

Online Controller Recruitment Email

University of Waterloo

Date

Dear Controller:

This letter is an invitation to participate in an online study I am conducting for a SYDE 642: Advanced Application of Ecological Design course project at the University of Waterloo. The course instructor is Professor Catherine Burns and the research supervisor is Professor Jonathan Histon. I would like to provide you with more information about this project and what your involvement would entail if you decide to take part.

The purpose of this study is to communicate with air traffic controllers to better understand the communications occurring in air traffic control environment between radar controllers and also to cooperate with them to obtain feedback during the design process. The data collected during the online sessions will contribute to a better understanding of the appropriate direction to develop an interruption awareness tool to assist radar controllers.

If you choose to participate in this study, there will be one 2 hour (maximum) interactive session online. During this session you will be

- asked questions (i.e., an interview or questionnaire depends on preference) about communications and interruptions in ATC environment and existing techniques used to gain situation awareness of other controllers
- presented with initial designs of the project tool (Working Awareness Interruption Tool: WAIT)
- involved in a discussion about the design suggestions and asked about your opinions

* The introduction, the interview questions, and the discussion will be written online documents or voiced depending on your preferences.

The student researcher will take notes and use audio-recording (if voiced) during the interview and the design session to further clarify the written notes.

If you are interested to participate in this study, please confirm via email providing your name and some time periods you would be able to communicate online during the upcoming days ended at 17/12/2011

All information you provide will be confidential. Your name or any other personal identifying information will not appear in the course project paper resulting from this study; however, with your permission, anonymous quotations may be used. Notes and/or recordings collected during this study will be retained indefinitely in a secure location at the University. Additionally, electronic data will not contain personal identifiers. Results from the study may be presented to the class or published in academic proceedings; however, only the course instructor, my research supervisor and I will have access to the raw data. Finally, there are no known or anticipated risks to you as a participant in this

study. You may decline to answer any of the interview questions if you so wish. Further, you may withdraw from this study at any time by advising the student researcher.

I would like to assure you that this study has been reviewed and received ethics clearance through the Office of Research Ethics at the University of Waterloo. However, the final decision about participation is yours. If you have any comments or concerns resulting from your participation in this study, please contact this Office at 519-888-4567 Ext. 36005 or ssykes@uwaterloo.ca.

I very much look forward to speaking with you and thank you in advance for your assistance in this project.

Yours Sincerely,
Student Investigator
Meshael Alqahtani
