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SENIOR-TV

PROVIDING ICT-BASED FORMAL AND INFORMAL CARE AT HOME

Deliverable D3.1

Pilot Cycle 1: Feedback from end-users

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1. INTRODUCTION

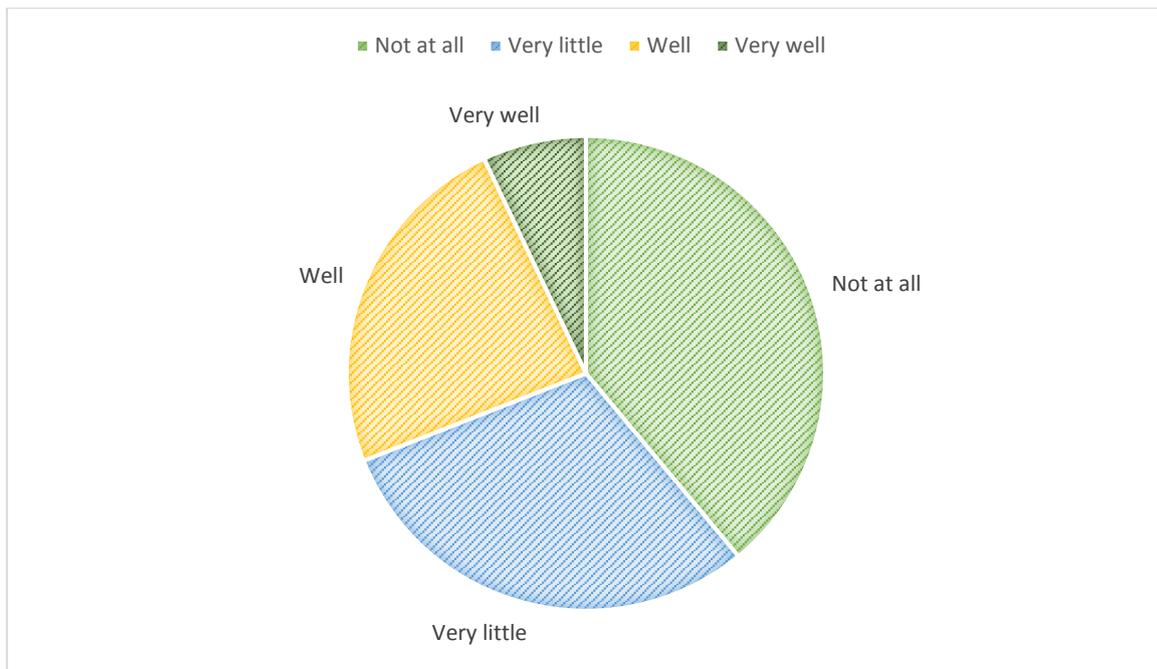
This deliverable belongs conceptually to WP3 SENIOR-TV at Home which focuses on evaluating with end users the SENIOR-TV platform. D3.1 Pilot Cycle 1: Feedback from end-users describes the results of the first cycle pilot testing as administered in Romania, Slovenia and Cyprus on M11-M13 (September-November). In total 278 end-users participated; 100 in Romania, 100 in Slovenia and 78 in Cyprus.

For the purposes of the 1st Cycle piloting two questionnaires were developed; the pre- and post-questionnaire. The pre-questionnaire was handed to all participants at the beginning of the piloting and the post-questionnaire after the testing of the platform. Aim of the pre-questionnaire was to gain an overview of the participants' status (age, gender, residential status, computer and internet usage) and the post-questionnaire to assess the functionalities of the platform and the applications having so far developed. Participants had to assess the Weather, News, Events and Games apps (Attendix and Episodix).

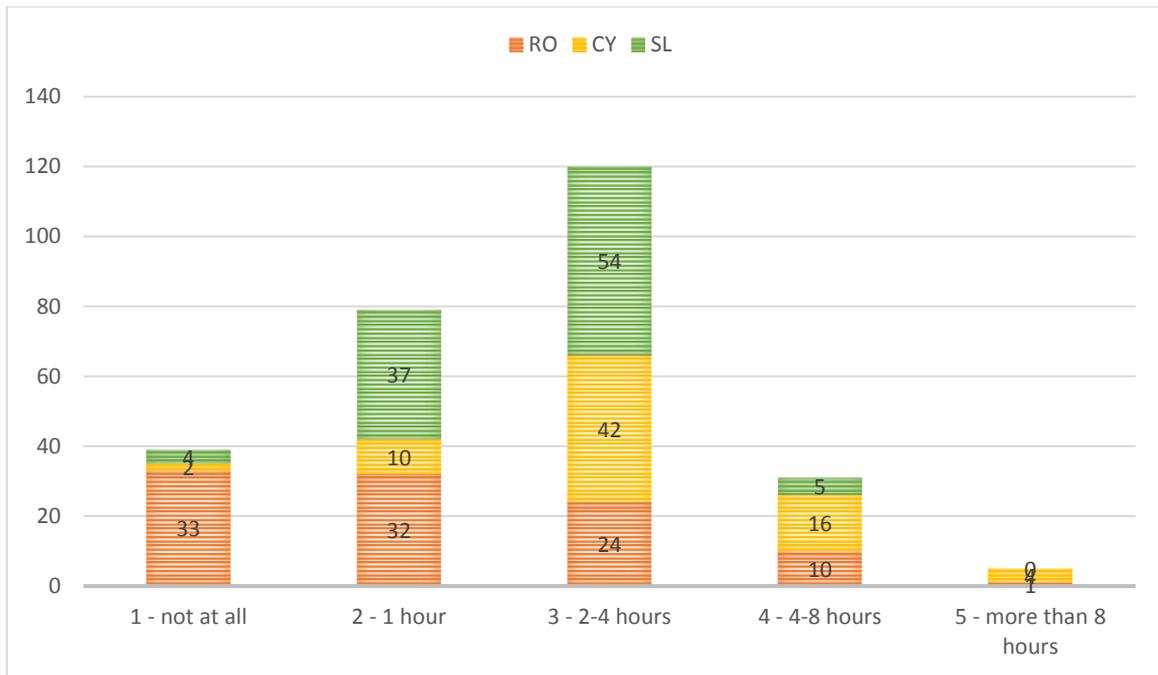
2. Pre-Questionnaire: Findings

The pre-questionnaire (Appendix 1) was developed in English and was translated by the end-user partners in their native language: Greek, Romanian and Slovenian. The pre-questionnaire was completed by 176 females (64%) and 97 males (36%) and the vast majority of the participants reported being fully independent with nearly half of them living with their partner.

The questionnaire included in total 13 questions and it took approximately 15 minutes to complete. With regards to the question as to whether the TV or the Personal Computer (PC) is more comfortable to them, as expected and in line with the results of Workshop 1 the vast majority of the respondents (86%) reported being more comfortable with using the TV. Additionally, the majority of the participants reported that they do not use the computer at all (34%) and 30% reported that they can only use the computer a little bit. Nearly one quarter of the participants reported that they can use the computer well.



As to the time spend per day on average on the TV 35% of the respondents reported spending 1 hour on the TV, 32% 2-4 hours, while slightly more than a quarter (26%) reported not spending any time on the TV. The following bar chart presents the responses as recorded per country.



Interestingly, two thirds (65%) of the participants reported having an internet connection at home; 66 Romanians, 50 Cypriots and 62 Slovenians and 61% reported having a computer at home belonging to either themselves or to the family. With regards to computer usage, 42% of the participants (40 Romanians, 26 Cypriots and 48 Slovenians) stated that they do not use it.

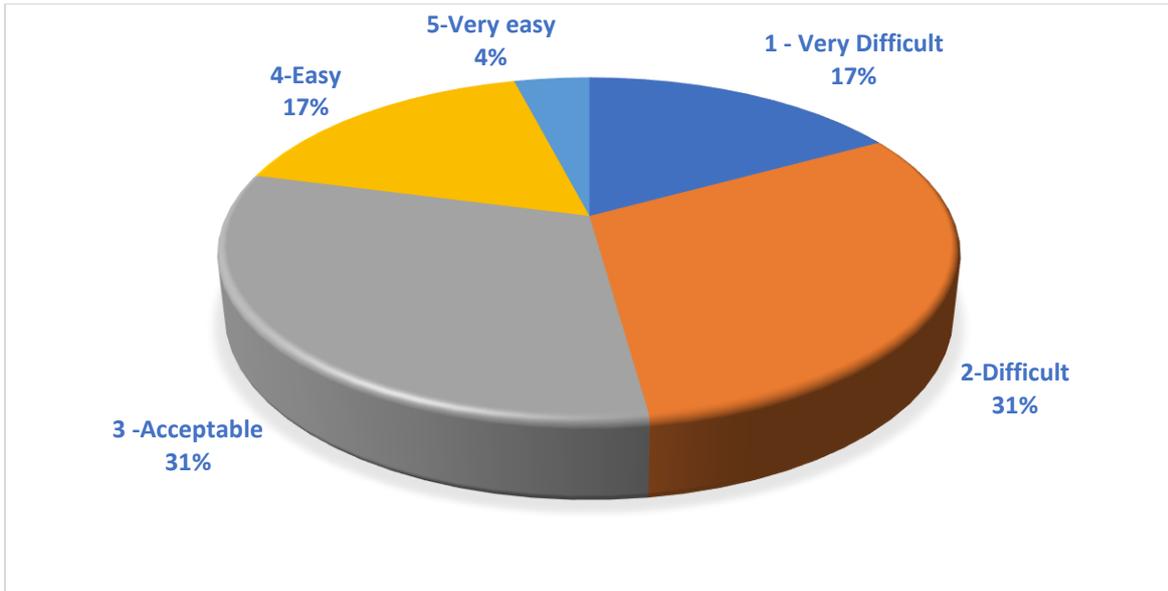
3. Post-Questionnaire: Findings

Aim of the post-questionnaire was to assess the functionalities of the SENIOR-TV platform and the applications having so far developed. Participants were initially presented with the platform and the available applications i.e. the Weather, News, Events and Games apps (Attendix and Episodix) and were subsequently taking turns in small groups to test the platform and the apps.

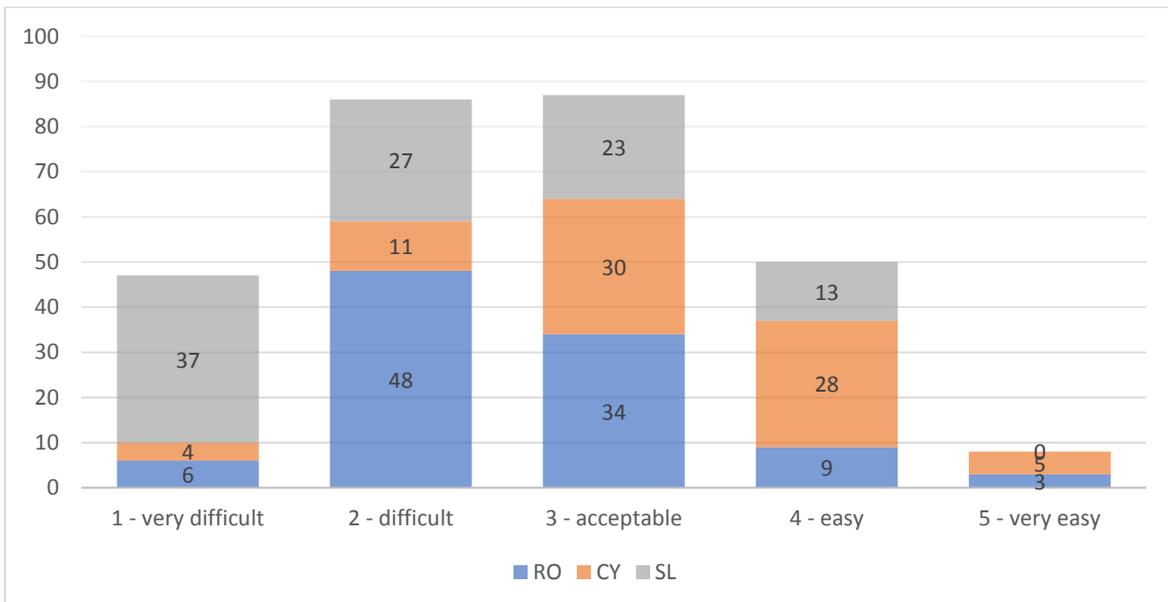
The post-questionnaire (Appendix 2) included 20 multiple choice questions which were divided in 5 sections and took approximately 20 minutes to fill in. Space for comments was also provided.

Question 1: How difficult was to use the button remote?

31% of the participants reported finding it difficult to use the button remote and the same percentage (31%) reported finding it acceptable. 17% found it very difficult and 17% easy. The minority of the respondents (4%) reported that the button remote was very easy to use.



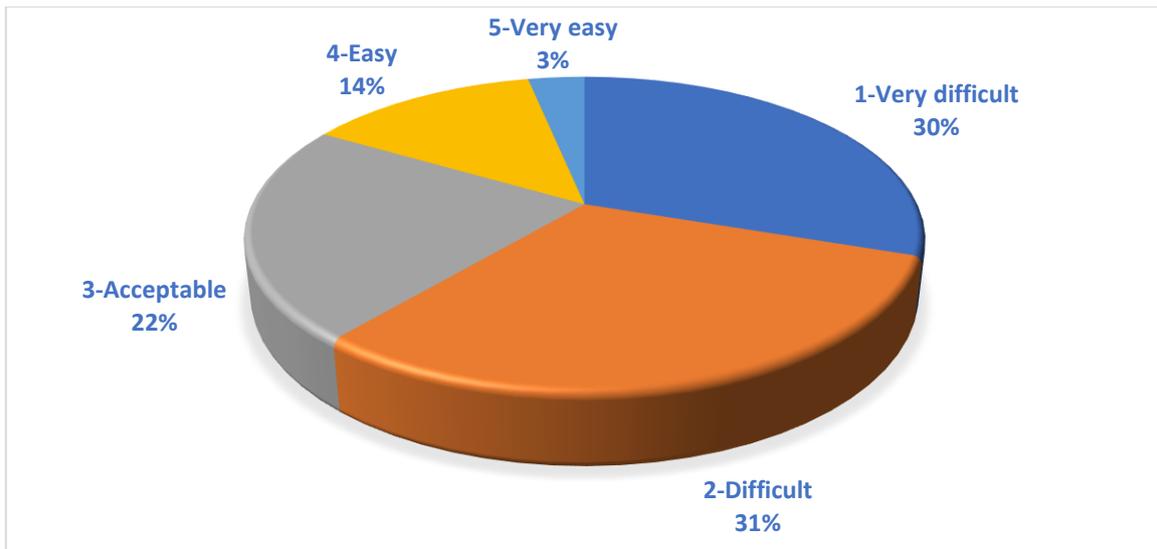
Question 1: How difficult was to use the button remote?



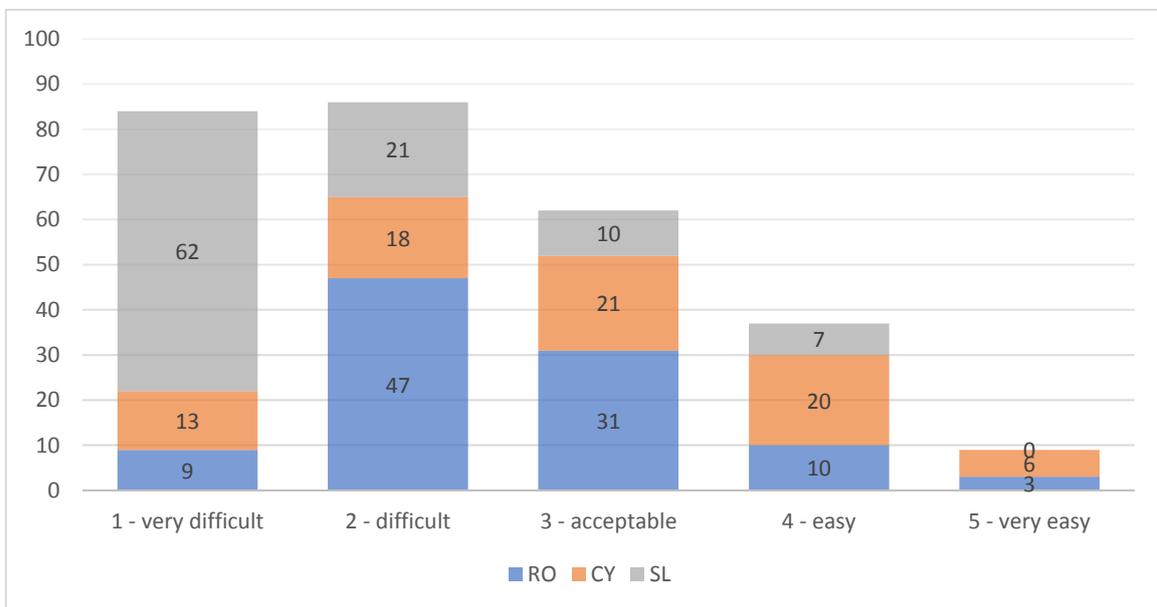
Question 1: How difficult was to use the button remote?

Question 2: How difficult was it to use the mouse remote?

For the majority of the participants (61%) the mouse remote was perceived to be difficult to very difficult. While 22% found it acceptable only 3% perceived it as being in its use very easy.



Question 2: How difficult was it to use the mouse remote?

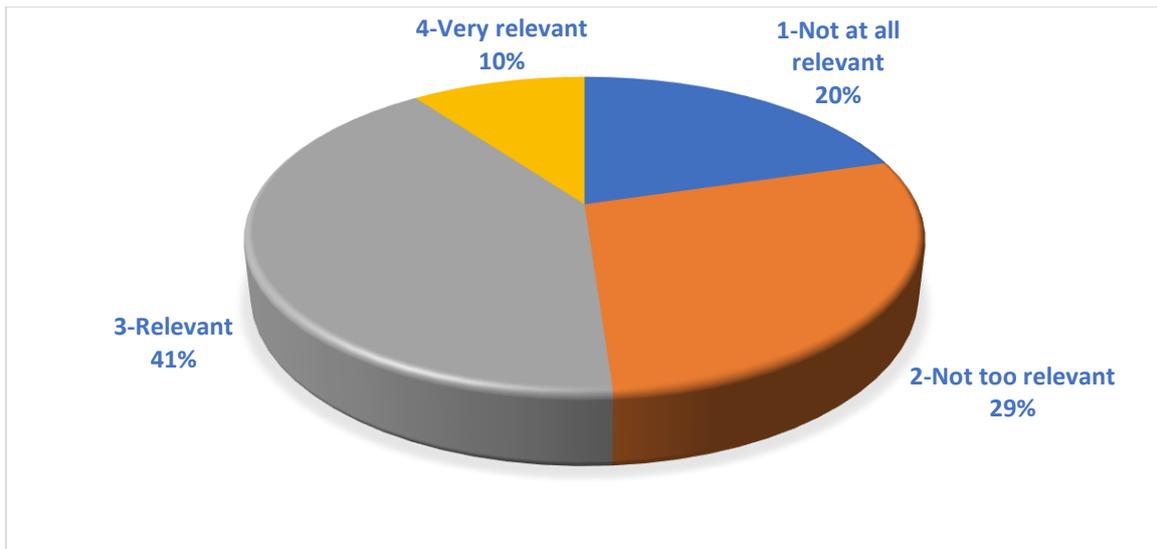


Question 2: How difficult was it to use the mouse remote?

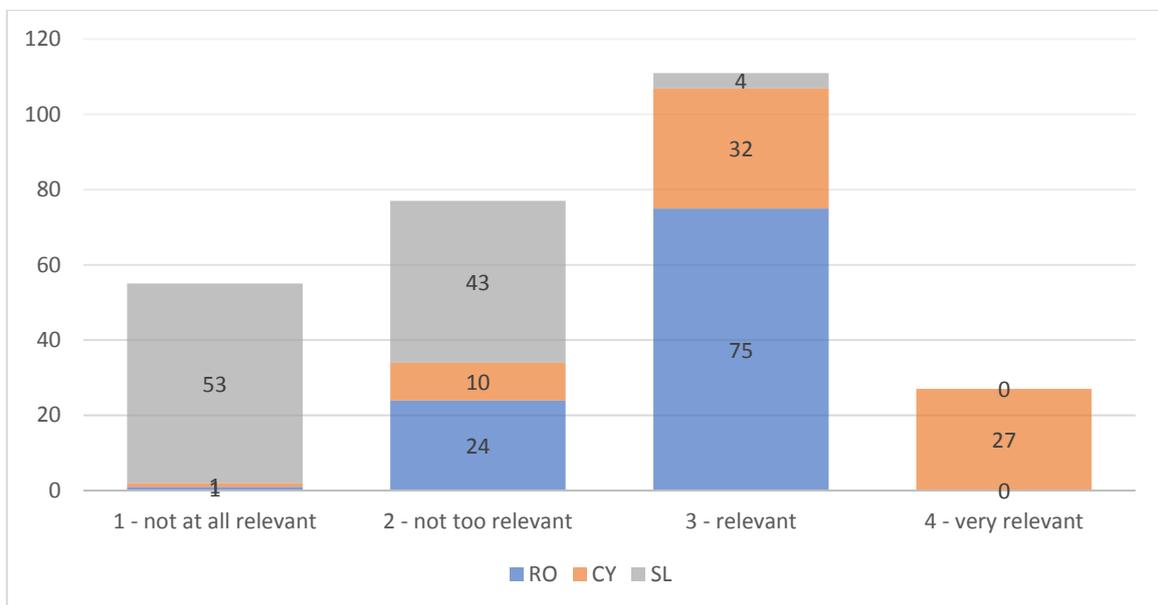
Question 3: How relevant were the icons representing applications?

With regards to how relevant were the icons representing the applications 41% found them relevant, 29% not so relevant, 20% not at all relevant and 10% very relevant.

The results nevertheless lack cohesive when compared among the end-user countries; whereas the majority of the Slovenians (53 out of 100) did not find the icons at all relevant, the majority of the Cypriots (73 out of the 78) found them very relevant. For the majority of the Romanians the icons were relevant to the applications (75%).



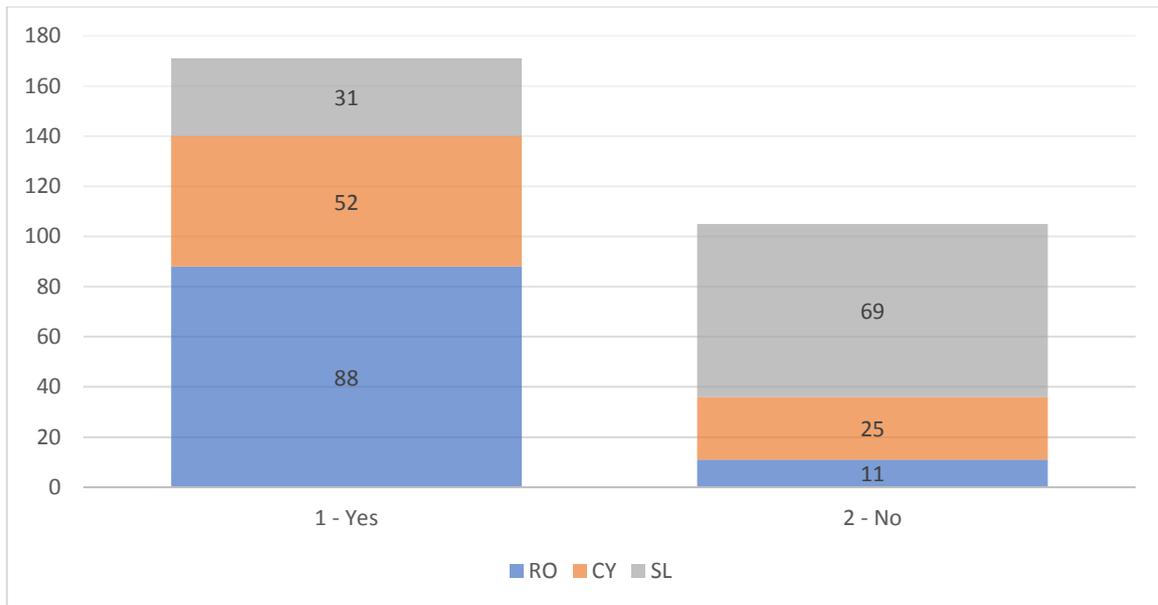
Question 3: How relevant were the icons representing applications?



Question 3: How relevant were the icons representing applications?

Question 4: Did the pictures help you find the desired information?

Despite the overall picture appearing positive as to whether the pictures directed the users to the desired information; 62% reported that the pictures helped them find the desired information, when analyzing the results per end-user country the responses are conflicting as the majority of Slovenians found them relevant while the majority of Cypriots did not find them relevant.

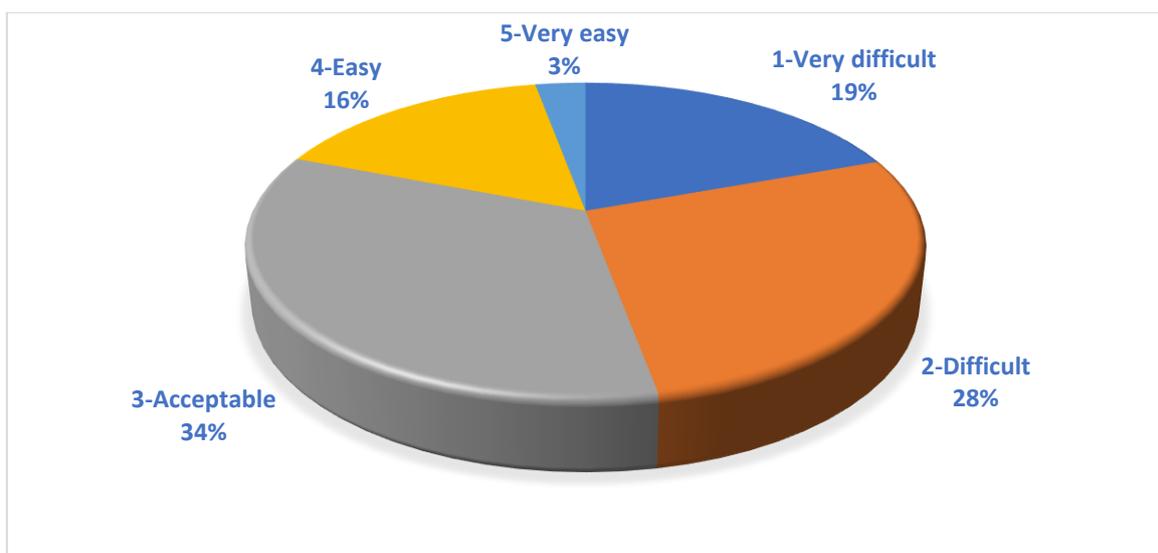


Question 4: Did the pictures help you find the desired information?

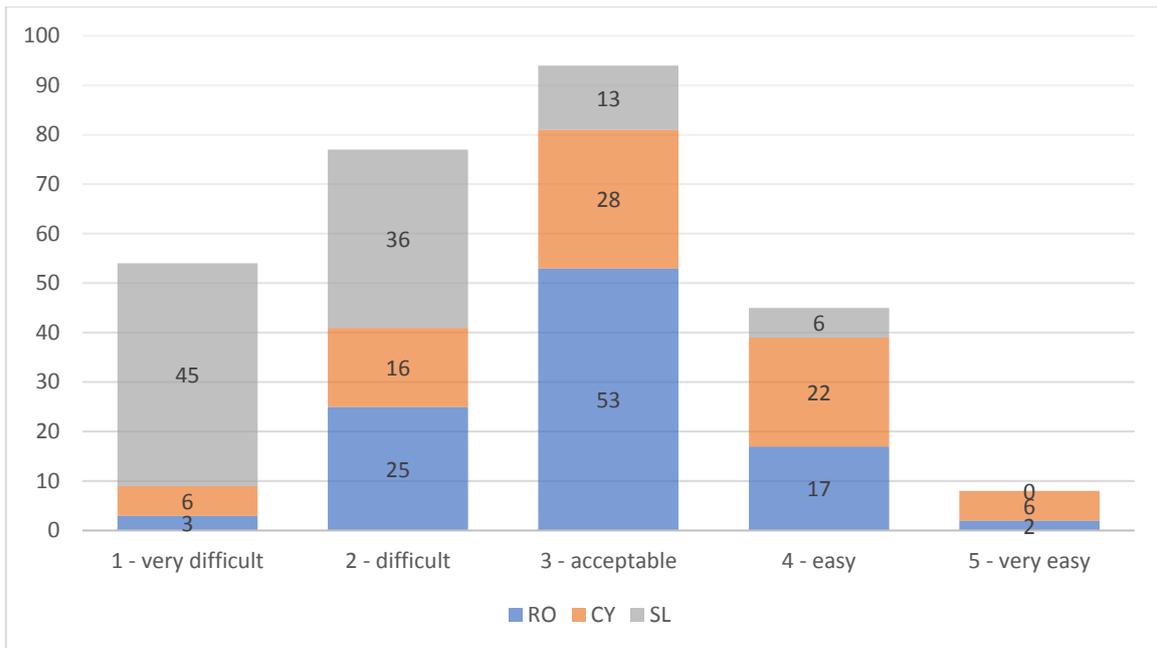
NEWS Application

Question 5: How easy it was to navigate from one type of news to another?

Inconclusive results were found with regards to the easiness of navigation from one type of NEWS to another; the majority of participants (34%) found acceptable but a high percentage 47% rated it from difficult to very difficult (28% difficult, 19% very difficult). The majority of Slovenians found the navigation very difficult whereas the majority of Cypriots and Romanians acceptable.



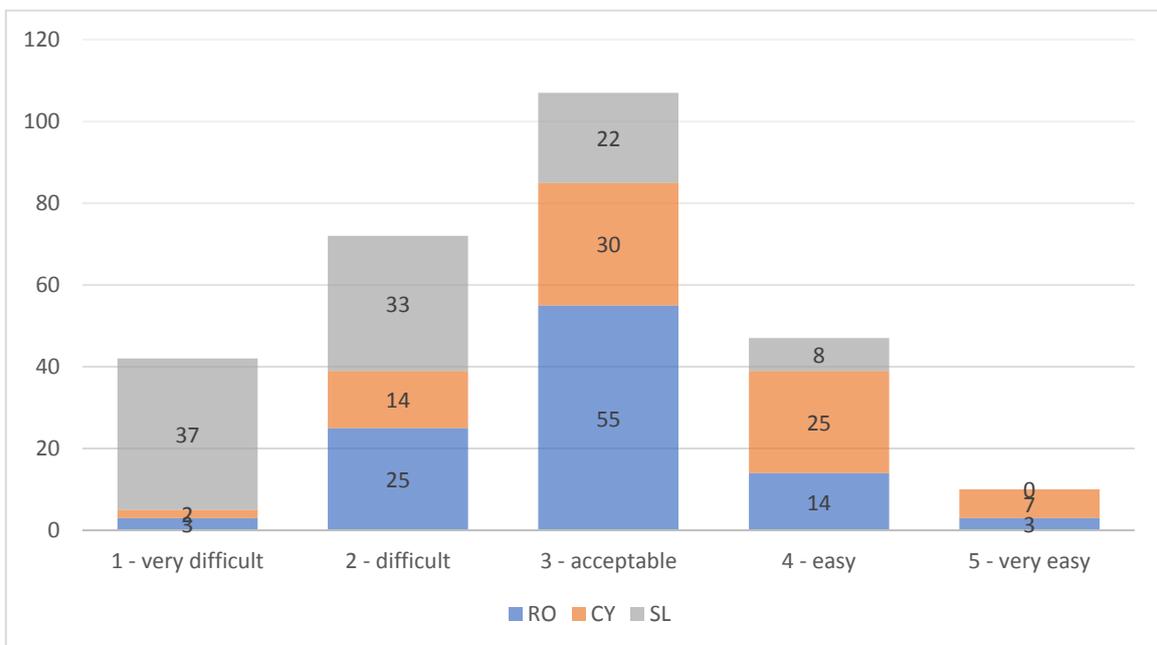
Question 5: How easy it was to navigate from one type of news to another?



Question 5: How easy it was to navigate from one type of news to another?

Question 6: How easy it was to select one type of news to be displayed on the screen?

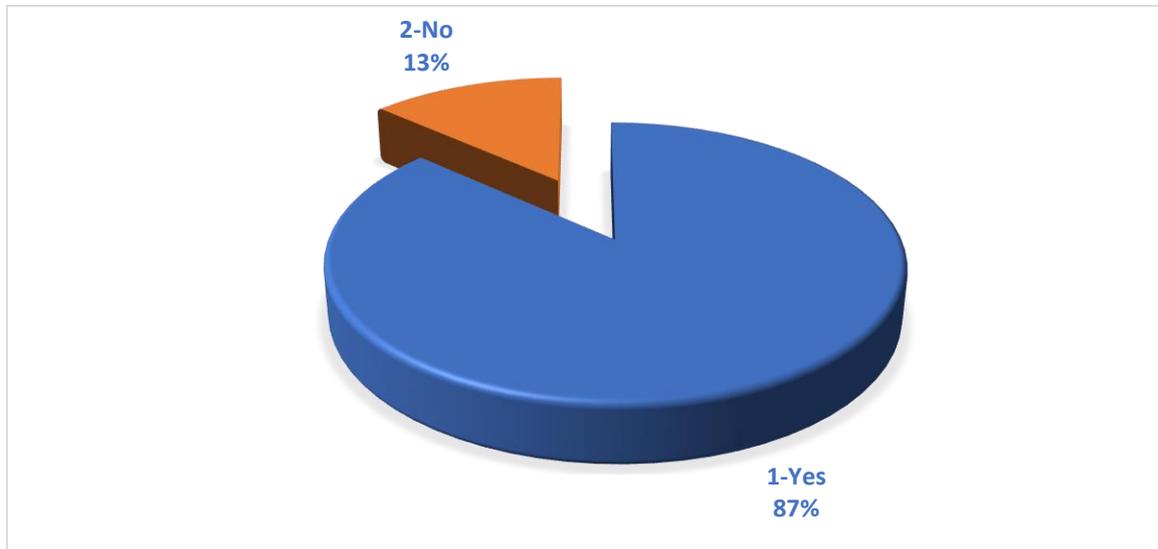
The majority of the respondents in all 3 end-user countries found the selection of one type of NEWS to be displayed on the screen acceptable (38%). Slightly more than a fourth (26%) found it difficult, 15% rated it as very difficult, 17% easy and only 4% as very easy.



Question 6: How easy it was to select one type of news to be displayed on the screen?

Question 7: Was the summary of the news relevant enough?

A striking 87% found the summary of the NEWS relevant; 93 Romanians, 81 Slovenians and 66 Cypriots.

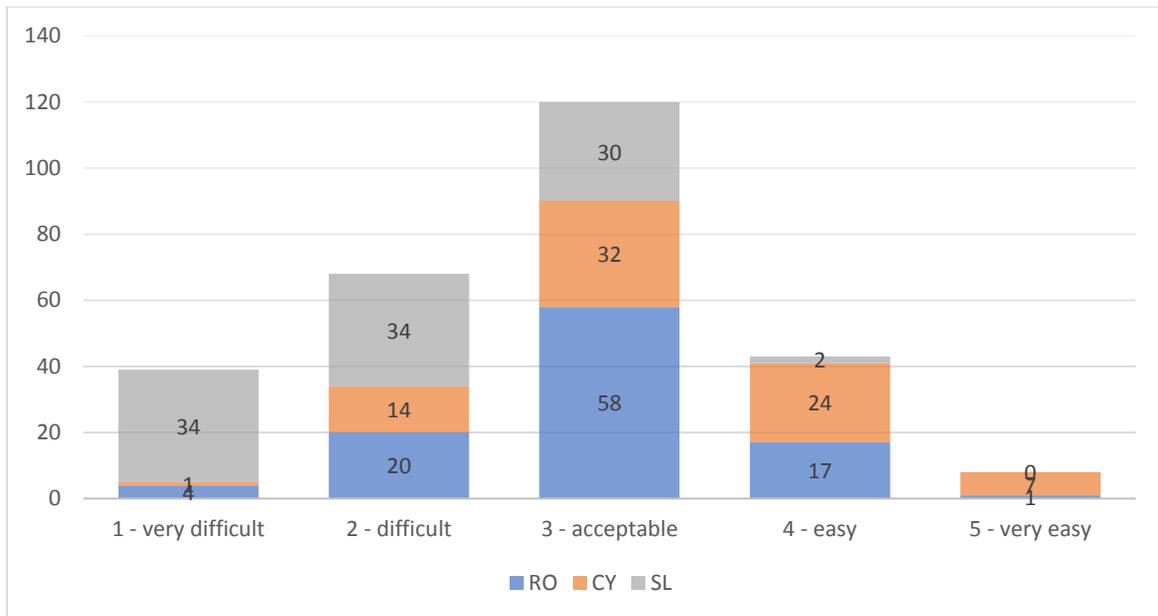


Question 7: Was the summary of the news relevant enough?

Events Application

Question 9: How easy was it to navigate from one event to another?

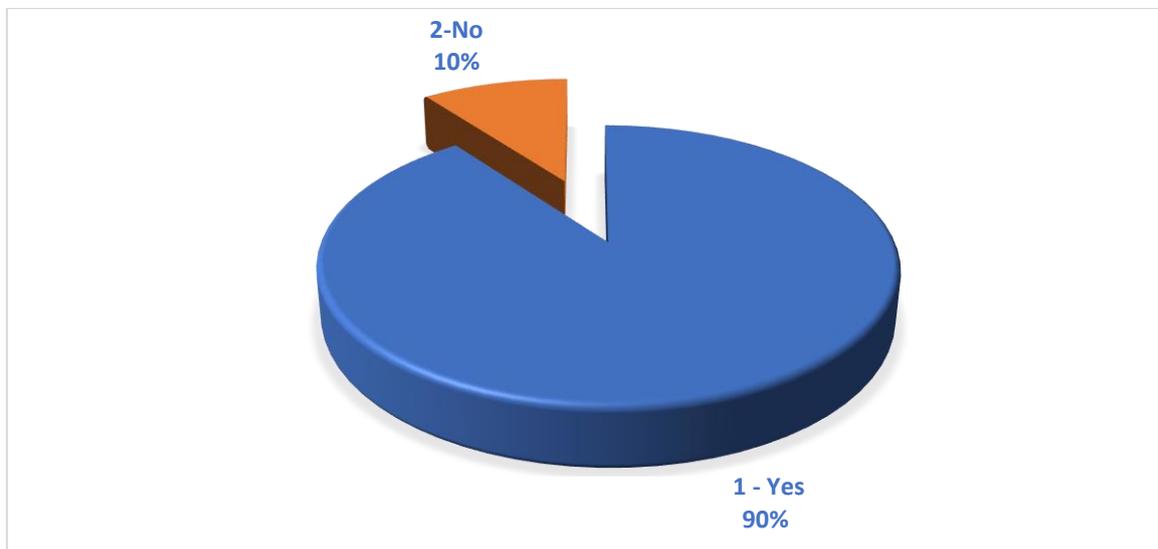
43% of the end-users found the navigation from one event to another as acceptable when asked about easiness. Nearly one quarter (24%) categorized it as difficult and 16% as easy. While the majority of the Romanians and Cypriots found it acceptable, the majority of the Slovenians rated it as very difficult to difficult.



Question 9: How easy was it to navigate from one event to another?

Question 10: Was the summary of the event relevant enough?

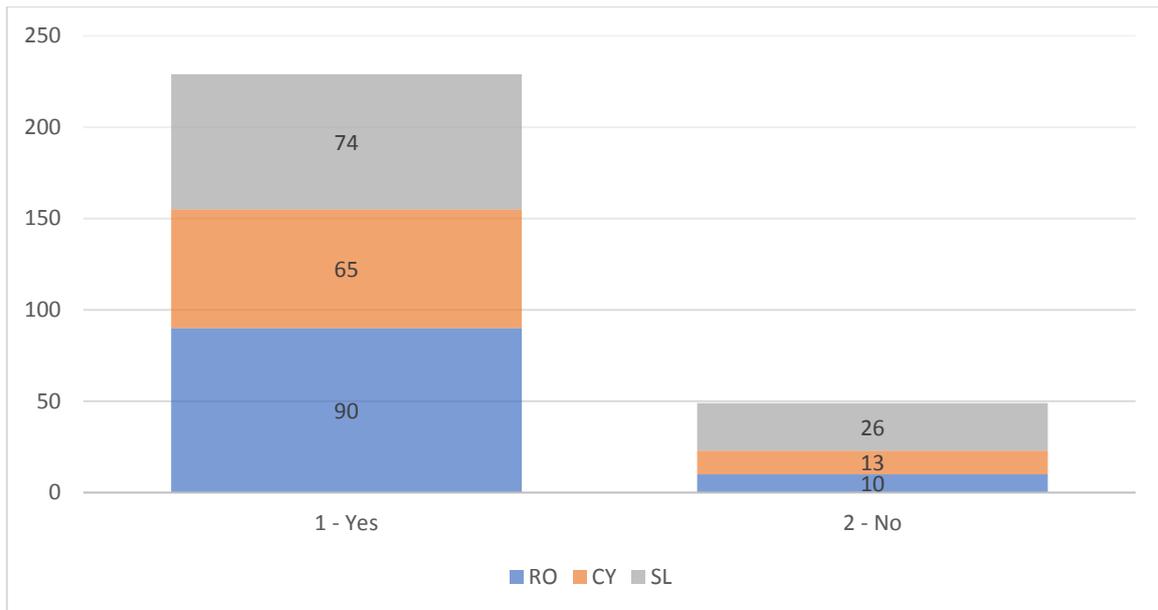
90% of the participants found the summary of the events being relevant enough while only 19 out of the 178 individuals categorized it as not relevant.



Question 10: Was the summary of the event relevant enough?

Question 11: Was the information in the detailed description of the event relevant enough?

Likewise, the majority (82%) of the end-users implicated in the 1st cycle piloting found the detailed description of the event relevant enough.



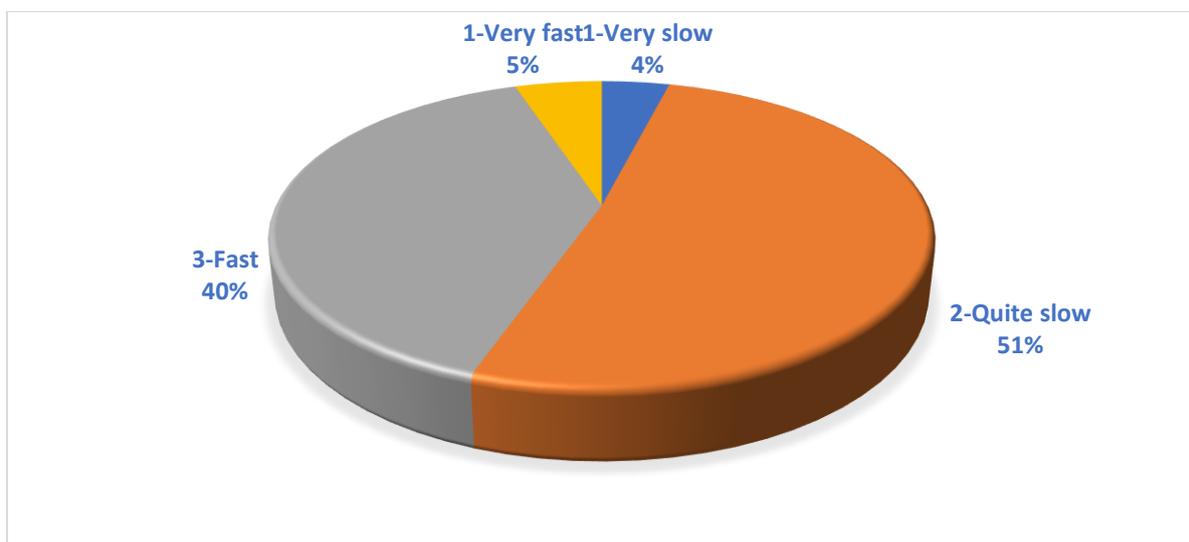
Question 11: Was the information in the detailed description of the event relevant enough?

EPISODIX Memory Game

The EPISODIX Attention game was only tested in Romania and Cyprus. Slovenians are planning on having a dedicated session on testing the games; dementia testing will be administered prior to the piloting of the Episodix memory game.

Question 13: Did the game load fast enough?

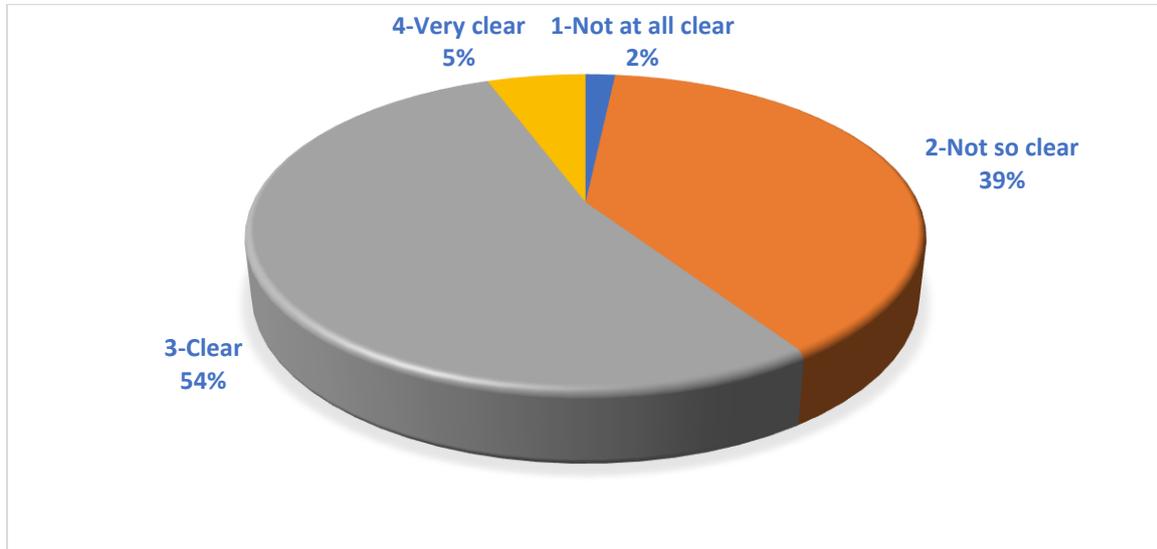
For half of the participants assessing the application, the EPISODIX game loaded quite slow while for 40% of them the loading was fast.



Question 13: Did the game load fast enough?

Question 14: Were the instructions clear enough?

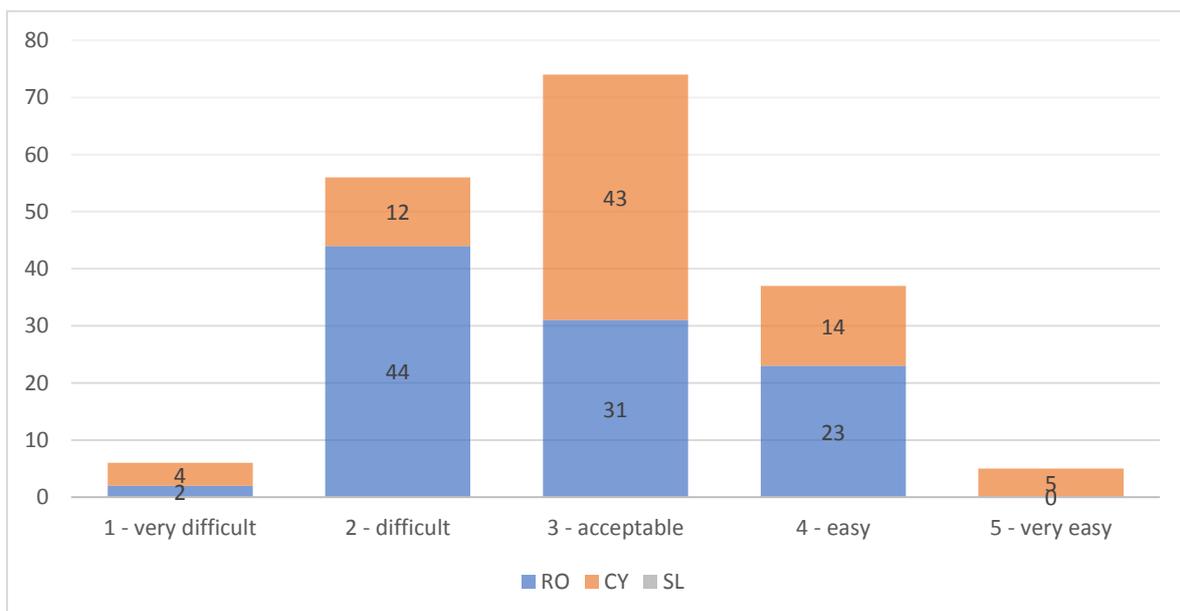
The instructions were clear for more than half of the end users (54%) and not so clear for 39% of them.



Question 14: Were the instructions clear enough?

Question 15: How easy was it to select the game items with the mouse remote?

For 42% of the respondents the selection of the game items with the mouse remote was neither very easy nor very difficult. Almost one third (32%) rated it as difficult and slightly more than one fifth (21%) as easy.



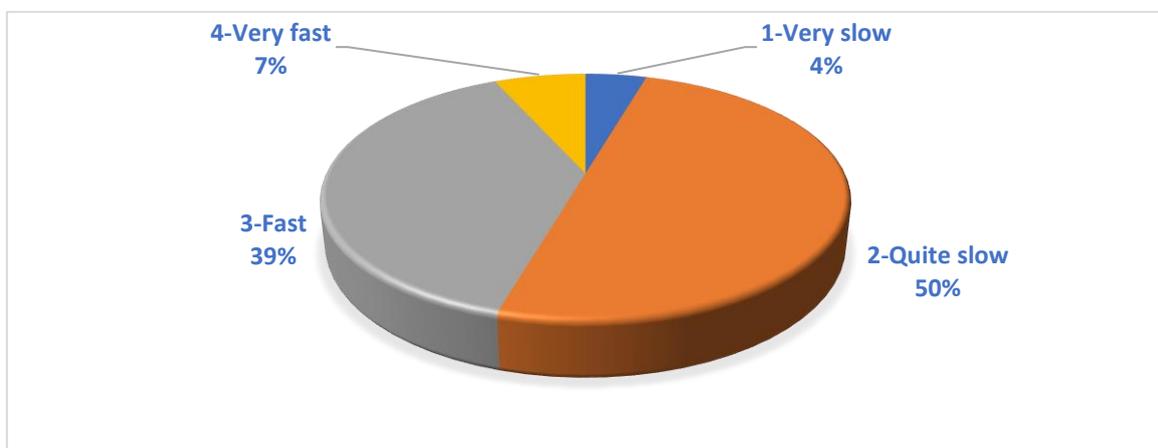
Question 15: How easy was it to select the game items with the mouse remote?

ATTENTIX Attention Game

The ATTENTIX Memory game was only tested in Romania and Cyprus. Slovenians are planning on having a dedicated session on testing the games; dementia testing will be administered prior to the piloting of the ATTENTIX game.

Question 16: Did the memory game load fast enough?

As in the EPISODIX game, 50% of the participants responded that the game loaded quite slow while 39% that it loaded fast.



Question 16: Did the memory game load fast enough?

Question 17: Where the instructions of the memory game clear enough?

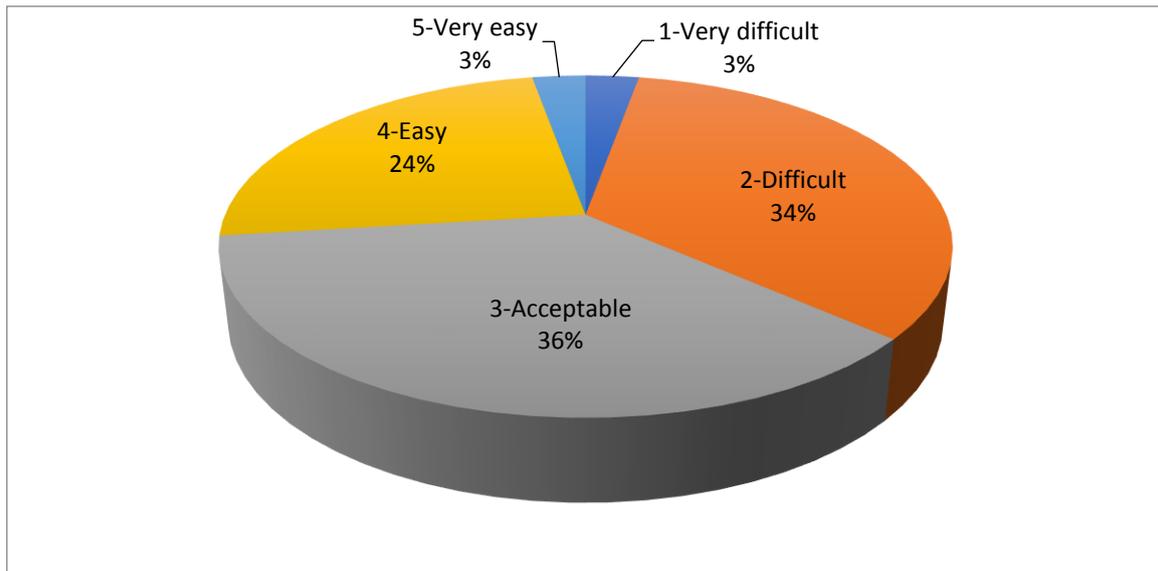
The instructions of the game were regarded by 45% as not very clear and by 46% as clear.



Question 17: Where the instructions of the memory game clear enough?

Question 18: How easy it was to select the memory game items with the mouse remote?

Mixed responses were recorded as to how easy was it for the items to be selected with the mouse remote. Despite the majority of the Romanians (50%) rating it as difficult, the majority of the Cypriots (47%) rated it as being acceptable to easy (30%). Collectively Cypriots and Romanians rated it as acceptable (36%).

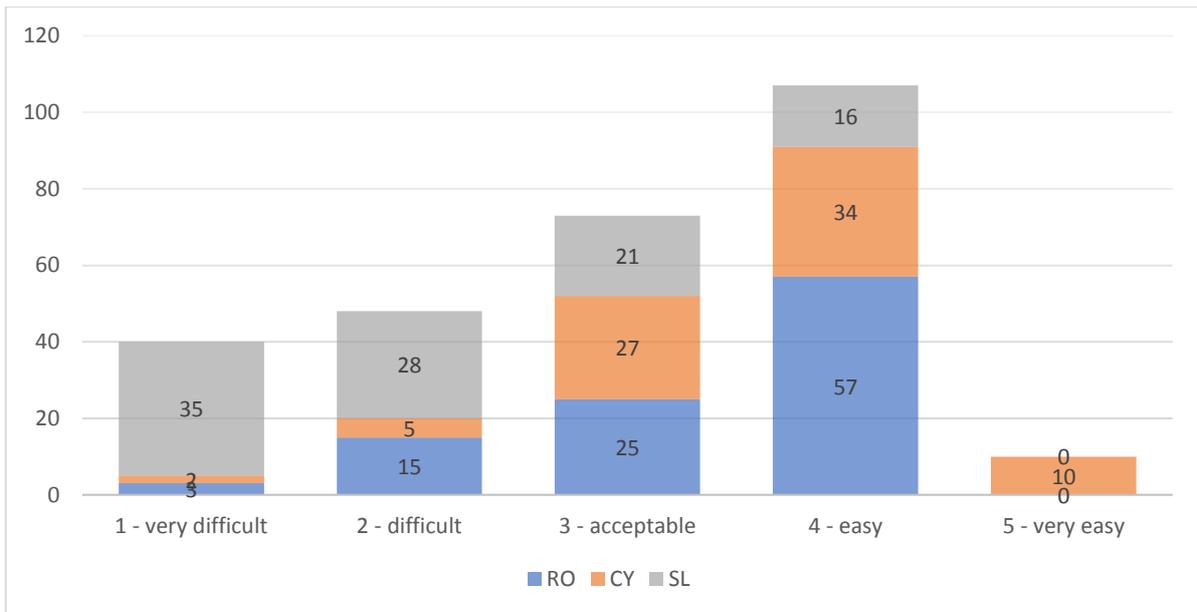


Question 18: How easy it was to select the memory game items with the mouse remote?

Weather Application

Question 19: How easy it was to load the information about the weather?

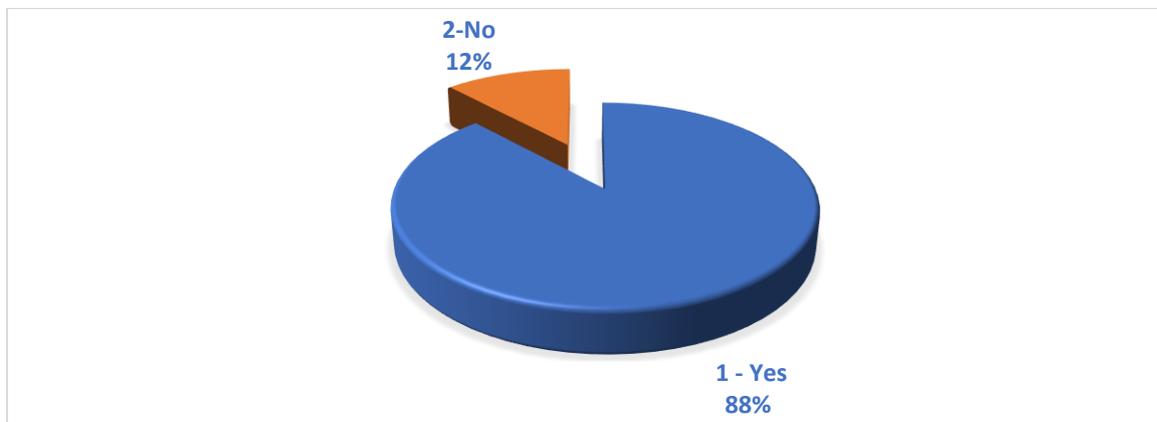
Information about the weather was easy to be loaded according to the end-users participating in the 1st cycle piloting (36%). Overall 26% of the participants found it acceptable, 17% difficult, 14% very difficult and 3% very easy. It is interesting nevertheless that while the majority of the Slovenians rated it as very difficult whereas the majority of Cypriots as easy.



Question 19: How easy it was to load the information about the weather?

Question 20: Was the information about the weather relevant enough?

When asked about how relevant the weather information was, 87% of the respondents replied that the information about the weather was indeed relevant.



Question 20: Was the information about the weather relevant enough?

Qualitative feedback

Romania

1. The pilot participants found the remote to be difficult to use, heavy and unstable, asking that the signs are made simpler, clearer, maybe even colored differently. The mouse button was disappearing, from the screen and was confusing the users.

2. The users gave both functionality-related and content & interface-related feedback for all the applications tested; thus, for the “News” app they commented on the disruptions of the summaries and of some of the phrases on one hand, and they suggested that there should be a constant update of the news flux, with a clearer definition of the news channels and a better evidence of the news chronology; it was also suggested to have an option of saving the preferred categories of news.
3. Most qualitative feedbacks were referring to the “Events” app and addressed mainly the aspects of simplicity and clarity in using the app: easier finding of the section, clearer and detailed messages, with constant updating; diversifying the category of events, with the possibility to choose an event from a list, or to create an own event; also they commented of the relevancy of the icons in connection with the type of event they represented (the sport icon was considered to be the most relevant, while other were not that easy to associate with the event category).
4. The “Games” apps were perceived to upload somewhat slow, previous training was considered needed and game diversification plus interactivity were proposed as additional features to be considered.
5. The “Weather” app was perceived as the clearest, but it had issues regarding its stability.
6. An overall suggestion came as to group all services in one single app that could also be interactive.

Slovenia

1. The icons were too small (participants wished that the icons were bigger, to be easier for them click with the mouse pointer).
2. They wished that the icons were in Slovenian, so that they knew what each icon represented (also the pictures of the icons were not depictive of what the application really was).
3. They found the "mouse remote" to be too difficult to control.
4. The button to confirm the action was too hard to push (the button needs a very short push, but a lot of the pilot participants held the button for too long, so instead of entering the application, they moved the icons around the screen).
5. The pointer of the "mouse control" was too small to be able to clearly see it and it was hard to see it because of some screens' background colors.

6. The buttons on the remote are too close to each other, so they constantly pushed two buttons at the same time (e.g. they pushed "confirm" together with the "left" or "right" function).

Cyprus

1. In total 4 sessions were administered and 78 individuals participated.
2. Participants found it considerably difficult in using the mouse of the remote control. Some participants were holding the remote with both of their hands and others were even using a table to stabilize the hand that was holding the remote. The facilitators' assistance was required with using the remote.
3. The application that participants liked the most design-wise, was the weather app followed by the NEWS.
4. The end-users liked the concept of the "Events" application but they reported having liked to would have real events showing up (like in the NEWS app) rather than samples.
5. Regarding the 'News', participants also suggested having a newspapers list to choose from, so as to have the possibility to choose among newspapers in addition to scrolling and choosing among news.
6. Regarding the games, participants suggested simplifying the procedure from the time that they open the application until the actual play time. For example, they suggested that the game starts as soon as they open the application. They also suggested having everything translated in Greek.
7. The respondents stressed the difficulty of the button remote and suggested having a simple one with only the necessary buttons. Participants had to be constantly reminded of which button was for what.
8. Suggestions were also made about simplifying the procedure of choosing an event, i.e. when choosing an event not having to press continue.
9. Finally the end-users participating in the 1st piloting cycle stressed the importance of having everything translated in Greek and some expressed preference of the words being written in small letters rather than capitals.

4. Conclusions

The 1st cycle piloting was administered with success in all 3 end-user countries; Romania, Slovenia and Cyprus.

It can be concluded that the usage of the remote was considered by the participants to be difficult, especially for the mouse remote (Q2); and a lot of unfavorable qualitative feedback was given with regards to the button usage (Q1). The remote needs to become simpler and easier to use and the Consortium needs to look for alternative options in order to improve the usage of the button remote and the mouse remote.

All of the questions referring to the relevance of the News (Q7) and Events (Q10) summaries, as well as of the Events (Q11) and Weather (Q20) content were assessed to be strongly positive.

Certain areas offered mixed findings due to:

- a) Either opposite distribution of answers in the Slovenian pilot compared to the Cypriot and Romanian pilots with regards to icons significance (Q3), picture relevance (Q4), ease of navigation (Q5) and easiness to load the weather info (Q19) or
- b) The subjectivity implied by the assessment regarding the speed of uploading (Q13, Q16) and the clarity of instructions for the Games apps (Q14, Q17).

It is recommended that all of the aforementioned aspects and questions are carefully assessed and addressed during the next pilot cycle (2nd Cycle pilot testing) planned to be administered on M20 to M24 (June to October 2017).

Appendix 1

Pre-Questionnaire

SENIOR-TV

1st Cycle Piloting

The present questionnaire is part of a pilot study organized within the SENIOR-TV project.

The project aims at developing a platform of formal and informal care-giving services for older adults, situating the elderly and, in particular, their well-being and happiness in the center of the design.

The questionnaire includes 13 items and it takes approximately 10 minutes to complete.

QUESTIONS

Q1. How well do you use the computer? (please check only one option)

1. very well

2. well

3. not so well

4. I don't know how to use a computer

Q2. How often do you use the computer? (please check only one option)

1. daily

2. several times a week

3. very seldom

4. never

Q3. Is there a computer in your home? (please check all that apply)

1. I have my personal computer
2. There is a computer used by several members of the family
3. There is no computer in my home
4. There is a computer but I do not use it

Q4. How often do you use the Internet? (please check only one option)

1. several times a day
2. daily
3. several times a week
4. very seldom
5. never

Q5. Do you have an Internet connection at home? (please check only one option)

1. yes
2. no

Q6. How much time per day (on average) do you spend on the computer? (please check only one option)

1. no time at all
2. one hour

- 3. 2-4 hours
- 4. 4-8 hours
- 5. more than 8 hours

Q7. How much time per day (on average) do you spend on the TV? (please check only one option)

- 1. not at all
- 2. one hour
- 3. 2-4 hours
- 4. 4-8 hours
- 5. more than 8 hours

Q8. How often do you watch the following types of TV programmes (score from 1 to 5; 1= never, 5= very often – circle the corresponding score)?

8.1. *NEWS*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.2. *MOVIES*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.3. *HISTORY DOCUMENTARIES*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.3. *NATURE DOCUMENTARIES*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.4. *COOKING SHOWS*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.5. *MEDICAL SHOWS*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.6. *TELESHOPPING*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.7. *WEATHER FORECAST*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.8. *SPORT*

1. never 2. very seldom 3. occasionally 4. often 5. very often

8.9. *OTHER ENTERTAINMENT SHOWS*

1. never 2. very seldom 3. occasionally 4. often 5. very often

Q9. Which of the following is more comfortable to you? (please check only one)

1. TV

2. Computer

Q10. What is your residential status? (please check only one)

1. I live alone

2. I live together with my life partner
3. I live with my life partner and other family members
4. I live together with other family members

Q11. How independent are you regarding your daily living? (please check all that apply):

1. I am fully independent, I am able to manage all the aspects of daily living by myself
2. I need some help with homecare
3. I feel more comfortable if I am accompanied in certain circumstances such as shopping, medical visits, walks
4. I need help with daily administration of my medication
5. I need help with measuring biophysical parameters (blood sugar, blood pressure)
6. I am dependent on my carer

12. How old are you?

13. Your gender is:

- Male
- Female

Thank you very much for completing this questionnaire!

Appendix 2

Post-Questionnaire

SENIOR-TV

1st Cycle Piloting

The present questionnaire is part of a pilot study organized within the SENIOR-TV project.

The project aims at developing a platform of formal and informal care-giving services for older adults, situating the elderly and, in particular, their well-being and happiness in the centre of the design.

The purpose of the questionnaire is to evaluate operability of the Senior-TV applications from the senior citizens' perspective.

The questionnaire includes 22 questions and it takes between 15 to 20 minutes to complete.

SENIOR-TV is co-funded by the Ambient Assisted Living program of the European Union.

Thank you very much for your time!

1. How difficult it was to use the button remote? (check the valid answer)



2. How difficult it was to use the mouse remote? (check the valid answer)



3. How relevant were the icons representing applications?



4. Did the pictures help you find the desired information?

1. YES

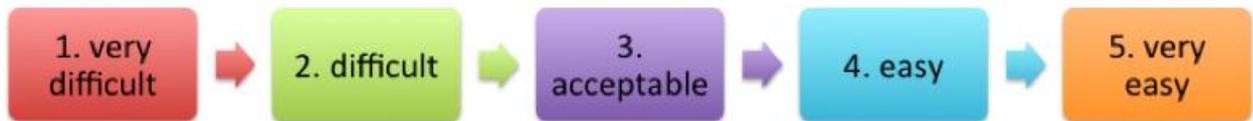
2. NO

“NEWS”APPLICATION

5. How easy it was to navigate from one type of news to another?



6. How easy it was to select one type of news to be displayed on the screen?



7. Was the summary of the news relevant enough?

1. The summary was relevant
2. The summary was not relevant

8. Do you have any suggestions for improving this application? (please detail)

“EVENTS” APPLICATION

9. How easy it was to navigate from one event to another?



10. Was the summary of the event relevant enough?

1. The summary was relevant
2. The summary was not relevant

11. Was the information in the detailed description of the event relevant enough?

1. YES
2. NO

12. Do you have any suggestions for improving this application? (please detail)

'ATTENDIX' ATTENTION GAME

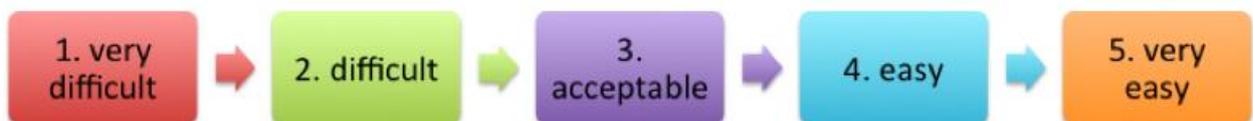
13. Did the game load fast enough?



14. Where the game instructions clear enough?



15. How easy it was to select the game items with the mouse remote?



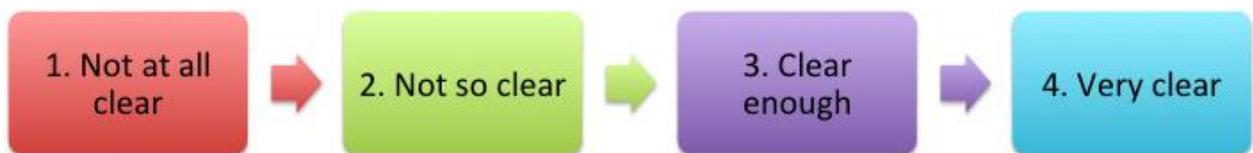
16. Do you have any suggestion for improving this application? (please detail)

'EPISODIC' MEMORY GAME

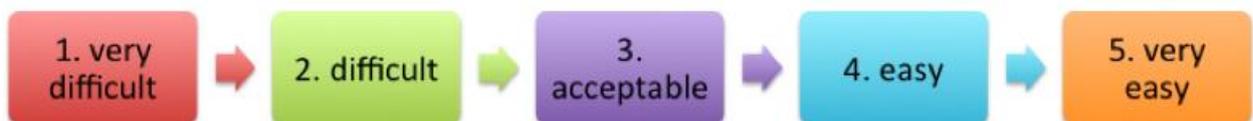
17. Did the memory game load fast enough?



18. where the instructions for the memory game clear enough?



19. How easy it was to select the memory game items with the mouse remote?



20. Do you have any suggestion for improving this application? (please detail)

WEATHER APPLICATION

21. How easy it was to load the information about the weather?



22. Was the information about the weather relevant enough?

1. YES

2. NO

Thank you very much for your time.

Your opinion is extremely important for our project!

aal-2014-171

SENIOR-TV

PROVIDING ICT-BASED FORMAL AND INFORMAL CARE

AT HOME

Quality Checklist

D3.1 Pilot Cycle 1: Feedback from end-users

PEER REVIEWER

Reviewer Name	Partner
Anna Philippou	SMMFF

CRITERIA	VERIFIED
1) Conformity to Standards and Project templates	X
Logos (AAL, SENIOR-TV)	X
Project title, reference, author, version, revision, data	X
Mandatory statements (disclaimer)	X
Conformance to the standard structure required by EACEA (ex. Disclaimer, Executive summary, Acknowledgement, Introduction, page numbers, etc.)	X
2) Language check (typing mistakes, grammar, etc.)	X
3) Coherence with objectives declared in the Technical Annex	

Obj. 1: To elaborate the project's Quality Plan following well-accepted methodologies tailored to the learning domain and based on a detailed description of projects objectives, success indicators and work plan.	
Obj. 2: To monitor all project activities and provide quality control of all project results as well as recommendations for improvements and identification of best practices.	
4) Reliability of data	X
Information and sources well identified	X
Data and information are free from factual or logic errors	X
The analysis (if applicable) is reliable, i.e. previous studies have been sufficiently reviewed; qualitative information and quantitative data are balanced and appropriate	
5) Credibility of findings	
Findings supported by evidence based on data analysis	
Replicability of findings	
6) Validity of conclusions	X
Conclusions meet evaluation questions and information needs	X
Conclusions supported by proper evaluation findings	X
No conclusions missing according to the evidences presented	X
7) Please indicate any deviations from contractual conditions (WP objectives declared in the technical annex)	
8) Comments/Suggestions for revision: Pre- and post- questionnaires to be added as appendices.	
9) Implementation of revisions/modifications suggested and explanation for eventual rejections (performed by the Responsible of the Deliverable): Suggestions accepted.	
10) Deliverable accepted	
<input checked="" type="checkbox"/> YES	
<input type="checkbox"/> NO	
If NO, please state reasons:	

aal-2014-171

SENIOR-TV

PROVIDING ICT-BASED FORMAL AND INFORMAL CARE

AT HOME

Quality Checklist

D3.1 Pilot Cycle 1: Feedback from end-users

PEER REVIEWER

Reviewer Name	Partner
Iztok Žilavec	DUNG

CRITERIA	VERIFIED
1) Conformity to Standards and Project templates	X
Logos (AAL, SENIOR-TV)	X
Project title, reference, author, version, revision, data	X
Mandatory statements (disclaimer)	X
Conformance to the standard structure required by EACEA (ex. Disclaimer, Executive summary, Acknowledgement, Introduction, page numbers, etc.)	X
2) Language check (typing mistakes, grammar, etc.)	X
3) Coherence with objectives declared in the Technical Annex	

Obj. 1: To elaborate the project's Quality Plan following well-accepted methodologies tailored to the learning domain and based on a detailed description of projects objectives, success indicators and work plan.	
Obj. 2: To monitor all project activities and provide quality control of all project results as well as recommendations for improvements and identification of best practices.	
4) Reliability of data	X
Information and sources well identified	X
Data and information are free from factual or logic errors	X
The analysis (if applicable) is reliable, i.e. previous studies have been sufficiently reviewed; qualitative information and quantitative data are balanced and appropriate	
5) Credibility of findings	
Findings supported by evidence based on data analysis	
Replicability of findings	
6) Validity of conclusions	X
Conclusions meet evaluation questions and information needs	X
Conclusions supported by proper evaluation findings	X
No conclusions missing according to the evidences presented	X
7) Please indicate any deviations from contractual conditions (WP objectives declared in the technical annex)	
8) Comments/Suggestions for revision: None	
9) Implementation of revisions/modifications suggested and explanation for eventual rejections (performed by the Responsible of the Deliverable):	
10) Deliverable accepted	
<input checked="" type="checkbox"/> YES	
<input type="checkbox"/> NO	
If NO, please state reasons:	