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PARTICIPANT INFORMATION SHEET
Improving Software Engineering Processes

Name of researchers: Dr. Kelly Blincoe, James Tizard

Researcher Introduction

Dr. Kelly Blincoe is a Lecturer of Software Engineering in the Department of Electrical,Computer. James Tizard is a PhD student at the University of Auckland.

This Project

Rationale: Online feedback from software users is an important source of requirements for developers and a very active area of research. However, little is currently known about the demographics of software users who post feedback, which are likely some subset of the total user base.

Aims: The research aims to better understand the demographics of software users who do and don't give feedback on apps stores, support forums and social media.

Duration: This research project will continue for 36 months.

Benefits: By participating in this research, you will help give richer context to online user feedback and help inform the way this feedback is used to improve software products for their users.

Risks: Participation in this study is optional. No personally identifiable information will be published or distributed to any third parties.

Other people: No one else will have access to or use the data or results of this study.

Invitation to Participate

Why: You are invited to participate in this research because you use software/mobile apps.

How: To find potential participants, like you, we advertised for this study in online communities of software professionals and on social media.

Voluntary participation: Your participation is voluntary, and you may decline this invitation to participate.

Project Procedures

If you choose to participate, you will be asked to complete a brief online questionnaire. The expected time commitment from you for this is 10 minutes or less. You can choose to stop the questionnaire at any time and do not have to give a reason for this. Since the survey is anonymous, completion of the questionnaire will be evidence of consent to participate. A random participant will be selected to win a gift card at the completion of the quesstionaire. If you wish to go into the draw, you will be redirected to a separate questionnaire at the completion of the survey to provide your contact information. This contact information will not be linked to your responses.

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Data Storage, Retention, Destruction and Future Use

How: The questionnaire will be completed online.

Where: Electronic data will be backed up and stored on the University of Auckland server.

How Long: The data will be stored indefinitely.

Destruction: After the minimum storage time (six years) has elapsed, if it is determined that the data is no longer needed, the data will be destroyed. Electronic data will be deleted.

Right to Withdraw from Participation

Participation in this research is entirely voluntary. If you do not wish to participate, you do not have to give a reason for this. If you choose to participate, you can withdraw at any time during the questionnaire by not submitting your responses without giving a reason. After the questionnaire, you will not be able to withdraw your data since the questionnaire is anonymous.

Anonymity and Confidentiality

The preservation of confidentiality is paramount. The information you provide may be published in an academic conference and/or journal. It may also be included in the student(s) final PhD thesis. This publication(s) will not identify you as its source. A copy of the research findings will be made available to you, if you wish, by providing your email address on the questionnaire. Your contact details will not be given to any third-parties. You can also contact any of the researchers listed below if you would like to obtain a copy of the findings.

CONTACT DETAILS AND APPROVAL

Investigator names and contact details	Head of Department name and contact details
Dr. Kelly Blincoe Department of Electrical,Computer, and Software Engineering k.blincoe@auckland.ac.nz 09 923 4715 James Tizard, jtiz003@aucklanduni.ac.nz	Kevin Sowerby Department of Electrical,Computer, and Software Engineering kw.sowerby@auckland.ac.nz 09 923 8191

For any queries regarding ethical concerns you may contact the Chair, The University of Auckland Human Participants Ethics Committee, The University of Auckland, Research Office, Private Bag 92019, Auckland 1142. Telephone 09-373-7599 ext. 83711. Email: ro-ethics@auckland.ac.nz.

Approved by the University Of Auckland Human Participants Ethics Committee on 2 August 2017 for three years. Reference Number 019726.