

## SUPPLIER PORTAL INTERVIEW CONSENT FORM

### Purpose

You have been invited to participate in an interview organized by the City of Boston's Department of Innovation and Technology (DoIT). This project aims to better understand how businesses use the City's Supplier Portal to do business with the City of Boston. We'll use what we learn to improve the experience of businesses working with the City.

### What to Expect

If you decide to participate, you will participate in a 60-minute online conversation with two to three members of the City's user experience research team. You will need access to a computer for the interview.

### Interview Incentive

You will receive an incentive for your participation in this interview.

### Participant Rights

**All participants have a right to confidentiality and anonymity.** The City of Boston will analyze the data, but your responses will remain confidential, and no names will be included in any reports.

**All participants have the right to understand how we use this information.** This consent form provides an overall view of why and how we collect information and what we plan to do with it after the interview concludes. We will answer any questions you have before, during, or after the interview about this topic.

**All participants have a right to voluntary participation.** You may take a break from the interview or revoke your consent and withdraw at any point during the session by contacting any researcher involved.

### How We'll Use This Information:

- In addition to the primary researcher, one to two note-takers will be present to record participants' responses digitally. The interview notes will not record participants' names, so they cannot be directly connected to any statement.
- Interview notes and audio/video of the session will be recorded and uploaded to Google Drive, the cloud platform the City of Boston uses to share information internally. Interview notes and audio/video will only be shared with the DoIT and staff of partner departments working on the project.
- Interview notes will be used to draft a report on key findings from multiple interviews. These findings will not include any identifying details shared by participants. Any reports or presentations will be shared internally with other City of Boston departments and may be shared externally to support improving the experience of doing business with the City.

### Contact

If you have any questions, concerns, or feedback about this, please email [userresearch@boston.gov](mailto:userresearch@boston.gov).