**Participant Information Sheet for people with speech difficulties acquired in adulthood**

**Name of department:** Psychological Sciences and Health **Title of the study:** Experiences of telephone communication with difficult to understand speech

**Invitation to participate in a research study**

You are invited to participate in a study investigating the accessibility of telephone communication with companies for people with conditions that affect the clarity of their speech.

**Am I eligible to take part in this research?**

In order to take part, the following must be true for you:

* You have a speech disorder, which you have acquired in adulthood. You can have any speech disorder that affects your ability to move the muscles of your tongue, mouth, and throat. The disorder affects how you pronounce words or what your voice sounds like.
* Furthermore, you are able to carry out a conversation and have experience with calling a company, customer service, or a hotline on the phone at least once in the past year.
* You are comfortable speaking in English.
* You are over 18 years old.

In addition, the following must NOT be true for you:

* You have uncorrected hearing loss greater than 30dB of both ears.
* You have severe difficulties understanding spoken or written language, that would make reading the study information and consent form independently impossible.

**Who is carrying out this research?**The research is being carried out by Dr Maria Dokovova, Dr Peter Fuzesi and Dr Harleen Rai, who are research staff members of the University of Strathclyde. Dr Maria Dokovova is also a qualified Speech and Language Therapist. Dr Peter Fuzesi studies issues of accessibility for people with disabilities. Dr Harleen Rai studies how technology can improve the life of people from underserved communities.

**What is the purpose of this research?**This study aims to explore some of the challenges that people with speech difficulties face when communicating with companies on the phone and potential solutions to overcome these challenges. It will also explore how companies facilitate these conversations.

**Do I have to take part?**No. Participating in this study is voluntary and it is up to you whether to take part. If you decide to participate, we will ask you to sign a consent form. If you join the study and then change your mind, you can leave at any time during the study interview without giving a reason and we will destroy your data immediately. If you change your mind and get in touch with us up to two weeks after you participated, we will also be able to destroy your data.

**What will I do in the project?**From start to finish, you will be involved in this study for no more than an hour. We will ask you to fill in a short questionnaire about yourself and then to join us for an interview. At the interview we will ask you about your experiences contacting companies on the phone to make appointments, manage your accounts and subscriptions, etc. We will ask you what makes the experience of talking on the phone harder or easier and how your speech difficulties affect your experience. You can choose to participate on a video call using Zoom or Microsoft Teams or you can come to the University of Strathclyde and be interviewed in person.

**What are the potential disadvantages or risks of taking part?**The risks of participating are very low. The topics discussed at the interview may be potentially upsetting to you as we will ask about your experiences of potentially not being understood on the phone. You will be able to take a break at any point or choose to not go on with the interview without giving an explanation.

**What are the benefits of taking part?**You will receive a £10 gift card. If you are interviewed in person, we will be able to reimburse travel expenses up to £10 if you give us a receipt and complete a reimbursement form. The reimbursement of travel expenses is in addition to the £10 gift card.

**What information is being collected in the project?**In the written questionnaire we will ask about your age, gender, and native language. During the interview we will ask about your experiences, and preferences of talking on the phone to companies, customer service, or hotlines. If you have requested to be informed of any publications related to the study we will ask for your preferred contact details.

**Who will have access to the information?**

Your interview will be recorded to an audio file. We (Dr Dokovova, Dr Fuzesi, and Dr Rai) will delete any names and places you mention in the audio file, to make your interview anonymous. Then we will send the anonymous audio to the UK-based Transcription Centre <https://www.transcriptioncentre.co.uk/>. Although there will be no names in your audio file, your voice might be recognisable to a person who knows you. We may share the text transcription of your interview and the answers of your questionnaire with other researchers who want to check if we have analysed them correctly before publishing the results. Anonymous quotes from your interview may be used in articles or reports we publish, and they may be read by anyone. The quotes will not contain any information that will make it easy for people to guess it was you..

**Where will the information be stored and how long will it be kept for?**

Your questionnaire answers, audio recording of interview, transcript, and consent form containing your name will be linked through a participant code. The participant code will be removed from the consent form two weeks after you participate, at which point the link between your data and your identity will be broken. If you want to withdraw from the study within two weeks after you participate, you can let us know and we will be able to guarantee that we will identify and delete all your data.

All your information and data provided as part of this study, will be stored in a password-protected University of Strathclyde OneDrive cloud folder and will be backed up on an external encrypted hard drive, accessible by the three researchers. Copies of the data stored outwith these locations will be deleted as soon as they have been backed up.

The anonymous recording will be sent to the UK-based Transcription Centre <https://www.transcriptioncentre.co.uk/>, who comply with all GDPR regulations and whose staff have non-disclosure agreements.

If you have agreed that your data can be stored indefinitely for future research purposes, one copy of your anonymous transcript and questionnaire answers will be stored on the university data repository indefinitely. If you have requested to be informed of any publications we will keep your preferred contact details separately from your data. All personal data will be processed in accordance with data protection legislation. Please read our [Privacy Notice for Research Participants](https://www.strath.ac.uk/ethics/) for more information about your rights under the legislation.

**Who has reviewed this study?**

This study has been considered and approved by the Strathclyde University Ethics Committee.

**Insurance/Indemnity**

Strathclyde University has insurance policies in place that cover professional indemnity of its staff and/or students.

**If you have a complaint about any aspect of this study**

If you are unhappy with any aspect of this study and wish to make a complaint, or discuss your concerns, please contact the Ethics Secretariat at Strathclyde University, [ethics@strath.ac.uk](mailto:ethics@strath.ac.uk) or telephone 0141 548 3707.

**What happens next?**

If you feel that you might like to be involved in the study, or to find out more please email or call Maria Dokovova:

Email: [maria.dokovova@strath.ac.uk](mailto:maria.dokovova@strath.ac.uk)

Telephone: 07719101054

**Thank you for reading this information – please ask any questions if you are unsure about what is written here!**

**Chief Investigator details:**

Dr Maria Dokovova

School of Psychological Sciences and Health

Strathclyde University

50 George St

Glasgow G1 1QE

If you have any questions/concerns, during or after the research, or wish to contact an independent person to whom any questions may be directed or further information may be sought from, please contact:

Secretary to the University Ethics Committee  
Research & Knowledge Exchange Services  
University of Strathclyde  
Graham Hills Building  
50 George Street  
Glasgow  
G1 1QE

Telephone: 0141 548 3707  
Email: [ethics@strath.ac.uk](mailto:ethics@strath.ac.uk)

**Consent Form for people with speech difficulties acquired in adulthood**

**Name of department:** Psychological Sciences and Health **Title of the study:** ClariPhone: experiences of low intelligibility conversations on the phone.

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| I confirm that I have read and understood the Participant Information Sheet for the above project and the researcher has answered any queries to my satisfaction. | |
| I confirm that I have read and understood the Privacy Notice for Participants in Research Projects and understand how my personal information will be used and what will happen to it (i.e. how it will be stored and for how long). | |
| I understand that my participation is voluntary and that I am free to withdraw from the project at any time, up to the point of completion, without having to give a reason and without any consequences. | |
| I understand that **within two weeks of my participation** I can request the withdrawal from the study of some personal information and that whenever possible researchers will comply with my request. This includes the following personal data:   * + questionnaire that may contain my contact details, if I have shared them   + audio recordings of interviews that identify me;   + my personal information from transcripts. | |
| I understand that anonymised data (i.e. data that do not identify me personally) cannot be withdrawn once they have been included in the study. | |
| I understand that any information recorded in the research will remain confidential and no information that identifies me will be made publicly available. | |
| I consent to being audio recorded as part of the project. | |
| I consent to being a participant in the project. | |
| *Please add your initials in the corresponding box if you agree with the following optional statements:* | |
|  | (optional) I agree that my anonymous transcribed data are stored indefinitely on the university research repository. |
|  | (optional) I agree that my anonymous transcribed data are shared with researchers in other universities for further research. |

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| (PRINT NAME) |  |
| Signature of Participant: | Date: |