

PARTICIPANT CONSENT FORM

This consent form is to participate in the Computing Science Level 2 Overseas Immersion Programme project conducted by undergraduate students at the University of Glasgow, as part of their coursework.

The objective of the project is to evaluate the usability and effectiveness of a visitor footfall measurement system designed for Kibble Palace. This system allows visitors to check in and check out through two methods: scanning a QR code on a personal device and using a manual kiosk tablet provided at the venue.

The prototype system has been developed to support accurate measurement of visitor numbers and duration of stay, while also ensuring accessibility for visitors who may not have smartphones.

You will be asked to complete both tasks: check-in and check-out using the QR code prototype, and check-in and check-out using the manual kiosk tablet prototype. You may also explore optional features such as AR information or guides as part of the experience. The entire process, including a brief pre-task questionnaire and a post-task survey, will take approximately 15 minutes.

Please note that it is the system's usability and functionality we are evaluating and not your technical skills.

DATA PRIVACY

- **All personal information (for example, email address) collected will be securely stored on a protected server at the University of Glasgow, with access strictly limited to the research team members involved in this project. Your data will not be shared with third parties or used for commercial purposes.**
 - **Your responses to questionnaires and task completion metrics will be anonymized and treated confidentially. This data will be stored securely on password-protected computers at the University of Glasgow, accessible only by the researchers involved. No third-party sharing or commercial usage will occur, and all physical documentation (such as notes or feedback forms) will be securely stored.**
 - **No personal details will be recorded apart from your email address and basic demographic information (such as age and familiarity with technology). Your email will only be used to contact you during this evaluation or to inform you about related research activities. Demographic information collected will remain anonymous and used solely for the evaluation purposes outlined in this study. No commercial use or third-party sharing will take place.**
 - **You are free to withdraw from the study at any time without penalty. If you choose to withdraw, any data collected from you will be immediately discarded and deleted. All data will be handled in accordance with the UK General Data Protection Regulation (UK GDPR) and University of Glasgow research policies. If you have any questions or concerns about your participation or data privacy, please contact any member of the research team listed in the Evaluator Contacts section.**
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PARTICIPANT SIGNING SHEET

PARTICIPANT, PLEASE READ CAREFULLY

I confirm that I have carefully read and understood the information provided regarding this evaluation study. By signing this form, I voluntarily consent to participate and understand that my feedback will contribute to improving visitor experience and footfall measurement at Kibble Palace. I acknowledge that my participation is entirely voluntary, and I have the right to withdraw at any time without providing a reason.

Participant Information (To be completed by the participant)

Full Name:

Contact Email:

Signature:

Date:

EVALUATOR CONTACTS

If you have any questions, concerns, or require further clarification about this evaluation, please feel free to contact any of the evaluators listed below:

Name	Email
Lim Liang Fan	2957907L@student.gla.ac.uk
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TASK INFORMATION SHEET

Computing Science Level 2 Overseas Immersion Programme Project

University of Glasgow

INTERFACE EVALUATION TASK

In this evaluation, you will be testing the usability and efficiency of a low-fidelity prototype for a visitor footfall measurement system at Kibble Palace. Using printed Figma cut-outs, you will complete two tasks: one simulating check-in and check-out through a QR code on a personal device, and another simulating the same process using a manual kiosk tablet.

Stage 1: Pre-Task Survey (2-3 minutes)

Please complete a brief questionnaire about:

- Your technology experience
 - Familiarity with QR codes or kiosk systems
 - Basic demographic information (e.g., age, occupation, experience with physiotherapy)
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Stage 2: Main Task (3-5 minutes)

Complete two check-in and check-out tasks using the low-fidelity prototype: one simulating the QR code method on a personal device, and another simulating the manual kiosk tablet:

Required Task Details:

- **QR Code Check-in and Check-out**
- **Manual Kiosk Tablet Check-in and Check-out**

Task Instructions:

1. Wait for the researcher's signal before starting.
2. Perform the check-in and check-out process using the QR code prototype.
3. Perform the same process using the manual kiosk tablet prototype
4. Notify the researcher once you have completed both tasks

Important Notes:

- Timing begins when you start interacting with the interface.
 - Timing stops when you indicate task completion.
 - Participants are encouraged to **think aloud**, sharing their thoughts and impressions as they interact with the prototype
 - Questions are allowed before starting, not during the task.
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Stage 3: Post-Task Survey (5 minutes)

After completing the task, you will:

- Complete a short questionnaire about your experience with both the QR code and manual kiosk prototypes.
- Provide feedback on the usability, clarity, and overall design of the interfaces.
- Rate various aspects such as ease of use, satisfaction, and likelihood of use in a real setting.
- Reflect on any comments made during the think-aloud process and expand on your impressions if desired.

Time Commitment:

- Total estimated time: 15 minutes.
- Please allocate sufficient time to complete all stages.

Important Reminders:

- The evaluation focuses on the application's interface, not your technical skills.
- There are no right or wrong ways to complete the task.
- Please perform the task at your natural pace.
- Your feedback helps improve the application's usability.

FOR RESEARCHER USE ONLY

Participant ID: _____

Platform Assigned: ☐ QR Code Paper Prototype ☐ Manual Kiosk Prototype

Start Time: _____

End Time: _____

Total Duration: _____

Remarks: _____

Thank you for participating in our study.

Your contributions help improve visitor experience and footfall measurement at Kibble Palace.