

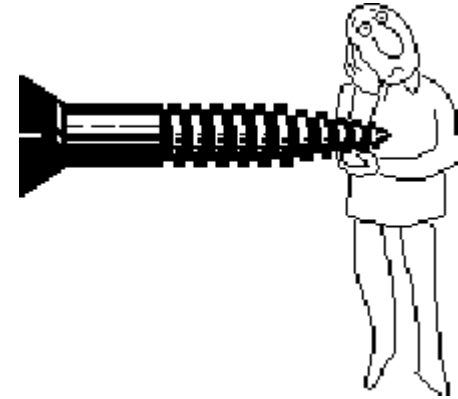
Ethics



Ethics

Testing can be a distressing experience

- pressure to perform, errors inevitable
- feelings of inadequacy
- competition with other subjects



Golden rule

- subjects should always be treated with respect

Managing subjects in an ethical manner

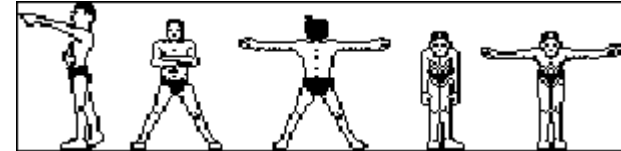
Before the test

- don't waste the user's time
 - use pilot tests to debug experiments, questionnaires etc
 - have everything ready before the user shows up
- make users feel comfortable
 - emphasize that it is the system that is being tested, not the user
 - acknowledge that the software may have problems
 - let users know they can stop at any time
- maintain privacy
 - tell user that individual test results will be kept completely confidential
- inform the user
 - explain any monitoring that is being used
 - answer all user's questions (but avoid bias)
- only use volunteers
 - user must sign an informed consent form

Managing subjects in an ethical manner

During the test

- don't waste the user's time
 - never have the user perform unnecessary tasks
- make users comfortable
 - try to give user an early success experience
 - keep a relaxed atmosphere in the room
 - coffee, breaks, etc
 - hand out test tasks one at a time
 - never indicate displeasure with the user's performance
 - avoid disruptions
 - stop the test if it becomes too unpleasant
- maintain privacy
 - do not allow the user's management to observe the test



Managing subjects in an ethical manner

After the test

- make the users feel comfortable
 - state that the user has helped you find areas of improvement
- inform the user
 - answer particular questions about the experiment that could have biased the results before
- maintain privacy
 - never report results in a way that individual users can be identified
 - only show videotapes outside the research group with the user's permission