

Informed Consent to Participate in Research Involving Minimal Risk

Information to Consider Before Taking Part in this Research Study

Study Title: I-CLAIM: Focus Groups: Assessing User Authentication Experiences with Historically Excluded Groups

Study #STUDY006481

Overview: You are being asked to take part in a research study. The information in this document should help you to decide if you would like to participate.

Study Staff: This study is being led by Dr. Tempestt Neal who is an Associate Professor of Computer Science and Engineering at the University of South Florida. This person is called the Principal Investigator (PI). Other approved research staff may act on behalf of the Principal Investigator.

Study Details: This study, supported by the National Science Foundation (grant #2238389), is being conducted at the University of South Florida. This study aims to assess cybersecurity awareness among U.S. citizens, particularly those who identify as Black/African American, Hispanic/Latino, American Indian/Alaska Native, and/or Native Hawaiian/Pacific Islander (AHNs). AHNs not only have lower participation rates in computing fields relative to their representation in the U.S. population, but are also more frequently targeted by cyber-attacks. Thus, this research study explores the intersection of race and ethnicity to understand how these factors impact digital experiences and might highlight unmet digital security needs. The project specifically targets Identity and Access Management (IAM) in cybersecurity, which involves regulating access to data and applications for legitimate users. IAM plays a critical role in protecting assets and preventing data breaches such as through appropriate management of user authentication credentials like usernames and passwords. Inclusive approaches to user authentication systems have been explored for various user groups but are understudied for AHNs. Thus, in this study, our goal is to engage with you to understand your personal experiences which shape your individual views of cybersecurity and computing at large.

As a participant in this study, you will participate in a single 60 to 90-minute focus group, either virtually or in-person on or near (e.g., at one of the Hillsborough County Public Libraries) the USF Tampa campus. During the focus group, we will discuss various aspects of cybersecurity, like cybersecurity behaviors and awareness, and gather valuable insights from your perspective on the roles of social factors that might influence your perspective of cybersecurity and computing.

Subjects: Qualifying participants must be at least 18 years old and identify as Black/African American, Hispanic/Latino, American Indian/Alaska Native, and/or Native Hawaiian/Other Pacific Islander. Qualifying USF faculty and students are welcome to participate. You qualify for this study if you satisfy these criteria.

Voluntary Participation: Your participation is voluntary. You do not have to participate and may stop your participation at any time. There will be no penalties or loss of benefits or opportunities if you do not participate or decide to stop once you start. Your decision to participate or not to participate will not affect your job status, employment record, employee evaluations, or

advancement opportunities. Your decision to participate or not to participate will not affect your student status, course grade, recommendations, or access to future courses or training opportunities.

Benefits, Compensation, and Risk: We do not know if you will receive any benefit from your participation. While there is no cost to participate, you may have to cover USF parking fees to attend on-campus sessions. USF parking information can be found here:

<https://www.usf.edu/administrative-services/parking/parking/visitor-parking.aspx>.

You will be compensated \$20 in the form of an e-gift card for your participation.

This research is considered minimal risk. Minimal risk means that study risks are the same as the risks you face in daily life.

Confidentiality: Even if we publish the findings from this study, we will keep your study information private and confidential. Anyone with the authority to look at your records must keep them confidential.

Study Procedures:

This study consists of one focus group. Focus groups are used to gather qualitative insights, perceptions, and opinions about a specific product, service, or concept. Focus groups typically consist of individuals who fit a predefined target audience or customer segment, allowing for targeted feedback. Our focus group, which is expected to last for 60 to 90 minutes, will be conducted either in-person or virtually. The exact mode will be determined during scheduling of the focus group according to the preferences and availability of the members of that group.

The focus group will be video recorded for documentation using a video camera (in-person) or by recording the virtual meeting. You are strongly encouraged to turn and keep your camera on during the virtual focus group.

You will also be asked to complete a demographic survey (collected online via the Qualtrics survey platform) prior to the focus group.

After the focus group is completed, we will remove any identifying information associated with the participants, including names and contact information. Thus, we will not be able to provide you with your individual input.

In total, we will collect the items listed below. Copies of virtually collected documents will be saved to the PI's password-protected USF OneDrive account. Any physical items will be stored in the PI's locked office in a locked file cabinet on campus when not being analyzed by the research team. Identifying data, including names and e-mail addresses, will be logged in a spreadsheet for tracking purposes. At the conclusion of the study, these data will be removed. There will be no way to connect you with your specific ideas, comments, or other outcomes of the study.

- Background screening information (included in the Demographic Survey), gathered via Qualtrics, to help us determine which focus group to assign you to; the goal is to assign participants to focus groups on which the participants are not familiar with each other. This

screening survey will ask questions about demographic data (including age, gender, race, ethnicity, etc.), level of comfort with technology, and self-perception of cybersecurity awareness to help with these assignments.

- Video recordings of all sessions.
- Your name and e-mail address.
- E-copies of signed consent form (this form) via DocuSign.

Identifiable data collected during this study includes names and e-mail address, which will only be stored until the end of the study to contact you. We will store other data for at least 5 years. The data will be deleted by destroying the OneDrive folder when it is no longer needed by the research staff. Data will not be shared beyond the research team.

Total Number of Subjects

About 70 individuals will take part in this study.

Alternatives / Voluntary Participation / Withdrawal

You do not have to participate in this research study. You should only take part in this study if you want to volunteer. You should not feel that there is any pressure to take part in the study. You are free to participate in this research or withdraw at any time. There will be no penalty or loss of benefits you are entitled to receive if you stop taking part in this study. The decision to participate or not to participate will not affect your student status (course grade) or job status.

Benefits

We are unsure if you will receive any benefits by taking part in this research study.

Risks or Discomfort

This study is mostly considered minimal risk. However, there is an inherent risk of confidentiality breach in focus group discussions. Focus group facilitators and researchers will take active steps to protect the confidentiality of all participants. These steps include obtaining informed consent, assuring all participants of their confidentiality, and carefully managing all data collected during the sessions. We emphasize the importance of not disclosing any information shared within the group to external parties. As a participant in this study, you should understand that there is always a possibility that a confidentiality breach could occur. You may unintentionally reveal personal information or share information that could be linked back to you or others. We will take swift action to address any breaches should they occur. We also ask for your help in establishing a culture of trust and openness within the focus group, where all participants feel safe sharing their thoughts without fear of judgment or disclosure.

Compensation

You will be compensated \$20.00 as an e-gift card if you complete the survey and focus group session. If you withdraw for any reason from the study before completion you will not be compensated.

Costs

The focus group and online survey will not incur any costs for you. However, please be aware that there may be parking fees associated with attending an on-campus focus group.

Privacy and Confidentiality

We will do our best to keep your records private and confidential. We cannot guarantee absolute confidentiality. Your personal information may be disclosed if required by law. Certain people may need to see your study records. These individuals include:

- The research team, including the Principal Investigator and study facilitators.
- Certain government and university people who need to know more about the study. For example, individuals who provide oversight on this study may need to look at your records. This is done to make sure that we are doing the study in the right way. They also need to make sure that we are protecting your rights and your safety.
- Any agency of the federal, state, or local government that regulates this research. This includes the Office for Human Research Protection (OHRP).
- The USF Institutional Review Board (IRB) and its related staff who have oversight responsibilities for this study, and staff in USF Research Integrity and Compliance.
- The National Science Foundation

Your information or samples collected as part of the research, even if identifiers are removed, will NOT be used or distributed for future research studies.

We may publish what we learn from this study. If we do, we will not include your name. We will not publish anything that would let people know who you are.

In this study, you will complete a Demographic/Screening Questionnaire as an online survey. It is possible, although unlikely, that unauthorized individuals could gain access to your responses. Confidentiality will be maintained to the degree permitted by the technology used. No guarantees can be made regarding the interception of data sent via the Internet. However, your participation in this online survey involves risks similar to a person's everyday use of the Internet. If you complete and submit an anonymous survey and later request your data be withdrawn, this may or may not be possible as the researcher may be unable to extract anonymous data from the database.

Please be advised that although the researchers will take every precaution to maintain confidentiality of the data, the nature of focus groups prevents the researchers from guaranteeing confidentiality. The researchers would like to remind you to respect the privacy of your fellow subjects and not repeat what is said in the focus group to others.

What if new information becomes available about the study?

During the course of this study, we may find more information that could be important to you. This includes information that, once learned, might cause you to change your mind about being in this study. We will notify you as soon as possible if such information becomes available.

You can get the answers to your questions, concerns, or complaints.

If you have any questions, concerns or complaints about this study, call Dr. Tempestt Neal at (813)

396-9353. If you have questions about your rights, complaints, or issues as a person taking part in this study, call the USF IRB at (813) 974-5638 or contact by email at RSCH-IRB@usf.edu.

I freely give my consent to take part in this study. I understand that by signing below I am agreeing to take part in research. I can download a copy of this form to take with me.