

Information Sheet for User Experiences with IoT Devices

Principal Investigator: Susanne Furman (301)975-3271

Study Title: User Experiences with IoT

Study Site(s): Interviews will take place at the Fors Marsh Group, 1010 N Glebe Rd. #510, Arlington, VA 22201.

Introduction

You are being asked to take part in a research study. Research studies include only people who choose to take part. This document is called an information sheet for you to read carefully before you make your decision about participating in the study. The nature of the study, risks, inconveniences, discomforts, and other important information about the study are provided below.

The person in charge of this research study is Susanne Furman. This person is called the Principal Investigator. However, other research staff may be involved and can act on behalf of the person in charge. This research is being sponsored by The National Institute of Standards and Technology (NIST).

Purpose of the Study

This study is being performed to understand people's experiences with smart home devices. The research is funded and conducted by the National Institute of Standards and Technology (NIST).

Why are you being asked to take part?

We are asking you to take part in this research study because you currently own or previously owned smart home devices. To participate in this study, you must be at least 18 years or older.

Study Procedures

If you take part in this study:

- You will first be asked to complete an in-depth, semi-structured interview about your experiences with smart home devices.
- The interview will be audio-recorded, and the recording will be transcribed.
- Your data, including the questionnaire responses, the transcribed responses to interview questions, and notes taken by the researchers during the interview, will be recorded without any personal identifiers.
- This study should take you no more than 60 minutes. In total, we expect to have approximately 40 participants complete the study activities.

Total Number of Participants

About 40 individuals will take part in this study.

Alternatives / Voluntary Participation / Withdrawal

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. If you decline to answer a question, the interview will continue to the next question. If you withdraw from the study, you may request that your data be removed from the study.

Benefits

The potential benefits of participating in this research study include:

- You will not benefit directly by participating in the study.
- The long-term benefits of this study should be improved usability of smart home

devices.

Risks or Discomfort

This research is considered to be minimal risk. That means that the risks associated with this study are the same as what you face every day. There are no known additional risks to those who take part in this study.

Costs

It will not cost you to take part in the study.

Privacy and Confidentiality

We will keep your study records private and confidential. You will be assigned a participant number that will be used for all data in this project. Your identity will be protected to the extent permitted by law, including the Freedom of Information Act. The Office for Human Research Protections (OHRP) of the U.S. Department of Health and Human Services, appropriate NIST researchers, and other appropriate Federal employees may review the records of this study. The study data will be used only by NIST researchers to develop guidance on developing usable smart home devices. All of the data, including the demographic survey, audio recording, transcription, and researcher notes will be recorded without identifiers. The data will only be identified by a number and will not be linked back to an individual in any way. NIST will not keep a list that links your participant number to your name or other identifying information. In responding to the freeform questions in the interview, do not include any personally identifiable information in your responses. You also should avoid making comments during the interview that may identify you on the audio recording. If you inadvertently make a disclosure of personal identifying information during the interview, that information will not be included in the transcription.

Your identity will be protected to the extent permitted by law, including the Freedom of Information Act. 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. Total confidentiality cannot be guaranteed since all security measures have vulnerabilities and may be compromised.

Future use of research data and/or specimens

The data will be kept until the analysis is completed. If the data is kept after the report is completed, it will be kept in a locked room on an encrypted drive with not identifying information retained. Only researchers involved in the study will have access to the data.

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

If you have any questions, concerns or complaints about this study, or experience an unanticipated problem, or research-related injury call Susanne Furman at 301-975-3271. If you have questions about your rights as a participant in this study, or have complaints, concerns or issues you want to discuss with someone outside the research team, call the Human Subjects Protection Office at (310) 975-5445.

**DO NOT SIGN THIS INFORMATION SHEET.
PLEASE KEEP IT FOR YOUR RECORDS.**