



Deliverable 2.2

User Research Report

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Introduction

This workshop was organised on 26th of January 2017 at the University of Brasov during the partner meeting of the NOAH-project. The objective of the workshop was to determine our target group. Before we can organise the planned co-creation sessions and real-life test it is important to know the type of person(s) we have to target in our project. The goal is to agree on a set of inclusion criteria in order to recruit the right people for the co-creation sessions and life-tests.

The results of the workshop are summarized in this report.

1. Set-up of the workshop

The workshop was led by the panel manager Els Maes of LiCalab. The participants were divided into 3 groups. We worked with Personas to get insights in the needs of different types of (possible) target groups. The 3 groups reflected on the needs of the personas. At the end of this report the Belgian team makes a proposal on how to move forward with the co-creation sessions and life-tests in the NOAH-project.

2. Results of workshop (personas and templates)

Group 1:

Name:

Alexandra Meier

Reasons for using:

I need to be monitored for fall detection, security and safety issues (fire, flood,...)

Who am I

- 82 years old
- I'm still in good shape
- I haven't a mobility problem
- I live alone
- I have 2 sons but they can't take care of me
- I have no social life due to my low income
- Sometimes I forgot something (dementia related)

My personality

- I'm losing my skills in using technology
- I don't want to have social interaction

My relationship with technology: None

What do you already know

I can't live anymore without help, but I still want to stay independently

What do you want to know?

Dementia is changing my needs

Target group? Some aspects:

- End user (she is not able to manage technology)
- Relatives: 2 sons away from home

Results?

- Daily reports
- Trends
- Alarm signals
- Warnings

Group 2:

Name:

Lewis

Reasons for using:

I begin to feel that I need more help from my

Who am I

- I live alone
- I'm still autonomous
- I'm 75
- I use facebook
- I had a lot of hobbies but in the last period I'm doing less

My personality

- I don't have a lot of friends
- I'm not a social person

My relationship with technology:

- I use social networks
- I use a smartphone with some difficulties

What do you already know

- Symptoms of depression
- He forgot little things

What do you want to know?

- His behavior in his home
- Any positive or negative changes?

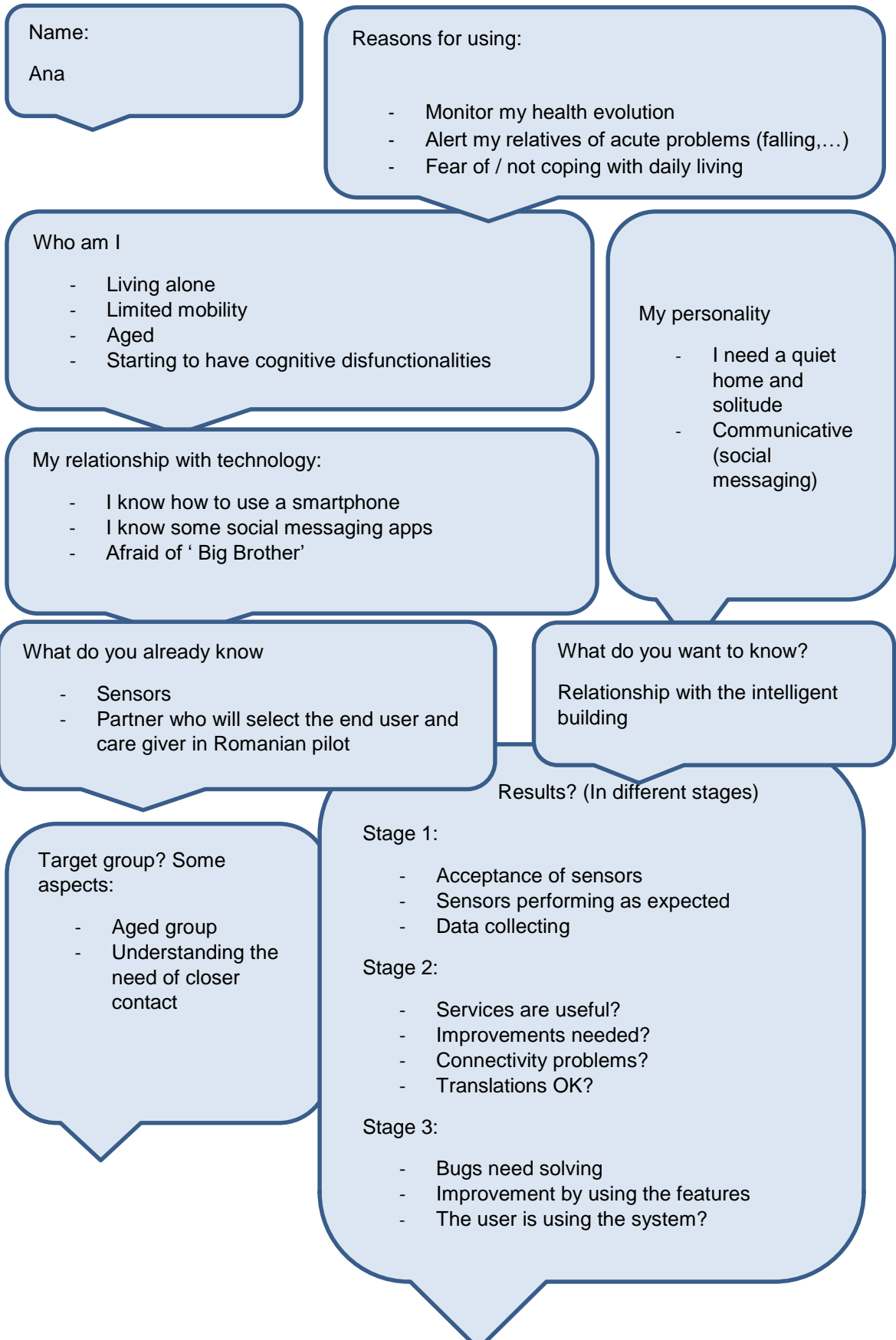
Target group? Some aspects:

- Age > 65
- Live alone
- Signs of depression

Results?

Responses in increasing or decreasing (or steadiness) of depression

Group 3:



3. Proposal on determining the target group, content of co-creation sessions and goal of the life-tests

This is the synthesis of the Personas exercise. We suggest to determine 2 target groups and formulate inclusion criteria.

Target group 1:

- Age > 60
- Men or woman
- Living alone
- Starting to have cognitive impairments ('sometimes I forgot something'). To be defined using the MMSE scale (mini-mental state examination) and the KATZ scale.
- The older person has regular contact with at least 1 informal care giver (to be able to measure social interactions through technology)

Target group 2:

- Age > 60
- Men or woman
- Living alone
- People with reduced mobility or people with walking aids
- The older person has regular contact with at least 1 informal care giver (to be able to measure social interactions through technology)

For the real-life test we recruit 10 persons of each target group on each pilot site.

We also include elderly that have no or little experience with smartphone or tablets. We will organise a training session on using smartphones/tablets before we start the test.

Questions to be asked during co-creation sessions in advance of life tests

We will include care professionals into this co-creation sessions to gain insight in the following questions:

- By aging the needs of people do change. What needs do we need to target in the NOAH-project? What should we measure using the NOAH-technology?
- What do you think the end users want to know of would prefer to be measured?
- When should an alarm signal be given?
- Who needs to be notified when the system generates an alarm signal? What intervention procedure would you prefer?

What do we want to measure in the real-life test?

- Behavioural change of the end user at his/her home
 - o Are there positive visible changes?
 - o Are there negative visible changes?

What do we want to know of the end user during and after the test real-life tests?

We can use questionnaires to get user insight on the following topics:

- Acceptability of sensors?
- For what purposes would the end user want to use the NOAH-technology? Are the services useful?
- Are the end users finding this a violation of their privacy?
- What is the added value for the end of the NOAH-technology? Do the perceive this an improvement of their safety and wellbeing?