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, expediated 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

Journo

1.2 Applicant Details

Name	Student or Supervisor	E-mail
Jamie Kavanagh	Student	jamie.kavanagh49@mail.dcu.ie
Ethan Kavanagh	Student	ethan.kavanagh39@mail.dcu.ie
Micheal Scriney	Supervisor	michael.scriney@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
10/2/2024	20/2/2024	22/2/2024

1.4 Please indicate which academic award

Undergraduate ☒	Taught Masters ☐

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](#)).

Dublin

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

DCU Research Ethics Committee

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

We are engaged in a research project focused on the development and refinement of our third-year web app, which serves as a daily itinerary generator. Upon logging into the website, users can create a trip by specifying a location, date, and time. Subsequently, they have the flexibility to add itineraries to the trip on selected days. The itinerary generation function utilizes the specified date, the desired timeframe for activities, and the user's preferences to craft a tailored itinerary that aligns with their specific needs

This research aims to enhance user experience and functionality through comprehensive user testing. Participants will be provided with individual accounts to perform specified tasks outlined in an activity sheet, allowing us to evaluate the app's performance and identify areas for improvement. Additionally, participants will have the freedom to explore various features of the web app. The research seeks to gather valuable insights into user interactions, preferences, and potential issues.

The user testing process involves a combination of structured tasks and open exploration to ensure a thorough examination of the web app's usability. Participants will be encouraged to provide feedback anonymously through a dedicated form, facilitating an inclusive and candid assessment.

This research is driven by the goal of iteratively improving our web app based on user feedback, ultimately delivering a more robust and user-friendly platform. The insights gained will contribute to the ongoing development and refinement of our project.

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

The main goals of this study are to obtain thorough understanding of our users' experiences so that we can improve and enhance our web app. Our particular objectives are:

- **Usability Enhancement**: Through user testing, we aim to identify areas of the web app that can be improved to enhance overall usability. This includes evaluating the effectiveness of features, navigation pathways, and user interfaces.

- **Quality Improvement:** In order to find any issues or defects in the system, user feedback is quite helpful. Our goal is to quickly identify and resolve these problems so that we may continue to enhance the overall quality and functionality of the web application.

- **Iterative Development**: We hope to use an iterative development strategy where users are actively involved in the testing process. In order to guarantee that the web application develops in accordance with user requirements and expectations, this entails putting user recommendations into practice and resolving issues repeatedly.

In conclusion, this research study is a thorough undertaking with specific goals aimed at improving the web app based on user experiences and input.

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 <u>at point of collection</u>

Method	Describe briefly
☐ Interviews or focus groups	
☒ Surveys/questionnaires	Users participating will be encouraged to share their experiences , preferences and opinions through these forms. The data collected will be anonymous and will have no link to the participants identity
☐ Audio/video recordings	
☐ Public observations	
☐ Persons in public office	
☐ Using existing data (incl. secondary data)	
☐ Using human derived material (biological samples)	
☐ Standard tests (educational/personality etc.)	
☐ Standard educational practices	
☐ Other (please specify)	

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)

We aim for our target group size to be around ten participants. The composition of this group will be diverse, encompassing individuals with varying levels of familiarity with web applications to capture a comprehensive range of perspectives.

Targeted demographic characteristics include age ranging from 18+ to 50+ , gender, and familiarity with technology . This demographic diversity guarantees a well-rounded sample of potential users, which adds to a greater level of comprehension of user experiences.

The study intends to include more than fifteen people to ensure a strong sample size, while the exact number of participants will rely on voluntary engagement. It has been considered to be suitable for gaining significant insights while conforming to time limitations. The selection of participants will be based on their availability and willingness to participate in the user testing process.

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

The recruitment process will involve word of mouth by asking family members and friends as well as seeking to get the extended relations to all participants.

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

☒ N/A
☐ Children under 18 years of age
☐ Persons in unequal relationships with the researcher *(e.g. lecturer-student, therapist-client, employer-employee)*
☐ People with a recognised or diagnosed intellectual, physical or mental impairment
☐ People confined to institutions *(e.g. prisoners, residents in 24 hr nursing facilities)*
☐ People who have undergone traumatic or adverse emotional events
☐ People with diminished cognitive ability
☐ Marginalised sections of society
☐ Other (please specify)
Special arrangements:

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

☒ N/A

☐ We confirm that we have read and agree to act in accordance with the DCU Child Protection policy and procedures (*as per the [DCU Child Protection Unit webpage](#)*)
☐ We confirm that we have put in place safeguards for the children participating in the research
☐ We confirm that we have supports in place for children who may disclose current or historical abuse (whether or not this is the focus of the research)
☐ We confirm that all requirements will be met prior to commencing the research *(e.g. TUSLA Children First Training completed, Garda Vetting in place)*

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

The results of the research will be exclusively used for the purpose of improving our web app. No publication or public dissemination is planned. Participant confidentiality will be rigorously upheld, and individual responses will not be disclosed.

_____

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

> There are no risks to participants

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

> - Direct influence on improvement
> - Personal satisfaction
> - Enhanced User experience

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:

> Participants is this research take on no risk and there are no adverse effects that can be linked to the participation in this research.

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

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 ☐	No ☒

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 ☐	No ☒

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 testing will be conducted in person with one of the project owners present to ensure all actions are performed accordingly.

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 ☒	No ☐

If Yes, please confirm your compliance with the following by ticking the checkboxes:

☒ We confirm that we have completed the DCU Data Protection training module on Loop.
☒ We confirm that we have read the <u>"Data Protection – Key Points for DCU Researchers"</u> guidance on the DCU Data Protection Unit (DPU) website and agree to protect and manage our data in accordance with same.
☒ 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 ☒	No ☐

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.

4.3 Data storage – please confirm compliance with the following:

☒ Data collected on mobile devices will be protected with a strong password/passphrase at a minimum, and/or encrypted if the device supports it
☒ 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)
☒ Paper based data will be held securely in locked cabinets in DCU, with access restricted to the named researchers
Specific arrangements in relation to biological samples should be stated here:
Any exemptions to the above compliance statements should be justified here:

4.4 Please confirm who will be responsible for the secure storage of data generated by the research:
Name the relevant DCU investigator/s

Jamie Kavangh Ethan Kavanagh

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 data will be retained for no longer than thirty days until the term of the project is complete

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 ☐	Destroyed ☒	Other ☐

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 how the data will be prepared for archive (e.g. will datasets be anonymised)	
Confirm where 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	*Once the evidence of testing has been confirmed for the project the documents associated to it will no longer be required*
Name the DCU researcher responsible for destruction of data	*Jamie Kavangh*
Confirm when the data will be destroyed (specify date)	*3/3/2024*
Confirm compliance with the following destruction methods (tick relevant boxes)	☒ Electronic data will be overwritten/securely deleted ☒ Paper based data will be confidentially shredded ☒ Medical samples will be disposed in accordance with the relevant DCU approved SOP

4.6.2 Other - Please explain what will happen to the data if not being archived or destroyed:

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.*

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

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 ☐	No ☒

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.*

| |
| |

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

| **Consent will be retrieved through an anonymous google form** |
| |

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.

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

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	☒	
Informed Consent Form/s	☒	☐
Informed Assent Form/s	☐	☒
Recruitment Advertisement	☐	☒
Questionnaire/Survey	☒	☐
Interview/Focus Group Questions	☐	☒
Debriefing Material	☐	☒
Bibliography	☐	☒
Approval from another Research Ethics Committee	☐	☒
Evidence of other external approvals (e.g. Board of Management letter)	☐	☒
Evidence of internal approvals (e.g. BSC approval review letter)	☐	☒
Other – provide details here:	☐	☒

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: _Michael Scriney_____

*Print Name here:*_Michael Scriney_____

Date: _12/2/24_____

*Student(s) signature(s):*_Jamie Kavanagh   Ethan Kavanagh_____

*Print Name(s) here:*_Jamie Kavanagh   Ethan Kavanagh_____

Date: _12/2/24_____

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 <u>PDF format</u> before submission via the project dashboard.

Introductory Statement:

Participation Information Sheet

Introductory Statement:

Welcome to Journo! We are Ethan and Jamie Kavanagh, the owners of Journo. We are both undergraduate students of DCU's engineering and computing faculty. We are conducting research into user testing as part of our third-year project Journo.

What is this research about?

This research is focused on the development and refinement of our third-year web app. The research aims to enhance user experience and functionality through thorough user testing. You (the participant) will be provided with a personal accounts on our web app to perform specified tasks outlined in our activity sheet. This will allow us to evaluate the app's performance and identify areas for improvement. Additionally, you (the participant) will have the freedom to explore various features of the web app.

Why is this research being conducted?

The research seeks to gather valuable insights into user interactions, preferences, and potential issues. The main goals are to:

- Enhance the apps usability
- Find bugs and improve the systems quality

Why have you been invited to take part?

You have been invited because you fit our targeted demographic, and we believe your participation will greatly benefit the development of the project.

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

Upon participation, you'll receive a detailed activity sheet which will provide a random login account. You can freely explore the app, creating trips and itineraries while also completing the activity sheet.

How will your data be used?

Your data will be used as feedback, contributing to the evaluation and improvement of our application for future use. For data protection information, please see the details below.

How will your privacy be protected?

We will gather data anonymously and won't store any key information such as your name and details that could be linked back to you.

- **Data Protections Information:**
  - **Data Controller:** DCU
  - **Data Protection Officer:** Mr. Martin Ward (data.protection@dcu.ie, Ph.: 7005118 / 7008257)
  - **Reason for Processing:** Research purposes, improving the web app.
  - **Categories of Personal Data:** Demographic details, feedback.
  - **Third Parties:** No data will be shared with external parties
  - **Data Retention:** Data will be retained for the duration of the project and destroyed afterward.
  - **Rights of the Data Subject:** Participants have the right to access their data and can contact the Data Protection Officer.

Benefits of taking part:

Participating allows you to directly influence the future direction of the web app and enhance the users experience with the web app.

Risks of taking part:

There are no associated risks with being part of this study.

Withdrawal from the study:

Yes, you can withdraw at any time without any consequences. Your decision is entirely voluntary, and your data will be promptly removed upon request.

How will you find out about the project's future?

We have no plans to share project details, but if participants express interest, we'll provide information on our blog.

Contact Information:

If you have any questions and want to make direct contact, please contact Jamie at [jamie.kavanagh49@mail.dcu.ie] and Ethan at [ethan,kavanagh39@mail.dcu.ie].

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 <u>rec@dcu.ie</u>

Thank you for considering participation!

Consent Form:

User Consent Form for Journo

Journo User Testing: Research Study

Research Study Title: Journo User Testing
School/Centre Involved: DCU's Computing Faculty
Principal Investigators: Ethan and Jamie, creators of Journo, undergraduate students

Purpose of the Research:

This research focuses on the development and refinement of our third-year web app, Journo. Our primary objective is to enhance user experience and functionality through thorough user testing. As a participant, you will be provided with a personal account on our web app to perform specific tasks outlined in an activity sheet. This process enables us to evaluate the app's performance and identify areas for improvement.

Data Processing Acknowledgment:

We want to ensure that you are aware of the data processing aspects of this research. As participants, you acknowledge that Dublin City University (DCU) is the data controller responsible for collecting and processing personal data. The purpose of this data processing is to gather valuable insights into user interactions, preferences, and potential issues related to our web app.

We assure you that your participation is voluntary, and you can withdraw at any time without consequences. Your data will be handled with the utmost confidentiality by DCU, and if you decide to withdraw, it will be promptly removed upon request.

Thank you for considering participation in our research study.

jamie.kavanagh49@mail.dcu.ie Switch accounts

Not shared

* Indicates required question

I have read the Participation Information Sheet (or had it read to me) . *

○ Yes
○ No

I understand the information provided. *

○ Yes
○ No

I had the opportunity to ask questions and discuss the study. *

○ Yes
○ No

I understand the information in regards 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 stage. *

○ Yes
○ No

I understand that my data will be removed upon my request

○ Yes
○ No

I agree that my data will be destroyed on the 3rd of March

○ 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 Participation Information Sheet *

○ Yes
○ No

I consent to participate in this research study *

○ Yes
○ No

User Survey:

Journo User Testing Survey

This survey is used to gain your feed back on your experience using our app.

jamie.kavanagh49@mail.dcu.ie Switch accounts

Not shared

* Indicates required question

What is your age *

○ 18-24

◉ 25-34

○ 35-44

○ 45-54

○ 55+

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what is your gender *

○ Male

○ Female

○ Prefer not to say

○ Other: _____

On a scale of 1 to 5, how proficient are you using technology *

	1	2	3	4	5	
Not proficient	○	○	○	○	○	Highly proficient

On a scale of 1 to 5, how would you rate the overall usability of the web app *

	1	2	3	4	5	
Hard	○	○	○	○	○	Easy

Did you encounter any technical issues or bugs while using the web app *

○ Yes

○ No

Were all the features and functionalities of the app clear and intuitive *

○ Yes

○ No

How would you describe your overall experience while using the web app *

Your answer

Were you satisfied with the layout and design of the app *

○ Yes

○ No

○ Maybe

Did the web app respond promptly to your actions *

○ Yes

○ No

Were there any delays or lags that you experienced

Your answer

Were you able to successfully complete the tasks outlined in the activity sheet *

○ Yes

○ No

User Survey continued

Did you encounter any challenges in completing specific tasks

Your answer

Provide some feedback on our itinerary generator *

Your answer

What improvements would you suggest for enhancing the user experience

Your answer

Are there any additional features or functionalities you would like to see

Your answer

On a scale of 1 to 5, how satisfied are you with your experience *

	1	2	3	4	5	
Unsatisfied	○	○	○	○	○	Very Satisfied