WARNER SCHOOL OF EDUCATION
UNIVERSITY of ROCHESTER

INFORMATION SHEET

Exploring Factors of Burnout in New Professional Counselors

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This form describes a research study that is being conducted by Marissa A. Davala, Ph.D., and Mikaleh McCoy from the University of Rochester's Warner School of Education and Human Development.

The purpose of this study is to explore the relationships between burnout, self-efficacy, workload, supervision quality, compassion, and workplace satisfaction as these factors have been identified as determinants of burnout risk in new professional counselors.

If you decide to take part in this study, you will be asked to complete an online survey through Qualtrics that will take approximately 20-30 minutes to complete. The survey will ask questions about your demographic information, burnout levels, self-efficacy, workload, and supervision quality using validated instruments including the Maslach Burnout Inventory Human Services Survey (MBI-HSS), Professional Quality of Life Scale (ProQOL), Counselor Activity Self-Efficacy Scales (CASES), Areas of Worklife Survey (AWS), and Supervisory Relationship Questionnaire (SRQ). You may also choose to participate in a follow-up interview conducted via Zoom that will last approximately 60 minutes and will be audio recorded. If more subjects express interest in interviews than can be accommodated, participants will be purposefully selected using maximum variation sampling to ensure diverse representation across years of experience, licensure status, work settings, and burnout levels. The interview will focus on your experiences with burnout, coping strategies, supervision experiences, and workplace culture. We estimate that approximately 120 subjects will take part in this study. Communication by email between the study team and subjects will occur only for interview scheduling purposes for those who choose to participate in the qualitative portion.

Some of the survey questions may be upsetting or make you feel uncomfortable as they ask about your professional practice and burnout experiences. You can skip any of the questions you do not want to answer. Because this study involves collecting personal information about you for the interview portion, there is a potential for invasion of privacy or breach in confidentiality. To minimize this risk, we will store all data on secure University of Rochester servers and the data will be de-identified. All of the information we collect will be stored in a secure manner and only study team members will have access to it. For the quantitative survey portion, no directly identifiable information will be stored with your survey responses. There are no other expected risks. There are also no expected direct benefits to you from participating, although you might gain insights into your own burnout risk factors and resilience strategies, recognize areas of growth, and contribute to the field of counseling.

Transmitting your information by e-mail has a number of risks that you should consider. These include, but are not limited to, the following: a) E-mail can be circulated, forwarded, stored electronically and on paper, and broadcast to unintended recipients. b) E-mail senders can easily misaddress an e-mail. c) Backup copies of e-mail may exist even after the sender or the recipient has deleted his or her copy. d) Employers and on-line services have a right to inspect e-mail transmitted through their systems. e) E-mail can be intercepted, altered, forwarded, or used without authorization or detection. f) E-mail can be used to introduce viruses into computer systems.

If you prefer not to participate in this study, you may simply decline to participate. There are no alternative procedures or treatments available.

You will not be paid for participating in this study. There will be no cost to you to participate in this study.

The University of Rochester makes every effort to keep the information collected from you private. In order to do so, we will store all data on secure University of Rochester servers and de-identify the data collected. For the interview portion, identifiable information such as email addresses will be stored separately from research data. Only approved study team members will have access to the data.

Sometimes, however, researchers need to share information that may identify you with people that work for the University or federal regulators. If this does happen we will take precautions to protect the information you have provided. Results of the research may be presented at meetings or in publications, but your name will not be used.

Conditions for the Use of E-mail The researcher cannot guarantee but will use reasonable means to maintain security and confidentiality of e-mail information sent and received. You and researcher must consent to the following conditions: a) E-mail is not appropriate for urgent or emergency situations. The researcher cannot guarantee that any particular e-mail will be read and responded to. b) E-mail must be concise. You should schedule an appointment if the issue is too complex or sensitive to discuss via e-mail. c) E-mail communications between you and the researcher will be filed in your research record. d) Your messages may also be delegated to any member of the study team for response. e) The researcher will not forward subject-identifiable e-mails outside of URMC and Affiliates without your prior written consent, except as authorized or required by law. f) You should not use e-mail for communication regarding sensitive medical information. g) It is your responsibility to follow up and/or schedule an appointment if warranted.

E-Mail Instructions a) Avoid use of your employer's computer. b) Put your name in the body of the e-mail. c) Put the topic (e.g., study question) in the subject line. d) Inform the researcher of changes in your e-mail address. e) Take precautions to preserve the confidentiality of e-mail. f) Contact the researcher's office via conventional communication methods (phone, fax, etc.) if you do not receive a reply within a reasonable period of time.

Your participation in this study is completely voluntary. You are free not to participate or to withdraw at any time, for whatever reason. No matter what decision you make, there will be no penalty or loss of benefits to which you are otherwise entitled. In the event that you do withdraw from this study, the information you have already provided will be kept in a confidential manner and may still be retained for analysis unless you specify otherwise to the researchers.

For more information or questions about this research you may call Marissa A. Davala or Mikaleh McCoy at mdavala@warner.rochester.edu and/or mmccoy9@u.rochester.edu. Please contact the University of Rochester Research Subjects Review Board at 265 Crittenden Blvd., CU 420628, Rochester, NY 14642, Telephone (585) 276-0005 or (877) 449-4441 for the following reasons:

- You wish to talk to someone other than the research staff about your rights as a research subject;
- To voice concerns about the research;
- To provide input concerning the research process;
- In the event the study staff could not be reached.