Dublin City University
School of Computing
ETHICS COMMITTEE

NOTIFICATION FORM FOR LOW-RISK PROJECTS AT UNDERGRADUATE OR TAUGHT MASTERS LEVELS

Application Number:			

Please read the following information carefully before completing your application. Failure to adhere to these guidelines will make your submission ineligible for review.

➤ Download this form

➤ Completed applications must be uploaded to your School of Computing GitLab repo, and must be located in "docs/ethics.pdf".

➤ Your supervisor will be notified automatically and must approve your approach initially.

➤ The application should consist of <u>one electronic file (PDF) only</u>. The completed application must include this form and also must incorporate all supplementary documentation, especially that being given to the proposed participants e.g consent forms, plain English language statement. It must be proofread and spell-checked before submission.

➤ All sections of the application form must be answered as instructed and within the word limits given.

Applications which do not adhere to all of these requirements will not be accepted for review and will require resubmission

Applications must be completed on this form; answers in the form of attachments will not be accepted, except where indicated. No hard copy applications will be accepted. The project **must not** commence until written

PROJECT TITLE	Airport Assistant
PRINCIPAL INVESTIGATOR(S) *The named Principal Investigator is the person with primary responsibility for the research project. In the case of Taught Masters projects and undergraduate projects the supervisor is the Principal Investigator.*	Ray Walshe
START AND END DATE	24th September 2018 to 19th May 2019
LEVEL OF RISK *Please indicate whether this project requires more than a notification Justification for your choice is required under section 3.1*	Notification

Please confirm that **all** supplementary information is included in your application (in electronic copy). If questionnaire or interview questions are submitted in draft form, please indicate this by putting (draft) after YES. A copy of the final documentation must be submitted for final approval when available.

My application has been collated as one electronic file which includes the following documentation:	INCLUDED (mark as YES)	NOT APPLICABLE (mark as N/A)
Bibliography		N/A
Recruitment advertisement		N/A
Plain language statement/Information statement	YES	
Informed consent form	YES	
Personal Data Security Schedule https://www.dcu.ie/sites/default/files/info/3._blank_data_security_schedule.xls		N/A
Evidence of external approvals related to the research		N/A
Questionnaire/Survey	YES	
Interview/Focus Group Questions	YES	
Debriefing material	YES	
Other (e.g. local government approval)		N/A

Please note:
1. Any amendments to the original approved proposal must receive prior SCEC approval.
2. As a condition of approval investigators are required to document and report immediately to SCEC any adverse events, any issues which might negatively impact on the conduct of the research and/or any complaint from a participant relating to their participation in the study

1. ADMINISTRATIVE DETAILS

Project Type (select one): **Undergraduate Project – Final Year**

1.1 INVESTIGATOR CONTACT DETAILS

PRINCIPAL INVESTIGATOR(S): *Your supervisor and other academic staff who are assisting, it should be clear who is the person who is carrying out the research procedures.*

NAME	SCHOOL/UNIT	EMAIL
Ray Walshe	School of Computing	Ray.walshe@dcu.ie

OTHER INVESTIGATORS (STUDENT(S)):

NAME	SCHOOL/UNIT	EMAIL
Shauna Moran	School of Computing	Shauna.moran34@mail.dcu.ie

1.2 WILL THE RESEARCH BE UNDERTAKEN ON-SITE AT A **Dublin City University CAMPUS ?**

YES or NO
YES

2.7.) *(If NO, state details of the off-campus location – provide details of the approval to gain access to that location in section*

1.3 IS THIS PROTOCOL BEING SUBMITTED TO ANOTHER ETHICS COMMITTEE, OR HAS IT BEEN PREVIOUSLY SUBMITTED TO AN ETHICS COMMITTEE?

YES or NO
NO

(If YES, please provide details and attach copies of approval(s) received etc.)

DECLARATION BY PRINCIPAL INVESTIGATOR(S)

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 SCEC guidelines (https://www.dcu.ie/researchsupport/researchethics.shtml), the University's policy on Conflict of Interest, 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.

If there exists any affiliation or financial interest for researcher(s) in this research or its outcomes or any other circumstances which might represent a perceived, potential or actual conflict of interest this should be declared in accordance with Dublin City University policy on Conflicts of Interest.

I and my co-investigators 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.

Electronic Signature(s):

Principal investigator(s): _____ Ray Wila _____

Print Name(s) here: _____ RAY WALSHE _____

Date: 8/2/19

2.   PROJECT OUTLINE

2.1   LAY DESCRIPTION *(Max. 300 words)*
Please outline, in terms that any non-expert would understand, what your research project is about, including what participants will be required to do. Please explain any technical terms or discipline-specific phrases.

> Airport is an Android application to assist users with passing through the airport, primarily those who suffer from anxiety. This application will carry users through the process step by step to assist in making the process less daunting. During this project I will require my application to be user tested. This will involve users completing a survey about their experiences with the application and taking part in a focus group to discuss these experiences.

2.2   AIMS OF AND JUSTIFICATION FOR THE RESEARCH *(Max. 400 words)*
State the aims and significance of the project. Where relevant, state the specific hypothesis to be tested. Please provide a brief description of background research, a justification as to why this research project should proceed in that context and an explanation of any expected benefits to the community. NB – all references cited should be listed in an attached bibliography.

> The purpose of the application is help remove some of the stressful aspects of this process by keeping users informed throughout the process. I will complete this testing to ensure that the application is successful in helping users through the process and that the application is user friendly and as intuitive as possible.

2.3   DESCRIBE THE METHODOLOGY BEING USED TO ACHIEVE YOUR STATED AIMS
Provide an outline of the proposed method and state who is doing which task – include details of data collection techniques, the tasks participants will be asked to do, the estimated time commitment involved, and how data will be analysed. If the project includes any procedure which is beyond already established and accepted techniques please include a description of it. There should be enough detail provided to facilitate ethical review, but applicants are encouraged to keep it as succinct as possible.

> I will ask users to complete a small survey of how they found using the application. Such questions will include how aesthetically pleasing they found the user interface and how easy they found the application to use. This user testing will also involve timing how long it takes users to use certain elements of the application. Finally users will take part in a focus group to discuss the application. These methodologies combined will allow us to collect both quantitative and qualitative data from users about the application which will ensure extracting the most benefit possible from the application.

2.4   PARTICIPANT PROFILE
Provide the number, age range and source of participants. Please provide a justification of your proposed sample size. Please provide a justification for selecting a specific gender, age, or any other group if this is done in your project.

> As this application will be used by people of all different types of people who will be passing through the airport, it will be required to test users who are 18 and older, both male and female and of all demographics.

2.4(a)   PARTICIPANT VULNERABILITY

Are some or all of participants vulnerable in any way? (e.g by virtue of the group they belong to, people who have undergone traumatic or adverse emotional events, people with diminished cognitive ability, power relations between researchers and participants etc.)? If they are, state what this vulnerability (or vulnerabilities) is and justify why this research is being done with such participants.

No vulnerable users will be tested throughout this process.

2.4(b)   CHILD PARTICIPANTS (anyone under 18 years old)

*If your participants include children, you **must** confirm that you are in compliance with the research specific guidelines as detailed in "Keeping Children Safe - Policies and Procedures supporting Child Protection at DCU" - available at: https://www4.dcu.ie/sites/default/files/policy/157%20-%20child_protection_handbook_rev1%282%29%281%29.pdf*

No child participants will be involved in the testing of this application.

Please indicate your compliance with the following guidelines:	Mark here
We confirm that we have read and agree to act in accordance with the DCU Child Protection policy and procedures	
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)	

2.5   EXPLAIN HOW PARTICIPANTS ARE TO BE RECRUITED

Please provide specific details as to how you will be recruiting participants. How will people be informed that you are doing this research? How will they be approached and asked if they are willing to participate? If you are mailing or phoning people, please explain how you have obtained their names and contact details. If a recruitment advertisement is to be used, please ensure you attach a copy to this application.

Participants will be known to me. They will be fellow students, friends and family. I already have contact information for these participants so will simply be sending an email to the group asking if they wish to be involved with the process.

2.6   PLEASE EXPLAIN WHEN, HOW, WHERE, AND TO WHOM RESULTS WILL BE DISSEMINATED, INCLUDING WHETHER PARTICIPANTS WILL BE PROVIDED WITH ANY INFORMATION AS TO THE FINDINGS OR OUTCOMES OF THE PROJECT?

The results of this user testing will be documented in my project documentation and will be used to improve the quality of my application.

If participants wish to see how this information has impacted the project, they may view the projects progress at the following link
https://gitlab.computing.dcu.ie/morans34/2019-ca400-morans34

2.7   ARE OTHER APPROVALS REQUIRED TO GAIN ACCESS TO ANOTHER LOCATION, ORGANISATION ETC.?

YES or NO
NO

(If YES, please specify from whom and attach a copy of the approval documentation. If this is not yet available, please explain when this will be obtained.)

2.8   HAS A SIMILAR PROPOSAL BEEN PREVIOUSLY APPROVED BY THE DCU SCEC?

YES or NO
...

(If YES, please state both the REC Application Number and Project Title)

3.   RISK AND RISK MANAGEMENT

3.1   JUSTIFICATION OF STATED LEVEL OF RISK TO RESEARCH PARTICIPANTS
You must provide a justification for the stated level of risk, as indicated on the cover page of your application. Note that the level of risk may be influenced by the vulnerability of the research group, the methods employed and the nature of the research itself. For further information on risk levels, please refer to the Levels of Review information on the website: https://www.dcu.ie/researchsupport/researchethics.shtml

My study is considered low risk as I will be completing an anonymous survey for user testing but will not gather any personal information from these users.

3.2   DOES THE RESEARCH INVOLVE:

	YES or NO
• use of a questionnaire? (attach copy)?	YES
• interviews (attach interview questions)?	YES
• observation of participants without their knowledge?	NO
• participant observation (provide details in section 2)?	YES
• audio- or video-taping interviewees or events?	NO
• access to personal and/or confidential data (including student, patient or client data) without the participant's specific consent?	NO
• administration of any stimuli, tasks, investigations or procedures which may be experienced by participants as physically or mentally painful, stressful or unpleasant during or after the research process?	NO
• performance of any acts which might diminish the self-esteem of participants or cause them to experience embarrassment, regret or depression?	NO
• investigation of participants involved in illegal activities?	NO
• procedures that involve deception of participants?	NO
• administration of any substance or agent?	NO
• use of non-treatment of placebo control conditions?	NO
• collection of body tissues or fluid samples?	NO
• collection and/or testing of DNA samples?	NO
• participation in a clinical trial?	NO
• administration of ionising radiation to participants?	NO

3.3   POTENTIAL RISKS TO PARTICIPANTS AND RISK MANAGEMENT PROCEDURES
Identify, as far as possible, all potential risks to participants (physical, psychological, social, legal, economic, etc.), associated with the proposed research. Please explain what risk management procedures will be put in place to minimise these risks.

There will be no risk to participants during this process.

3.4   ARE THERE LIKELY TO BE ANY BENEFITS (DIRECT OR INDIRECT) TO PARTICIPANTS FROM THIS RESEARCH?

YES or NO
NO

(If YES, provide details.)

3.5   ARE THERE ANY SPECIFIC RISKS TO RESEARCHERS?
Examples include use of dangerous materials, asking certain types of questions, research being undertaken in certain locations, researchers working alone in isolated areas, etc.

YES or NO
NO

(If YES, please describe and explain what risk management procedures will be put in place to minimise these risks.)

3.6   DEALING WITH ADVERSE/UNEXPECTED OUTCOMES
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 project.

As users will using an application, they will be allowed to stop participating in this project at any time.

3.7   HOW WILL THE CONDUCT OF THE PROJECT BE MONITORED?
Please explain how the principal investigator will monitor the conduct of the project (especially where several people are involved in recruiting or interviewing, administering procedures, etc.) to ensure that it conforms with the procedures set out in this application. In the case of student projects please give details of how the supervisor(s) will monitor the conduct of the project.

I will be meeting with Ray and discussing the progress of my testing and how I plan to organise the tests. If I plan to make any changes to my testing methodologies I will ask Ray in advance and get his advice on the issue.

3.8   SUPPORT FOR PARTICIPANTS
Depending on risks to participants you may need to consider having additional support for participants during/after the study. Consider whether your project would require additional support, e.g., external counselling available to participants. Please advise what support will be available.

N/A

3.9   DO YOU PROPOSE TO OFFER PAYMENTS OR INCENTIVES TO PARTICIPANTS?

YES or NO
NO

(If YES, please provide further details.)

3.10 DO ANY OF THE RESEARCHERS ON THIS PROJECT HAVE A PERSONAL, PHILOSOPHICAL, FINANCIAL OR COMMERCIAL INTEREST IN ITS OUTCOME THAT MIGHT INFLUENCE THE INTEGRITY OF THE RESEARCH, OR BIAS THE CONDUCT OR REPORTING OF THE RESEARCH, OR UNDULY DELAY OR OTHERWISE AFFECT THEIR PUBLICATION?

YES or NO
NO

(If YES, please specify how this conflict of interest will be addressed.)

4. INVESTIGATORS' QUALIFICATIONS, EXPERIENCE AND SKILLS *(Approx. 200 words)*

*List the academic qualifications and outline the experience and skills <u>relevant to this project</u> that the PI, other researchers and any supporting staff have in carrying out the research and in dealing with any emergencies, unexpected outcomes, or contingencies that may arise. **State specifically who will be carrying out the research procedures***

I am a final year Computer Applications student in DCU. My experience in this area stems from the fact that I completed user testing during my third year project last year. I followed a similar methodology, asking users to complete a survey, observing their usage of the application and asking users to take part in a focus group.

5. CONFIDENTIALITY/ANONYMITY

5.1 WILL THE IDENTITY OF THE PARTICIPANTS BE PROTECTED?

YES or NO
YES

(If NO, please explain why.)

IF YOU ANSWERED YES TO 5.1, PLEASE ANSWER THE FOLLOWING QUESTIONS:

5.2 HOW WILL THE ANONYMITY OF THE PARTICIPANTS BE RESPECTED?
Please bear in mind that where the sample size is very small, it may be impossible to guarantee anonymity/confidentiality of participant identity. Participants involved in such projects need to be advised of this limitation in the Plain Language Statement/Information Sheet. If you intend to fully anonymize the data, please provide details

Users will not be asked to provide any personal information while testing the application. All data gathered will be destroyed after the completion of this project at the end of May.

5.3 LEGAL LIMITATIONS TO DATA CONFIDENTIALITY
Participants need to be made aware that confidentiality of information provided cannot always be guaranteed by researchers and 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. This information should be included in your Plain Language Statement and Informed Consent Form. Depending on the research proposal and academic discipline, you may need to state additional specific limitations.

State how and where participants will be informed of these limitations

The data not included in the final testing report will be destroyed before the project is submitted on the 19/05/2019. Any data included in the report will be charts generated from the quantitative data and some of the user's opinions. As previously stated, I will not be holding onto any of the participant's personal information.

6. PERSONAL DATA - COMPLIANCE WITH THE GENERAL DATA PROTECTION REGULATION

Personal data is data relating to a living individual (i.e. the 'Data Subject') who is, or can be, identified either from the data itself or from the data in conjunction with other information that is in, or is likely to come into, the possession of the 'Data Controller' (i.e. DCU and its constituent units e.g. research teams etc.). **Further information on personal data is available from the DCU Data Protection Unit at https://www.dcu.ie/ocoo/dp/guides.shtml**

6.1   IS PERSONAL DATA BEING PROCESSED AS PART OF THIS PROJECT?

YES or NO
NO

If YES, Please indicate your compliance with the following guidelines:	Mark here
We confirm that we have read and agree to act in accordance with DCU Data Protection Unit guidance and procedures regarding personal data	
We confirm that we have put in place a Personal Data Security Schedule (PDSS) for the project and have attached it to this application	

Please see the GDPR and the Research Ethics Process section of the SCEC main webpage for guidance

IF YOU ANSWERED YES TO 6.1, PLEASE ANSWER THE FOLLOWING QUESTIONS:

6.2   WHAT KIND OF PERSONAL DATA IS BEING PROCESSED?
Note special categories of personal data include health data, genetic data and/or data relating to ethnicity/race of participants, their sex lives and/or sexual orientation

6.3   WILL ANONYMISATION/PSEUDONYMISATION OF THE PERSONAL DATA BE UNDERTAKEN?

YES or NO
...

(If NO, please explain why.)

7. DATA/SAMPLE STORAGE, SECURITY AND DISPOSAL

For the purpose of this section, "Data" includes that in a raw or processed state (e.g. interview audiotape, transcript or analysis). "Samples" include body fluids or tissue samples.

7.1 HOW AND WHERE WILL THE DATA/SAMPLES BE STORED?
Note that the SCEC recommends that all data be stored on campus – please justify any off-site storage.

Surveys will be scanned and stored on my Google Drive account until the 19/05/2019 when they will be destroyed. Any data included in the report will be charts generated from the quantitative data and some of the user's opinions.

7.2 WHO WILL HAVE ACCESS TO DATA/SAMPLES?
If people other than the main researchers have access, please name who they are and explain for what purpose.

Data in the Google Drive will only be accessible to me. Graphs will be accessible by anyone who views the project on Gitlab but will not contain any user information.

7.3 HOW LONG IS THE DATA TO BE HELD/RETAINED FOR?
*Note that with very few exceptions **personal data** may not be retained indefinitely. It is up to the unit or research team to establish an upper retention limit for each category of personal data under its control.*

Until the 19th of May 2019

7.4 IF DATA/SAMPLES ARE TO BE DISPOSED OF, PLEASE EXPLAIN HOW, WHEN AND BY WHOM THIS WILL BE DONE?
*Note that simply deleting files is not sufficiently secure. The additional steps to be taken to maintain data security should be given. **Personal data** must be disposed of in a safe and secure manner at the end of its retention period. If the data is stored in a: a) paper based format then shredding or disposal via a secure bin is recommended; or b) if it is stored in an electronic based format then deletion of the record or full anonymization of the data is recommended. If data/samples are NOT being disposed of, please justify this decision.*

They will be deleted off Google Drive and the surveys will be shredded.

8.   FUNDING OF THE RESEARCH

8.1   HOW IS THIS WORK BEING FUNDED, IF IT IS EXTERNALLY FUNDED?

N/A

8.2   PROJECT GRANT NUMBER *(If relevant and/or known – otherwise mark as N/A)*

8.3   DOES THE PROJECT REQUIRE APPROVAL BEFORE CONSIDERATION FOR FUNDING BY A GRANTING BODY?

YES or NO

...

8.4.1   HOW WILL PARTICIPANTS BE INFORMED OF THE SOURCE OF THE FUNDING? *(e.g. included in the Plain Language Statement)*

8.5   DO THE FUNDERS OF THIS PROJECT HAVE A PERSONAL, FINANCIAL OR COMMERCIAL INTEREST IN ITS OUTCOME THAT MIGHT COMPROMISE THE INDEPENDENCE AND INTEGRITY OF THE RESEARCH, OR BIAS THE CONDUCT OR REPORTING OF THE RESEARCH, OR UNDULY DELAY OR OTHERWISE AFFECT THEIR PUBLICATION?

YES or NO

...

(If YES, please specify how this conflict of interest will be addressed.)

A Plain Language Statement (PLS) should be used in all cases. This is written information in plain language that you will be providing to participants, outlining the nature of their involvement in the project and inviting their participation. The PLS should specifically describe what will be expected of participants, the risks and inconveniences for them, and other information relevant to their involvement. Please note that the language used must reflect the participant age group and corresponding comprehension level – if your participants have different comprehension levels (e.g. both adults and children) then separate forms should be prepared for each group. The PLS can be embedded in an email to which an online survey is attached, or handed/sent to individuals in advance of their consent being sought. See link to sample templates on the website:
https://www.dcu.ie/researchsupport/ethicsapproval.shtml

Research Study: Airport Assistant

University Department: School of Computing

Principal Investigators: Shauna Moran (shauna.moran34@mail.dcu.ie)

Ray Walshe (ray.walshe@mail.dcu.ie)

I am looking for participants to take part in user testing of our application which I have developed as part of my final year project "Airport Assistant". "Airport Assistant" is an application designed to assist passengers who feel nervous while passing through the airport. As this system will be used by people of all demographics, we are looking for participants of all ages.

I will firstly require users to scan their boarding passes which the application will then obtain data from. This data will be divided into two sections. Flight information which is not passenger specific such as flight number, flight time and airline and more specific data such as passenger name and seat number. This information will only be held by the application until the end of the day that the user is flying.

I will also utilise interviews and a survey to collect data from the participants. Users will be asked to try out the application for approximately 10 minutes and then will begin the interview. I will have concise list of questions about the application and how the users found the process. This will be mainly used for gaining qualitative data about the application.

Following on from this I will ask users to complete a small questionnaire about the application. This will primarily focus on quantitative data. I will collect this data so that we can analyse the user's opinions on certain aspects of the application. The qualitative and quantitative data will be combined to discover what users would like to see added or removed from the application. It will also be used to discover any issues which participants may have experienced with "Airport Assistant".

The research process will not benefit the participants as they will simply be reviewing a product which we have designed. They will not receive payment for their involvement and all participation will be carried out on a voluntary basis. There will also be no risk to participants of this study.

This data will not be distributed as it is only going to be used as part of user testing as part of my final year project. I will not be storing any information about the participants other than their demographic. Some opinions will be included as part of our testing report which will be submitted with my final year project. However, I will not include any information about the participants on this documentation. All this information can only be protected within the limitations of the law.

The data not included in the final testing report will be destroyed before the project is submitted on the 17/06/2019. Any data included the report will be charts generated from the quantitative data and some of the user's opinions. As previously stated, we will not be holding onto any of the participant's personal information.

If participants wish to see how this information has impacted the project the may view the projects progress at the following link https://gitlab.computing.dcu.ie/morans34/2019-ca400-morans34

This research study is voluntary, and participant's may withdraw at any time throughout the project. Any opinion's the participant has provided up to that point will be destroyed.

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

PLEASE CONFIRM WHETHER THE FOLLOWING ISSUES HAVE BEEN ADDRESSED IN YOUR PLAIN LANGUAGE STATEMENT/ INFORMATION SHEET FOR PARTICIPANTS:

	YES or NO
Introductory Statement (PI and researcher names, school, title of the research)	YES
What is this research about?	YES
Why is this research being conducted?	YES
What will happen if the person decides to participate in the research study?	YES
How will their privacy be protected?	YES
How will the data be used and subsequently disposed of?	YES
What are the legal limitations to data confidentiality?	YES
What are the benefits of taking part in the research study (if any)?	YES
What are the risks of taking part in the research study?	YES
Confirmation that participants can change their mind at any stage and withdraw from the study	YES
How will participants find out what happens with the project?	YES
Contact details for further information (including SCEC contact details)	YES
Details relating to GDPR Compliance if Personal Data is being sought	YES

If any of these issues are marked NO, please justify their exclusion:

10.   INFORMED CONSENT FORM *(Attach to this document. Approx. 300 words)*

In most cases where interviews or focus groups are taking place, an Informed Consent Form is required. This is an important document requiring participants to indicate their consent to participate in the study, and give their signature. If your participants are minors (under 18), it is best practice to provide them with an assent form, while their parents/guardians will be given the Informed Consent Form. In cases where an anonymous questionnaire is being used, it is enough to include a tick box in the questionnaire (underneath the information section for participant), where participants can indicate their consent.
*See link to sample templates on the website: **https://www.dcu.ie/researchsupport/ethicsapproval.shtml***

Research Study: User testing of the Airport Assistant application

University Department: School of Computing

Principal Investigators: Shauna Moran (shauna.moran34@mail.dcu.ie)
Ray Walshe (ray.walshe@dcu.ie)

The purpose of this research is to test the application "Airport Assistant". I will be asked to spend approximately 10 minutes trying the application. Following this there will be a short interview where I will be asked about my experience with the application. To finish the research project, I will be asked to complete a short questionnaire.

Participant – please complete the following (Circle Yes or 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 have received satisfactory answers to all my questions Yes/No
I am aware that my interview will be audiotaped Yes/No

I may withdraw from the Research Study at any point. Any information I have provided up this point will be immediately destroyed.

No information about me other than my demographic will be stored. Information contained in the testing report will only be my opinions and not any information about me. Any data not used in the testing report will be destroyed on the ~~06/05~~/2019. This data is however subject to legal limitations.
19/05

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:

NB – IF AN INFORMED CONSENT FORM IS NOT BEING USED, THE REASON FOR THIS MUST BE JUSTIFIED HERE.

Airport Assistant Questionnaire

Please tick the appropriate box for the below questions

Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
The application is easy to use					
The application is pleasing to look at					
I would use this application					
I would recommend this application to a friend					
I found this application frustrating to use					
This application could be improved					
I was happy with the pace I learned to use the application					

Which feature of the app did you find most useful and why?

_____

Please highlight any feature that you feel is missing from the application.

_____

How would you describe the product in one or more words?

_____

If you were to review Airport Assistant what score would you give it out of 10?

_____

What do you like best about the application?

_____

Airport Assistant Interview Questions

- How did you find using the Airport Assistant application?
- What did you find enjoyable about using the application?
- Is there any aspect of using the application which you did not enjoy?
- Is there anything you would like to see changed in the application?
- Is there anything you found unclear while using the application?
- Did you have any difficulties using the application?
- Do you have any further feedback?