

Protecting *Human Subjects*
and Interviews

Class 24

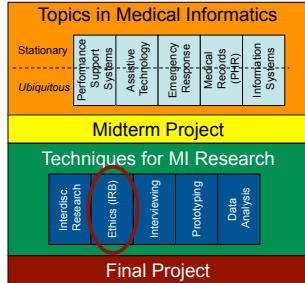
Agenda

- 3:00-3:05 Announcements
- 3:05-3:20 Protecting Human Subjects (IRB)
- 3:20-3:50 Interviewing

Announcements

- Grading

Where are we?



The IRB Write-Up

- Visit the IRB
- Ask people to see their approved write-ups
 - If possible, ask to see what they originally received, IRB feedback, and changes made
- Be neat
- Be organized
- Be thorough and specific
 - **No:** *Participants will be compensated for participation.*
 - **YES:** *We will give participants a \$10 gift card for Target for their participation in our study at the end of the last meeting of our study.*
- Give yourself enough time for recruitment, collection, and analysis
 - I say I will keep the data for 1-3 years depending on the study.

The Write-Up

- Why my study is exempt/expedited/full (use tree)
- Describe study (4th grade reading level, non-technical)
- Describe recruiting habits (who am I recruiting and why)
- Describe how study will be conducted
- Informed Consent
 - Study description
 - Benefits
 - Confidentiality
 - Contact (Yours and IRB)
 - Participation
 - Signature and Date
 - IRB Approval Number
- ALL associated study material (transcripts, data collection probes, how study will be evaluated, recruiting material)

Oops...I forgot...

- Any changes (even room changes) MUST be approved by IRB...have to submit an amendment (1-3 pages)
- Have to wait until amendment is approved before implementing changes in the study

What if I have a problem?

- Who did the participant contact?
 - You?
 - Stop your study until problem is rectified
 - Consult with you manager *and expert team*
 - Consult with IRB
 - IRB?
 - Stop your study
 - May have to go through another review
 - Consult with Manager

Do I have to submit an IRB proposal for my final project?

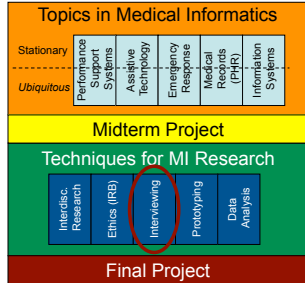
What would qualify as a class project?

Any systematic observation, intervention, or use of identifiable private information by a student that is designed to develop or contribute to student learning, and for which publication or dissemination of findings outside an instructional setting is not anticipated.

Who reviews my proposed class project if I am only doing the project for my class?

Your instructor will conduct a preliminary review of your class project and work with a departmental liaison appointed by the HRC for class project approval. *This is why we have so many intermediate deliverables...so I can make sure the study is progressing okay.*

Where are we?



What is the aim of interviews?

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Learn about the target populations work practices for the given task and possible problems they have with that task.

Gather additional information that will aid in the development of a technical solution.

Some terminology...

Scribe or Data
Collector



Facilitator Participant

What issues need to be addressed
when conducting an interview?

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when conducting an interview?

- Set a goal (e.g., How do you currently calculate feeding tube placements?)
 - Set sub-goals (e.g., What kinds of mobile devices do you use? How often do you use it?)
- Relationships with participants
 - *Clearly defined roles* (Sharp, Rogers, Preece)
 - *Need friendly relationships* (Siek, Dawe, et al.)
- Triangulation
 - Use more than one technique
- Pilot Studies
 - Try it on your friends...but be nice!

**Being Professional
During Interviews**

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During Interviews**

- Contact participant/group/etc. at least 1 week before hand to schedule an interview date (NOT the day before)
- Confirm with the participant the day before the interview when and where you will be meeting and for how long
- Be on time
- Be professional - follow your agenda; do not go over time

What are the different types of interviews a facilitator could use?

What are the different types of interviews a facilitator could use?

- Structured
 - Predetermined questions; Survey-like; reproducible
- Semi-Structured
 - Script for guidance; probe; replicable
- Unstructured
 - Agenda; Open ended questions; Rich Data
- Focus Groups
 - 3-10 people; agenda; people build off ideas
- Contextual Interviewing
 - Context - understanding needs in their (work/home/etc.) environment

Structured Interviews

You should already have a well defined goal...

Questions for this type of interview (re: feeding tube)...

Structured Interviews

You should already have a well defined goal...

Questions for this type of interview (re: feeding tube)...

- What measurement method do you use most often?
NEMU NEX ARHB
- How long does it take you to complete the ____ calculation?
 < 5 minutes < 5-10 minutes 10-20 minutes
- Do you carry a:
PDA Mobile Phone Laptop Calculator

Semi-Structured Interviews

You should already have an idea of the problem...

Do NOT pre-empt an answer/suggest an answer

Questions for this type of interview (re: feeding tube)...

Semi-Structured Interviews

You should already have an idea of the problem...

Do NOT pre-empt an answer/suggest an answer

Questions for this type of interview (re: feeding tube)...

- What measurement method do you use most often?
 NEMU NEX ARHB
- Why do you use this measurement method? Benefits?
- Do you carry a:
 PDA Mobile Phone Laptop Calculator
- Have you used any of these devices in the NICU/Peds unit?
How did you use the device?

Unstructured Interviews

Exploratory - learning about the problem/goal...

Questions for this type of interview (re: feeding tube)...

Unstructured Interviews

Exploratory - learning about the problem/goal...

Questions for this type of interview (re: feeding tube)...

- How do you place a feeding tube into a child?
 - How do you do the calculation?
 - Have you had any problems calculating tube placement?
- Do you use any technology in your job?

Focus Groups

Exploratory or Structured Post-Usage of application...

Questions for this type of interview (re: feeding tube)...

Focus Groups

Exploratory or Structured Post-Usage of application...

Questions for this type of interview (re: feeding tube)...

- How do you place a feeding tube into a child?
 - How do you do the calculation?
 - Have you had any problems calculating tube placement?
- Did the application we develop help or hinder you in tube placement?

Contextual Interviewing

Learn about the role of the person in the task (task defined)...

Questions for this type of interview (re: feeding tube)...

Contextual Interviewing

Learn about the role of the person in the task (task defined)...

Questions for this type of interview (re: feeding tube)...

- When was the last time you placed a feeding tube in a child?
- Tell me about the last time you placed a feeding tube in a child.
 - So you and another nurse work together?
- Did or have you ever encountered problems?
 - What kind of problems? Please tell me about it.

How to be a good facilitator?

How to be a good facilitator?

- Share focus/goal of study
- Be interested, friendly, and professional in what they are saying
- Probe deeper for information (Probe when you here "yes," "no," and "I don't know")
- Be responsive/control the flow of the interview
- Make sure you can see what the participant is doing
- Learn from your participant
- Engender trust in participant (you are a CS/HCI/usability person - you will not go tell their boss...)
- Wrap up the session - verify what you summarize

Videos (Assignment)

Focus group gone horribly wrong... (Describe what went wrong)

<http://www.thedailyshow.com/video/index.jhtml?videoid=186076&title=seniors-citizens-watch-the>

Survey - get the answers you want...(Describe what went wrong)

<http://www.youtube.com/watch?v=2yhN11DLQjo>

Your task...

Find a good example and post link on internal page with your name and why you think it is good

Looking forward

- Website ☺
- Next week
 - Interview Practice
 - Prototyping
 - Guest Lecture: CT Lin
