

Informed Consent

Title of Study

“State of the Art” in Service Research and Service Science, Management, and Engineering

Investigator

Cory P. Knobel, Doctoral Candidate, University of Michigan School of Information

Before agreeing to participate in this research study, it is important that you read the following explanation of this study. It is important to note that the method used in this study falls into the category of “oral history”, which is excluded from Institutional Review Board (IRB) moderation. The topic and method of this study have been reviewed and approved by appropriate provosts, deans, chairs, and departmental research administrators at the University of Michigan. More information about the relationship between oral history methods and IRB is available from the investigator upon request at any time.

Explanation of Procedures

This study is being conducted to construct an oral history of the emerging Service Research (SR) and Service Science, Management, and Engineering (SSME) research agendas. The focus is to capture and synthesize perspectives of those involved in SR/SSME in various capacities regarding its development, implementation, and envisioned direction. Participation in the study involves an interview, which may last for up to one hour. The interviews will be audio and/or video taped by the researcher and later transcribed for the purposes of accurate review and analysis, as well as possible inclusion of edited clips in resulting study reports and presentations. The interviews will be conducted at a setting that is mutually agreeable to the participant and the researcher.

Risks and Benefits

There are no risks or discomforts that are anticipated from your participation in the study. Although you may not receive direct benefit from your participation, others may ultimately benefit from the knowledge obtained in this study.

Confidentiality

Because the intent of oral history is to construct an account about the specifics of time, place, people, and events surrounding a particular topic, maintaining the anonymity of interviewees is not an intended feature of this study. If you are not comfortable with being identified personally in the resulting study reports, please inform the investigator in order to discuss (a) whether you wish to withdraw from the study, or (b) ways in which your oral history may be collected but reported anonymously. The audio and video files, as well as field notes from interviews will be kept confidential in their raw form, and may be accessed only by the interviewer, a professional transcription and/or video editing service, and the investigator’s dissertation advisor. These raw files will be kept in a locked location on CD or DVD media for a period of two (2) years after the conclusion of the study. Any edited video and audio footage that is included in the final report will be retained for public access in perpetuity.

Withdrawal without Prejudice

Participation in this study is voluntary; refusal to participate will involve no penalty. Each participant is free to withdraw consent and discontinue participation in this project at any time without prejudice from this investigator or affiliated institution(s).

Cost and/or Payment for Participation in Study

There will be no cost for participation in the study. Also, participants will not be paid to participate in this study.

Questions

If there are any questions concerning the study, participants can email Dr. John L. King, University of Michigan Vice Provost for Academic Information and faculty advisor for this project at jlking@umich.edu. Questions regarding the outcomes or requests for the final report of the study can be addressed to the investigator at cknobel@umich.edu. One copy of this document will be kept together with the research records of this study. Also, you will be given a copy to keep.

Informed Consent

Agreement

I have read the information given above. Cory Knobel has offered to answer any questions I may have concerning the study. I hereby consent to participate in the study.

Please place a check or X in the appropriate boxes. The interview will not proceed until all three statements are clearly marked and the consent form signed and dated.

I DO DO NOT consent for my identity to be revealed in connection with my own statements made in the course of this study.

I DO DO NOT consent for this interview to be captured using audio technology.

I DO DO NOT consent for this interview to be captured using video technology.

Signature of Interviewee

Date

Interviewee name (printed)

Signature of Researcher

Date

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