmation of arrangements regarding archiving/destruction of data**

I acknowledge that the destruction of my personal data will be carried out on or before the specified date (30<sup>th</sup> May 2025).

### **Signature:**

I have read and understood the information in this form. My questions and concerns have been answered by the researchers, and I have a copy of this consent form. Therefore, I consent to take part in this research project.

**Participants Signature:** \_\_\_\_\_

**Name in Block Capitals:** \_\_\_\_\_

**Witness:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **First Survey**

## Queueing System For Students Awaiting A Lab Tutor

The purpose of this survey is to gain an insight into the problems students may face when requesting help from lab tutors.

The information you provide will be used to help determine which features will be integrated into the project. Providing your email address will allow us to contact you about a lab demo where you can test an early version of our project. The information you enter into the system during the demo will be fully anonymised to allow for analysis.

You have the right to access your personal data, including the processing purposes, categories of personal data processed etc. by contacting the DCU Data Protection Unit at [data.protection@dcu.ie](mailto:data.protection@dcu.ie)

By completing this survey, you will be submitting data to the Data Protection unit of Dublin City University (DCU).

\* Indicates required question.

1. What challenges do you face when requesting a lab assistant?

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2. What features would you believe will be beneficial in a lab assistant queueing system?

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3. Would you rather have the queueing system assign students to assistants on a first come first served basis or based on the priority of each request?

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4. Would you be willing to participate in demoing an early version of the queueing system? \*

Mark only one oval.

- ☐ Yes  
☐ No

5. What day of the week would suit you best for the lab demo? This can help us decide on a specific day in the week to organise the lab demo for.

Tick all that apply:

- ☐ Monday  
☐ Tuesday  
☐ Wednesday  
☐ Thursday  
☐ Friday

6. Could you provide your email address so we can inform you of information relating to the trialing of the queueing system?

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7. Please note any additional comments or thoughts here.

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8. I am 18 years old or over. \*

Mark only one oval.

- ☐ Yes  
☐ No

9. I have read the Participant Information Sheet (or had it read to me). \*

Mark only one oval.

- ☐ Yes  
☐ No

10. I understand the information provided. \*

Mark only one oval.

- ☐ Yes  
☐ No

11. I have had an opportunity to ask questions and discuss this study. \*

Mark only one oval.

- ☐ Yes  
☐ No

12. I understand the information provided in relation to data protection. \*

Mark only one oval.

- ☐ Yes  
☐ No

13. I have received satisfactory answers to all my questions. \*

Mark only one oval.

- ☐ Yes  
☐ No

14. I understand that I may withdraw from the research study at any point. \*

Mark only one oval.

- ☐ Yes  
☐ No

15. I have read and understand the arrangements to be made to protect confidentiality of data, including that confidentiality of information provided is subject to legal limitations. \*

Mark only one oval.

- ☐ Yes  
☐ No

16. I have read and understand confirmations relating to any other relevant information as indicated in the PLS. \*

Mark only one oval.

- ☐ Yes  
☐ No

17. I consent to participate in this research study. \*

Mark only one oval.

- ☐ Yes  
☐ No

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## Second Survey

## Queueing System For Students Awaiting A Lab Tutor - Feedback

Please provide your feedback on the lab demo of our lab assistant queueing system. We hope your experience with the queueing system and the feedback you provide below can help us decide on further refining our project.

\* Indicates required question

1. Do you think that overall, the queueing system reduced waiting times for lab tutors? \*

Mark only one oval.

- ☐ Yes  
☐ No  
☐ Unsure

2. Were the average waiting times provided accurate? \*

Mark only one oval.

- ☐ Yes  
☐ No  
☐ Unsure

3. Do you think the queueing system addressed the challenges you indicated in the first survey? \*

Mark only one oval.

- ☐ Yes  
☐ No  
☐ Unsure

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Queueing System For Students Awaiting A Lab Tutor - Feedback

4. Which aspect(s) of the queueing system do you think could be improved?

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5. Did you encounter any technical issues while using the queueing system? \*

Mark only one oval.

☐ Yes

☐ No

6. If yes, please describe the issue(s) you encountered.

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7. How satisfied are you overall with the queueing system? \*

Mark only one oval.

☐ Very Satisfied

☐ Satisfied

☐ Neutral

☐ Dissatisfied

☐ Very Dissatisfied

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