

INFORMED CONSENT FORM

Title of Study: A Web and Mobile Based Queueing Management System for Our Lady of Fatima University Antipolo Registrar Office

Technical Adviser: Alneslyn Bucud

Capstone Project Adviser: Reynold A. Delizo, MSIT

Researchers: 1. Lebrino, Erwin

3. Ursal, John Michael V.

2. Agustin, Sean Ariel H.

4. Repaso, John Rommel S.

5. Banate, Bj Jerald

We, the students of Our Lady of Fatima University, Antipolo campus of the College of Computer Studies, are inviting you to participate in our research study. Involvement in the study is voluntary, so you may choose to participate or not. A description of the study and survey questionnaire is indicated below:

ABOUT/PURPOSE THE STUDY:

The study aims to design and develop a **Web and Mobile-Based Queueing Management System** for the Registrar's Office of Our Lady of Fatima University Antipolo. Currently, the registrar's office relies on manual queuing, which often leads to long wait times, congestion, and inefficiency during peak enrollment and clearance periods.

PROCEDURE & DURATION:

You will be asked to answer a survey about the Web and Mobile-Based Queueing Management System for the Registrar's Office of Our Lady of Fatima University Antipolo. The survey will include questions about your experiences with the current queuing process and your level of satisfaction with the proposed system's features, such as remote queue numbers, real-time notifications, and service efficiency. You will rate each statement on a 1 to 5 scale, where 5 is the highest and 1 is the lowest. The survey will take approximately 15–20 minutes to complete.

CONFIDENTIALITY:

The information you provide will be kept strictly confidential. Your participation is completely voluntary, and you may withdraw from this study at any time without penalty or prejudice. All data collected during the survey will remain confidential unless you explicitly

consent to provide your personal details, including your name. Your information will be securely stored, with access limited to the research team. Confidentiality will be maintained to the fullest extent possible by law. We adhere to the Data Privacy Act of 2012 (DPA), or Republic Act No. 10173, which protects individuals' personal information in both government and private sectors. Rest assured that any information gathered during this study will be treated with the utmost confidentiality.

QUESTIONS ABOUT THE STUDY:

If you have any questions about your rights as a study participant or concerns regarding the study, please feel free to reach out to us for information, complaints, or inquiries.

Researchers Contact:

Erwin Lebrino (elebrino9971ant@student.fatima.edu.ph)

Sean Ariel H. Agustin (shagustin8724ant@student.fatima.edu.ph)

John Michael V. Ursal (jvursal8140ant@student.fatima.edu.ph)

John Rommel S. Repaso (jsrepaso1410ant@student.fatima.edu.ph)

Bj Jerald Banate (bbbanate2493ant@student.fatima.edu.ph)

AGREEMENT TO PARTICIPATE IN THE RESEARCH STUDY

The researchers explained the research study to me. I have been told the purpose and about the study briefly. I have been told the procedures and duration in answering the survey questionnaire. I understand the confidentiality clearly and I have been given the chance to ask questions and obtain answers.

By signing this Informed Consent Form (ICF), I voluntarily consent to be a participant in this research study conducted by the researchers of the Our Lady of Fatima University Students. I also confirm that I have read this consent.

Respondent's Name (Optional)

Signature/Respondent's Initial

Date of Participation