



User Consent

Preliminaries

- User research must be supported by evidence of **informed consent**
- This means you must get a record from them which says:
 - 1. They understand your research**
 - 2. And Agree to take part**
- You need to get consent from all participants (including friends and family members), not just members of the public.

Personal Data and Importance of Consent...

- You are legally required to get a participant's consent if:
 - You want to collect, use or store any personal data they share with you
- Often, personal data is collected (even unintentionally).
- **Example:** Participants might give you contact details, or reveal personal information unintentionally.
- Let participants know if you plan to share their data in a way that allows them to be personally identified.

Personal data and the Data Protection Act (Germany)

[https://content.next.westlaw.com/3-502-4080?transitionType=Default&contextData=\(sc.Default\)&lrTS=20170608121951307&firstPage=true&bhcp=1](https://content.next.westlaw.com/3-502-4080?transitionType=Default&contextData=(sc.Default)&lrTS=20170608121951307&firstPage=true&bhcp=1)

Informed Consent...

- For consent to be informed...
 - ...Participants need to understand what your research involves...



It is not just about saying “Yes” or “No”!

Before a research session...

- You must tell the participants...
 1. Your name, role and where you work (who you are)
 2. Why you are doing the research?
 3. What you are asking them to do?
 4. What you'll do with any information they share with you?
 5. Whether the session is being observed (and who's watching)
 6. Whether the session is being recorded (and how you'll store any audio or video)
- You should also remind participants that they're taking part **voluntarily** and **can stop or withdraw** their **consent at any time.**

Keeping Evidence of Consent...

- Once you have explained about the research
 - Obtain written (preferably) or verbal consent
 - Simplest way: have them sign a user consent form.
- User Consent Form:
 - Confirms that they understand what they are agreeing to
 - Write in plain English (or German)
 - **No technical terms that are hard to understand!**
 - **Otherwise it is not informed consent 😊**
- For video recorded sessions, consent can be verbal.

Keeping Evidence of Consent...

- For video recorded sessions, consent can be verbal.
- If you do this you must:
 1. Read out the consent information
 2. Ask the participant to say their full name
 3. Ask the participant if they agree to take part in your research
- Whatever approach you use, **always** keep evidence of a participant's consent.

Working Without Consent...

- Do not collect, use or store a participant's research data if:
 1. They withdraw consent they've previously given you
 2. You are unsure of their consent
- **Example:**
 - They seem confused about what they agreed to
 - You have lost their consent form
- All data collected must be deleted or destroyed confidentially

Working Without Consent...

- At the end of a session, you could ask a participant to re-confirm consent, if:
 - You think they are uncomfortable about any information you collected
 - The participant seems confused about how you'll use the information

Examples (Samples) of User Consent Forms...(1)

Consent Form (Adult)

I agree to participate in the study conducted by the [Agency/Organization].

I understand that participation in this usability study is voluntary and I agree to immediately raise any concerns or areas of discomfort during the session with the study administrator.

Please sign below to indicate that you have read and you understand the information on this form and that any questions you might have about the session have been answered.

Date: _____

Please print your name: _____

Please sign your name: _____

Thank you!

We appreciate your participation.

Examples (Samples) of User Consent Forms...(2)

User Testing Informed Consent Form

Study administrator is: _____

Participant is: _____

Participant number: _____

This is a study about [describe study] intended for people who [describe audience] Our goal is to make the [... state privacy/security methods...] appealing, intuitive and user friendly. Your participation will help us achieve this goal.

In this session you will be working with [an existing system / paper prototype / working prototype] We'll ask you to perform tasks a typical user might do, such as [brief description of tasks]. [Several / A] member(s) of the design team will sit in the same room, quietly observing and taking notes. [Ideally] A facilitator will sit near you and help you if you are stuck or have questions.

All information collected in the session belongs to [the HPI] and will be used for internal purposes. We [will / will not] videotape and/or audiotape the session. We may publish our results from this and other sessions in our reports, but all such reports will be confidential and will not include your name.

This is a test of the software. We are not testing you. We want to find out what aspects are confusing, so we can make it better. You may take breaks as needed and stop your participation in the study at any time.

Statement of Informed Consent

I have read the description of the study and of my rights as a participant. I voluntarily agree to participate in the study.

Print Name: _____

Signature: _____

Date: _____

Other Helpful Points...

- Finding Participants...
 - You should include different sorts of people likely to need/be using the system
 - Define your participant criteria (use existing research, data, results,... to help you do this)
 - Specify your target group
 - Places to find participants
 - Workplace, friends, online (e.g. social media), crowdsourcing, agency...
 - Incentives (e.g. cash – gift certificates, prizes, ...)

Writing a Recruitment Brief...

- Include...
 - Research Dates, including times and length of each session
 - Research location
 - Number of participants you want to recruit
 - Description of the types of people you want to recruit
 - Incentives (e.g. can ask agency to handle cash incentives)

From now...

- Focus on getting project work done
- Remember to leave adequate time for usability testing
- All notes go into your portfolio
- Presentations - 20.07 @ 3.15pm
 - Showcasing your results