

Novel Use of Scenarios in the Usability Engineering of a Next-generation MLST Tool

Stephanie M. Alpert

Thesis submitted to the faculty of the Virginia Polytechnic Institute and State University in
partial fulfillment of the requirements for the degree of

Master of Science
in
Industrial and Systems Engineering

Joseph L. Gabbard, Chair
Tonya L. Smith-Jackson
Meredith J.C. Wilson

February 13, 2014
Blacksburg, Virginia

Draft 09/01/2009

(Questions? Concerns? Contact Gail McMillan, Director of the Digital Library and Archives at Virginia Tech's University Libraries: gailmac@vt.edu)

(Please ensure that Javascript is enabled on your browser before using this tool.)

Virginia Tech ETD Fair Use Analysis Results

This is not a replacement for professional legal advice but an effort to assist you in making a sound decision.

Name: Stephanie Alpert

Description of item under review for fair use: Figure 1. Scenario Examples (Glinz, 2000)

Report generated on: 04-16-2014 at : 20:29:31

Based on the information you provided:

Factor 1

Your consideration of the purpose and character of your use of the copyright work weighs: *in favor of fair use*

Factor 2

Your consideration of the nature of the copyrighted work you used weighs: *in favor of fair use*

Factor 3

Your consideration of the amount and substantiality of your use of the copyrighted work weighs: *in favor of fair use*

Factor 4

Your consideration of the effect or potential effect on the market after your use of the copyrighted work weighs: *in favor of fair use*

Based on the information you provided, your use of the copyrighted work weighs: *in favor of fair use*

ELSEVIER LICENSE TERMS AND CONDITIONS

Jan 14, 2014

This is a License Agreement between Stephanie Alpert ("You") and Elsevier ("Elsevier") provided by Copyright Clearance Center ("CCC"). The license consists of your order details, the terms and conditions provided by Elsevier, and the payment terms and conditions.

All payments must be made in full to CCC. For payment instructions, please see information listed at the bottom of this form.

Supplier	Elsevier Limited The Boulevard, Langford Lane Kidlington, Oxford, OX5 1GB, UK
Registered Company Number	1982084
Customer name	Stephanie Alpert
Customer address	102 Oxford Street, Apt. 6 ARLINGTON, MA 02474
License number	3307640261672
License date	Jan 14, 2014
Licensed content publisher	Elsevier
Licensed content publication	Elsevier Books
Licensed content title	The UX Book
Licensed content author	Rex Harts on, Partha S. Pyla
Licensed content date	2012
Number of pages	37
Start Page	47
End Page	83
Type of Use	reuse in a thesis/dissertation
Portion	figures/tables/illustrations
Number of figures/tables/illustrations	1
Format	electronic
Are you the author of this Elsevier chapter?	No
Will you be translating?	No
Title of your thesis/dissertation	Novel use of Scenarios in the Usability Engineering of a Next-generation MLST Tool
Expected completion date	Feb 2014
Estimated size (number of pages)	
Elsevier VAT number	GB 494 6272 12
Permissions price	0.00 USD
VAT/Local Sales Tax	0.00 USD / 0.00 GBP

Total 0.00 USD

[Terms and Conditions](#)

INTRODUCTION

1. The publisher for this copyrighted material is Elsevier. By clicking "accept" in connection with completing this licensing transaction, you agree that the following terms and conditions apply to this transaction (along with the Billing and Payment terms and conditions established by Copyright Clearance Center, Inc. ("CCC"), at the time that you opened your RightsLink account and that are available at any time at <http://myaccount.copyright.com>).

GENERAL TERMS

2. Elsevier hereby grants you permission to reproduce the aforementioned material subject to the terms and conditions indicated.
3. **Acknowledgement:** If any part of the material to be used (for example, figures) has appeared in our publication with credit or acknowledgement to another source, permission must also be sought from that source. If such permission is not obtained then that material may not be included in your publication/copies. Suitable acknowledgement to the source must be made, either as a footnote or in a reference list at the end of your publication, as follows:
"Reprinted from Publication title, Vol /edition number, Author(s), Title of article / title of chapter, Pages No., Copyright (Year), with permission from Elsevier [OR APPLICABLE SOCIETY COPYRIGHT OWNER]." Also Lancet special credit - "Reprinted from The Lancet, Vol. number, Author(s), Title of article, Pages No., Copyright (Year), with permission from Elsevier."
4. Reproduction of this material is confined to the purpose and/or media for which permission is hereby given.
5. **Altering/Modifying Material:** Not Permitted. However figures and illustrations may be altered/adapted minimally to serve your work. Any other abbreviations, additions, deletions and/or any other alterations shall be made only with prior written authorization of Elsevier Ltd. (Please contact Elsevier at permissions@elsevier.com)
6. If the permission fee for the requested use of our material is waived in this instance, please be advised that your future requests for Elsevier materials may attract a fee.
7. **Reservation of Rights:** Publisher reserves all rights not specifically granted in the combination of (I) the license details provided by you and accepted in the course of this licensing transaction, (II) these terms and conditions and (III) CCC's Billing and Payment terms and conditions.
8. **License Contingent Upon Payment:** While you may exercise the rights licensed immediately upon issuance of the license at the end of the licensing process for the transaction, provided that you have disclosed complete and accurate details of your proposed use, no license is finally effective unless and until full payment is received from you (either by publisher or by CCC) as provided in CCC's Billing and Payment terms and conditions. If full payment is not received on a timely basis, then any license preliminarily granted shall be deemed automatically revoked and shall be void as if never granted. Further, in the event that you breach any of these terms and conditions or any of CCC's Billing and Payment terms and conditions, the license is automatically revoked and shall be void as if never granted. Use of materials as described in a revoked license, as well as any use of the materials beyond the scope of an unrevoked license, may constitute copyright infringement and publisher reserves the right to take any and all action to protect its copyright in the materials.
9. **Warranties:** Publisher makes no representations or warranties with respect to the licensed material.
10. **Indemnity:** You hereby indemnify and agree to hold harmless publisher and CCC, and their respective officers, directors, employees and agents, from and against any and all claims arising out of your use of the licensed material other than as specifically authorized pursuant to this license.
11. **No Transfer of License:** This license is personal to you and may not be sublicensed, assigned, or transferred by you to any other person without publisher's written permission.
12. **No Amendment Except in Writing:** This license may not be amended except in a writing signed by both parties (or, in the case of publisher, by CCC on publisher's behalf).
13. **Objection to Contrary Terms:** Publisher hereby objects to any terms contained in any purchase order, acknowledgment, check endorsement or other writing prepared by you, which terms are inconsistent with these terms and conditions or CCC's Billing and Payment terms and conditions. These terms and conditions, together with CCC's Billing and Payment terms and conditions (which are incorporated herein), comprise the entire agreement between you and publisher (and CCC) concerning this licensing transaction. In the event of any conflict between your obligations established by these terms and conditions and those established by CCC's Billing and Payment terms and conditions, these terms and conditions shall control.
14. **Revocation:** Elsevier or Copyright Clearance Center may deny the permissions described in this License at their sole discretion, for any reason or no reason, with a full refund payable to you. Notice of such denial will be made using the contact information provided by you. Failure to receive such notice will not alter or invalidate the denial. In no event will Elsevier or Copyright Clearance Center be responsible or liable for any costs, expenses or damage incurred by you as a

result of a denial of your permission request, other than a refund of the amount(s) paid by you to Elsevier and/or Copyright Clearance Center for denied permissions.

LIMITED LICENSE

The following terms and conditions apply only to specific license types:

15. **Translation:** This permission is granted for non-exclusive world **English** rights only unless your license was granted for translation rights. If you licensed translation rights you may only translate this content into the languages you requested. A professional translator must perform all translations and reproduce the content word for word preserving the integrity of the article. If this license is to re-use 1 or 2 figures then permission is granted for non-exclusive world rights in all languages.

16. **Website:** The following terms and conditions apply to electronic reserve and author websites:

Electronic reserve: If licensed material is to be posted to website, the web site is to be password-protected and made available only to bona fide students registered on a relevant course if:

This license was made in connection with a course,

This permission is granted for 1 year only. You may obtain a license for future website posting,

All content posted to the web site must maintain the copyright information line on the bottom of each image,

A hyper-text must be included to the Homepage of the journal from which you are licensing at

<http://www.sciencedirect.com/science/journal/xxxx> or the Elsevier homepage for books at <http://www.elsevier.com>, and
Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

17. **Author website** for journals with the following additional clauses:

All content posted to the web site must maintain the copyright information line on the bottom of each image, and the permission granted is limited to the personal version of your paper. You are not allowed to download and post the published electronic version of your article (whether PDF or HTML, proof or final version), nor may you scan the printed edition to create an electronic version. A hyper-text must be included to the Homepage of the journal from which you are licensing at <http://www.sciencedirect.com/science/journal/xxxx>. As part of our normal production process, you will receive an e-mail notice when your article appears on Elsevier's online service ScienceDirect (www.sciencedirect.com). That e-mail will include the article's Digital Object Identifier (DOI). This number provides the electronic link to the published article and should be included in the posting of your personal version. We ask that you wait until you receive this e-mail and have the DOI to do any posting.

Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

18. **Author website** for books with the following additional clauses:

Authors are permitted to place a brief summary of their work online only.

A hyper-text must be included to the Elsevier homepage at <http://www.elsevier.com>. All content posted to the web site must maintain the copyright information line on the bottom of each image. You are not allowed to download and post the published electronic version of your chapter, nor may you scan the printed edition to create an electronic version.

Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

19. **Website** (regular and for author): A hyper-text must be included to the Homepage of the journal from which you are licensing at <http://www.sciencedirect.com/science/journal/xxxx>, or for books to the Elsevier homepage at <http://www.elsevier.com>

20. **Thesis/Dissertation:** If your license is for use in a thesis/dissertation your thesis may be submitted to your institution in either print or electronic form. Should your thesis be published commercially, please reapply for permission. These requirements include permission for the Library and Archives of Canada to supply single copies, on demand, of the complete thesis and include permission for UMI to supply single copies, on demand, of the complete thesis. Should your thesis be published commercially, please reapply for permission.

21. **Other Conditions:**

v1.6

If you would like to pay for this license now, please remit this license along with your payment made payable to "COPYRIGHT CLEARANCE CENTER" otherwise you will be invoiced within 48 hours of the license date. Payment should be in the form of a check or money order referencing your account number and this invoice number RLNK501201159. Once you receive your invoice for this order, you may pay your invoice by credit card. Please follow instructions provided at that time.

Make Payment To:

1/14/14

RightsLink Printable License

Copyright Clearance Center
Dept 001
P.O. Box 843006
Boston, MA 02284-3006

For suggestions or comments regarding this order, contact RightsLink Customer Support:
customercare@copyright.com or +1-877-622-5543 (toll free in the US) or +1-978-646-2777.

Gratis licenses (referencing \$0 in the Total field) are free. Please retain this printable license for your reference. No payment is required.

ELSEVIER LICENSE TERMS AND CONDITIONS

Jan 14, 2014

This is a License Agreement between Stephanie Alpert ("You") and Elsevier ("Elsevier") provided by Copyright Clearance Center ("CCC"). The license consists of your order details, the terms and conditions provided by Elsevier, and the payment terms and conditions.

All payments must be made in full to CCC. For payment instructions, please see information listed at the bottom of this form.

Supplier	Elsevier Limited The Boulevard, Langford Lane Kidlington, Oxford, OX5 1GB, UK
Registered Company Number	1982084
Customer name	Stephanie Alpert
Customer address	102 Oxford Street, Apt. 6 ARLINGTON, MA 02474
License number	3307640448832
License date	Jan 14, 2014
Licensed content publisher	Elsevier
Licensed content publication	Elsevier Books
Licensed content title	The UX Book
Licensed content author	Rex Hartson, Partha S. Pyla
Licensed content date	2012
Number of pages	37
Start Page	555
End Page	591
Type of Use	reuse in a thesis/dissertation other
Intended publisher of new work	other
Portion	figures/tables/illustrations
Number of figures/tables/illustrations	1
Format	electronic
Are you the author of this Elsevier chapter?	No
Will you be translating?	No
Title of your thesis/dissertation	Novel use of Scenarios in the Usability Engineering of a Next-generation MLST Tool
Expected completion date	Feb 2014
Estimated size (number of pages)	
Elsevier VAT number	GB 494 6272 12
Permissions price	0.00 USD

VAT/Local Sales Tax	0.00 USD / 0.00 GBP
Total	0.00 USD
Terms and Conditions	

INTRODUCTION

1. The publisher for this copyrighted material is Elsevier. By clicking "accept" in connection with completing this licensing transaction, you agree that the following terms and conditions apply to this transaction (along with the Billing and Payment terms and conditions established by Copyright Clearance Center, Inc. ("CCC"), at the time that you opened your RightsLink account and that are available at any time at <http://myaccount.copyright.com>).

GENERAL TERMS

2. Elsevier hereby grants you permission to reproduce the aforementioned material subject to the terms and conditions indicated.
3. Acknowledgement: If any part of the material to be used (for example, figures) has appeared in our publication with credit or acknowledgement to another source, permission must also be sought from that source. If such permission is not obtained then that material may not be included in your publication/copies. Suitable acknowledgement to the source must be made, either as a footnote or in a reference list at the end of your publication, as follows:
 "Reprinted from Publication title, Vol /edition number, Author(s), Title of article / title of chapter, Pages No., Copyright (Year), with permission from Elsevier [OR APPLICABLE SOCIETY COPYRIGHT OWNER]." Also Lancet special credit - "Reprinted from The Lancet, Vol. number, Author(s), Title of article, Pages No., Copyright (Year), with permission from Elsevier."
4. Reproduction of this material is confined to the purpose and/or media for which permission is hereby given.
5. Altering/Modifying Material: Not Permitted. However figures and illustrations may be altered/adapted minimally to serve your work. Any other abbreviations, additions, deletions and/or any other alterations shall be made only with prior written authorization of Elsevier Ltd. (Please contact Elsevier at permissions@elsevier.com)
6. If the permission fee for the requested use of our material is waived in this instance, please be advised that your future requests for Elsevier materials may attract a fee.
7. Reservation of Rights: Publisher reserves all rights not specifically granted in the combination of (I) the license details provided by you and accepted in the course of this licensing transaction, (II) these terms and conditions and (III) CCC's Billing and Payment terms and conditions.
8. License Contingent Upon Payment: While you may exercise the rights licensed immediately upon issuance of the license at the end of the licensing process for the transaction, provided that you have disclosed complete and accurate details of your proposed use, no license is finally effective unless and until full payment is received from you (either by publisher or by CCC) as provided in CCC's Billing and Payment terms and conditions. If full payment is not received on a timely basis, then any license preliminarily granted shall be deemed automatically revoked and shall be void as if never granted. Further, in the event that you breach any of these terms and conditions or any of CCC's Billing and Payment terms and conditions, the license is automatically revoked and shall be void as if never granted. Use of materials as described in a revoked license, as well as any use of the materials beyond the scope of an unrevoked license, may constitute copyright infringement and publisher reserves the right to take any and all action to protect its copyright in the materials.
9. Warranties: Publisher makes no representations or warranties with respect to the licensed material.
10. Indemnity: You hereby indemnify and agree to hold harmless publisher and CCC, and their respective officers, directors, employees and agents, from and against any and all claims arising out of your use of the licensed material other than as specifically authorized pursuant to this license.
11. No Transfer of License: This license is personal to you and may not be sublicensed, assigned, or transferred by you to any other person without publisher's written permission.
12. No Amendment Except in Writing: This license may not be amended except in a writing signed by both parties (or, in the case of publisher, by CCC on publisher's behalf).
13. Objection to Contrary Terms: Publisher hereby objects to any terms contained in any purchase order, acknowledgment, check endorsement or other writing prepared by you, which terms are inconsistent with these terms and conditions or CCC's Billing and Payment terms and conditions. These terms and conditions, together with CCC's Billing and Payment terms and conditions (which are incorporated herein), comprise the entire agreement between you and publisher (and CCC) concerning this licensing transaction. In the event of any conflict between your obligations established by these terms and conditions and those established by CCC's Billing and Payment terms and conditions, these terms and conditions shall control.
14. Revocation: Elsevier or Copyright Clearance Center may deny the permissions described in this License at their sole discretion, for any reason or no reason, with a full refund payable to you. Notice of such denial will be made using the contact information provided by you. Failure to receive such notice will not alter or invalidate the denial. In no event will

Elsevier or Copyright Clearance Center be responsible or liable for any costs, expenses or damage incurred by you as a result of a denial of your permission request, other than a refund of the amount(s) paid by you to Elsevier and/or Copyright Clearance Center for denied permissions.

LIMITED LICENSE

The following terms and conditions apply only to specific license types:

15. **Translation:** This permission is granted for non-exclusive world **English** rights only unless your license was granted for translation rights. If you licensed translation rights you may only translate this content into the languages you requested. A professional translator must perform all translations and reproduce the content word for word preserving the integrity of the article. If this license is to re-use 1 or 2 figures then permission is granted for non-exclusive world rights in all languages.

16. **Website:** The following terms and conditions apply to electronic reserve and author websites:

Electronic reserve: If licensed material is to be posted to website, the web site is to be password-protected and made available only to bona fide students registered on a relevant course if:

This license was made in connection with a course,

This permission is granted for 1 year only. You may obtain a license for future website posting,

All content posted to the web site must maintain the copyright information line on the bottom of each image,

A hyper-text must be included to the Homepage of the journal from which you are licensing at

<http://www.sciencedirect.com/science/journal/xxxx> or the Elsevier homepage for books at <http://www.elsevier.com>, and Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

17. **Author website** for journals with the following additional clauses:

All content posted to the web site must maintain the copyright information line on the bottom of each image, and the permission granted is limited to the personal version of your paper. You are not allowed to download and post the published electronic version of your article (whether PDF or HTML, proof or final version), nor may you scan the printed edition to create an electronic version. A hyper-text must be included to the Homepage of the journal from which you are licensing at <http://www.sciencedirect.com/science/journal/xxxx>. As part of our normal production process, you will receive an e-mail notice when your article appears on Elsevier's online service ScienceDirect (www.sciencedirect.com). That e-mail will include the article's Digital Object Identifier (DOI). This number provides the electronic link to the published article and should be included in the posting of your personal version. We ask that you wait until you receive this e-mail and have the DOI to do any posting.

Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

18. **Author website** for books with the following additional clauses:

Authors are permitted to place a brief summary of their work online only.

A hyper-text must be included to the Elsevier homepage at <http://www.elsevier.com>. All content posted to the web site must maintain the copyright information line on the bottom of each image. You are not allowed to download and post the published electronic version of your chapter, nor may you scan the printed edition to create an electronic version.

Central Storage: This license does not include permission for a scanned version of the material to be stored in a central repository such as that provided by Heron/XanEdu.

19. **Website** (regular and for author): A hyper-text must be included to the Homepage of the journal from which you are licensing at <http://www.sciencedirect.com/science/journal/xxxx>, or for books to the Elsevier homepage at <http://www.elsevier.com>

20. **Thesis/Dissertation:** If your license is for use in a thesis/dissertation your thesis may be submitted to your institution in either print or electronic form. Should your thesis be published commercially, please reapply for permission. These requirements include permission for the Library and Archives of Canada to supply single copies, on demand, of the complete thesis and include permission for UMI to supply single copies, on demand, of the complete thesis. Should your thesis be published commercially, please reapply for permission.

21. **Other Conditions:**

v1.6

If you would like to pay for this license now, please remit this license along with your payment made payable to "COPYRIGHT CLEARANCE CENTER" otherwise you will be invoiced within 48 hours of the license date. Payment should be in the form of a check or money order referencing your account number and this invoice number RLNK501201162. Once you receive your invoice for this order, you may pay your invoice by credit card. Please follow instructions provided at that time.

1/14/14

RightsLink Printable License

Make Payment To:
Copyright Clearance Center
Dept 001
P.O. Box 843006
Boston, MA 02284-3006

For suggestions or comments regarding this order, contact RightsLink Customer Support:
customer@copyright.com or +1-877-622-5543 (toll free in the US) or +1-978-646-2777.

Gratis licenses (referencing \$0 in the Total field) are free. Please retain this printable license for your reference. No payment is required.

SPRINGER LICENSE TERMS AND CONDITIONS

Jan 08, 2014

This is a License Agreement between Stephanie Alpert ("You") and Springer ("Springer") provided by Copyright Clearance Center ("CCC"). The license consists of your order details, the terms and conditions provided by Springer, and the payment terms and conditions.

All payments must be made in full to CCC. For payment instructions, please see information listed at the bottom of this form.

License Number	3304511206496
License date	Jan 08, 2014
Licensed content publisher	Springer
Licensed content publication	Requirements Engineering
Licensed content title	A proposal for a scenario classification framework
Licensed content author	C. Rolland
Licensed content date	Jan 1, 1998
Volume number	3
Issue number	1
Type of Use	Thesis/Dissertation
Portion	Figures
Author of this Springer article	No
Order reference number	None
Title of your thesis / dissertation	Novel use of Scenarios in the Usability Engineering of a Next-generation MLST Tool
Expected completion date	Feb 2014
Estimated size(pages)	85
Total	0.00 USD

Terms and Conditions

Introduction

The publisher for this copyrighted material is Springer Science + Business Media. By clicking "accept" in connection with completing this licensing transaction, you agree that the following terms and conditions apply to this transaction (along with the Billing and Payment terms and conditions established by Copyright Clearance Center, Inc. ("CCC"), at the time that you opened your Rightslink account and that are available at any time at <http://myaccount.copyright.com>).

Limited License

With reference to your request to reprint in your thesis material on which Springer Science and Business Media control the copyright, permission is granted, free of charge, for the use indicated in your enquiry.

Licenses are for one-time use only with a maximum distribution equal to the number that you identified in the licensing process.

This License includes use in an electronic form, provided its password protected or on the university's Intranet or repository, including UMI (according to the definition at the Sherpa website: <http://www.sherpa.ac.uk/romeo/>). For any other electronic use, please contact Springer at (permissions.dordrecht@springer.com or permissions.heidelberg@springer.com).

The material can only be used for the purpose of defending your thesis, and with a maximum of 100 extra copies in

paper.

Although Springer holds copyright to the material and is entitled to negotiate on rights, this license is only valid, subject to a courtesy information to the author (address is given with the article/chapter) and provided it concerns original material which does not carry references to other sources (if material in question appears with credit to another source, authorization from that source is required as well).

Permission free of charge on this occasion does not prejudice any rights we might have to charge for reproduction of our copyrighted material in the future.

Altering/Modifying Material: Not Permitted

You may not alter or modify the material in any manner. Abbreviations, additions, deletions and/or any other alterations shall be made only with prior written authorization of the author(s) and/or Springer Science + Business Media. (Please contact Springer at (permissions.dordrecht@springer.com or permissions.heldelberg@springer.com)

Reservation of Rights

Springer Science + Business Media reserves all rights not specifically granted in the combination of (I) the license details provided by you and accepted in the course of this licensing transaction, (II) these terms and conditions and (III) CCC's Billing and Payment terms and conditions.

Copyright Notice/Disclaimer

You must include the following copyright and permission notice in connection with any reproduction of the licensed material: "Springer and the original publisher (journal title, volume, year of publication, page, chapter/article title, name(s) of author(s), figure number(s), original copyright notice) is given to the publication in which the material was originally published, by adding; with kind permission from Springer Science and Business Media"

Warranties: None

Example 1: Springer Science + Business Media makes no representations or warranties with respect to the licensed material.

Example 2: Springer Science + Business Media makes no representations or warranties with respect to the licensed material and adopts on its own behalf the limitations and disclaimers established by CCC on its behalf in its Billing and Payment terms and conditions for this licensing transaction.

Indemnity

You hereby indemnify and agree to hold harmless Springer Science + Business Media and CCC, and their respective officers, directors, employees and agents, from and against any and all claims arising out of your use of the licensed material other than as specifically authorized pursuant to this license.

No Transfer of License

This license is personal to you and may not be sublicensed, assigned, or transferred by you to any other person without Springer Science + Business Media's written permission.

No Amendment Except In Writing

This license may not be amended except in a writing signed by both parties (or, in the case of Springer Science + Business Media, by CCC on Springer Science + Business Media's behalf).

Objection to Contrary Terms

Springer Science + Business Media hereby objects to any terms contained in any purchase order, acknowledgment, check endorsement or other writing prepared by you, which terms are inconsistent with these terms and conditions or CCC's Billing and Payment terms and conditions. These terms and conditions, together with CCC's Billing and Payment terms and conditions (which are incorporated herein), comprise the entire agreement between you and Springer Science + Business Media (and CCC) concerning this licensing transaction. In the event of any conflict between your obligations established by these terms and conditions and those established by CCC's Billing and Payment terms and conditions, these terms and conditions shall control.

Jurisdiction

All disputes that may arise in connection with this present License, or the breach thereof, shall be settled exclusively by arbitration, to be held in The Netherlands, in accordance with Dutch law, and to be conducted under the Rules of the Netherlands Arbitrage Instituut (Netherlands Institute of Arbitration).OR:

All disputes that may arise in connection with this present License, or the breach thereof, shall be settled exclusively by arbitration, to be held in the Federal Republic of Germany, in accordance with German law.

Other terms and conditions:

v1.3

If you would like to pay for this license now, please remit this license along with your payment made payable to "COPYRIGHT CLEARANCE CENTER" otherwise you will be invoiced within 48 hours of the license date. Payment should be in the form of a check or money order referencing your account number and this invoice number RLNK501196981. Once you receive your invoice for this order, you may pay your invoice by credit card. Please follow instructions

provided at that time.

Make Payment To:
Copyright Clearance Center
Dept 001
P.O. Box 843006
Boston, MA 02284-3006

For suggestions or comments regarding this order, contact RightsLink Customer Support:
customercare@copyright.com or +1-877-622-5543 (toll free in the US) or +1-978-646-2777.

Gratis licenses (referencing \$0 in the Total field) are free. Please retain this printable license for your reference. No payment is required.

Draft 09/01/2009

(Questions? Concerns? Contact Gail McMillan, Director of the Digital Library and Archives at Virginia Tech's University Libraries: gsilmac@vt.edu)

(Please ensure that Javascript is enabled on your browser before using this tool.)

Virginia Tech ETD Fair Use Analysis Results

This is not a replacement for professional legal advice but an effort to assist you in making a sound decision.

Name: Stephanie Alpert

Description of item under review for fair use: Figure 6. Hazards of Solution-First Approach with Corresponding Scenario-Based Design Solutions (Rosson & Carroll, 2002)

Report generated on: 04-16-2014 at : 20:49:48

Based on the information you provided:

Factor 1

Your consideration of the purpose and character of your use of the copyright work weighs: *in favor of fair use*

Factor 2

Your consideration of the nature of the copyrighted work you used weighs: *in favor of fair use*

Factor 3

Your consideration of the amount and substantiality of your use of the copyrighted work weighs: *in favor of fair use*

Factor 4

Your consideration of the effect or potential effect on the market after your use of the copyrighted work weighs: *in favor of fair use*

Based on the information you provided, your use of the copyrighted work weighs: *in favor of fair use*

MEMORANDUM

DATE: October 19, 2012
TO: Joseph L Gabbard Jr, Stephanie Alpert, Meredith Jane Corielle Wilson
FROM: Virginia Tech Institutional Review Board (FWA00000572, expires May 31, 2014)
PROTOCOL TITLE: User-centered Development of MLST Tool and Related Concepts for PATRIC
IRB NUMBER: 12-881

Effective October 18, 2012, the Virginia Tech Institution Review Board (IRB) Chair, David M Moore, approved the New Application request for the above-mentioned research protocol.

This approval provides permission to begin the human subject activities outlined in the IRB-approved protocol and supporting documents.

Plans to deviate from the approved protocol and/or supporting documents must be submitted to the IRB as an amendment request and approved by the IRB prior to the implementation of any changes, regardless of how minor, except where necessary to eliminate apparent immediate hazards to the subjects. Report within 5 business days to the IRB any injuries or other unanticipated or adverse events involving risks or harms to human research subjects or others.

All investigators (listed above) are required to comply with the researcher requirements outlined at:

<http://www.irb.vt.edu/pages/responsibilities.htm>

(Please review responsibilities before the commencement of your research.)

PROTOCOL INFORMATION:

Approved As: **Expedited, under 45 CFR 46.110 category(ies) 7**
Protocol Approval Date: **October 18, 2012**
Protocol Expiration Date: **October 17, 2013**
Continuing Review Due Date*: **October 3, 2013**

*Date a Continuing Review application is due to the IRB office if human subject activities covered under this protocol, including data analysis, are to continue beyond the Protocol Expiration Date.

FEDERALLY FUNDED RESEARCH REQUIREMENTS:

Per federal regulations, 45 CFR 46.103(f), the IRB is required to compare all federally funded grant proposals/work statements to the IRB protocol(s) which cover the human research activities included in the proposal / work statement before funds are released. Note that this requirement does not apply to Exempt and Interim IRB protocols, or grants for which VT is not the primary awardee.

The table on the following page indicates whether grant proposals are related to this IRB protocol, and which of the listed proposals, if any, have been compared to this IRB protocol, if required.

Date*	OSP Number	Sponsor	Grant Comparison Conducted?
10/17/2012	09140101	National Institute of Allergy & Infectious Diseases	Compared on 10/17/2012

* Date this proposal number was compared, assessed as not requiring comparison, or comparison information was revised.

If this IRB protocol is to cover any other grant proposals, please contact the IRB office (irbadmin@vt.edu) immediately.

MEMORANDUM

DATE: September 19, 2013
TO: Joseph L Gabbard Jr, Stephanie Alpert, Meredith Jane Corielle Wilson
FROM: Virginia Tech Institutional Review Board (FWA00000572, expires April 25, 2018)
PROTOCOL TITLE: User-centered Development of MLST Tool and Related Concepts for PATRIC
IRB NUMBER: 12-881

Effective September 19, 2013, the Virginia Tech Institutional Review Board (IRB) Chair, David M Moore, approved the Continuing Review request for the above-mentioned research protocol.

This approval provides permission to begin the human subject activities outlined in the IRB-approved protocol and supporting documents.

Plans to deviate from the approved protocol and/or supporting documents must be submitted to the IRB as an amendment request and approved by the IRB prior to the implementation of any changes, regardless of how minor, except where necessary to eliminate apparent immediate hazards to the subjects. Report within 5 business days to the IRB any injuries or other unanticipated or adverse events involving risks or harms to human research subjects or others.

All investigators (listed above) are required to comply with the researcher requirements outlined at:

<http://www.irb.vt.edu/pages/responsibilities.htm>

(Please review responsibilities before the commencement of your research.)

PROTOCOL INFORMATION:

Approved As: Expedited, under 45 CFR 46.110 category(ies) 7
Protocol Approval Date: October 18, 2013
Protocol Expiration Date: October 17, 2014
Continuing Review Due Date*: October 3, 2014

*Date a Continuing Review application is due to the IRB office if human subject activities covered under this protocol, including data analysis, are to continue beyond the Protocol Expiration Date.

FEDERALLY FUNDED RESEARCH REQUIREMENTS:

Per federal regulations, 45 CFR 46.103(f), the IRB is required to compare all federally funded grant proposals/work statements to the IRB protocol(s) which cover the human research activities included in the proposal / work statement before funds are released. Note that this requirement does not apply to Exempt and Interim IRB protocols, or grants for which VT is not the primary awardee.

The table on the following page indicates whether grant proposals are related to this IRB protocol, and which of the listed proposals, if any, have been compared to this IRB protocol, if required.

Invent the Future

Date*	OSP Number	Sponsor	Grant Comparison Conducted?
10/17/2012	09140101	National Institute of Allergy & Infectious Diseases	Compared on 10/17/2012

* Date this proposal number was compared, assessed as not requiring comparison, or comparison information was revised.

If this IRB protocol is to cover any other grant proposals, please contact the IRB office (irbadmin@vt.edu) immediately.