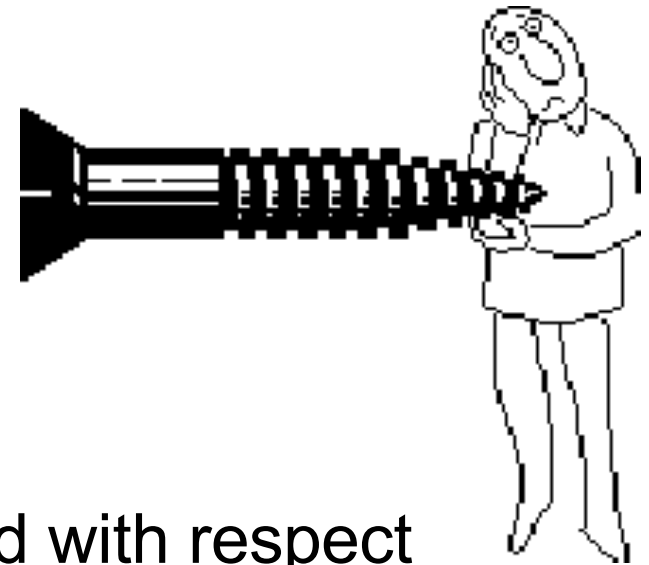# CPEN441/541: user interface design
ethics

before working with real people…
ethics in treatment of subjects/participants

an evaluation can be a distressing experience

- pressure to perform, errors inevitable
- feelings of inadequacy
- competition with other subjects

golden rule

- subjects should always be treated with respect

managing subjects in an ethical manner: before the evaluation

don't waste the user's time

- use pilot tests to debug experiments, questionnaires etc
- have everything ready ahead of time

make users feel comfortable

- emphasize evaluation of the system / work practice, not the user
- acknowledge that the software may have problems
- let users know they can stop at any time

maintain privacy

- inform user that individual results will be kept completely confidential

inform the user

- explain any monitoring that is being used
- answer all user's questions (but avoid bias)

only use volunteers

- user must sign an informed consent form

managing subjects in an ethical manner: during the evaluation

don't waste the user's time

- never have the user perform unnecessary tasks

make users comfortable. for example:

- try to give user an early success experience
- keep a relaxed atmosphere in the room
- coffee, breaks, etc
- hand out test tasks one at a time (don't overwhelm)
- never indicate displeasure with the user's performance
- avoid disruptions
- stop the evaluation if it becomes too unpleasant

maintain privacy. for example:

- do not allow the user's management to observe the evaluation
- or anyone else not directly concerned in evaluation

managing subjects in an ethical manner:
after the evaluation

make the users feel comfortable
- state that the user has helped you find areas of improvement

inform the user
- answer particular questions about the evaluation that could have biased the results before

maintain privacy
- never report results in a way that individual users can be identified
- only show videotapes outside the research group with the user's permission

university involvement in ethics

- document evaluation protocol
strategy, methods, measures, number of subjects, subject recruitment, consent form, etc.

- document purpose of evaluation

- submitted to the Office of Research Studies (ORS)

- reviewed by a committee
different committees for different kinds of evaluation

- usually 2 – 8 weeks for approval

ethics in CPEN441/541

protocol submitted to ORS for CPEN441/EECE541

- on the course website

<u>YOU MUST DO THE TCPS2 TUTORIAL!</u>

https://tcps2core.ca

some highlights

- recruitment restricted to friends, family members, classmates, and acquaintances only (18+ years)
- no coercion allowed
- must use proper consent forms (modify samples as necessary)