

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN

Office of the Vice Chancellor for Research

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March 30, 2006

Bertram Bruce
Graduate School of Library & Information Science
303 LIS
MC-493

RE: *LIS 590SI study of the RT Ticketing System*
IRB Protocol Number: 06571

Dear Bertram:

Thank you for submitting the completed IRB-1 form for your project entitled *LIS 590SI study of the RT Ticketing System*. Your project was assigned Institutional Review Board (IRB) Protocol Number 06571 and reviewed. The research activities involving human subjects are exempt from Title 34 – Public Welfare, Part 46 – Protection of Human Subjects, Subpart A – Federal Policy for the Protection of Human Subjects per the following category:

45 CFR 46.101(b)(2): This exemption applies since research involves the observation of behavior at computer terminals (with observee consent) in combination with informal interviews of these participants, with the focus on evaluation of the RT Ticketing (Help Desk) system as well as other technology use issues. While video, audio, and still photos might be involved, these would only be shared with the student researchers in their course as course papers/presentations, and with OITR (Office of Information Technology and Research) for program evaluation/improvement purposes. Any other use of the data for student theses, journal articles, etc. would require additional IRB applications as specified in the protocol. While names of participants won't be revealed, the possibility exists that OITR technology staff might recognize them based on the nature of their comments in response to the interviews, as well as obviously from their images on videos or voice on audiotapes. However, any disclosure of responses would not reasonably put the participants at risk for criminal/civil liability, or be damaging to their financial status, employability, or reputation, thus exempt category 2 is applicable.

This determination of exemption only applies to the research study as submitted. Please note that additional modifications to your project need to be submitted to the IRB for review and exemption determination or approval before the modifications are initiated. To submit modifications to your protocol, please complete the IRB Research Amendment Form (see <http://www.irb.uiuc.edu/forms/amendment.asp>). Unless modifications are made to this project, no further submittals are required to the IRB.

We appreciate your conscientious adherence to the requirements of human subject research. If you have any questions about the IRB process, or if you need assistance at any time, please feel free to contact me or the IRB Office.

Sincerely,

Sue Keehn, Director, Institutional Review Board

c: Les Gasser
Andre Brock