



Informed Consent Notice

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You are being asked to participate in a Design Research Project. Taking part in this research project is voluntary. The investigators will explain the project to you and will answer any questions you might have. It is your choice whether or not you take part in this project. If you agree to participate and then choose to withdraw from the research project, that is your right, and your decision will not be held against you.

Key Information:

You are being asked to take part in a design research project that is focused on understanding Improving's Balanced Scorecard to provide suggestions that will be of value to the company.

Your participation in this design research project involves helping the investigators receive a better understanding of the processes and pain points that are involved in the creation and use of the Balanced Scorecard (BSC). For this interview, we plan to ask a series of 15 questions throughout a 10–15-minute duration that gradually gets more granular in relation to one of the three sections: Hard Data, Data visualization, or the Organization and Structure of Improving. More details will be provided in the next section.

You might want to participate in this research project if you either interact with Improving's BSC on a regular basis, have had experience dealing with the BSC methodology, are impacted by the decisions made in the BSC, or if you want to share your insights or recommendations for improving the BSC. However, you might not want to participate in this research project if you have data that can be sensitive to Improving's company guidelines, do not have enough time to allocate 15 minutes for this interview, if you are unfamiliar with any of the three sections prefaced above or the Balanced Scorecard methodology.

You may choose to participate in this Design Research Project if you are currently employed at Improving, have an executive opinion over the Sections in the BSC, or are familiar with the current data being recorded within the BSC. You may be exempt from this interview if you are not currently employed at Improving or do not have existing knowledge of the BSC.

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We do not anticipate that there are any risks associated with your participation (excluding privacy and confidentiality), but you have the right to stop the interview or withdraw from the research at any time. You can compare the possible benefit of being able to advocate for the vocalization of your opinions regarding any of the three sections within the BSC. You will not receive compensation for participation.

DETAILED INFORMATION ABOUT THIS DESIGN RESEARCH PROJECT: The following is more detailed information about this design research project, in addition to the information listed above.

PURPOSE OF THE RESEARCH PROJECT: You are being asked to take part in a design research project that is focused on understanding Improving's Balanced Scorecard to provide suggestions that will be of value to the company.

TIME COMMITMENT: This interview is estimated to take 10-15 minutes of your time. The time constraints are subject to change if the interviewee is willing to answer any follow-up questions, provide further elaboration, or withdraw from the interview.

RESEARCH PROCEDURES: This is an overview of the procedures that will be taken throughout the interviewing process.

1. At the commencement of the interview, the investigator will provide some background information on the BSC, if needed.
2. The investigator will provide you with the time duration of the interview, verify verbal consent, answer any questions prior to beginning the interview, and inform you that you can withdraw at any time.
3. The investigator will initiate allocating one of the three topics (Hard Data, Data visualization, or the Organization and Structure of Improving) to the interviewee for further questioning.
4. You will be asked a series of questions pertaining to the topic chosen by the investigator. You will be able to provide answers to all questions and can skip any questions that contradict your company's values, permissions, or experience.
5. At the conclusion of the interview, we will open the floor to any questions or further input you may have.

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AUDIO/VIDEO/PHOTOGRAPHY: We would prefer it if the interview were audio recorded to provide the best transcript of the responses provided. However, you have the right to decline any recording method of the interview.

- ☐ **I agree** the audio can be recorded in the interview for the Design Research Project.
- ☐ **I agree** that the audio recording can be used in presentations.
 - ☐ **I do not agree** that the audio can be recorded.
- ☐ **I do not agree** that the audio recorder can be used in presentations.

The recordings will be kept with other electronic data in a secure UNT OneDrive account.

POSSIBLE BENEFITS: You may draw a comparison to the potential advantage of being able to promote the expression of your ideas in any of the three areas of the BSC. This project is focused on understanding Improving's Balanced Scorecard to provide suggestions that will be of value to the company. You won't get paid in exchange for taking part.

POSSIBLE RISKS/DISCOMFORTS: One potential risk that may arise is that proper names may be used in presentations or reports *unless* anonymity is requested. Aside from this, the Design Research Project is not expected to pose any additional risks. However, if you do experience any discomfort, please inform the research team. You are always free to end the interview or opt out of the study at any moment. If at any point you are experiencing any risks or issues following this interview, please contact Collin County Mental Health at 1-972-424-4814, NDVH 1-800-799-7233, National Suicide Prevention Hotline at 1-800-273-8255, or UNT Mental Health Emergency line at 940-565-2741.

Participating in research may involve a loss of privacy and the potential for a breach of confidentiality. Research data will be physically and electronically secured by the research team. As with any use of electronic means to store data, there is a risk of a breach of data security. Participating in this Design Research Project may involve an increased risk of exposure to COVID-19 due to in-person interactions with the research team. The design research team will follow local regulations and institutional policies, including using personal protective equipment (masks) and social distancing guidelines while those regulations and policies are in effect. If you have any questions or concerns, please discuss them with your design research team.

If you experience excessive discomfort when completing the research activity, you may choose to stop participating at any time without penalty. The researchers will try to prevent any problem that could happen, but the study may involve risks to the participant, which are currently unforeseeable. UNT does not provide medical services or financial assistance for

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emotional distress or injuries that might happen from participating in this research. If you need to discuss your discomfort further, please contact a mental health provider, or you may contact the researcher who will refer you to appropriate services. If your need is urgent, helpful resources include please contact Collin County Mental Health at 1-972-424-4814, NDVH 1-800-799-7233, National Suicide Prevention Hotline at 1-800-273-8255, or UNT Mental Health Emergency line at 940-565-2741.

The UNT Survivor Advocate connects students who have been impacted by violence to resources (counseling, health, safety, academics, legal, etc.), and act as their advocate. The UNT Survivor Advocate can be reached by emailing SurvivorAdvocate@unt.edu or calling 940-565-2648. If there is an emergency, please call the police at 911 or the Denton County Friends of the Family 24-hour crisis line at 940-382-7273.

COMPENSATION: No compensation will be offered for participation in this study. There are no alternative activities offered for this study.

CONFIDENTIALITY: Efforts will be made by the design research team to keep your personal information private, including consent forms and data collection records, and disclosure will be limited to people who have a need to review this information. All paper and electronic data collected from this design research project will be stored in a secure location on the UNT campus and/or a secure UNT server for at least three (3) years past the end of this research in a password-protected Cloud file. Your participation in this study can be anonymous upon request. If anonymity is requested, research records will be labeled with a code or pseudonym and the master key linking names with codes will be maintained in a separate and secure location.

Due to Senate Bill 212, all University of North Texas employees are required to report all events of sexual harassment, sexual assault, dating violence, or stalking that involve a current student or employee. These reports are made to the University's Title IX Coordinator. You should understand that some of the information you provide during this study will be disclosed by the researchers to the appropriate authorities if required by the law.

The results of this design research project may be presented without naming you as a participant. The data collected about you for this research project may be used for future design research projects that are not described in this consent form. If that occurs, the design research team will first evaluate the use of any information that is identifiable to you, and confidentiality protection would be maintained.

While absolute confidentiality cannot be guaranteed, the design research team will make every effort to protect the confidentiality of your records, as described here and to the extent permitted by law. In addition to the design research team, the following entities may have

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access to your records, but only on a need-to-know basis: the U.S. Department of Health and Human Services, the FDA (federal regulating agencies), the guiding faculty, and sponsors of the design research project.

CONTACT INFORMATION FOR QUESTIONS ABOUT THE DESIGN RESEARCH PROJECT: If you have any questions about the research project, you may contact Professor Kelly McFarland, (940) 369-8129 or kelly.mcfarland@unt.edu. Any questions you have regarding your rights as a research subject, or complaints about the research may be directed to the Office of Research Integrity and Compliance at 940-565-4643, or by email at untirb@unt.edu.

I, _____, have read the Informed Consent Notice and agree to take part in the research.

Please insert signature here: _____

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