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Coordinator Organisation	AIT Austrian Institute of Technology GmbH, Austria	
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Release History

Release Number			Release description /changes made Please make sure that the text you enter here is a brief summary of what was actually changed; do not just repeat information from the other columns.
V0.5	25.09.2017	NS / SOUL	First version of deliverable Definition of lab trials protocol
V1.0	28.09.2017	TM / TER	Finalized



Kith&Kin Consortium

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Abbreviations

Abbrev.	Description
AAL	Active & Assisted Living



Executive Summary

The present document explains the process and content of the second lab trials of the kith 'n kin prototype in the second generation.



The trials will have the objective of reviewing the developed interaction process at first hand. On this occasion, there will be reviewed also the labels of the interaction elements as well as the requirements. To a limited extent, the layout and the functionality of the device can be checked superficially.

There are also limits that cannot be considered for the lab trials. Design of the hardware, the haptic and layout of the interaction elements are not part of the trials yet.

The trials will take place in Switzerland with the test leader Thomas Meyer of terz Stiftung with 6 test persons. And in Holland there will be tested 10 participants with the test leader Greet Kamminga of CMO Flevoland. soultank will have a pretest to make sure that the tests can be done properly and with the wished results. Therefore, the documents will be prepared in two languages: English and German.



1 About this Document

1.1 Role of the deliverable

To minimize time of execution and evaluation, trials should be prepared in detail. That means, that required end-users should be recruited, test scenarios must be described in detail, test material and processes should be prepared. The evaluation protocols must be prepared and internally pre-tested.

1.2 Relationship to other Kith&Kin deliverables

The deliverable is related to the following Kith&Kin deliverables:

Deliv:	Relation
D7.2	D7.2 Trial Execution: The Execution of the tests depend on the proper preparation of the Deliverable D7.1A



2 About the tests

2.1 Introduction to this chapter

The objectives and delineations for the tests are defined in the following chapters.

2.2 Goals

The Lab Trials 2 have the following objectives:

- Reviewing the interaction process with the tangibles in connection with the buttons (Reading messages, making new messages and sending them, forward an existing message, accepting a phone call, making a phone call)
- Reviewing of the current expressions for **labelling the interaction elements**.
- **Evaluating Requirements** of a communication device for people, who have little or no experience with information technology so far.
- Layout of the module 'Messages'
- To a limited extent, the **functionality** of the interaction elements can be checked

2.3 Limits

The tests are taking place on the base of prototype 1 of the Kith & Kin-Project.

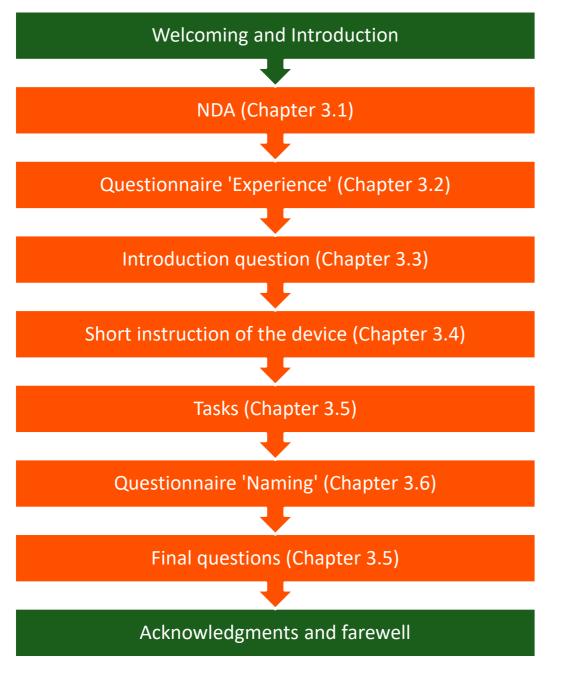
The following processes and properties can <u>NOT</u> be considered:

- Design of the **Hardware**
- **Haptics** of the interaction elements
- Layout of the interaction elements
 - \rightarrow There is no grouping of the elements at the moment
- Design of the Software module 'Calling'
 → still in the YOOOM design
- Processes of the module 'Playing'
 - \rightarrow Not yet implemented completely



3 Test process

For each test person there will be counted an effort of one hour. The tests will be conducted as following:



Each step will be explained in the following chapters in detail.



3.1 NDA

NDA needs to be signed by each testperson:

<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	

Document: Appendix A



3.2 Questionnaire 'Experience'

In order to classify the experiences and the results of the tests, the questionnaire 'Experience' needs to be filled out completely by the test participants. Optionally the questions can be asked verbally and the questionnaire filled out by the test manager.

Experience Questionnaire							
Ihr (ehemaliger) Beruf:							
Ihr Jahrgang:				_			
	O Nie						
	O Seh	rselten					
We häufig nutzen Sie einen Computer? (nur eine Antwort möglich)	0 Einr	al wood	hentlich				
	 Meh 	rmals w	ochenti	ich			
	○ Tág	ich					
	O Nie						
	O Seh	rselten					
Wie häufig nutzen Sie ein Tablet? (nur eine Antwort möglich)	O Einr	nal wöct	hentlich				
	 Meh 	rmals w	öchenti	ich			
	O Tág	ich					
	O Nie						
We häufig nutzen Sie ein Smartphone? (nur eine Antwort möglich)	O Seh						
(nor care series (nogett)		Einmal wöchentlich Mehrmals wöchentlich					
			öchenti	ich			
	O Tág	ich					
	Stimme überha nicht zi	upt				ime voll ganz zu	
	1	2	3	4	5	6	
Ich bin allgemein interessiert an technischen Geräten.	0	0	0	0	0	0	
Ich fühle mich oft überfordert im Umgang mit technischen Geräten.	0	٥	٥	٥	٥	0	
Ich möchte möglichst wenig zu tun haben mit technischen Geräten.	^t 0	0	٥	٥	0	0	
Ich bin erfahren im Umgang mit technischen Geräten.	٥	0	0	0	0	٥	
1							

Document: Appendix B



3.3 Introduction question

The prototype is shown. Before anything is said or explained, the following question is asked to the test person:

«What is your first impression of the device?»

This question fulfils two purposes:

- 1. The test person is given the opportunity to look at the device more closely and to deal with it. The subsequent short instruction can then build on this.
- 2. We gain insight into users' thinking when they first look at the device.

Important: No objective of this question is to assess the prototype. On the contrary, any testimony by the test person should be eliminated by means of explanations by the test director. The test manager should point out that this is an early prototype. That the design plays a minor role for the time being and that the focus is on the operation of the device and its communication possibilities.



Document: Appendix C



3.4 Short instruction of the device

- 1. There is the document 'Short instruction', which describes the most important applications, which would be:
 - 1. View messages
 - 2. Display all messages of a particular person
 - 3. Take a picture
 - 4. Forward a message to a person
 - 5. Call a person
 - 6. Taking a phone call

The instruction is shown to the test persons to give them a feeling of handling. The test person may access the document at any time during the tests if necessary.



Document: Appendix D



3.5 Tasks

The document is splitted into four elements

1. «Imagine…»

 \rightarrow The introductory text is to be shown to the test persons in order to put them in the correct starting position.

2. Tasks

- a. «Please open the message of Franz, which you received on August 28, 2017.»
- b. «Please forward this message to Elisabeth»
- 1. «Please take a new message and send it to Elisabeth.»

 \rightarrow Please provide paper (A5) and a dark, thick pen.

2. «Please call Franz»

 \rightarrow Therefore, the 2nd tablet should be used from a helping person. If possible from another room.

3. «You get a phone call and accept it.»

 \rightarrow The call will be made by the helping person with the 2nd tablet.

4. «You received a new message. How can you open it?»

 \rightarrow The helping person sends a message with the 2nd tablet to the test person.

 \rightarrow The test person is allowed to use the short instruction at any time. The test manager must note, if this was done or not in each question:

 \rightarrow Furthermore, there must be protocolled, whether the task was fulfilled successfully or not:

□ successfully done

□ There were **some difficulties** (please describe underneath)

If there were any difficulties, please note the reasons shortly and clear into the field.



- 3. Supplementary questions (in case of enough time)
 - a. «Imagine, that you could play a board game with a loved one. How would you start this game on the device?»
 - b. «What games would you like to play with such a device?»

4. Final questions

- a. «What was your impression of the device?»
- b. «What didn't appeal to you at all? »
- c. «What did you like the most? »

Toola	tada Mit
	Aufgaben
	 «Bitte öffnen Sie die Nachricht von Franz, welche Sie am 28. August 2017 erhal haben»
	Wurde die Kurzinstruktion zur Hilfe genommen? 🗆 ja 🗆 nein
	🗆 erfolgreich durchgeführt
Stellen Sie sich vor	Es gab Schwierigkeiten (bitte unten beschreiben)
Sie selbst besitzen weder ein Smartphone noch ein Tablet, weil Sie	
sich mit der Technologie bisher noch nicht anfreunden konnten oder	
wollten. Dennoch möchten Sie mit Ihren Angehörigen mehr als nur	
telefonieren. Sie beschliessen also, sich dieses Gerät zu kaufen, um	
Ihren Angehörigen Nachrichten senden zu können, Bilder zu	
empfangen und per Videochat zu telefonieren.	
	2. «Senden Sie diese Nachricht nun an Elisabeth weiter»
	Wurde die Kurzinstruktion zur Hilfe genommen? 🗆 ja 🗆 nein
	erfolgreich durchgeführt
	Es gab Schwierigkeiten (bitte unten beschreiben)
Restricted Köhläfön 1	Restricted Kithlatin 2

Document: Appendix E

Important note: After the test session, the messages that were generated during the test should be deleted (from the timeline), so that the same initial situation exists and the comparability is given.

How exactly the messages can be deleted can be found in the document 'KnK - Setup instruction for prototype 1'.



3.6 Questionnaire 'Naming'

The 'Naming' questionnaire is used to deal with the labels on the device. It is intended to provide information on whether a word is completely misleading or whether there are any more ideal names. Probably, the interaction elements are rather labeled with icons. Nevertheless, the survey offers three advantages for us:

- 1. We can establish the common wording within the project at an early stage
- 2. The designations can influence the icons to be selected later
- 3. The instructions for the use of the device benefit from the correct labeling

Note: It is clear that the results give us only some circumstantial factors. Therefore, during the tests, this can be dispensed with if the time is too short. The questionnaire of the test person can also be handed over before the final questions.

	die Funktionen	des Gerätes et	was näher kenn		n würden w	ir gerne von Ihne
wissen, wie ve	rständlich einig	e der Beschriftu	ingen für Sie wa	ren.		
		На	be ich gut		standen	
			1 2	3	4	
filtern			0 0	0	0	
aufnehmen			0 0	0	0	
blättern			0 0	0	0	
bestätigen			0 0		0	
Kopierfeld			0 0	0	0	
Wir haben un	s einige Altern	ativen für Sie i	überlegt. Was fi	inden Sie am	passendst	en?
	We bisher:				Elger	er Vorschlag:
filtern	0	0	0	0		0
	filtern	anzeigen	suchen	finden		
aufnehmen	0	O foto-	OBild	0		0
aumenmen	aufnehmen	grafieren	machen	kopieren		
	0	0	0	0		0
blättern	Blättern	Scrollen	Vorherige / Nächste	Rauf / Runter		
bestätigen	0	0	0	0		0
	bestätigen	OK	Weiter	Ja		
Kopierfeld	O Kopierfeld	O Aufnahme- feld	O Bereich für Bild	O Kamera- bereich		0
	gen Sie? ng in Textforr ng mit Hilfe v	1		Deferch		
O Beschriftu	ng in Textform	n und mit Hill	fe von kleinen	Bildern (Icon	is)	
						1

Document: Appendix F



4 Checklists

For preparation of the tests, the following checklists will be provided. If they are used, the test manager decides.

4.1 Setup of the Hardware

With the prototype the document 'KnK – Setup instruction for prototype 1' will be delivered. The setup of the test hardware is described in detail.

Checklist of it:

- □ KnK device with the holder for the tablet including camera
- □ Tablet positioned on the holder of the KnK device
- □ KnK device is connected to the power supply
- □ Tablet is charged enough
- □ W-LAN-Router connected to the KnK device by network cable
- □ W-LAN-Router is connected to the landline
- □ W-LAN-Router is turned on
- □ W-LAN-Router connected to the power supply
- □ Connection between tablet and W-LAN-Router is working
- □ Sound on the tablet → as it is quite quiet, an external speaker needs to be connected
- □ Start 2nd tablet (if necessary charging first)



4.2 Software

In chapter 1.2 of the document **`KnK** – Setup instruction for prototype 1' there can be found the detailed instruction. The sequence of the software preparation is very important.

- □ start 'Familie' (=Module 'Call')
- □ Start 'KnK Service Launcher'
- □ Show Timeline
- □ 2nd tablet: Start 'Familie' (=Module 'Call')
- □ 2nd tablet: Start 'KnK Service Launcher'
- \Box 2nd tablet: show Timeline

Note: The following Setup is prepared for the tests:

- Testperson is Anna Hofmann
- Call sessions can be made only with Franz Brunner
- Messages can be sent to Elisabeth

4.3 After each Testsession

□ Delete the new messages from the timeline (see instructions)

4.4 Needed tools

- □ Tangibles 'Elisabeth Sanders' and 'Franz Brunner'
- □ empty A5-sheets and a dark pen



4.5 protocol

For each testperson the following documents need to be fulfilled completely:

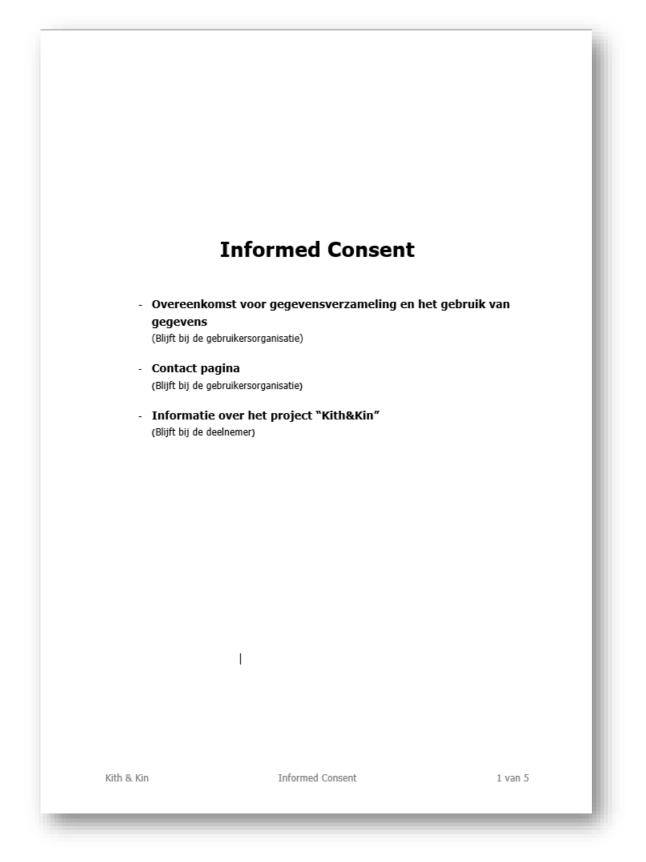
- □ NDA (5 pages) 02_Informed_Consent_Usability-Test-EN.docx
- □ Questionnaire 'Experience' (1 page) 03_Experience Questionnaire_EN.docx
- □ Introduction question (1 page) 04_Introduction question_EN.docx
- □ 'Tasks' (5 pages excl. Introduction text «Imagine...») 06_Tasks_EN.docx
- □ Questionnaire `Naming' (1 page) 07_Naming Questionnaire_EN.docx

5 Recruitment of test participants

The test participants will be recruited by terzStiftung and CMO Flevoland. The test participants should be 50 years old or older. As we are testing the device on an elevated level, it is allowed for the participants to have first experiences with computer and technical devices. This will be different at the field trials, where we are looking for unexperienced participants.



Appendix A





Geachte deelnemer,

Deze wetenschappelijke studie wordt uitgevoerd door de NDU universiteit, St. Pölten, in Oostenrijk in samenwerking met CMO Flevoland in Nederland en terzStiftung en Soultank in Zwitserland.

Het doel van de studie is onderzoek doen naar behoeften en wensen van ouderen voor de ontwikkeling van producten en diensten. Deze zijn gericht op sociale integratie en onderlinge communicatie.

Alle gegevens, verzameld tijdens het onderzoek (inclusief foto's, audio-en videogegevens en vragenlijsten), worden gebruikt voor analytische doeleinden binnen het project Kith&Kin. Deze gegevens vormen de basis voor wetenschappelijke engineering en publicaties. Uiteraard worden alle verzamelde gegevens anoniem behandeld. Dus alleen letters van A tot Z en geen namen worden gebruikt bij het analyseren en opstellen van gegevens. Alle audio- en video-opnames worden uitsluitend gebruikt binnen het project Kith & Kin. Personen worden zonder uw toestemming, niet herkenbaar weergegeven. Ruwe data zullen niet met derden, buiten het project, worden gedeeld.

Door ondertekening van dit document stemt u ermee in dat alle gegevens en materiaal, verzameld tijdens deze studie, gebruikt kunnen worden voor bovenstaande doelen. Er kunnen geen rechten geclaimd worden bij NDU Sankt Pölten of elke andere betrokken instelling.

Tijdens dit onderzoeksproject (eindigend 31.03.2019) kan op elk moment de verzamelde audioen videomaterialen en foto's worden teruggevorderd namens of door de deelnemers. De verwijdering wordt in dat geval uitgevoerd op AIT sharepoint en/of door de partner die de gegevens heeft verzameld.

Na afloop van het project is de partner (CMO Flevoland in Nederland) verplicht om de gegevens die zij heeft verzameld, na vijf jaar te verwijderen.

Verder is het aan u om te bevestigen dat u voldoende bent geïnformeerd over het project, dat al uw vragen goed zijn beantwoord en dat u de mogelijkheid heeft om uw deelname terug te trekken.

Plaats en datum:

Naam (in blokletters): _____

Handtekening:

Bedankt voor uw deelname!

Kith & Kin

Informed Consent

2 van 5



Wij mogen alleen met uw toestemming foto's gebruiken waarop u herkenbaar bent. Wij zullen dat alleen doen in materialen binnen het project. Daarom verzoeken wij u vriendelijk de volgende officiële verklaring in te vullen:

Verklaring:

Ik ben het ermee eens dat foto's, waarop ik herkenbaar ben, mogen worden gebruikt, zonder mijn naam te publiceren, alleen voor de volgende doeleinden:

- wetenschappelijke publicaties en rapporten van het project
- op de projectwebsite
- op de websites van de projectpartners
- in media en in publicaties van projectpartners

Kruist u a.u.b. de onderwerpen aan die u accepteert!

Naam:.....

Datum:.....

Hnadtekening:.....

Kith & Kin

Informed Consent

3 van 5



Voornaam: Telefoonnr. E-mailadres:				
Geslacht □ vrouw □ man Burgerlijkestaat - - □ ongehuwd - - □ gehuwd - - □ gescheiden - - □ verweduwd - - Beroep - -				
Burgerlijkestaat Ongehuwd Ogehuwd Ogescheiden Overweduwd Beroep				
ongehuwd gehuwd gescheiden verweduwd Beroep				
□ gehuwd □ gescheiden □ verweduwd Beroep				
□ gescheiden □ verweduwd Beroep				
□ verweduwd Beroep				
Beroep	🗆 gescheiden			
	□ verweduwd			
□ scholier				
🗆 student				
□ werknemer				
□ gepensioneerde				
□ werkzoekende				
□ anders:				
Wilt u deelnemen aan andere onderzoeken?				



Over het project

"Kith&Kin" is een internationaal EU-Project. Het is gericht op het ontwikkelen van nieuwe manieren van communicatie en interactie voor de ondersteuning van de sociale integratie van ouderen en versterking van de communicatie tussen familieleden en vrienden. Het consortium bestaat uit partners uit Oostenrijk, Zwitserland en Nederland. Het project wordt gecoördineerd door het Oostenrijkse Instituut voor technologie (AIT) in Oostenrijk en gefinancierd door het gemeenschappelijke AAL-programma.

Onderzoeksmethode: Cultural Probe

Deze onderzoeksmethode wordt uitgevoerd in mei 2016 door CMO Flevoland in Nederland en TerzStiftung en Soultank in Zwitserland in mei 2016. Het doel van de onderzoeksmethode is leren van de dagelijkse ervaringen van de deelnemers. De deelname is vrijwillig en er zijn geen rechten die kunnen worden geclaimd bij de betrokken instellingen. Belangrijke informatie voor u:

U mag altijd vragen stellen

- U mag op elk gewenst moment uw deelname stoppen. Dit kan door ons persoonlijk te informeren over uw besluit.
- Als u stopt met uw deelname zullen er geen nadelen voor u zijn.
- Uw antwoorden worden als vertrouwelijk beschouwd.

Contactgegevens:

Heeft u meer vragen? Neemt aub contact op met:

Greet Kamminga CMO Flevoland Telefoon: 0320 244 259 e-mail: <u>g.kamminga@cmo-flevoland.nl</u>



Kith		

Informed Consent

5 van 5



Appendix B

Questionnaire 'Experience'

Your (former) profession:

Birth year:

	O Never
	O Rarely
How often do you use a Computer ? (only one answer possible)	O Once a week
	O Several times a week
	○ Daily
	O Never
	O Rarely
How often do you use a Tablet ? (only one answer is possible)	O Once a week
	 Several times a week
	○ Daily
	O Never
How often do you use a Smartphone?	O Rarely
(only one answer is possible)	 Once a week
	 Several times a week
	○ Daily

	l don't agree at all			I fully agree		
	1	2	3	4	5	6
I am generally interested in technical devices.	0	0	0	0	0	0
I often feel overwhelmed in the use of technical devices	0	0	0	0	0	0
I would like to do as little as possible with technical devices.	0	0	0	0	0	0
I am experienced in the use of technical devices.	0	0	0	0	0	0



Appendix C Introduction question

«What is your first impression of the device?»

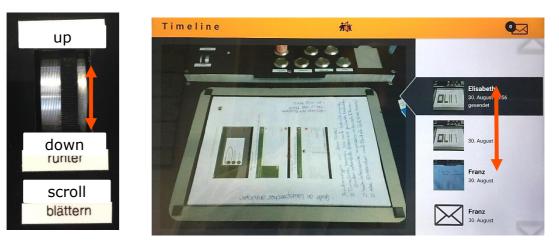


Appendix D

Short instructions

View messages

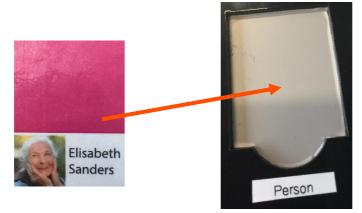
1. Scroll the wheel 'scrolling' up- and downwards. This way you change the message once another on the display 'Timeline'.





Display all messages of a particular person

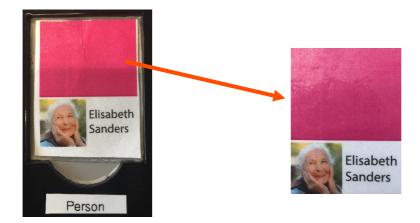
Set the tangible of the wished person into the area 'Person'.



1. Press the button 'filter'



In order to view all messages again afterwards:

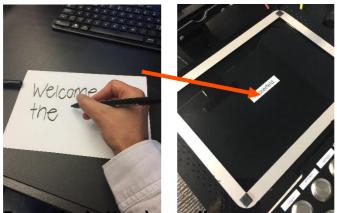


2. Remove the tangible of the person out of the area 'Person'



Taking a picture

1. Write the wished message onto a paper (A5) and set it into the 'Copy area'



2. Press the button 'record'





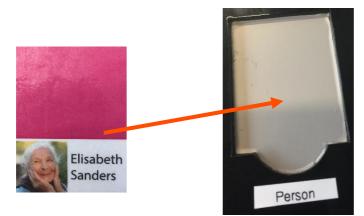
Forward a message to a person

1. View the wished message

(see instruction 'Show message')

2. Set tangible of the wished person into the area 'Person'.

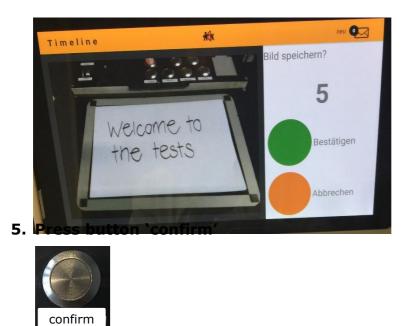
(This person the message will be sent to)



3. Press the button 'send'



4. The following view will be displayed:





Call a person

1. Set the tangible of the wished person into the area `Person'.

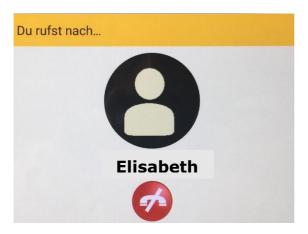
(This person will be called)



2. Press button 'call'



3. In the screen there will be displayed the following:



To cancel the call:

4. Press button 'cancel'





Taking a phone call

1. Is a person calling this will be displayed on the screen. Please follow the instructions on the screen.

To take the call:

2. Press button 'confirm'



OR

To reject a call

2. Press button 'cancel'





Appendix E

Imagine...

...You do not own a smartphone or a tablet, because you have not yet been able to make friends with the technology. Nevertheless, you want to communicate with your family more than just phoning. So you decide to buy this device, to send your relatives messages, to receive pictures and to telephone via Videochat.



Tasks

1.	«Please open th	e message of Franz,	which you received	on August 28, 2017.»
----	-----------------	---------------------	--------------------	----------------------

2. «Please forward this message to Elisabeth»	>	
Was taken the Short Instruction for help?	□ yes	🗆 no
successfully done		
□ There were some difficulties (please desc	ribe undernea	ath)



3. «Please take a new message and send it to Elisabeth.»
→ Please provide paper (A5) and a dark, thick pen.
Was taken the Short Instruction for help? □ yes □ no
□ successfully done
□ There were some difficulties (please describe underneath)

4. «Please call Franz»

→ Therefore, the 2nd tablet should be used from a helping person. If possible from another room.

Was taken the Short Instruction for help?	□ yes	□ no
successfully done		
□ There were some difficulties (please desc	ribe undernea	ith)



5.	 «You get a phone call and accept it.» → The call will be made by the helping per 	son with the	e 2 nd tablet.
Wa	as taken the Short Instruction for help?	□ yes	□ no
	successfully done		
	There were some difficulties (please desc	ribe undern	eath)
6.	«You received a new message. How can yo	ou open it?»	
	→ The helping person sends a message wi	th the 2 nd ta	blet to the testperson.

Was taken the Short Instruction for help?	□ yes	🗆 no
□ successfully done		
□ There were some difficulties (please desc	ribe underne	ath)



Supplementary questions (Only, if there is enough time)

a. «Imagine, that you could play a board game with a loved one. How would you start this game on the device?»

Was taken the Short Instruction for help? □ yes □ no *Remark: There are no explanations to be found in the Short Instruction.*□ successfully done

□ There were **some difficulties** (please describe underneath)

b. «What games would you like to play with such a device?»



Final questions

«What was your over all impressions of the device?»

«What did you not like?» (if not answered yet)

«What did you like most?» (if not answered yet)



Appendix F

Questionnaire 'Naming'

You now have learned about the functions of the device. We would like to know from you how understandable some of the labels were for you.

	Well understandable		under	I did not stand at all
	1	2	3	4
filter	0	0	0	0
record	0	0	0	0
scroll	0	0	0	0
confirm	0	0	0	0
Copy field	0	0	0	0

We have considered some alternatives for you. What do you find most suitable?

	As seen:	Alternatives:			Own proposal:
Filter	O filter	O show	O search	O find	0
Record	O record	O take a photo	O Take a picture	О сору	0
Scroll	O scroll	O browse	O Previous / Next	O Up / Down	0
confirm	O confirm	О ОК	O Go on	O Yes	0
Copy field	O Copy field	O Recording field	O Area for picture	O Camera area	0



What would you prefer?

- O Labelling with text
- O Labelling with Icons (small pictures)
- O Labelling $\ensuremath{\textbf{as}}$ well $\ensuremath{\textbf{as}}$ with text as with Icons