

# Readme

Title: Materials for a Usability Study of Password Managers

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This construction kit contains the materials used to conduct a usability study of two password managers. A paper based on this work will be published at the 15<sup>th</sup> USENIX Security Symposium in August 2006. The paper is titled “*A Usability Study and Critique of Two Password Managers*” by Sonia Chiasson, P.C. van Oorschot, and Robert Biddle.

This kit provides:

- an example of the Institutional Review Board (IRB) application,
- an overview of the study methodology,
- all of the forms and questionnaires used during the study,
- descriptions of the each of the tasks, and
- instructions provided to participants.

This work was conducted at Carleton University (Ottawa, Canada). It began as part of a class project for a graduate-level computer security class offered by Dr. van Oorschot in the School of Computer Science and was subsequently expanded to include a more complete user study and analysis. The usability study was conducted in the Human-Oriented Technology lab (HOT Lab), an interdisciplinary research lab focused on human-computer interaction.

The example Institutional Review Board application (Section 1) has been updated from the original version submitted to the IRB to include more specific details of the study (such as an updated script for the Usability Test Instructions) and to reflect changes required by the IRB in later user study applications. It should be noted that procedures and the documentation needed to receive approval for studies involving participants will vary depending on the institution.

Section 2 includes a description of the study methodology. This information is extracted nearly verbatim from the methodology section of the paper to appear at the USENIX Security Symposium.

Examples of the instruction sheets given to participants are included in Section 3, while Section 4 details the tasks performed during the usability test. Sections 5 through 7 describe the post-task questionnaires, their organization, and the final questionnaire completed by participants.

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