



Express to Connect

Evaluation Criteria

WP4, Report 1

Laurea University of Applied Sciences



The Impact Assessment on the Individual Level

Desired
outcomes (1-13)
based on the
ethnographic
studies (presented
in June 2010)



Identifying the
questions linked
with the desired
outcomes in the
well-known
measures of
quality of life
and social
connectedness



Long list of
new items
for E2C
concept
testing
(slides 5-19)

Measures of the quality of life and wellbeing of the elderly

- Inspiration for the development of the items to be used in E2C concept testing, e.g:
 - WHOQOL, www.bath.ac.uk/whoqol/
 - 15D, www.15d-instrument.net/15d
 - PGC Morale Scale, www.abramsoncenter.org/pri/documents/PGC_morale_scale.pdf
 - LEIPAD

Let's imagine the impacts!

Question:

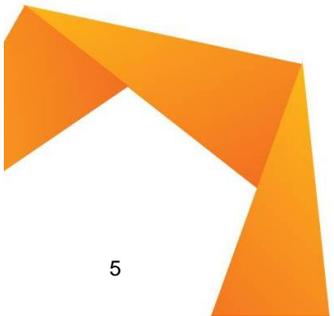
Let's assume that you have utilised the service for some years. Please, assess if the usage of the service has had any impact on your life and your wellbeing. Be free to use your imagination!

Scale:

- 1 YES, the usage of the service has had some impact in this respect.
- 2 The usage of the service has had NO impact in this respect.
- 3 Don't know.

1. Mental readjustment –> mental readiness

1. I'm more satisfied with my life.
2. It is easier for me to adjust to the changes in life.
3. It is easier for me to accept my own aging.



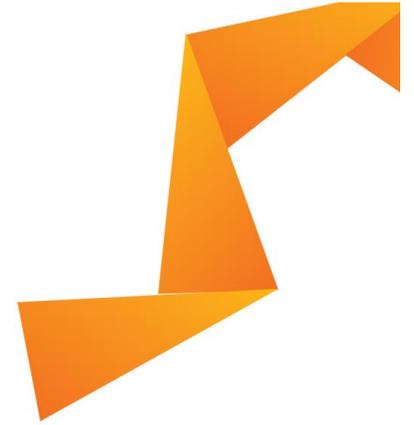
2. Preparing and sorting out –> readiness

4. It is easier for me to prepare myself for the future changes in life.
5. I have become aware of the new possibilities to organise my life (after losses).
6. I perceive that the quality of my life is better.





3. Dealing with worsening of illness → independency



7. In spite of my illnesses I'm able to carry on my life in the same way as I used to.
8. I have strength to take better care of myself.
9. I feel safer.

4. Celebrating and marking something of significance –> goodbye, transparency

10. I perceive that there is a new more meaningful stage of life opening up for me.
11. I'm able to say goodbye to some parts of my previous life while turning towards new fields.





5. Ties between family → to be close and have space

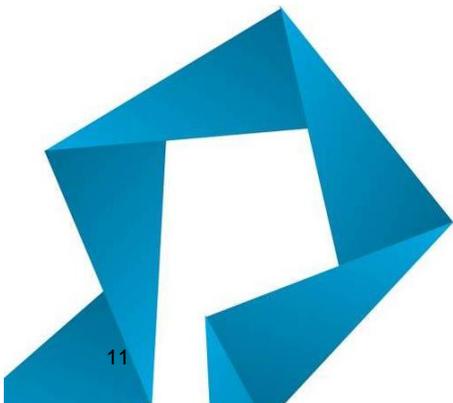
12. It is easier for me to keep in contact with my close ones when I feel like it.
13. I'm less worried how my nearest next-of-kin (children, grandchildren) are doing, and they are less worried how I am doing.
14. The feeling of closeness between family members has grown stronger.

6. Friendship –> interlinked

15. It is easier for me to keep in contact with my friends when I feel like it.
16. The feeling of connectedness between friends has grown stronger.
17. I'm able to take contacts to persons I haven't met and establish new relationships.

7. Proficiency and competences → being acknowledged and of use

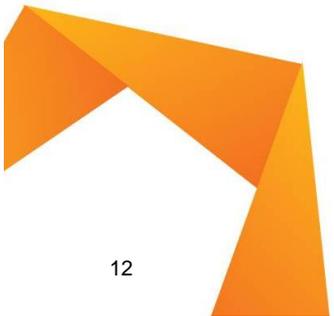
18. It is easier for me to find meaningful ways of utilising my competences and resources.



8. Carry a human responsibility –> being of importance to somebody

19. I'm more capable of carrying responsibility of my fellow citizens and the society as a whole.

20. I feel like a more useful person.



9. Extraordinary experiences –> something to look forward to

21. I have something new to look forward to.

22. I get more new experiences and my whole life is richer.





10. Everyday practice, pursuits and activities
—> meaningful reasons to get out of bed

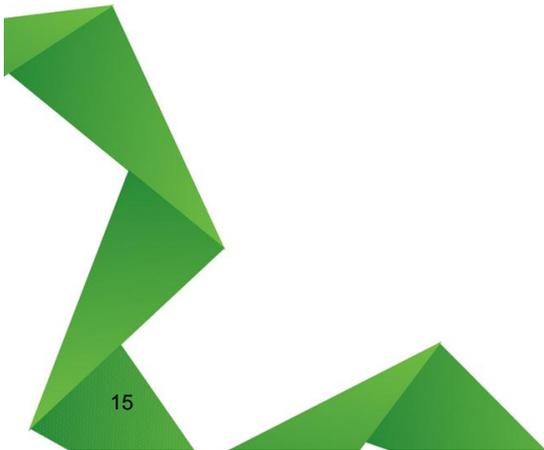
23. I have something pleasant and interesting to pass the time every day.

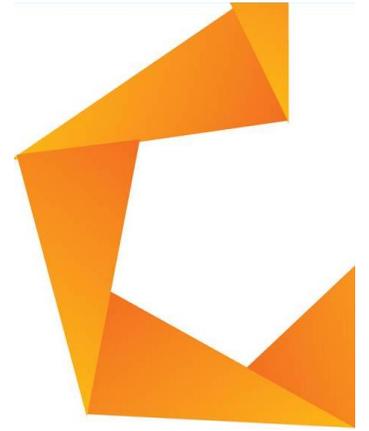
24. More opportunities to participate in leisure time activities and hobbies are presented to me.

11. Dealing with memories –> meaningful memories on the life you have lived

25. I'm able to outline the life I have lived so far by reminiscence.

26. I'm able to tell and share the memories of my life, especially of those persons who have been important to me.





12. Learning –> feeling capable

27. I perceive the joy of learning and the feeling of being capable more often than before.

28. The information I get is useful in my every-day life.

13. Dealing with death and sorrow –> settle one's mind

29. I'm able to share the difficult feelings linked with losses in the atmosphere of confidentiality.

30. My mind is more at ease while thinking about death.

Social Connectedness Scale

Lee & Robbins 1995:

"I feel disconnected from the world around me."

"Even around people I know, I don't feel that I really belong."

"I feel so distant from people."

"I have no sense of togetherness with my peers."

"I don't feel related to anyone."

"I catch myself losing all sense of connectedness with society."

"Even among friends there is no sense of brother/sisterhood."

"I don't feel I participate with anyone or any group."

Lee, R. M. & Robbins, S. R. (1995). Measuring Belongingness: The Social Connectedness and the Social Assurance Scales. *Journal of Counseling Psychology*. 42 (2):232 –241.



Social Connectedness: new items for E2C concept testing

31. The feeling of being connected to the world around me has become stronger.
32. The feeling of belonging has become stronger.
33. The feeling of distance in relation to other people has become less strong.
34. The sense of togetherness with my friends and peers has become stronger.
35. The feeling of being related to other people has become stronger.
36. The sense of connectedness with society has become stronger.
37. The sense of brother/sisterhood among my friends has become stronger.
38. The feeling of participation in groups has become stronger.

Open questions

- "If you had this kind of a service at use, how would it change the activities of your "ordinary" day or week?"
- "Would you stop using some other service if you start using this one?"
- "If you wouldn't use this kind of a service, what are the options, which (public, private or other) services would you use instead?"
- "What would you be willing to pay for this service/product? Make an estimation either as a fee per month or as a onetime payment."