

MEMORANDUM

DATE: March 16, 2020

TO: Charles Calderwood, Emily Alexis Rost, Kyra Sara Sullivan, Danielle Sperry, Tanya Elise Mitropoulos, Molly Eleanor Minnen, Ali Michalowski, Olivia Erim, Kameron Alexis Simmons, Brandon Jonathan Lesniak, et. al.

FROM: Virginia Tech Institutional Review Board (FWA00000572, expires October 29, 2024)

PROTOCOL TITLE: Customer Service Simulation Study

IRB NUMBER: 19-840

Effective March 13, 2020, the Virginia Tech Human Research Protection Program (HRPP) and Institutional Review Board (IRB) determined that this protocol meets the criteria for exemption from IRB review under 45 CFR 46.104(d) category(ies) 2(ii),3(i)(B).

Ongoing IRB review and approval by this organization is not required. This determination applies only to the activities described in the IRB submission and does not apply should any changes be made. If changes are made and there are questions about whether these activities impact the exempt determination, please submit a new request to the IRB for a determination.

This exempt determination does not apply to any collaborating institution(s). The Virginia Tech HRPP and IRB cannot provide an exemption that overrides the jurisdiction of a local IRB or other institutional mechanism for determining exemptions.

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

<https://secure.research.vt.edu/external/irb/responsibilities.htm>

(Please review responsibilities before beginning your research.)

PROTOCOL INFORMATION:

Determined As: **Exempt, under 45 CFR 46.104(d) category(ies) 2(ii),3(i)(B)**
Protocol Determination Date: **January 4, 2020**

ASSOCIATED FUNDING:

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

SPECIAL INSTRUCTIONS:

*** The Virginia Tech IRB/HRPP has requested that research involving person-to-person contact or gatherings of human research participants be paused as soon as possible. The duration of the pause is unknown, but to reduce disruption to the extent possible, we will be reassessing daily. Although we continue to issue approval notices, Virginia Tech guidance should be followed. Please visit <https://www.research.vt.edu/covid-19-updates-impacts.html> for updates.

This amendment, submitted March 2, 2020, updates research protocol to change sample size from 100 to 150 due to needing to screen out participants for missing data or insufficient effort. Consent forms were updated to change 100 people to 150 people.

Date*	OSP Number	Sponsor	Grant Comparison Conducted?

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

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