

Human Subject Protocol Application

Campus: **Daytona Beach** College: **COAS**

Other Institution Name & Address:

Applicant: **Simon Student** Degree Level: **Doctorate**

ERAU ID: **012345** ERAU Affiliation: **Student**

Project Title: **Student Perceptions of Products and Services**

Principal Investigator: **Irene Investigator**

Other Investigators: **Russ Researcher
Steven Scientist
Joe Smith**

Submission Date: **02/15/2019**

Beginning Date: **03/23/2019**

Type of Project: **Survey**

Type of Funding Support (if any): **No**

Questions:

1. **Background and Purpose:** Briefly describe the background and purpose of the research.

The purpose of this study is to investigate the usability of mobile and website applications for products and services commonly used by colleges including money transfer, ride sharing, and weather information. This study aims to examine features in these applications to determine the usability of each feature. This research will use a demographic and background gathering survey to collect relevant data regarding each product or service separately. This research will also look at the desirability of the features of these applications and why participants have certain preferences for specific applications.

2. **Time:** Approximately how much time will be required of each participant?

It will take approximately 5 minutes to complete the Demographics survey and 5 minutes to complete the Ride Sharing survey and another 10 minutes each to complete the Weather and Money Transfer surveys for a total of approximately 20 minutes.

3. **Design, Procedures, Materials and Methods:** Describe the details of the procedure(s) to be used and the type of data that will be collected.

Participants are recruited through the Embry-Riddle Aeronautical University SONA system. SONA allows students to participate in studies to acquire credits called SONA credits. Participants can decide to give consent to participate in the study. Those who give consent, will be presented the online survey. The online survey asks participants to evaluate features from a variety of website and mobile applications popular among college students including: Money Transfer; Weather and Ride Sharing.

4. **Measures and Observations:** What measures or observations will be taken in the study?

Age, gender, education, ethnicity, and experience with the applications will be collected as demographic information. Participant's opinions of the features for each application (Venmo, PayPal, Zelle; Accuweather Weather Channel, Weather Underground, Uber and Lyft) will be measured using a Likert scale.

4b. If any questionnaires, tests, or other instruments are used, provide a brief description.

Student Perceptions of Products and Services: Money Transfer, Ride-Sharing, and Weather Monitoring survey gathers data on preferences and usage of Money transfer applications Weather monitoring apps and Ride-Sharing services. Examples of these include; Money Transfer (Venmo, PayPal, Zelle), Weather (Accuweather Weather Channel, Weather Underground), Ride Sharing (Uber, Lyft).

5. **Participant Population and Recruitment Procedures:** Who will be recruited to be participants and how will they be recruited. Any recruitment email, flyer or document(s) must be reviewed by the IRB. Note that except for anonymous surveys, participants must be at least 18 years of age to participate.

Up to 100 participants will be recruited for this study. Participants need to be 18 years or older and will be recruited using SONA, an online research pool. SONA allows students to participate in studies to acquire 'SONA credits'. Students may be given a SONA account based on what class they are in or they can create one. Researchers list studies on SONA with information about the research, available time slots for sign up, and the credits that can be earned from participating. Participants can choose what study and time slot they want to sign up to, unless a study has certain requirements to participate in the research. Based on the duration of the study, participants will earn credits.

6. **Risks and Discomforts:** Describe any potential risks to the dignity, rights, health or welfare of the human subjects. All other possible options should be examined to minimize any risks to the participants.

There is little risk associated with participation in this study, participants do not have to answer any question they are uncomfortable in answering. Likewise, if a participant experiences fatigue, they are encouraged to take a short break or discontinue the study.

7. **Benefits:** Assess the potential benefits to be gained by the subjects as well as to society in general as a result of this project.

While there are no benefits to the participant, the results of this research may help practitioners better understand students' perceptions of websites and mobile applications commonly used by college students.

8. **Informed Consent:** Describe the procedure you will use to obtain informed consent of the subjects. How and where will you obtain consent? See Informed Consent Guidelines for more information on Informed Consent requirements.

The informed consent will be presented to participants at the beginning of the online survey. Participants will indicate they have read the consent form and agree to participate by selecting "Agree" on the consent form page. Those who do not consent to the study will not continue to participate.

9. **Confidentiality of Records:** Will participant information be anonymous (not even the researcher can match data with names), confidential (Names or any other identifying demographics can be matched, but only members of the research team will have access to that information. Publication of the data will not include any identifying information.), or public (Names and data will be matched and individuals outside of the research team will have either direct or indirect access. Publication of the data will allow either directly or indirectly, identification of the participants.)?

Anonymous

9b. Justify the classification and describe how privacy will be ensured/protected.

Individual information will be protected in all data resulting from this study. Responses to this survey will be anonymous. No personal information will be collected other than basic demographic descriptors. The online survey system will not save IP address or any other identifying information. In order to protect the anonymity of participant responses, they will be kept in a password-protected file on a password-protected computer. No one other than the researcher will have access to any of the responses. Information collected as part of this research will not be used or distributed for future research studies.

10. **Privacy:** Describe the safeguards (including confidentiality safeguards) you will use to minimize the risks. Indicate what will happen to data collected from participants that choose to "opt out" during the research process. If video/audio recordings are part of the research, please describe how that data will be stored or destroyed.

All data will remain anonymous, and no name will be associated with any participant's data. Data from those who choose to opt out of during the study will be deleted. Data in digital form will be keyed on an external hard drive in a locked room in the Usability Lab at ERAU (COAS 401.29).

11. **Economic Considerations:** Are participants going to be paid for their participation?

Yes

11b. If yes, what will the compensation be? Describe your policy for dealing with participants who 1) Show up for research, but refuse informed consent; 2) Start but fail to complete research.

Participants can earn up to .5 SONA credits. Only participants who select "Agree" to participate will be able to receive SONA credit. If a participant begins a survey, but fails to complete it, they will still be given the credit.

By submitting this application, you are signing that the Principal Investigator and any other investigators certify the following:

1. The information in this application is accurate and complete
2. All procedures performed during this project will be conducted by individuals legally and responsibly entitled to do so
3. I/we will comply with all federal, state, and institutional policies and procedures to protect human subjects in research
4. I/we will assure that the consent process and research procedures as described herein are followed with every participant in the research
5. That any significant systematic deviation from the submitted protocol (for example, a change in the principal investigator, sponsorship, research purposes, participant recruitment procedures, research methodology, risks and benefits, or consent procedures) will be submitted to the IRB for approval prior to its implementation
6. I/we will promptly report any adverse events to the IRB

Electronic Signature:

Simon Student