PaletteV2

D5.2 Evaluation Methodology

May 15th 2019

Henk Herman Nap, Lotte Cornelisse & Meike Schellekens

Document Information

Purpose of document

This document contains all documents developed regarding the methodology of the iterative user-centered design.

Organization Responsible

Vilans is the organization responsible for this deliverable.

Authors and Contributors

Partner	Name	Contribution	Date
VIL	Henk Herman Nap, Dirk Lukkien, Lotte Cornelisse, Meike Schellekens	Authors	14th September 2017
Kemp	Rachel van Berlo	Author	15th May 2019
Smart Homes	Ad van Berlo		

Version History

Version	Date	Description	Author
0.1	27th Jan 2017	Template release for comments.	H.H. Nap
0.2	17th Feb 2017	Guideline and materials co-creation and testing	H.H. Nap L. Cornelisse
0.3	31st July 2017	Guideline and materials mock-up testing	H.H. Nap L. Cornelisse
0.4	1st March 2018	Guideline and materials pre-alpha	H.H. Nap L. Cornelisse
0.6	17th Aug 2018	Guideline and materials user evaluation - alpha	H.H. Nap L. Cornelisse
0.7	2nd Nov 2018	Guideline and materials user evaluation – beta	H.H. Nap M. Schellekens T. Dadema
1	15th May 2019	Composed document of evaluation methodology	H.H. Nap M. Schellekens Rachel van Berlo

Project Summary

Background

Project PaletteV2 focusses on advancing the quality of life of seniors in our society. It's mostly about giving them the opportunity to actively participate in a range of social processes and developments. PaletteV2 wants to achieve this by providing them a user-friendly system that gives them access to digitalized services related to communication, lifelong learning and work. This could include online and offline learning, participating in community activities, job searching and work itself.

Purpose of PaletteV2

Palette helps older adults around their pension age to find activities and likeminded people in their local environment, to enable them to lead a fulfilling life and decrease the chance of loneliness. Reaching retirement age is one of the biggest changes in life, in which questions rise about having a meaningful day, making sense, and preventing loneliness. Today, 6 per cent of Europeans admit they have no one to talk to about their problems. There are about 44 million lonely people across Europe. Loneliness is bound to occur more often amongst persons who are single, widowed, have a migration background, have a lower economic status, and who are disabled. According to the Dutch National Institute for Public Health and the Environment (2019) around 10% of the 75-84-year olds and about 15% of the people older than 85 years old experience severe loneliness. There are various reasons that might explain why this number increases as people grow older. In the Netherlands, 33% of 75-79 years old live alone, compared to 73% of the people older than 90. In addition, in Dutch rural areas the average distance of 80+ older adults to their children (who are potential informal caregivers and social contacts) exceeds 30 kilometres. To avoid loneliness, close supportive relationships are required[1]. Research commissioned by the Dutch Ministry of Health showed that clients value - among others - a meaningful day as of the most important aspects of their life[2]. A meaningful day is a day in which an activity is planned, a day in which you can have a social connection to someone, a day with play, a laugh or joyful moment. In the lives of most people their active contribution to society has been a satisfying and motivating experience until retirement. For many years, their work was simply nice to do and a social meeting place at the same time. There is no difference between men or women at this point. Whether one is involved in production and services for far away customers and clients or in housekeeping and catering for the family, the reward is more or less the same: we are valued for what we do, no matter if our contribution to the community is large or small.

The idea for Palette gradually developed during focus groups that focused on understanding daily life of people that are around their retirement age and how technology already shapes their lives; which services are already used, what problems they encounter, which services or aspects are missed, etc.

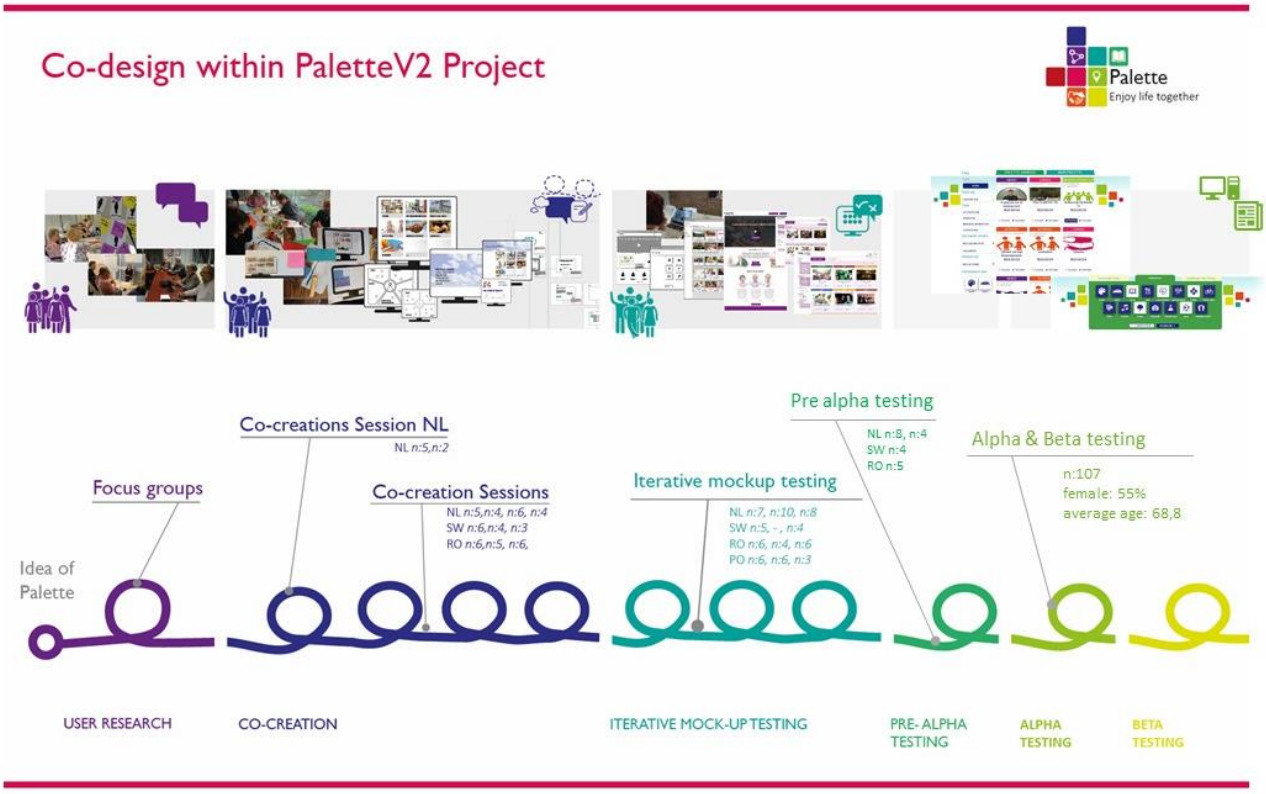
The Palette motto: ***"Enjoy life together"***
Palette helps users to have an easier and more joyful life. Retirement is no longer a barrier to have a good time with people in their neighbourhood. Research has shown again and again that taking part in community life helps people to stay healthy and happy. After 65, we may live 20-25 years or more. There are so many things to do in all those years. Palette provides a platform to find these things and enjoy time with others.

[1] Dahlberg, L., Andersson, L., & Lennartsson, C. (2018). Long-term predictors of loneliness in old age: Results of a 20-year national study. Aging & Mental Health, 22(2): 190-196. DOI: 10.1080/13607863.2016.1247425.
[2] Gijzel, H., Nap, H.H., Herps, M., Mulder, S., Van Klink, M., Schrijers-Snoeijs, S., Kuperus, K., & Minkman, M. (2017). De Wet langdurige zorg in de verzorging, verpleging en gehandicaptenzorg. Ervaringen uit de praktijk. Amstelveen: KPMG/Vilans.

Within the PaletteV2 project, we built an online service environment, an easy to use platform that assists older adults in staying active participants in society. Based on dedicated, specified profiles, the Palette platform brings people and activities together. Many facets of society are digitizing and are taking place in the online world; many daily interactions are increasingly mediated by technologies. However, seniors' confidence in interacting with computers has a role in stress during computer interaction, advocating the need for a user-friendly system that gives older adults access to digitalized services. Unique is its adaptiveness to the ICT skills of the end-user, in order to reduce discomfort with the digital services. This was ensured amongst others through the continuous involvement of the target group during the co-design, testing and validation.

Iterative user-centered design

The development of Palette was an iterative process, in which the target group was involved in every phase. The first phases of the PaletteV2 project focused on gathering end-user requirements in WP3 by means of focus groups and desk research. WP5 started in parallel with WP3 to ensure user involvement throughout the design phases. In the image below, the cycli of the user centered design process are depicted. The cycli are depicted sequentially as: focus groups, co-creation sessions, mock-up testing, pre-Alpha, Alpha and Beta testing.



With each new cycle, feedback received from the end-users was translated into a new set of requirements which are then integrated and built into the platform by the technical development partners (WP4).

A working platform was developed based on the iterations up until the pre-Alpha test and the heuristic evaluation. This version of Palette is evaluated during Alpha and Beta testing. During the Alpha and Beta test phase, researchers also continually collected feedback from the participants on – among others - usability, technology acceptance, social connectedness and desirability, so improvements and new deployments were made by the technical partners.

Table of content

1.Introduction 6

2. Co-creation sessions 8
2.1 Guideline 8
2.2 Materials (appendices) 17

3. Iterative mock-up sessions 44
3.1 Guideline 44
3.2 Materials (appendices) 56

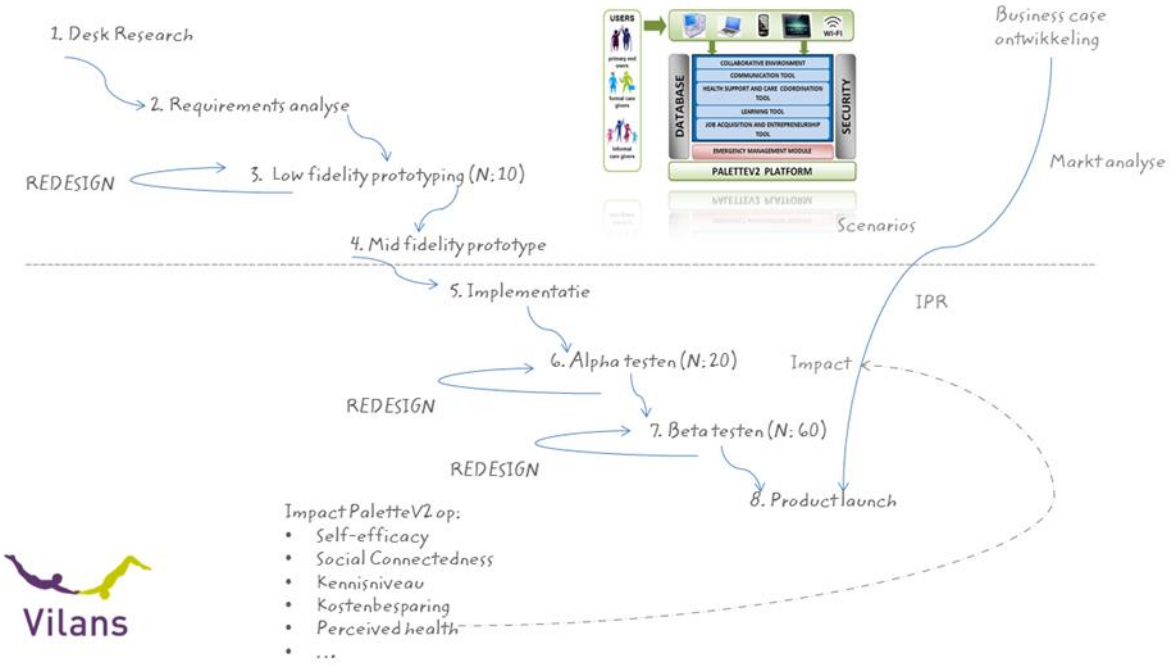
4. Pre-alpha test 62
4.1 Guideline 62
4.2 Materials (appendices) 64

5. User evaluation - Alpha test 87
5.1 Guideline 87
5.2 Materials (appendices) 92

6. User evaluation - Beta test 107
6.1 Guideline 107
6.2 Materials (appendices) 110

1. Introduction

Work package 5 focused on testing, validation and evaluation of the Palette system and services developed, from Alpha to Beta in situ in four countries (Switzerland, Romania, Poland and The Netherlands). After the phase of co-design, mock-up testing and a final heuristic evaluation, the Palette platform could be evaluated in Alpha and Beta testing. All specifications and functions were evaluated, refined and improved in a realistic user environment (see figure below for the co-creation and evaluation phases within Palette with a schematic overview of the planning for the Alpha and Beta testing).



During the co-creation phase, the mock-up testing and the pre-alpha test, end-users have participated in group sessions in which they were invited to co-create and test what was created up until that point. End-users have participated in the Alpha by joining two focus groups, testing the platform at home for one month and filling in two questionnaires. During Beta testing end-users were asked to use the platform at home for four months, without having meetings. At three points during the Beta test participants were asked to fill in questionnaires.

In what follows, we give an overview of all the methods and materials used during the various sprints of the iterative end-user tests and evaluation.

2. Co-creation sessions

Co-creation sessions

2.1 Guideline

Guidelines co-creation sessions (February-March 2017) within the PaletteV2 Project

In each country, three sessions will be held with end-users to work on concepts for the PaletteV2 platform, which aims to support meaningful activities for older adults (50+).

Goal of the co creation sessions

For the development of the PaletteV2 platform a user-centered design approach is chosen. This means that the end-user is involved during the entire product development to iteratively evaluate the idea's, concepts and later the product of Palette in the Alpha & Beta studies. The co-creation sessions are one of the elements of the user-centered design approach. Users' participation in the ideation phase of the product development helps with translating the user needs into ideas and concepts. It is important to keep in mind that the users are not designers. They give feedback and can initiate ideas. However, a designer is needed to translate the feedback into idea-concepts and later into the product.

By closely involving end-users in the development of the platform, information about the user itself and his/her needs is constantly retrieved. The needs can be translated into functionalities and preconditions for the platform. Based on the focus groups in 2016, a program of requirements is built (see document Smart Homes), which will be completed on the basis of several co-creation sessions, as well as the tests that are done later on in the project. The goal of the co-creation sessions in February and March 2017 is diverging. The more ideas that emerge, the better. Here it is essential to also gather the 'why' behind every idea. Also, it is good to recognize that a large variety of needs and idea-concepts can emerge during the sessions, which probably cannot all be taken into account or included in the platform. It is an important step to translate new insights about the end-user and his/her needs into new prototypes and into recommendations/requirements for the platform development. After the three co-creation sessions in all countries, all ideas will be gathered and analyzed in order to come up with more concrete concepts that are also based on existing usability and trust requirements for the design of interactive systems for seniors. However, results from co-creation sessions can also be used as input for next sessions to make sure that the design process is iterative. This means that during sessions and between sessions, results can already be used as input to steer participants, know what kind of follow-up questions to ask to them, and to come up with (preliminary) recommendations/requirements for the platform combined with existing requirements (e.g., Nielsen, Shneiderman, Norman).

The instructions in this document are amongst others drafted to make sure that the co-creation sessions in different countries have the same goal and are carried out in a constant matter. This ensures that the information gathered can be compared with each other and that adequate insights derive about possible differences between end-users and their needs between countries. Throughout these instructions is being referred to various materials that will be used. These materials can be found on Freedcamp in the folder: > Files> WPs> WP5> co-creation sessions> 3 Sessions Febr-March. This folder contains:

- These guidelines
- A PowerPoint presentation to be used during the sessions
- Appendix 1: Recruitment flyer
- Appendix 2: Personas
- Appendix 3: Template for interim report per country
- Appendix 4: Informed consent
- Appendix 5a: General Questionnaire

- Appendix 5b: Format results General Questionnaire
- Appendix 6: Template for Braindump during session 1
- Appendix 7: Mindmap of themes for PaletteV2 Platform
- Appendix 8: Template for paper prototyping
- Appendix 9: Concepts for a homepage to be used as inspiration for paper prototyping during session 1
- Appendix 10: Concepts for how the platform can facilitate 'sharing and connecting' to be used as inspiration for paper prototyping during session 2
- Appendix 11: Cases to be discussed during session 3

If applicable, please make sure that materials are translated to the correct language. In appendix 5 the question about education level should be adjusted to the levels in your country.

Steps to be taken until May

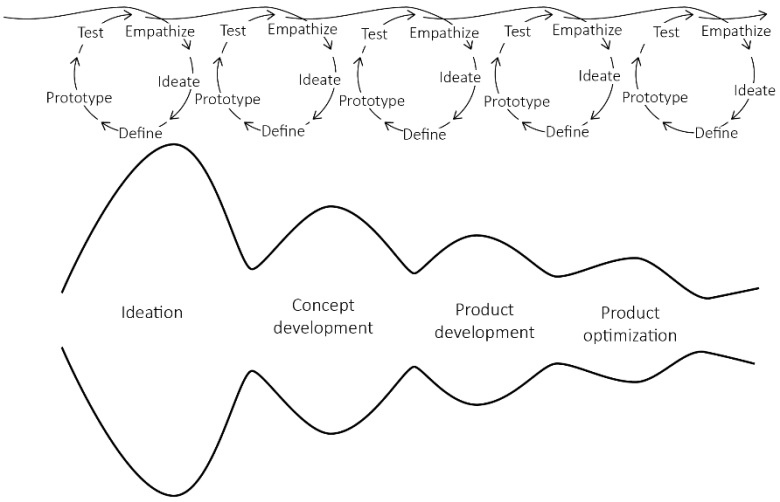
The following steps will be taken in the next months:

1. Three co-creation sessions in every country: deadline March 24

   In the period between February 20 and March the 24th (at least) three co-creation sessions will be held every country (Romania, Switzerland and The Netherlands). Please let us know at which dates your sessions will take place. The sessions are held with a group of 8-10 participants. Each session takes 2 hours including breaks. Ideally, the same participants are involved in all sessions, but if this is not possible (or if the participant does not seem to fit the Palette Personas), they can be thanked and replaced by another participant. It is recommended to have a panel of 15-20 people from which groups for each co-creation session can be composed and which can also be consulted later on in the project. For recruitment, you can make use of the recruitment flyer (see appendix 1).

   Try to include participants that fit with (at least one of) the PaletteV2 Personas (see appendix 2). It is very important that the participants in the sessions represent the target group well because concept and design choices are made based on these sessions. On each persona an indication about computer skills, social isolation, hobbies ect. This can be used to find if a participant connect to the user profiles. During the co creation session, part 2 of the general questionnaire is used to check if they fit the user profile. Finally make sure that there is enough variety within the group (age, gender, different levels of social isolation ect.)

   The co-creation sessions are intended to reflect on first ideas about required functionalities and preconditions of the platform, and come up with more concrete ideas about possible designs. Again, the goal of this phase is diverging. The more ideas that emerge, the better. But it is also essential to also gather the 'why' behind every idea.



The sessions in the three different countries will be held in parallel. However, within one country, insights that have derived in a previous sessions can be included as input into the next session (so you build on previous results). However, it can be that insights have emerged that are considered to be essential for the platform development. Then it is encouraged to share this with the consortium already during conference calls, for instance.

2. Sharing results: deadline March 27

After having had three sessions in each country, the results will be put on Freedcamp and gathered by Vilans. The deadline to put all results materials on Freedcamp is 27 March.
Results include:

- Ideas from braindump (templates)
- Images of the paper prototypes with explanations (post-its)
- Notes of the researchers (ordered, explained where necessary, and eventually summarized)
- Informed consent (filled in)
- General questionnaire (filled in)
- Pictures that were taken during the sessions

Below, in the overview of the three co-creations sessions, it will be described how to get to these results. When sharing results (deadline 27 March), also first preliminary results/conclusions should be written about the sessions. This means that we want to know:

- WHO: Describe the type of participants that were involved (including data from the general questionnaire, pictures from the setting, etc.)
- RESULTS: The main results about their needs and ideas for a platform

This will be used as input during step 3 (conference call).

3. Discussion of the preliminary results and next steps: conf call April 5

In a conference call on April 5, March (16.00 h), all partners involved in the co-design phase (including technical partners) will discuss:

- the preliminary results
- how the results will be analyzed: first in every country, thereafter by Vilans and Smart Homes
- other possible next steps.

4. First analysis of the results (within countries) and writing interim report: deadline April 12

The results of the co-creation sessions in every country are first analyzed and reported by every country themselves and reported in the deliverable (see appendix 3). This is the responsibility of the researchers and organizer of the co-creation sessions. This report includes main findings about

required functionalities, preconditions and design that emerge from the sessions, are reported here. This includes useful concepts/drawings.

This step is very important, because due to differences between countries such as language and context, it is impossible for Vilans and Smart Homes to do a good analysis without the help/interpretation of researchers per country.

5. Second analysis of results all country + development of 2 or 3 prototypes: May 8
   In April, the results from all three countries will be analyzed by Vilans and Smart Homes in order to provide the design(s) and interaction requirements for 2 or 3 prototypes (clickable demos). The second analysis can be supported by other project partners, amongst other the technical partners. These prototypes will be taken as input for the next phase of the project (iterative testing). Together with the reported results of step 4, the results of the second analysis will be reported in the deliverable.

6. Next round of co-creation sessions (testing concepts)
   Starting in May or June, the next round of co-creation sessions will take place, in which the concepts (clickable demos) will be tested with users to learn what they think of them and incrementally improve them. With a solid group of end-users will regularly be reflected on the product that gradually develops. Ideally, in this phase, clickable demos can help to reflect on ideas while the platform is still under development (amongst others because there is still uncertainty about requirements). Later on, we will more elaborately discuss how this phase of the project will take place. Suggestions are welcome, but first we focus on the first round of co-creation sessions.

Overview of the three co-creation sessions

The goal of the sessions is to gradually develop deep insights about the desired and required:

1. Themes and functionalities
2. Preconditions per theme and functionality (e.g. personalized vs. standardized, or local vs. national, etc.)
3. Design of the platform

These insights will emerge by (a) evaluating and completing the needs and requirements that have come forward in the focus groups (see MOSCOW document Smart Homes) on the basis of end-user input and by (b) asking end-users to come up with their own ideas for the platform by making paper prototypes of the main page of the platform, as well as specific functions within this page.

The approach is to make all results as visual as possible, so sketches / drawings along with explanations (post-its and notes of the researchers) are the results towards which will be worked during sessions. The researchers must make notes of the explanations that are given, as participants will often not do this themselves. Also, the researchers can ask questions for further clarifications.

Make sure that you can spend at least 2 hours for each session. Sufficient time is needed for the introduction and closure of the session, the break, and the transition from one step to the next. The sessions will take place as follows:

Session 1

As organizers/researchers of the session, you first give an introduction of the project and recap of what has been done thus far. Also, it will be shortly explained what will be the aim of this session and what are expectations for participants (e.g. expressing and visualizing ideas).

Then, every participant should read and sign the Informed Consent (see appendix 4) and the General Questionnaire (see appendix 5). Eventually, signing and filling in these formats can also be done in advance to the session. The general questionnaire contains to parts. Part one should be filled in by the participant, part two can be filled in during the session(s) by the researcher.

Thereafter, start an introductory round where participants explain in a few words or at most one sentence what they think/dream about a platform

From that point, session 1 will focus on gathering insight in the desired **themes** of the platform, with the central questions:

What themes must be part of the platform? How are they visible on the home page? What should the platform offer regarding each different theme?

The preliminary functional requirements of the platform that emerged from the focus groups in 2016 (as described in the MOSCOW document of Smart Homes) will be evaluated and prioritized and given a place within an idea for a home page.

Step 1.1: Therefore, first have a *braindump* in which end-users can fill in as many ideas as they want about themes that they want to be presented on the platform, together with an explanation WHY and elaboration what are conditions for the theme (e.g. local vs national).
The ideas can be filled in on the format in appendix 6. tip: make sure that these are printed in sufficient numbers.). Note that no ID-numbers of the participants need to be filled in here, since this will be just to gather as many ideas as possible. Also, make use of the mindmap in appendix 7 as an inspiration of possible themes by showing participants what insights we already gathered about POSSIBLE requirements/themes (e.g. practical information, work, activities, learning, etcetera).

Step 1.2: After the braindump, discuss (15 minutes) with the group what interesting ideas emerged and then let every participant choose the most desired functions for the platform. Although participants can discuss this, as researchers you must make clear to the participants that they should make their own individual choices here.

Step 1.3: Then, it is investigated how the themes that participants find important can get a place within the platform. Therefore, participants are asked to start paper prototyping their own homepage on an empty template (see appendix 8). To facilitate this, a variety of ideas for a dashboard/homepage (see appendix 9) are shown to the end-users and if needed, they are explained. The participants can choose to use these examples as inspiration, or use (parts of) them for their own paper prototype if they like the idea.

Thus, it is asked to the participants to come up with a completely new idea for a homepage and start to further develop these ideas, or to choose 1 or 2 of these concepts and adapt them, to their own liking. Post-its, colored paper, adhesive tape, scissors and other aids for paper prototyping should be sufficiently available.

Step 1.4: Also, the themes that are chosen by the end-users to be part of the platform are zoomed in on. For specific themes or parts of the homepage, researchers ask to the participants if they can be further elaborated and explained. Again, it is very important to understand why the end-users find them important, so make notes when discussing this.

During this step, participants can choose to start with a new template (appendix 8) if they want to design the next page which is visited when a certain button on their home page is pressed on. Make sure that these pages are connected by clearly numbering them and jointly storing them after the session.

Tip: Take much time for steps 1.3 and 1.4 (60 minutes) and have short central discussions in between where participants can show their ideas to each other.

Result: The result at the end of session 1 should be that every participant has designed and provided explanations for their own concept of a home page. This basis of this homepage can be completely new, or adopted from appendix 9. This home page displays all the main themes that he/she would like to be included on the platform. Depending on the time that it has taken, some end-users have worked out some themes in more detail.

Step 1.5: At the end of the session a short summary is given by one of the researchers about what has been done, what were (globally) ideas that emerged, and all participants are thanked for their effort.

Session 2

Again, as organizers/researchers of the session, you first give an introduction of the project and recap of what has been done thus far. If all participants are familiar with the project because they were all involved in session 1, you can keep this short. Also, it will be shortly explained what will be the aim of this session and what are expectations for participants (e.g. expressing and visualizing ideas).

Then, if there are participants that did not join the previous session, make sure that they read and sign the Informed Consent (see appendix 4) and the General Questionnaire (see appendix 5). Eventually, signing and filling in these formats can also be done in advance to the session. Note that these steps in the beginning of the session are important because participants may be involved for the first time.

Thereafter, start an introductory round where participants explain in a few words or at most one sentence what they think/dream about a platform. Although this is also done in the previous session, it may be interesting to see how this stays the same or changes over time.

From that point, session 2 will focus on gathering insight about the central questions:

How does the platform provide content to the user and make connection with other users? What role could a personal profile have here?

Thus, the topic of '**sharing and connecting'** is central in session 2 and the potential role of a personal profile is investigated. Insights will be gathered regarding how content should be added to themes, how these 'functions' work according to the end-users.

Step 2.1: First have a discussion (20 minutes) around the questions and make notes:

- Should it be possible to search per theme?
- Would you want to have recommendations? About what?
- Do you want help from the platform with choosing content/people? What kind of help?
- Do you want a kind of forum?
- What kind of content would you want to provide to the platform?
- Do you want certain information from peers, or from experts, or both?

Step 2.2: Then, again, paper prototyping is key and the questions (and answers) from the discussion will provide guidance. Besides, the concepts in appendix 10 can be used as an inspiration of how the platform can facilitate 'sharing and connecting' in order to help the participants to improve/adapt their paper prototype (homepage) from session 1. First, take a few minutes to look at these concepts with the participants.

Then ask the participants to start elaborating and adapting their paper prototype (homepage) from the first session. Make sure that you reuse the paper prototypes that resulted from session 1 (give back the right prototype to the participant) or if they want to start over, again use the empty templates in appendix 7. If

participants did not join session 1, show them ideas of session 1 and appendix 9 to inspire them and help them to come up with a first design of a main page.

This step should help to make sure that the platform meets their needs regarding this question of sharing and connecting. Let the participants also make use of post-its which they put on the paper prototype to explain their thoughts. This can help to express ideas, for instance if they have difficulties in visualizing them.

Just as in session 1, participants can choose to start with a new template (appendix 8) if needed, for instance if they want to design the next page which is visited when a certain button on their home page is pressed on. It is really important to make sure that these pages are connected by clearly numbering them and jointly storing them after the session, on the formats there is the possibility to add the code of the participant.

Ask the participant how the sharing and connecting works by use of a profile. Would they use a profile, what should it contain? Work it out by use of a paper prototype. Make use of a new template (appendix 8) to visualize the ideas of the participants.

Step 2.3: Close this sessions with a discussion (10 minutes at least) about how their paper prototypes have changed when working on this aspect (sharing and connecting) of the platform. Make notes about their ideas.

Step 2.4: At the end of the session a short summary is given by one of the researchers about what has been done, what were (globally) ideas that emerged, and all participants are thanked for their effort.

Session 3

Again, as organizers/researchers of the session, you first give an introduction of the project and recap of what has been done thus far. If all participants are familiar with the project because they were all involved in session 1 and 2, you can keep this short. Also, it will be shortly explained what will be the aim of this session and what are expectations for participants (e.g. expressing and visualizing ideas).

Then, if there are participants that did not join the previous sessions, make sure that they read and sign the Informed Consent (see appendix 4) and the General Questionnaire (see appendix 5). Eventually, signing and filling in these formats can also be done in advance to the session. Note that these steps in the beginning of the session are important because participants may be involved for the first time.

Thereafter, start an introductory round where participants explain in a few words or at most one sentence what they think/dream about a platform. Although this is also done in previous sessions, it may be interesting to see how this stays the same or changes over time.

From that point, session 3 will focus on gathering insight about the central questions:

How does the platform earn the end-user's confidence and facilitate making the connection to the real world (if applicable)?

In this part, end-users are asked what are preconditions and design requirements for the platform that could help to earn their **trust**. When would they think that the platform is useful, desirable, trustworthy and when would it stimulate them not only to have digital contact with other people, but also make the step to have contact in real-life?

Step 3.1: First discuss the cases in appendix 11 and make notes (25 minutes).

Step 3.2: Have a discussion (15 minutes) around the following questions and make notes:

- What are things that you think are trustworthy? Do you trust LinkedIn for instance, or news websites, etc? Why, or why not?
- How does this vary per theme? (e.g. work, finance, interest, hobby, Information - meeting people - visiting an event)
- Does it matter whether the persons / event / content / etc is new or already known to you?
- Is some kind of rating required, for instance? Think about a rating of the experience of the end-user on the platform, or the amount of contributions that an end-users has provided, for instance (top influencers, level of experience, forum contributions, etc.)

And also about:

- What kind of communication possibilities would they need? Think about video calling, sending a message, emailing, real calling, making an appointment in real by using an online functionality to make appointments or a physical meeting spot in the village.
- Would they need help? A moderator, for instance?
- Would they use different tools in a particular order?

Do not spend too much time on this discussion, because these questions can also be asked in step 3.3.

Step 3.3: Then, again, participants will continue paper prototyping on the basis of insights from step 3.1 and 3.2. Take around 40 minutes for this. Ask the participants to start elaborating and adapting their paper prototype (homepage) from the first and second sessions. This step should help to make sure that the platform meets their needs regarding this question of sharing and connecting. During the paper prototyping, ask the participants questions from step 3.2

Just as in session 1, participants can choose to start with a new template (appendix 8) if needed, for instance if they want to design the next page which is visited when a certain button on their home page is pressed on. It is really important to make sure that these pages are connected by clearly numbering them and jointly storing them after the session.

Let participants put post-it's on their paper prototype and eventually adapt their paper prototype with ideas about this aspect of trust.

Step 3.4: Have a recap of the three sessions and let participants discuss what are the most important preconditions for the platform to meet their needs (20 minutes)

Step 3.5: At the end of the session a short summary is given by one of the researchers about what has been done, what were (globally) ideas that emerged, and all participants are thanked for their effort. Also, ask participants if they are interested in staying involved in next rounds of creative sessions.

Other important steps and recommendations

- Make sure that there is one facilitator and at least two other researchers/persons from the organization in each session. Also specify your researchers in the report of results.
- Make use of the powerpoint presentation
- Make photos during the session
- Give all participants an pseudonym by use of a code, the User ID: for example P01, P02, ect.
- Let participants read and sign the informed consent before the first session. If participants in session 2 or 3 did not join in an earlier session, make sure they also read and sign the informed consent.
- Always be clear on your introduction about PaletteV2 or when there are questions about this later on > making a platform for seniors (+50) to support in daily live with meaningful activities.

Check as researcher if – and to what extent – the participants do fit in one or more of the Personas.

- Have an introduction round. > ask every participant to explain in a few words or at most one sentence what they think/dream about a platform.
- Have a recap of the previous sessions and tell what we are doing in the different countries.
- After the session, ask if they want to attend in further sessions (also during the test phase that starts in May).
- Give participants a small present ect.
- Collect all the material and put the participant code/user ID (pseudonym) on it
- Make use of the user code/user ID (pseudonym) in the result template
- Let end-users during the paper prototyping show off their ideas about the platform to each other and have short discussions in between. The participants are not really working in groups, but they can share their thoughts and have discussions while paper prototyping.
- The researchers can always ask questions to participants to come up with ideas and stimulate their creativeness, especially when the end-users have difficulties with expressing their thoughts.
- Questions that can be asked by the researchers:
    - What do you expect if you press that button?
    - If you search for someone that […], how would you do that in this first design?
- Post-its, colored paper, adhesive tape, scissors and other aids for paper prototyping should be sufficiently available.
- Actively ask end-users WHY they come up with ideas: when talking about functionalities, determine what conditions are for it to be useful. For instance, should it be on a local or national level? Should it be tailored/personalized or standard for everyone? Etc.
- Have a break in each session.
- You can contact Dirk, Lotte or Marlies at any moment if you have questions about anything related to the co-creation sessions.

2.2 Materials (appendices)

Appendix 1: recruitment flyer

We need you to develop a new service!

We are looking for people who are (almost) retired and want to share experiences with us!

Continue to participate in the (paid) work life, volunteering, skills and gain share, setting up a company ... These are all issues for which the platform PaletteV2 aims to provide information and support.
The PaletteV2-platform must still be developed and organizations from different European countries are now working together on this, subsidized by the EU.
The organizations [*name of the organizations of the country*], are doing research for PALETTE in [COUNTRY].

WHAT IS NEEDED?

To create something that people can really use, we would like to get in touch with people who are near their retirement or have retired recently. In creative sessions we want them to think with them on what this platform should look like and what features it should have in order to be valuable.

GET INVOLVED

Are you someone we are searching for or do you know someone? Then we invite you to take part in our creative sessions that we are organizing in March 2017.
This session will take place in [COUNTRY, CITY].

The meeting will be held in [location] and will take 2 hours of your time. Your participation is voluntary, non-binding and anonymous. Your travel expenses are reimbursed.

REGISTER VIA

[Contact person], [function] at [organization]
E-mail: ...
Tel.nr. 1: ...
Tel.nr. 2: ....

PaletteV2

PaletteV2 is a project funded by the European Union within the framework of the AAL (Ambient Assisted Living) and is carried out by organizations from four different European countries. The organizations [name of the organizations] conduct these activities together in [country]

AAL

KempenLIFE Smart Homes Vilans

Appendix 2: User profile in layout

Enjoys:
- Gratification of helping someone
- Being in contact with others
- Photography
- Bridging

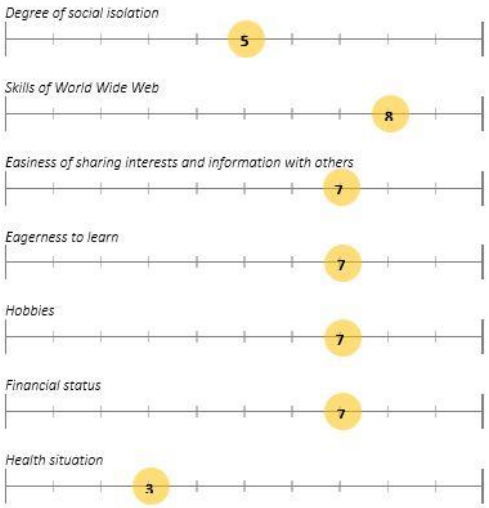
Fears:
- Not being needed in society
- Global warming

PaletteV2

PETER
54 YEAR
MALE
UNEMPLOYED

Peter is a 54 year old man, who is living together with his wife and two kids. His healthcare situation made him not capable of working in the same work field, leading him to be unemployed. His disability benefit and the income of his wife made it financially luckily easily to come by. Although finding a suitable job seems impossible, Peter is interested in trying to remain active in society. Next to this, Peter has many hobbies and interest, among which bridging, sustainable energy, and photography. Bridging is something he found out online when browsing the internet. As Peter is also quite skilled with the computer and the internet Peter follows and online course on how to make a photo album and reads about the latest trend in sustainable energy online.

Working life
Peter was forced to stop working as economist at the age of 50 due to almost fully being rejected on his health condition. Although peter is quite skilled with searching for jobs online, he experiences having to compromise when searching for a new job, as suitable jobs are far below his educational level. Due to experiencing a feeling of meaninglessness Peter starts volunteering and helps people on forums that could need his expertise in taxes. Peter likes volunteering as he remain useful to society, and does not give him obligations. As a volunteer he is trying to start up project in the neighbourhood to stimulate sustainable behaviour, and visits elderly to talk with them or helps with using the pc or some small chores in and around the house.



Enjoys:
- Teaching youngsters the know-how of engineering
- Doing jobs around the house
- Finding new ICT & engineering related info on the Web

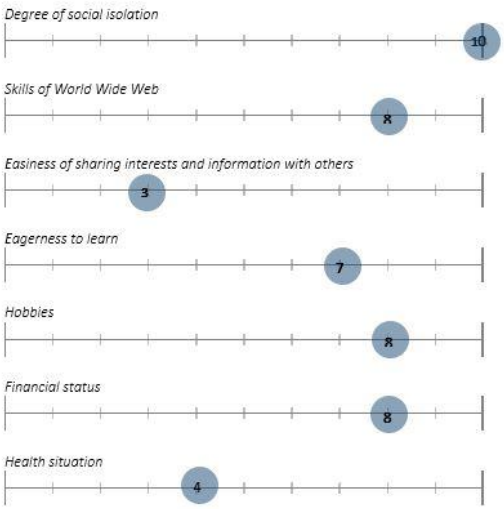
Fears:
- Legislation of starting a company
- Completely letting engineering go
- Loss of mobility

PaletteV2

Robert
78 YEARS OF AGE
MALE
RETIREE

Robert is a retired 78 year old man who used to work in engineering. He has some mobility problems and lost his wife. He lives alone and feels lonely. Robert is still quite handy in construction and fixing stuff. He is tech-savvy and has no problems using a mobile phone or laptop. He still would like to start his own business, just to support young adults in engineering. He dislikes online platforms for social contacts and does not trust social networks as Facebook and finds it useless to create a profile for, as this platform is only talking "rubbish" in his experience.

Working life
Robert has always been passionate about his work as an engineer, as he experienced working as his biggest hobby. He was therefore sad when he reached the retirement age, as he did not wanted to quit working. Although there is no financial need, he thought about starting an own company to continue his passion, but all the regulation scared him, as he is not sure which regulations apply to his situation. Robert was unaware of the financial consequences of working besides his pension benefit. In the upcoming future, the main goal of Robert is to find young adults who need support in engineering, yet, he does not know how.



Enjoys:

- Meeting people with the same interest
- "Offline" courses (face to face contact)

Fears:

- A world in front of a screen
- Technology replacing social contact
- Activities in elderly centres being full
- Overwhelming information online

PaletteV2

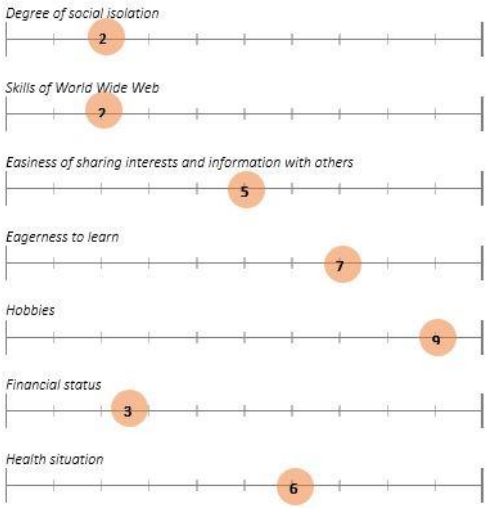
MARIA

67 YEAR OF AGE
WOMAN
EARLY RETIREE

Maria is a 67 year old retired widow. Maria and her husband always tried to enjoy life the fullest which made them believe they had no time for children. When her husband passed away Maria noticed that many things she enjoyed in life also disappeared, as they undertook many activities together, such as visiting museums and gardening. Maria goes to painting classes and her book club and has a huge social network. Maria has some financial problems and is in need of support to better organize her financial status. Maria can use email but finds it hard to find information via google and experiences the amount of information overwhelming. She understand that she has to learn more about digital possibilities, such as WhatsApp and online banking, but is hoping that the digital world will not replace face to face social contact.

Working life

Maria worked part time as a professional caregiver in a nursing home for demented persons. She always enjoyed going to work, but also found her job stressful. Unpredictability of het patients and the high work demands caused her to experience emotional burden. Her company offered her to take early retirement, which she was happy to accept as this allowed her to focus on the joyful things of life and to undertake more activities with her husband before he deceased and to have more time for her own hobbies. As she missed the social contact from her work, she volunteers to take elderly out for a walk and to drink coffee with them.



Appendix 3: Results template

Co-design sessions in [COUNTRY]

This document contains the report of the co-creation sessions that were held in [COUNTRY] in February and March 2017. This report contains the raw results (resulting materials from the sessions, including pictures and paper prototypes) and an analysis of these results by the researchers from [COUNTRY]

1 Methods

1.1 Accordance with instructions

Provide an explanation here to what extent co-creation sessions have been carried out exactly as planned, or as described in the instructions of Vilans. Keep in mind that it is not necessarily bad or incorrect if tasks are executed differently or skipped for a particular reason, but that it is very important to know what was exactly done, in order to understand what results mean.

The guidelines for the three sessions as described by Vilans are fully carried out as planned, exact for the following aspects:

- …
- …
- …
- …
- …
- …
- …
- …

1.2 Participants

Provide the information of user in the table for each sessions. Make use of the Excel file (appendix 4b) to fill in all results of the general questionnaire that is used in the sessions.

Session 1

	Gender	Date of birth	Participated in Focus group (yes/no)
1			
2			
3			
4			
5			
6			

Session 2

	Gender	Date of birth	Participated in Focus group (yes/no)	Participated in session 1 (yes/no)
1				
2				
3				
4				
5				
6				

Session 3

	Gender	Date of birth	Participated in Focus group (yes/no)	Participated in session 1 (yes/no)	Participated in session 2 (yes/no)
1					
2					
3					
4					
5					
6					

1.3 Experimenters/Interviewers

XXX experimenters/researchers from [NAME OF THE ORGANIZATION(S)] were involved in session 1.
XXX experimenters/researchers from [NAME OF THE ORGANIZATION(S)] were involved in session 2.
XXX experimenters/researchers from [NAME OF THE ORGANIZATION(S)] were involved in session 3.

The co-design sessions took place at the XXX lab in XXX. ……

2 Results

2.1 Results session 1

2.1.1 Braindump about themes

Sum up here (with bullet points) what ideas for themes arised during the braindump (step 1.1).
[Results]

2.1.2 Prioritized themes

Provide the chosen themes during step 1.2 per participant.
[Results]

2.1.3 Designs

Provide pictures of the paper prototypes here, clustered per participant, and describe what explanations were given by the participants. Participants may have expressed ideas about design aspects that they valued as major strengths or thought to be major weaknesses. Please provide relevant explanations and quotes about this.

[Results]

[Picture]	[Explanation]	[Participant code]

2.1.4 Conclusions

Provide your own conclusions about requirements that can potentially be drawn from this session.

[Results]

2.2 Results session 2

2.1.1 Sharing and connecting

Provide findings from the discussion (step 2.1) that was guided by the following questions:

Should it be possible to search per theme?
[Results]

Would you want to have recommendations? About what?
[Results]

Do you want help from the platform with choosing content/people? What kind of help?
[Results]

Do you want a kind of forum?
[Results]

What kind of content would you want to provide to the platform?
[Results]

Do you want certain information from peers, or from experts, or both?
[Results]

Other questions:
[Results]

2.1.2 Designs

Provide pictures of the paper prototypes here, clustered per participant, and describe what conclusions about requirements can potentially be drawn from these ideas. Participants may have expressed ideas about design aspects that they valued as major strengths or thought to be major weaknesses. Please provide relevant explanations and quotes about this.
[Results]

[Picture]	[Explanation]	[Participant code]

2.1.3 Conclusions

Provide your own conclusions about requirements that can potentially be drawn from this session:
[Results]

2.3 Results session 3

2.3.1 Cases

Provide your notes and insights from the discussion on the cases (step 3.1 and appendix 11).
[Results]

2.3.2 Trust

Provide findings from the discussion (step 3,2) that was guided by the following questions:

What are things that you think are trustworthy? Do you trust LinkedIn for instance, or news websites, etc? Why, or why not?
[Results]

How does this vary per theme? (e.g. work, finance, interest, hobby, Information - meeting people - visiting an event)
[Results]

Does it matter whether the persons / event / content / etc is new or already known to you?
[Results]

Is some kind of rating required, for instance?
Think about a rating of the experience of the end-user on the platform, or the amount of contributions that an end-users has provided, for instance (top influencers, level of experience, forum contributions, etc.)
[Results]

3.3.3 Designs

Provide pictures of the paper prototypes here, clustered per participant, and describe what conclusions about requirements can potentially be drawn from these ideas. Participants may have expressed ideas about design aspects that they valued as major strengths or thought to be major weaknesses. Please provide relevant explanations and quotes about this.
[Results]

[Picture]	[Explanation]	[Participant code]

2.3.4 Conclusions

Provide your own conclusions about requirements that can potentially be drawn from this session:
[Results]

3 Conclusions

Please explain (in 2-3 pages) what your conclusions from the three co-creation sessions are about the following questions.

Make sure that the conclusions for every question are based on all three sessions, and not only on the sessions where this question was central.
Also, if possible, clearly explain how certain conclusions apply to specific kinds of user profiles / characteristics of end-users.

3.1 What themes must be part of the platform?

[Results]

3.2 How are the themes visible on the home page?

[Results]

3.3 What should the platform offer regarding each different theme?

[Results]

3.4 How does the platform provide content to the user and make connection with other users?

[Results]

3.5 What role could a personal profile have here?

[Results]

3.6 How does the platform earn the end-user's confidence and facilitate making the connection to the real world (if applicable)?

[Results]

Appendix

As explained in the guidelines for the co-creation sessions, the materials resulting from the sessions will be put on Freedcamp. This includes:

- Ideas from braindump
- Images of the paper prototypes with explanations (post-its)
- Notes of the researchers (ordered, explained where necessary, and eventually summarized)
- Informed consent (filled in)
- General questionnaire (filled in by use of the excel file >> appendix 5b)
- Pictures that were taken during the sessions

Please provide in this appendix pictures of the paper prototyping materials that were produced during the sessions. Order these results per participants.

Participant ID:

[materials]

Participant ID(2):

[materials]

And etcetera…..

Appendix 4: Informed consent

PALETTEv2 project

"Information sheet"

Title of the project: PALETTEv2
Financing: European Commission & [NAME OF THE NATIONAL CONTACT POINT]
Coördinator: Academic Hospital of Geneva, Switzerland
Duration: 2016-2018

The transition from work to retirement can be an uncertain period in one's life. Anyone can deal differently with this transition and face different challenges. Some people will want to stay active participant in society, some people may become unemployed before they reach retirement, some may be looking for a new purpose in life, and others may be unfamiliar with all the possibilities in society for retirement.

To support this transition has created, the PaletteV2 project was created, in order to enrich the quality of life of older people around the retirement age. Mainly by giving them the opportunity to remain active participation in society; for example through exchange of knowledge and skills, providing information about the retirement transition, and to find formal and informal work. To meet these needs, within the project a digital service platform around these themes will be developed and its usefulness in supporting the transition to retirement will be evaluated.

PaletteV2 The project is funded in Call 7 of the AAL program. The international consortium working on this project consists of 9 partners from the following countries: Switzerland, Romania, the Netherlands, Poland and Slovenia

USER INVOLVEMENT
Despite technology offering many options, people have different reasons to doubt its use. To dispel these doubts and let the solution align with real practics, systems and services must be developed in line with the needs of potential users and stakeholders. With this in perspective, different user sessions are organized with people around retirement age and various interested groups in order to gather information about their wants and requirements of this technology. All the results will be used to identify the 'users' needs' and to define the services and system specifications.

The user sessions aimed at gaining knowledge about:

1) Identify and evaluate functions of architecture palette
2) Idea and design of the platform
3) Content of the platform
4) The relations between the platform and the real world

PALETTEv2 project

"Informed Consent"

Dear sir/madam,

You are kindly invited to take part in the user session described below. This activity is part of the European research project PALETTEv2. Before you agree on participating, it is important to read carefully this consent form and understand the procedure. If you have any questions or remarks, do not hesitate to let us know.

1. AIM OF THE PROJECT

The aim of the PALETTEv2 project is to develop a service platform for the older adults around the retirement age, which makes it possible to continue to actively participate in society. This will be achieved through a combination of support in finding formal and informal employment, starting your own business, sharing skills and knowledge, and meeting others. All this to help people that are in the transition to retirement to live independently and to maintain their well-being up to standard.

2. GOAL OF THE USER SESSION

The purpose of this co-creation session is to better understand the needs, wishes and preferences of the users regarding the ICT-based system Palette. Knowledge gained from previous group discussions serves herein as a basis to arrive at an initial idea for the concept of the Palette platform.

3. PROCEDURE

In the user session you will be asked to actively take part in group discussions and to work together with other people in a workshop session, with the purpose of better understanding the living context of older adults and eliciting needs and wishes concerning assistive technology. During the interactive discussion you will be asked to think about the content of the Palette platform and possibly to draw what this should look like.

4. VOLUNTARY PARTICIPATION

No experience with assistive technology is required. You are asked to participate in this session on a voluntary basis. You can withdraw at any point in time without explanation.

5. RISKS

No risks to expect.

6. ADVANTAGES

Your personal experience and opinion are valuable input. This information is the basis for further R&D activities in the field of independent living and assistive technologies.

77. ANONIMITY AND PRIVACY

Directly identifying information is removed from the data and replaced by a code, in order to guarantee anonymous data analysis and representation. Confidential data will be stored in a safe or locked file cabinet, and handled only by authorized staff members.

Information from the user session will be used for internal reports. Some outcomes might be used for PALETTEv2 dissemination and Journal or Conference publications as well.

8. CONTACT DETAILS

For more information about your rights as participant, for further questions or in case you are unsatisfied about the way the user session is executed, you are free to contact the following researchers:.

- **[Name – organisation – email@email.com]**
  Responsible for execution of user session in [country].
- **Lotte Cornelisse – Vilans – L.Cornelisse@vilans.nl and**
  Dirk Lukkien – Vilans – D.Lukkien@vilans.nl
  Responsible for the study protocol of the user sessions in Palettev2.

9. CONFIRMATION

If you are still interested to participate in the PALETTEv2 user session, please check the boxes below, and confirm your participation with your full name, date and signature on the bottom of the page.

1	I have carefully read this document. I had the opportunity to ask for clarification, and I confirm that I understand all the information.	☐
2	Based on the information, I agree to participate voluntarily in the user session.	☐
3	I agree on making audio recordings.	☐
4	I agree on making photographs.	☐
5	My data can be used for the above described communication and research purposes.	☐

This Informed Consent applies to all three sessions that are organized as part of the co-creation – phase 1. For each session we ask for your signature.

☐ Session 1	☐ Session 2	☐ Session 3
Date:	Date:	Date:
_____	_____	_____
Signature:	Signature:	Signature:
_____	_____	_____

Appendix 5a: General questionnaire

PART 1

1 GENERAL

1.1 Date of birth: _____

1.2 Place of residence: _____

1.3 Gender

- ☐ Male
- ☐ Female

1.4 What is the highest degree or level of school you have completed? If currently enrolled, highest degree received.

- ☐ …
- ☐ …

2 WERK

2.1 Are you already retired?

- ☐ Yes
- ☐ No

2.2 Which of the following work situations applies to you? (Multiple answers possible)

- ☐ Working (payed job)
- ☐ working (voluntary work)
- ☐ looking for a job
- ☐ none of the above situations

3 COMPUTER USE

3.1 Frequency of use

- ☐ Every day
- ☐ Once in a week
- ☐ Once a month
- ☐ I have tried a Computer one or two times, don't regularly use it
- ☐ No experience (skip 3.2 and 3.3)

3.2 Perceived skill level

- ☐ Not very skilled
- ☐ Not skilled
- ☐ Neutral
- ☐ Skilled
- ☐ Very skilled

2.9 Which PC programs do you use?

_____

_____

_____

3.4 Experiences with other technology

- ☐ I do have a cell phone/ smartphone and use it never/sometimes/ regularly/ often
- ☐ I do have a cell tablet/ipad and use it never/sometimes/ regularly/ often

PART 2

Participant code: _____

Degree of social isolation

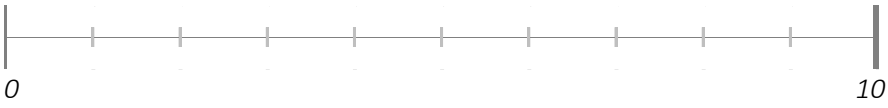
Skills of World Wide Web

Easiness of sharing interests and information with others

Eagerness to learn

Hobbies

Financial status



Health situation

Appendix 5a: Results general questionnaire

	A	B	C	D	E	F	G	H	I
1			participant 1	participant 2	participant 3	participant 4	..... Ect		
2	1	**GENERAL**							
3	1.1	Date of birth							
4	1.2	Place of residence							
5	1.3	Gender 1Male 2Female							
6	1.4	Education 1.... 2.... 3....							
7	2	**WORK**							
8	2.1	Are you already retired? 1Yes 2No							
9	2.2	Which of the following work situations applies to you? (Multiple answers possible) 1Working (payed job) 2working (voluntary work) 3looking for a job 4none of the above situations							
10	3	**TECHNOLOGY USE**							
11	3.1	Frequency of computer use Every day Once in a week Once a month I have tried a Computer one or two times, don't regularly use it No experience (skip 3.2 and 3.3)							
12	3.2	Perceived skill level 1Not very skilled 2Not skilled 3Neutral 4Skilled 5Very skilled							
13	3.3	Which PC programs do you use?							
14	3.4	Experiences with other technology							
15		cellphone 1Yes use (1never/2sometimes/ 3regularly/4 often) 2No							
16		smartphone 1Yes use (1never/2sometimes/ 3regularly/4 often) 2No							
17		tablet/ipad 1Yes use (1never/2sometimes/ 3regularly/4 often) 2No							

Appendix 6: Braindump

Name of the idea: _____

How does it look like:

What is it:

_____

_____

_____

_____

Why is it a good idea:

_____

_____

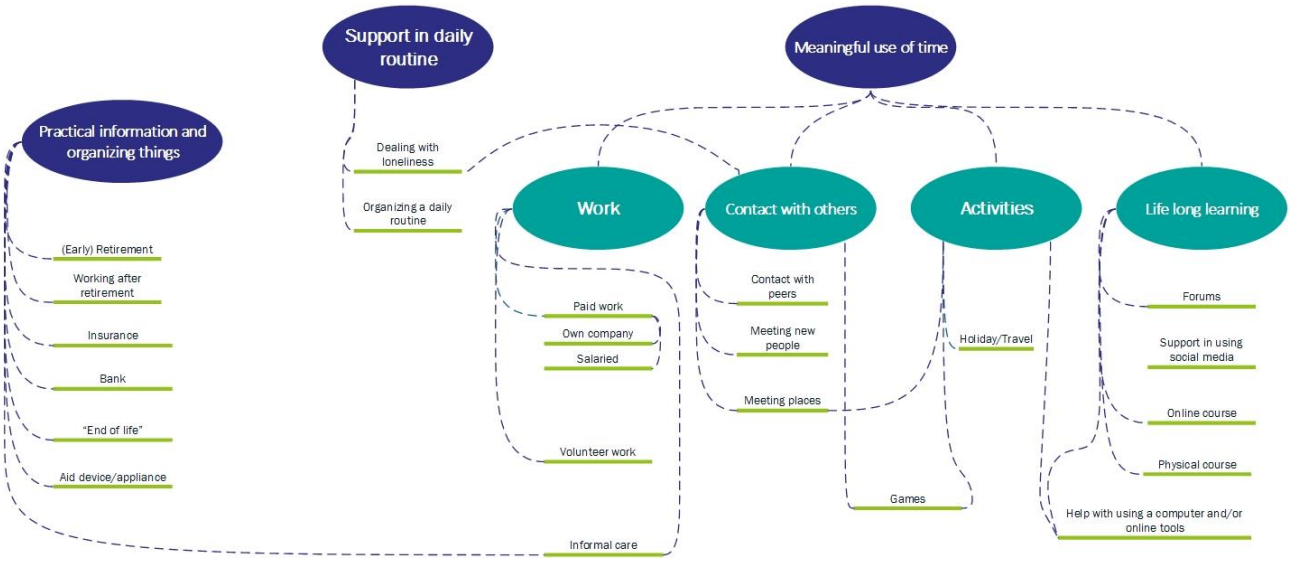
_____

_____

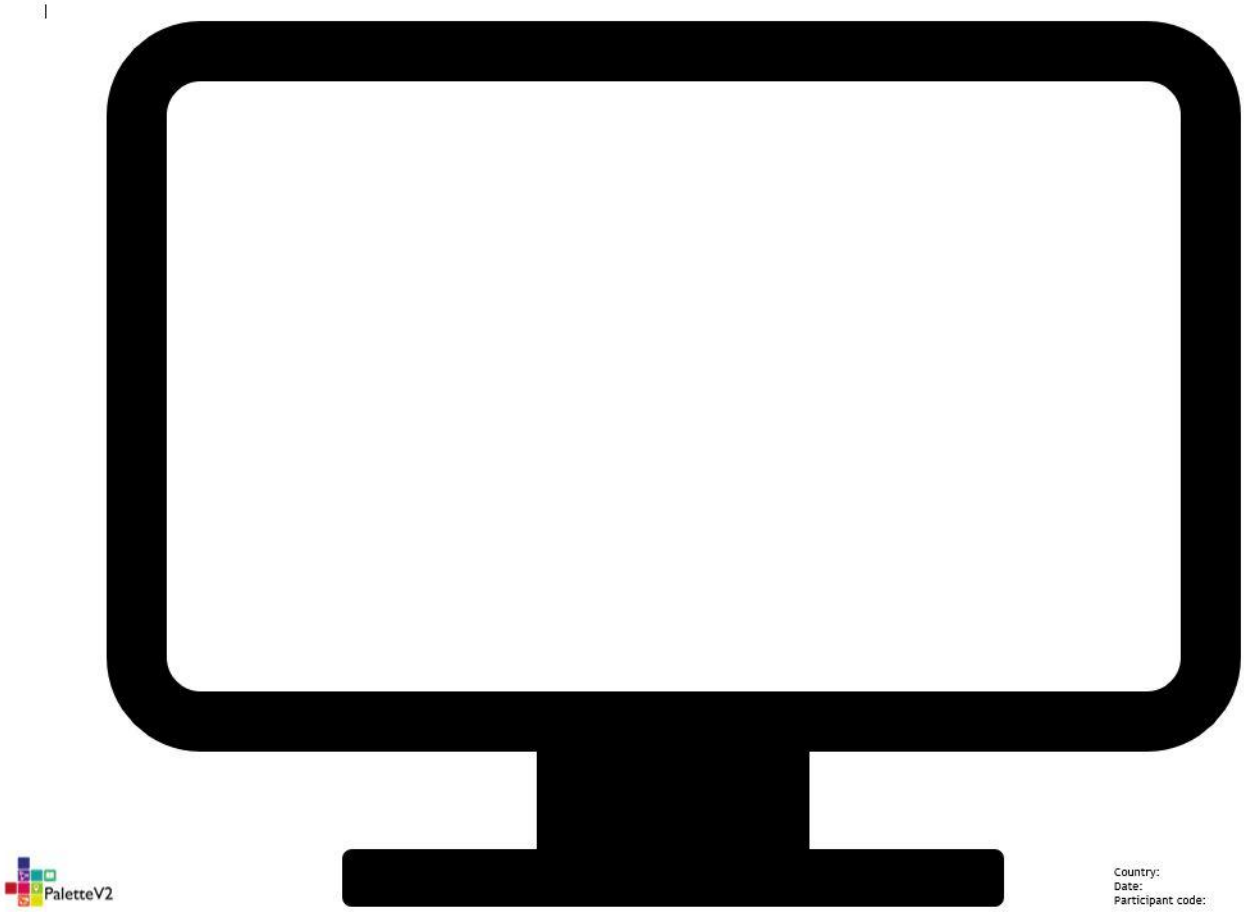
Appendix 7: Mindmap

MINDMAP

This Mindmap gives an overview of all the themes for the Palette platform based on user insights contained during the focus groups in the Netherlands, Switzerland and Romania. This mindmap is a document “in progress” during the development of the palette Platform. During the co-creation sessions it can be used to discuss the themes that are needed. Also it is input for the paper prototyping of the platform, especially the main menu.

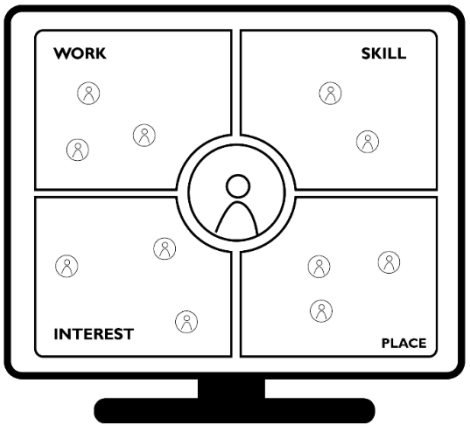


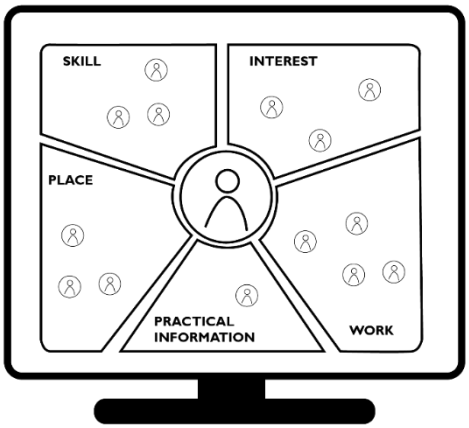
Appendix 8: Template for paper prototyping

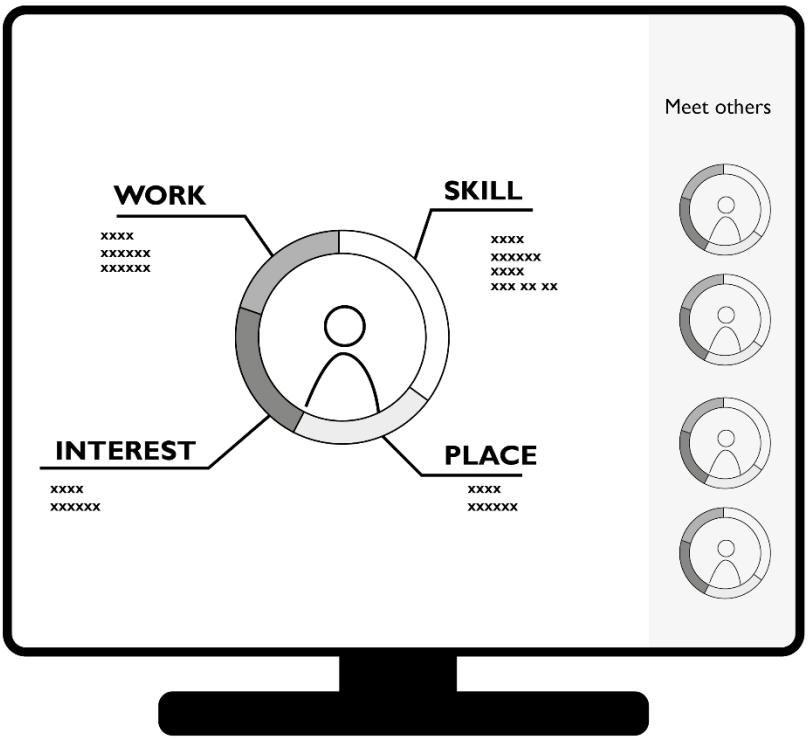


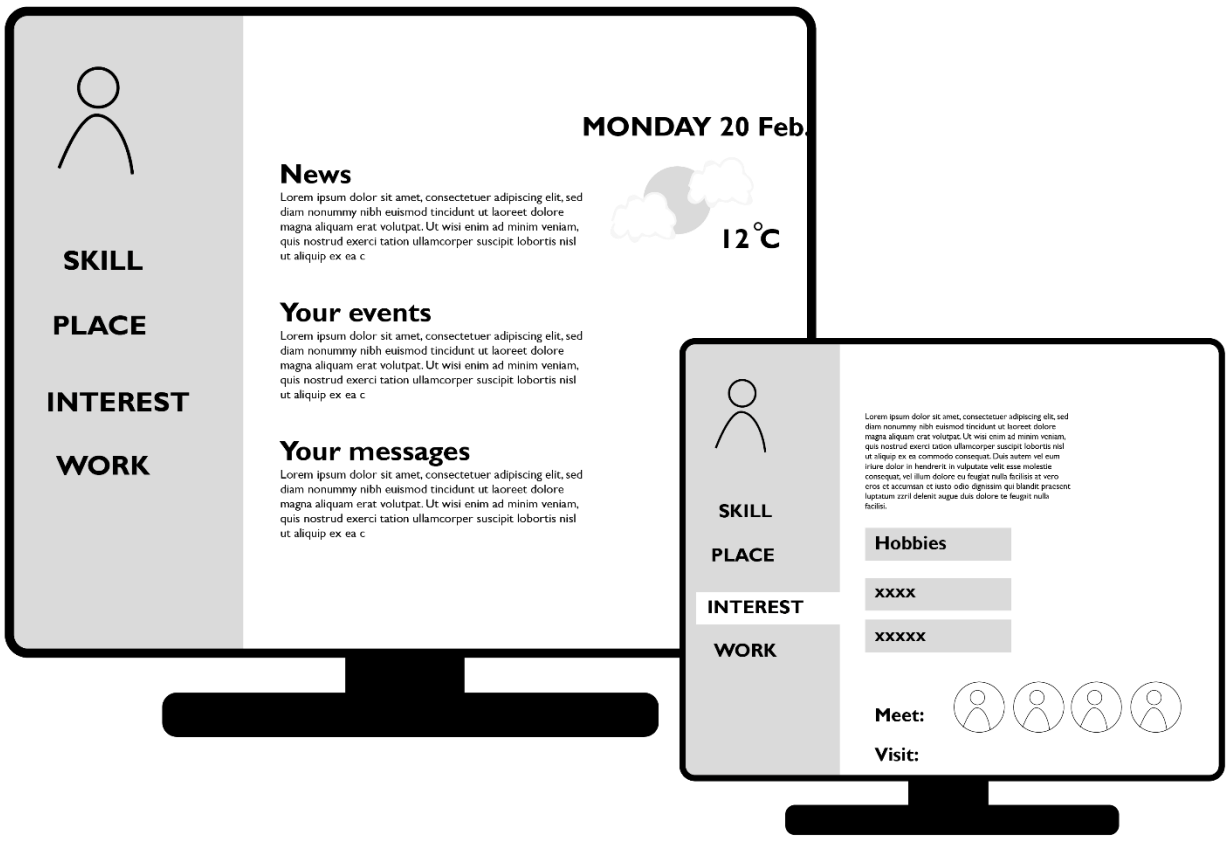
Appendix 9: Concepts

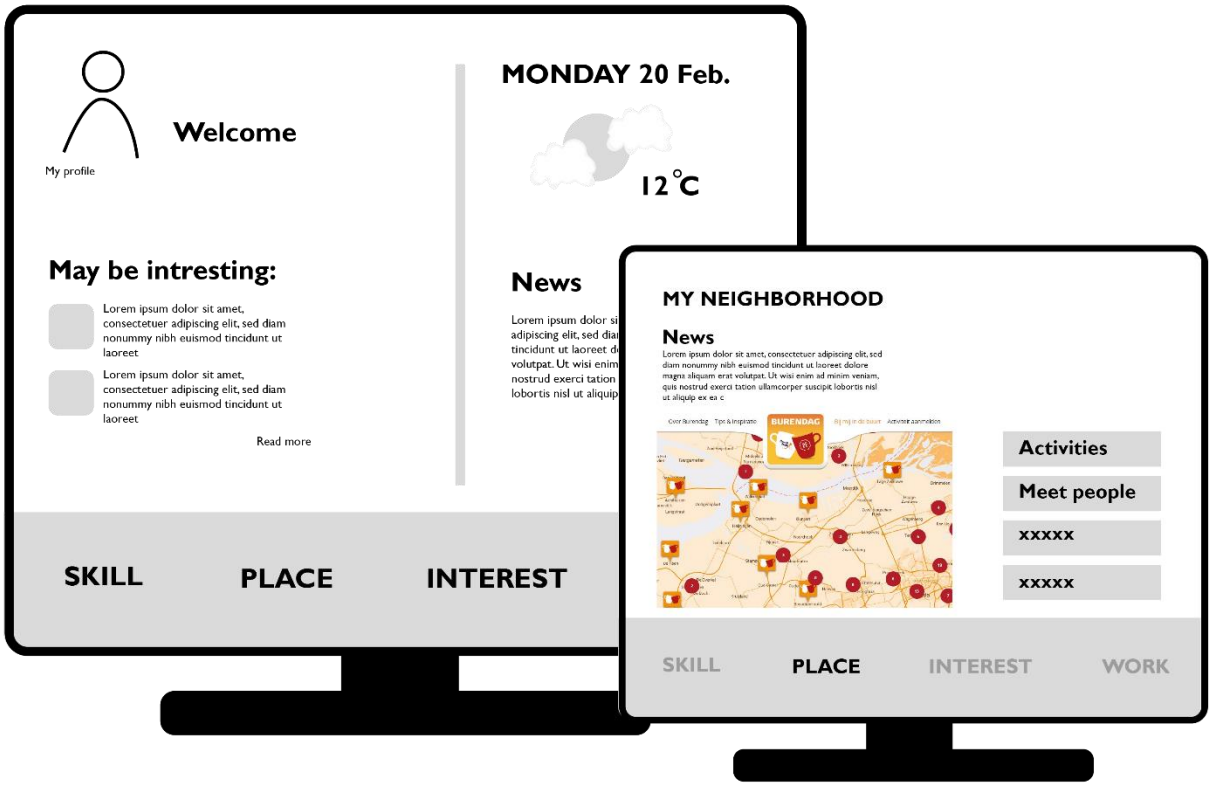
Concepts







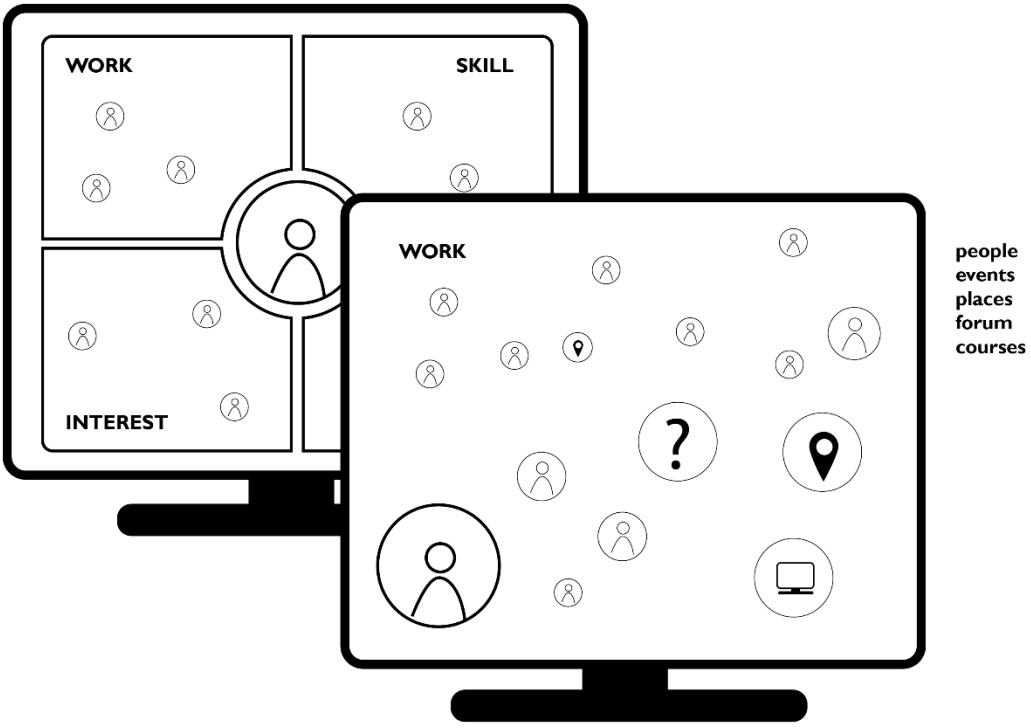

MONDAY 20 Feb.
News
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea c
12 °C
Your events
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea c
Your messages
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea c
SKILL
PLACE
INTEREST
WORK
Hobbies
xxxx
xxxxx
Meet:
Visit:

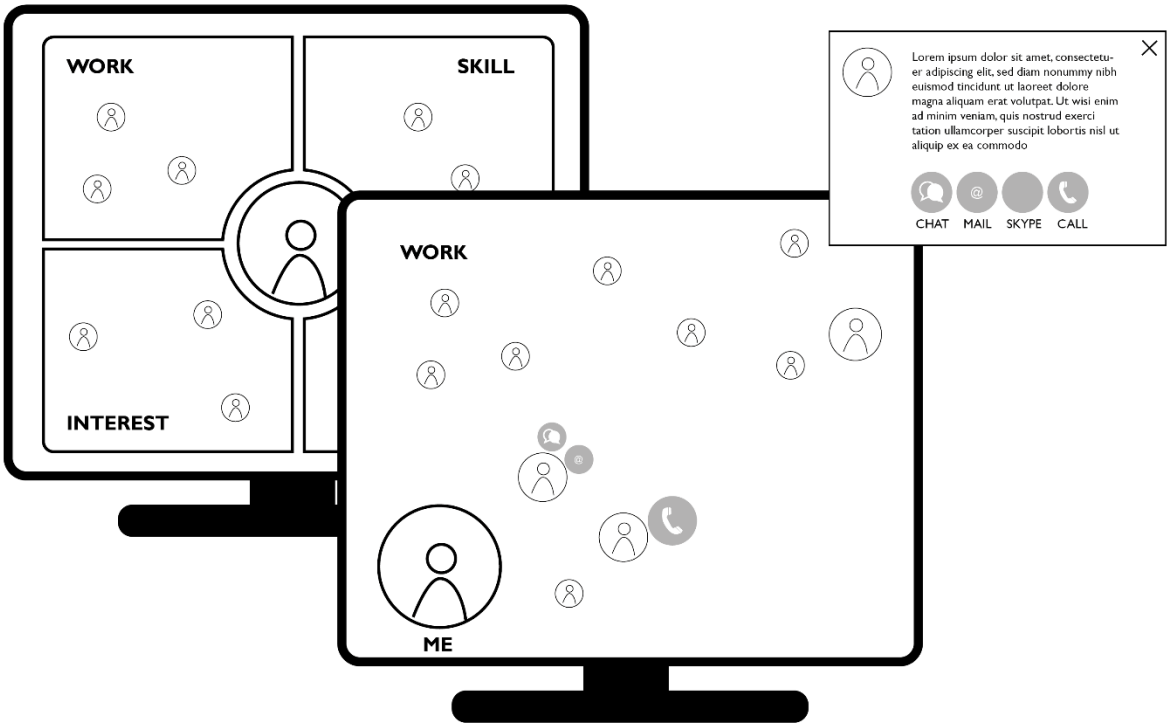

Welcome
My profile
MONDAY 20 Feb.
12 °C
May be intresting:
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet
Read more
News
SKILL
PLACE
INTEREST
MY NEIGHBORHOOD
News
Activities
Meet people
xxxxx
xxxxx
SKILL
PLACE
INTEREST
WORK

WORK
MY NEIGHBORHOOD
PRACTICAL INFO
ACTIVITIES
MEETING PEOPLE
LEARNING
HOBBIES
.....
.....

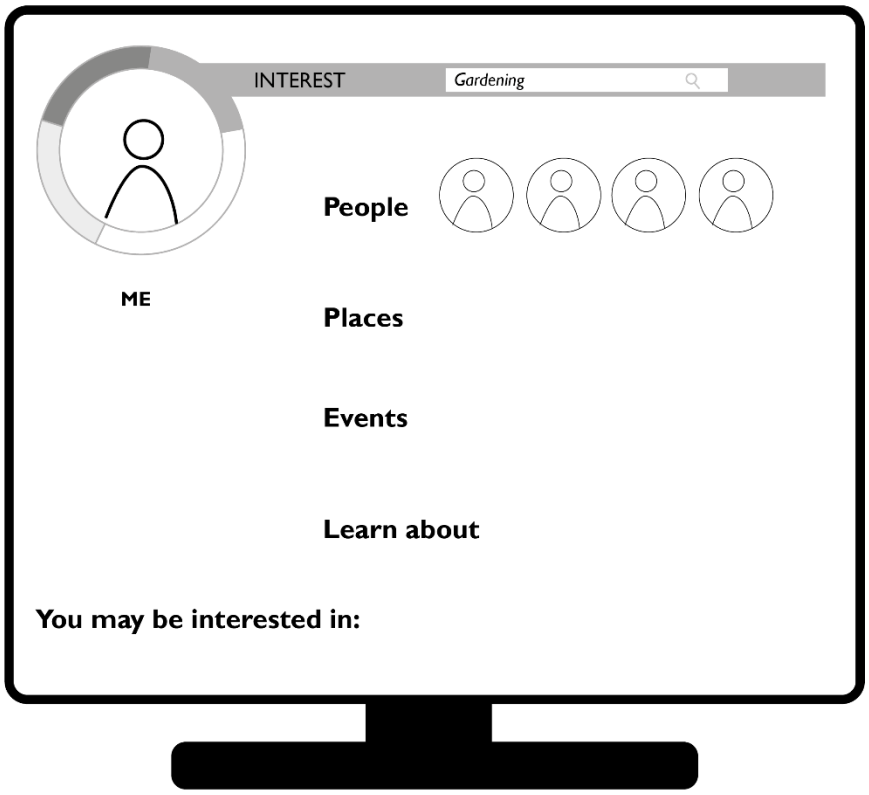
Appendix 10: Concepts

Concepts




WORK
SKILL
INTEREST
WORK
ME
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo
CHAT
MAIL
SKYPE
CALL

Meet Paul
INTEREST | Gardening
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo
CHAT
MAIL
SKYPE
CALL
Pictures


INTEREST
Gardening
People
ME
Places
Events
Learn about
You may be interested in:

Appendix 11: Casus trust

CASUS - Trust

1 You are interested in gardening. On an online platform an event about gardening is announced in your neighborhood. You do not know the event or the organization that is organizing the event but you can see online that some of your friends are going.

What makes that you go to the event or not ?

2 You have difficulties with the income tax you have to pay since you are working while you are retired already. Via an online platform you know that there is a man (68) living in your neighborhood, who you did not meet before, who is retired and did work as a tax consultant for years. By use of the platform you can sent him online messages.

What makes that you will sent a message or not ?

3 After you retirement you have a lot of time to spent. Your children do not live nearby and you do not have a lot of people you know in your neighborhood. You want to meet new people. An online platform suggest some people that may be interesting for you based on interests in your profile. You both like reading. Would you send messages to this person about books you did read? This person does invite you personally for a book event in your neighborhood, you did not know about, by sending you an online massage

What makes that you send a message about books you read or not ?

What makes that you go to the event or not ?

4 Some of your friends did moved out of town and since a few months you have a lot of time to spent alone. You want to meet people to undertake activities like painting a painting workshop, playing cards or tennis. By use of the online platform you see someone who is interested in one of the activities as well. Would you sent him a message to meet for a tennis game? Would you sent him an email? Would you make an appointment by calling him?

What makes that you send a message by use of the platform to meet at the tennisclub or not?

What makes that you send an email to meet at the tennisclub or not?

What makes that you call him to make an appointment for a tennis game or not?

3. Iterative mock-up sessions

Iterative mock-up sessions

3.1 Guideline

Instructions for the mock-up test:

- Organize a test moment with 6 participants
- Test individually
- If user is new to the palette project, use the general questionnaire and introduce the project
- Sign informed consent
- Use the usability questionnaire at the end of these guidelines

The test
Do not explain the mock-up model in detail! The mock-up will be tested by the users by performing tasks. The test person should try it him/herself. If he/she is not able to perform a task within the time limit you can explain that it not their fault but that the Palette platform is faulty and not developed intuitive enough. When all tasks are performed (after the usability questionnaire) you can explain how they could have performed the tasks that they were not able to perform and discuss how the interface or interaction style should ideally have been designed to match their expectations and abilities.

- During the test it is important to let the user know that we are not testing him/her but the Palette platform/platform..
- Make use of the guidelines in this document.
- It's important that the user verbalizes all his thoughts and actions
- Write down all the observations of the use of the mock-up.
- Record the time needed per task whenever it is a timed task (efficiency) and if they successfully performed a task (effectiveness).
- After they finalized all the tasks they will have to fill in the IBM usability questionnaire (Lewis, 1995).

During the tasks the facilitator will have to indicate the difficulty rate of the task effectiveness for the user based on Facilitator's opinion.

Effectiveness Legend:

☺ 0 = User completed task with zero difficulty. (Zero Frustration)
😐 1 = User completed task with minor problem(s). (Little Frustration)
☹ 2 = User completed task, but it required more effort/time/dead-ends than the user expected. (Medium/High Frustration)
💣 3 = User did not complete task. (Point of Failure)

Mock-up:

https://psnc.mybalsamiq.com/projects/palette/prototype/home%20page?key=b43f71a45eedb5b2ed56831628c8b72bbdd66087

Mock-up testing - Iteration 1

Testform of user code: ([County initials]_P[number] example: NL_P23)	
Age	
Involvement	○ Participated in the focus groups ○ Participated in the co-creation sessions ○ Not yet involved > fill in the general questionnaire and make a new user code ([Country initials]_P[number] example: NL_P23)
Test date:	
Interviewer:	

INTRODUCTION:

Bedankt dat u mee wilt doen met dit onderzoek. Het is erg belangrijk voor ons dat u ons vertelt wat u leuk en niet leuk vind aan het systeem en wat niet lijkt te werken. Houd in gedachten dat we het systeem testen en NIET u!

Het palette platform wordt zoals u misschien al weet ontwikkeld door een Europees project team. Zo zijn er bedrijven uit Zwitserland, polen, Roemenië en Slovenië betrokken. Op dit moment vinden er evaluaties plaats in Zwitserland, polen, Roemenië en Nederlands.

We starten met een iteratieve tests rondes wat ons de mogelijkheid geeft om in korte tijd het product meer en meer aan te passen op behoeftes bij de mogelijk eindgebruikers zoals u. Vandaag is een tets met de aller eerste versie. Het geheel is nog niet ontworpen, qua vormgeving. Het gaat vooral om de interactie te testen. Nog niet alle knoppen en invul velden werken gezien het een prototype is. Als er iets is wat u niet snapt of gek vindt laat het weten. Door met u deze eerste versie te testen kunnen wij de technische partners laten weten wat er verbeterd moet worden.

Tijdens de test geeft ik u een aantal taken of scenario's die u kunt uitvoeren met behulp van de demo. Ik schijf op hoe het uitvoeren van de taken gaat. Het is voor mij van belang dat u aangeeft wat u denkt. Nogmaals kunt u niets fout doen, als het uitvoeren van ene taak niet lukt ligt dat iet aan u maar aan het systeem.

Mochten er vragen zijn, ook tijdens de test hoor ik het graag.

1| Palette intro

[Facilitator Shows screen of the mockup: www.palette.com , the first screen]

Please do not **click** any buttons yet in this screen

1.1 Kunt u mij uitleggen wat u allemaal ziet? (Think Aloud)

User did recognize:

	Yes	No
1 Palette is about matching people, activities and information	O	O
2 Movie	O	O
3 Try palette option	O	O
4 Who are palette users already	O	O
5 Opportunity to log in	O	O
6 Opportunity to become member	O	O

Timed Task:
1.2. Wie maken er al gebruik van palette? Noem de namen van 2 gebruikers. (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:

Effective: yes/no

2| User profile

Become a palette user

[Facilitator Shows screen of the mockup: www.palette.com , the first screen]

2.1 U wilt een profile aanmaken, wat zou u doen? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

___ Click become a member of palette
- One on top
- One in area "how palette"
- One in area "who's using"

___ Create profile
___ Check-box agree with privacy policy
___ Click on create
___ Select gender
___ Click next
___ Selects interest
- only one
- multiple interests

___ Start using palette

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

0 1 2 3

Timed Task:
2.2. Welk email addres is er ingevuld? (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:
Effective: yes/no

Change user profile
[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]
2.3. U wilt uw leeftijd niet voor iedereen zichtbaar is vooriedereen en dit veranderen in uw profiel, wat zou u doen? No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]
___ Click on user picture on top
___ Click on select private in the area age
___ Click on Start using palette

If user does not follow the known path, what did he/she click on? [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

Add an interest to your profile

[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]

2.4. U wilt reizen toevoegen aan uw persoonlijk interesse wat zou u doen? . (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

O Option 1

___ Click the + sign left in the overview of Palette

O Option 2

___ Click on user picture on top

___ Click on the + sign at interests

___ Click on Start using palette

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 😐 1 ☹ 2 💣 3

3| match with an interesting event

Find an interesting event
[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]
3.1 U zoekt een interessante activiteit die iedere week plaats vindt, bijvoorbeeld een schildercursus. Wat zou u doen? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]
___ scroll through the event in recommended items
___ click on the event, read information
___ click on interesting
___ Click "ok" on the pop-up

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

0 1 2 3

Timed Task:
3.2 Voeg de activiteit "gouden koets" toe aan uw interesselijst (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:
Effective: yes/no

Contact the facilitator of the event
[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]

3.3 U wilt in contact komen met de organisatie die de schildercursus organiseert om u in te schrijven wat zou u doen? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]
___ Go to interesting items
___ click on the event
___ See the number / email address of the organization

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 ☹ 1 ☹ 2 💣 3

Timed Task:
3.4. Hoeveel mensen zijn er geïnteresseerd in het gouden koets evenement? (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:
Effective: yes/no

4| Add an event you offer to others

[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]
4.1 U wilt een wandel activiteit organiseren in uw buurt en dit laten weten aan anderen die op zoek zijn naar een activiteit. Waar zou u dit doen gebruikmakend van het Palette Platform. (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

___ Go to tab “you items
___ add a new event

If user does not follow the known path, what did he/she click on? [Facilitator notes different paths/dead-ends]

User’s Verbal comments: [Facilitator notes user’s verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator’s opinion]

☺ 0 😐 1 ☹ 2 💣 3

Timed Task:
4.2. Hoeveel items heeft u geselecteerd als interessant? (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:
Effective: yes/no

Answer is 5 events

5 | overall palette

[Facilitator Shows screen of the mockup: home screen, the one where recommended items are presented]
Please don't click any buttons yet in this screen
5.1 Kunt u toelichten wat nu nu allemaal ziet? (No time restrictions, Think Aloud)

User did recognize:

	Yes	No
items	O	O
Information about an item		
O rating	O	O
O amount of people that are interested in the item	O	O
O your items	O	O
3 tabs		
O recommended items	O	O
O interesting items	O	O
O your items	O	O
Difference between services and events	O	O
Most popular items	O	O
Recently added	O	O
Something new	O	O
Picture of profile	O	O
Option to add interests	O	O

Timed Task:
5.2. Welke items zijn de keuze van gebruikers? Noem er 2 (they have a maximum of 2 minutes, No Think Aloud)

Note down the time:
Effective: yes/no

3.2 Materials (appendices)

Appendix 1: Informed consent

PALETTEv2 project

"Information sheet"

Title of the project: PALETTEv2
Financing: European Commission & [NAME OF THE NATIONAL CONTACT POINT]
Coördinator: Academic Hospital of Geneva, Switzerland
Duration: 2016-2018

The transition from work to retirement can be an uncertain period in one's life. Anyone can deal differently with this transition and face different challenges. Some people will want to stay active participant in society, some people may become unemployed before they reach retirement, some may be looking for a new purpose in life, and others may be unfamiliar with all the possibilities in society for retirement.

To support this transition has created, the PaletteV2 project was created, in order to enrich the quality of life of older people around the retirement age. Mainly by giving them the opportunity to remain active participation in society; for example through exchange of knowledge and skills, providing information about the retirement transition, and to find formal and informal work. To meet these needs, within the project a digital service platform around these themes will be developed and its usefulness in supporting the transition to retirement will be evaluated.

PaletteV2 The project is funded in Call 7 of the AAL program. The international consortium working on this project consists of 9 partners from the following countries: Switzerland, Romania, the Netherlands, Poland and Slovenia

USER INVOLVEMENT
Despite technology offering many options, people have different reasons to doubt its use. To dispel these doubts and let the solution align with real practics, systems and services must be developed in line with the needs of potential users and stakeholders. With this in perspective, different user sessions are organized with people around retirement age and various interested groups in order to gather information about their wants and requirements of this technology. All the results will be used to identify the 'users' needs' and to define the services and system specifications.

The user sessions aimed at gaining knowledge about:

1) Identify and evaluate functions of architecture palette
2) Idea and design of the platform
3) Content of the platform
4) The relations between the platform and the real world

PALETTEv2 project

"Informed Consent"

Dear sir/madam,

You are kindly invited to take part in the user session described below. This activity is part of the European research project PALETTEv2. Before you agree on participating, it is important to read carefully this consent form and understand the procedure. If you have any questions or remarks, do not hesitate to let us know.

1. AIM OF THE PROJECT

The aim of the PALETTEv2 project is to develop a service platform for the older adults around the retirement age, which makes it possible to continue to actively participate in society. This will be achieved through a combination of support in finding formal and informal employment, starting your own business, sharing skills and knowledge, and meeting others. All this to help people that are in the transition to retirement to live independently and to maintain their well-being up to standard.

2. GOAL OF THE USER SESSION

The purpose of the testing sessions is to better understand the needs, wishes and preferences of the users regarding the ICT-based system Palette. Knowledge gained from previous group discussions serves herein as a basis to arrive at an initial idea for the concept of the Palette platform.

3. PROCEDURE

In the user test sessions you will be asked to perform individual tests and answer questions, with the purpose of testing the concepts of our Palette system and, in a broader sense, better understanding the living context of older adults and eliciting needs and wishes concerning assistive technology. During the tests, you will be asked to think about the content of the Palette platform and possibly to draw or explain what this should look like.

4. VOLUNTARY PARTICIPATION

No experience with assistive technology is required. You are asked to participate in this session on a voluntary basis. You can withdraw at any point in time without explanation.

5. RISKS

No risks to expect.

6. ADVANTAGES

Your personal experience and opinion are valuable input. This information is the basis for further R&D activities in the field of independent living and assistive technologies.

77. ANONIMITY AND PRIVACY

Directly identifying information is removed from the data and replaced by a code, in order to guarantee anonymous data analysis and representation. Confidential data will be stored in a safe or locked file cabinet, and handled only by authorized staff members.

Information from the user session will be used for internal reports. Some outcomes might be used for PALETTEv2 dissemination and Journal or Conference publications as well.

8. CONTACT DETAILS

For more information about your rights as participant, for further questions or in case you are unsatisfied about the way the user session is executed, you are free to contact the following researchers:.

- **[Name – organisation – email@email.com]**
  Responsible for execution of user session in [country].
- **Lotte Cornelisse – Vilans – L.Cornelisse@vilans.nl and**
  Dirk Lukkien – Vilans – D.Lukkien@vilans.nl
  Responsible for the study protocol of the user sessions in Palettev2.

9. CONFIRMATION

If you are still interested to participate in the PALETTEv2 user session, please check the boxes below on which you agree, and confirm your participation with your full name, date and signature on the bottom of the page.

1	I have carefully read this document. I had the opportunity to ask for clarification, and I confirm that I understand all the information.	☐
2	Based on the information, I agree to participate voluntarily in the user session.	☐
3	I agree on making audio recordings.	☐
4	I agree on making photographs.	☐
5	My data can be used for the above described communication and research purposes.	☐

This Informed Consent applies to all three sessions that are organized as part of the co-creation – phase 1. For each session we ask for your signature.

☐ Session 1	☐ Session 2	☐ Session 3
Date:	Date:	Date:
_____	_____	_____
Name (first and last):	Name (first and last):	Name (first and last):
_____	_____	_____
Signature:	Signature:	Signature:
_____	_____	_____

Appendix 2: General questionnaire

PART 1

1 GENERAL

1.1 Date of birth: _____

1.2 Place of residence: _____

1.3 Gender

- ☐ Male
- ☐ Female

1.4 What is the highest degree or level of school you have completed? If currently enrolled, highest degree received.

- ☐ …
- ☐ …

2 WERK

2.1 Are you already retired?

- ☐ Yes
- ☐ No

2.2 Which of the following work situations applies to you? (Multiple answers possible)

- ☐ Working (payed job)
- ☐ working (voluntary work)
- ☐ looking for a job
- ☐ none of the above situations

3 COMPUTER USE

3.1 Frequency of use

- ☐ Every day
- ☐ Once in a week
- ☐ Once a month
- ☐ I have tried a Computer one or two times, don't regularly use it
- ☐ No experience (skip 3.2 and 3.3)

3.2 Perceived skill level

- ☐ Not very skilled
- ☐ Not skilled
- ☐ Neutral
- ☐ Skilled
- ☐ Very skilled

2.9 Which PC programs do you use?

_____

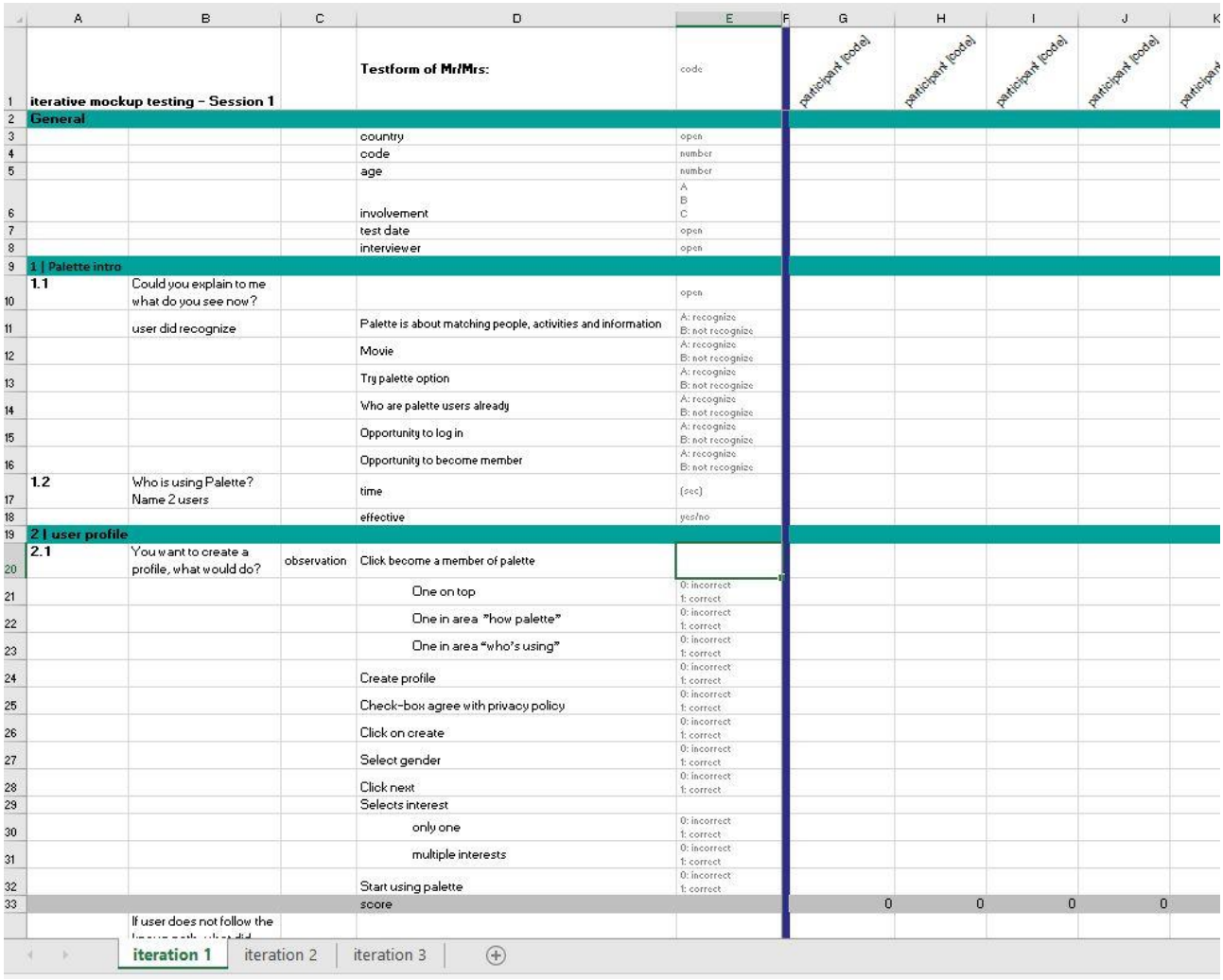
_____

_____

3.4 Experiences with other technology

- ☐ I do have a cell phone/ smartphone and use it never/sometimes/ regularly/ often
- ☐ I do have a cell tablet/ipad and use it never/sometimes/ regularly/ often

Appendix 3: Results mock-up testing format



	A	B	C	D	E	F	G	H	I	J	K
1	**iterative mockup testing – Session 1**			**Testform of Mr/Mrs:**	code		participant (code)	participant (code)	participant (code)	participant (code)	participant
2	**General**										
3				country	open						
4				code	number						
5				age	number						
6				involvement	A B C						
7				test date	open						
8				interviewer	open						
9	**1 | Palette intro**										
10	**1.1**	Could you explain to me what do you see now?			open						
11		user did recognize		Palette is about matching people, activities and information	A: recognize B: not recognize						
12				Movie	A: recognize B: not recognize						
13				Try palette option	A: recognize B: not recognize						
14				Who are palette users already	A: recognize B: not recognize						
15				Opportunity to log in	A: recognize B: not recognize						
16				Opportunity to become member	A: recognize B: not recognize						
17	**1.2**	Who is using Palette? Name 2 users		time	(sec)						
18				effective	yes/no						
19	**2 | user profile**										
20	**2.1**	You want to create a profile, what would do?	observation	Click become a member of palette							
21				One on top	0: incorrect 1: correct						
22				One in area "how palette"	0: incorrect 1: correct						
23				One in area "who's using"	0: incorrect 1: correct						
24				Create profile	0: incorrect 1: correct						
25				Check-box agree with privacy policy	0: incorrect 1: correct						
26				Click on create	0: incorrect 1: correct						
27				Select gender	0: incorrect 1: correct						
28				Click next	0: incorrect 1: correct						
29				Selects interest							
30				only one	0: incorrect 1: correct						
31				multiple interests	0: incorrect 1: correct						
32				Start using palette	0: incorrect 1: correct						
33				score			0	0	0	0	
		If user does not follow the									

iteration 1 | iteration 2 | iteration 3

4. Pre-alpha test

Pre-alpha test

4.1 Guideline

Instructions for the pre-alpha test:

- Organize test moments with 5 participants
- Test individually
- If user is new to the palette project, use the general questionnaire and introduce the project
- Sign informed consent
- Use the usability questionnaire at the end of these guidelines

The test

Do not explain the platform in detail! The platform will be tested by the users by performing tasks. The test person should try it him/herself. If he/she is not able to perform a task within the time limit you can explain that it not their fault but that the Palette platform is faulty and not developed intuitive enough. When all tasks are performed (after the usability questionnaire) you can explain how they could have performed the tasks that they were not able to perform and discuss how the interface or interaction style should ideally have been designed to match their expectations and abilities.

- During the test it is important to let the user know that we are not testing him/her but the Palette platform/platform..
- Make use of the guidelines in this document.
- It's important that the user verbalizes all his thoughts and actions
- Write down all the observations of the use of the mock-up.
- Record the time needed per task whenever it is a timed task (efficiency) and if they successfully performed a task (effectiveness).
- After they finalized all the tasks they will have to fill in the IBM usability questionnaire (Lewis, 1995).

During the tasks the facilitator will have to indicate the difficulty rate of the task effectiveness for the user based on Facilitator's opinion.

Effectiveness Legend:

☺ 0 = User completed task with zero difficulty. (Zero Frustration)
😐 1 = User completed task with minor problem(s). (Little Frustration)
☹ 2 = User completed task, but it required more effort/time/dead-ends than the user expected. (Medium/High Frustration)
💣 3 = User did not complete task. (Point of Failure)

Working platform:
http://try.palettev2.eu

After testing the platform and filling in the IBM the user will test the new functionalities. Therefor the mockup can be used:
https://ujhwkq.axshare.com/#g=1&p=my_profile

Pre-alpha test

4.2 Materials (appendices)

Appendix 1: Test forms

Testform of user code: ([County initials]_P[number] example: NL_P23)	
Age	
Involvement	○ Participated in the focus groups ○ Participated in the co-creation sessions ○ Participated in mock-up testing ○ Not yet involved > fill in the general questionnaire and make a new user code ([Country initials]_P[number] example: NL_P23)
Test date:	
Interviewer:	

INTRODUCTION:

Thank you for participating in the user test. It is of great value that you provide us information about what you like about the platform (Palette), what you do not like and what does not seem right. Try to remember that we test the Palette platform, NOT you!

We are developing the Palette platform together with a European project team, including people from Switzerland, Romania, Poland, Slovenia and the Netherlands. At this moment, a first version of the platform is tested in Switzerland, Romania, the Netherlands and Poland.

In a number of iterative rounds, we will test the idea of palette and the mock-up. The developers in our project translated all the results in a first working version of the palette platform. In this user test we will test this first version. Some buttons cannot be pressed. If you encounter anything you find strange or inconvenient, please let us know. This way, the technical partners of the project work on that parts.

During the test I will give you some tasks related to the functionality of the platform. I will note down if you are able to perform the task and on a number of occasions how long it takes to perform the task. These tasks are called 'Timed tasks'. Do not feel worried if you are not able to perform the task. Please indicate what you think whenever I ask you to think aloud; think aloud so that I can understand what you think when interacting with Palette.

PART 1 – testing the working platform

1| Palette intro

[Facilitator Shows screen of the mockup: www.palette.com , the first screen]

Please do not **click** any buttons yet in this screen

1.1 Could you explain to me what do you see now? (Think Aloud)

User did recognize:

	Yes	No
1 Palette is about matching people based on interests	O	O
2 Movie with explanation	O	O
3 Try palette option	O	O
4 Who are palette users already	O	O
5 Opportunity to log in	O	O
6 Opportunity to become member	O	O

1.2 Before you create an account you want to know if current palette users offer items related to your interests in your region, What would you do? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

___ Click on try palette
___ Click next
___ Fill in country
- Select a country
- Types in country
- Combination of typing and selecting

___ Fill in city
- Select a city
- Types in city
- Combination of typing and selecting

___ Click Next

___ Selects interest
- only one
- multiple interests

___ Click show me palette offer
___ sees pop up "…….. results for you"

If user does not follow the known path, what did he/she click on? [It is an open task so just note what the users does/tells us. Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 ☹ 1 ☹ 2 💣 3

2| User profile

[Facilitator Shows screen of the mockup: www.palette.com , the first screen]

2.1 You want to create a profile, what would do? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

___ Click become a member of palette
- One on top
- In the middle
- One at the bottom

___ Create profile
___ types in name
___ types in last name
___ types in email
___ types in email
___ types in password
___ types in phone number
___ Fill in country
- Select a country
- Types in country
- Combination of typing and selecting

___ Fill in city
- Select a city
- Types in city
- Combination of typing and selecting

___ Check-box agree with privacy policy
___ Click on next
___ Select year of birth
___ Select gender
___ Click next

[!!! Facilitator asks user to select natuur when this was not done by the user]

___ Selects interest
- only one
- multiple interests

___ click next
___ Start using palette

If user does not follow the known path, what did he/she click on? [It is an open task so just note what the users does/tells us. Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 ☹ 1 ☹ 2 💣 3

[Facilitator Shows in which all items are presented - Palette Home]

Timed Task:
2.2 You do not want to share your phone number with other users, hide your phone number in your profile.

Note down the time: ----------
Effective: O yes
O no

3 | overall palette

[Facilitator Shows the "home screen" of the platform on which all items are presented]

Please don't **click** any buttons yet in this screen
3.1 Could you explain to me what you see now? (No time restrictions, Think Aloud)

User did recognize:

	Yes	No
items	O	O
Activity	O	O
Services	O	O
Meeting people	O	O
Courses	O	O
Information about an item		
O amount of people that added it to favourites	O	O
O date	O	O
Option to add item to favourites	O	O
Option to remove item from list	O	O
Add an item		
O one on top	O	O
O one at the end of the list	O	O
2tabs		
O Palette offer	O	O
O your offer	O	O
Filter	O	O
O Favourite	O	O
O Type of item	O	O
O When it takes place	O	O
O Distance to item	O	O
O Related to interest	O	O
O Organized by	O	O
Search bar	O	O
Something new	O	O
Past events	O	O
Option to go to profile	O	O
Option to add interests	O	O

Timed Task:

3.2 You are not interested in the service "honden uitlaat service", remove it from the overview page. (they have a maximum of 2 minutes, No Think Aloud)

Note down the time: ----------

Effective: O yes
O no

4| match with an interesting event

[Facilitator Shows the "home screen" of the platform on which all items are presented]

4.1 You want to find an interesting activity you could do, for instance "Stedelijk museum Alkmaar", what would you do? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

- Option 1

___ scroll through the items in palette offer
___ click on the event, read information
___ click on [star, favorite]
___ Click "ok" on the pop-up

- Option 2

___ use filter activity
___ click on the event, read information
___ click on [star, favorite]
___ Click "ok" on the pop-up

- Option 3

___ use search option types in _____
___ click on the event, read information
___ click on [star, favorite]
___ Click "ok" on the pop-up

If a user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

[Facilitator Shows the "home screen" of the platform on which all items are presented]

Timed Task:
4.2 Add the item "cursus: Schildercursus Aquarel Schilderen" to your favorite items. (they have a maximum of 2 minutes, No Think Aloud)

Note down the time: ----------
Effective: O yes
O no

[Facilitator Shows the "home screen" of the platform on which all items are presented]

4.3 You want to find an activity related to your interest "natuur" what would you do? (No time restrictions, Think Aloud)

O **Option 1**
___ Select filter activity
___ Select filter natuur **!!** filter met interesse werkt niet
___ List the events:
- Vismaatje gezocht
- Moestuin onderhouden

O Option 2
___ Types in search bar food
___ list the event
- [activity food]
- [activity food]
-

O Option 3
___ Types in search bar food
___ Select filter activity
___ list the event
- [activity food]
- [activity food]

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

0 1 2 3

[Facilitator Shows the "home screen" of the platform on which all items are presented]

4.4 You want to read more about the service "boodschappen doen" what would you do? (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

- Option 1

___ scroll through the items in palette offer
___ click on the event, read information

- Option 2

___ use filter service
___ click on the event, read information

- Option 3

___ use search option types in _____
___ click on the event, read information

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

0 1 2 3

[Facilitator Shows the "home screen" of the platform on which all items are presented]

Timed Task:
4.5 How many items take place this week (they have a maximum of 2 minutes, No Think Aloud)

Note down the time: ----------
Effective: O yes
O no

[answer = 7]

[Facilitator Shows the "home screen" of the platform on which all items are presented]

4.6 Try to contact the organizer of your favorite item, Schildercursus Aquarel Schilderen (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]

Option 1

___ Search in the palette offers list
___ click on the event
___ See the number / email address of the organization

Option 2

___ Use filter favorite items
___ click on the event
___ See the number / email address of the organization

If user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 | 😐 1 | ☹ 2 | 💣 3

5| Add an event you offer to others

[Facilitator Shows the "home screen" of the platform on which all items are presented]
A picture of walking should be present on the computer!

5.1 You are organizing a walking event in your neighborhood and want to share this with others who are looking for new activities. Where would you go to by using the Palette platform (No time restrictions, Think Aloud)

Observe known click stream: [Facilitator checks each step user clicks]
Option 1
___ Click add new item on "palette offers"

Option 2
___ Go to tab "you offer"
___ click on button "add item
___ select the type of item
- Activity
- Service
- Meeting people
- Course

___ Set a name of the event
___ upload a picture
___ description of the event
___ selects interests related to
___ set date start"
___ set date end
___ set start time
___ set end time
___ Fill in city
___ set min number of people that can attend
___ set max number of people that can attend
___ click on save / next

If a user does not follow the known path, what did he/she click on? It is an open task so just note what the users would do/tell us [Facilitator notes different paths/dead-ends]

User's Verbal comments: [Facilitator notes user's verbal comments]

Any suggestions for making this (task) easier? [Facilitator asks user]

[Facilitator indicates difficulty rate of this task for this user based on Facilitator's opinion]

☺ 0 | 😐 1 | ☹ 2 | 💣 3

[Facilitator Shows the “home screen” of the platform on which all items are presented]

Timed Task:
5.2 How many users added ‘ Tennis opfriscursus ’ to their favorites? ‘ (they have a maximum of 2 minutes, No Think Aloud)

Note down the time: ----------
Effective: O yes
O no

[answer = 5

Usability Questionnaire (IBM, Lewis, 1995)

Participant:.....

Hello,

You have just performed a number of tasks and scenarios. This questionnaire (which starts on the following page) gives you an opportunity to tell us your reactions to the Palette platform you used. Your responses will help us understand what aspects of the Palette platform you are particularly concerned about and the aspects that satisfy you.

To as great a degree as possible, think about all the tasks that you have done with the Palette platform while you answer these questions.

Please read each statement and indicate how strongly you agree or disagree with the statement by circling a number on the scale. If a statement does not apply to you, circle N/A.

Thank you!

---

1. Overall, I am satisfied with how easy it is to use the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

2. It was simple to use the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

3. I could (effectively) successfully complete the tasks and scenarios using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

4. I was able to complete the tasks and scenarios quickly using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

5. I was able to efficiently (quickly) complete the tasks and scenarios using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

6. I feel comfortable using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

7. It was easy to learn to use the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

8. I believe I could become productive quickly using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

9. The Palette platform gave error messages that clearly told me how to fix problems.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

10. Whenever I made a mistake using the Palette platform, I could recover easily and quickly.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

11. The information (such as online help, on-screen messages, and other documentation) provided with the Palette platform was clear.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

12. It was easy to find the information I needed.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

13. The information provided for the Palette platform was easy to understand.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

14. The information was effective in helping me complete the tasks and scenarios.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

15. The organization of information on the Palette platform screens was clear.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

Note: *The interface includes those items that you use to interact with the Palette platform. For example, the language, buttons, text-boxes, etc.*

16. The interface of the Palette platform was pleasant.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

17. I liked using the interface of the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

18. This Palette platform has all the functions and capabilities I expect it to have.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

19. Overall, I am satisfied with the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

20. List the most **negative** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

21. List the most **positive** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

PART 2 – mock-up testing of new functionalities

There are some functionalities that are not developed in the platform. We would like to evaluate this new functionalities with you. I will use a mock-up this, this is not a working platform but a prototype with some demo functions. I will show you a screen of palette and asks a task to perform. It is important for that you think aloud by performing this task.

Help, support and email validation

[Facilitator shows: Context help/ EMAIL VALIDATION register – email validation
https://ujhwkq.axshare.com/#g=1&p=e-mail_validation]

First task is about and help and support when using palette, especially making an account.
Task 1 : Please create an account of palette

User does click on the **i** signs and read information
o Yes
o No

comments

User says something about filling in email address and password twice?
Email
o Yes
o No

password
o Yes
o No

comments

After clicking next:
___ click next
___ reads pop-up and click OK
___ click “go to mailbox”
___ click on the email
___ click on confirm email adres
___ reads pop-up and click OK

Try palette

The next topic is try palette. From the several user tests we understood that more information in “try palette” is needed to decide if one becomes member of palette. Currently we have two options, we worked it out for the interest Music.

Option 1
Facilitator shows https://ujhwkq.axshare.com/#g=1&p=select_interests_-_music
Task: See what palette offer when you select the interest Music

comments

Would this give enough information to decide to become a member of palette
o Yes
o No

comments

Option 2
Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=select_interests_-_music__1_
Task: See what palette offer when you select the interest Music

comments

Would this give enough information to decide to become a member of palette
o Yes
o No

comments

Participants of an event

Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=participants_users_list_profile

Task: You would like to know who are participating in the event "Koncert"

___ click on item
___ mentions the pictures in item

Comments:

suggestions

How others see your profile

The next part is about how other see your profile.
Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=my_profile

Task: When making or aditing your profile you what to know how others see your profile. Show me what would you and explain what you think about this.

How:
__ user click on button "see how other see my profile"

What user thinks about it

Comments:

suggestions

Delete your profile

The next task is about deleting your profile
Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=participants_users_list_profile

Task: You would like to delete your profile what would you do?

Comments:

suggestions

Contact moderator/palette team

In this last part of the test we would like to test discuss the functionality of help. An functionality to get information and report issues.

Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=participants_users_list_profile
Task: You would like to report to palette that a functionality is not working. Show me what would you and explain what you think about this.

How:
__ Click profile button
__ Click on "contact Palette team"
__ Click on an option in the popup

What user thinks about it
Comments:

suggestions

Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=report_comment
Task: You would like to report to palette that this item is incorrect. Show me what would you and explain what you think about this.

How:
__ click "report above in the item"
__ Click on an option in the popup

What user thinks about it

Comments:

suggestions

Facilitator shows: https://ujhwkq.axshare.com/#g=1&p=report_comment
Task: You would like to report to palette that one of the comments made is spam. Show me what would you and explain what you think about this.

How:
__ click “report in the comment”
__ Click on an option in the popup

What user thinks about it
Comments:

suggestions

5. User evaluation – Alpha test

User evaluation- Alpha test

5.1 Guideline

The palette platform will be evaluated in alpha (1 month) and beta (4 months) testing in four countries; The Netherlands, Poland, Switzerland and Romania. This document gives an overview of the procedure of studies and a concept of the guidelines for alpha testing.

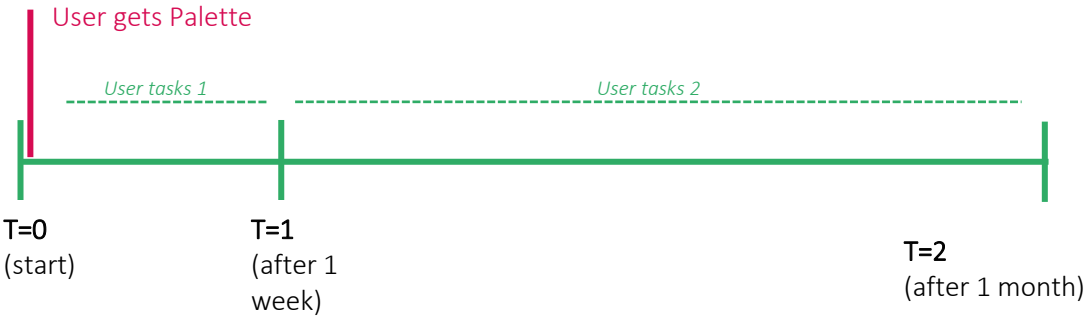
ALPHA

Participants

The participants of this evaluation do not have experiences with palette.

- NL: 20 participants
- PO: 10 participants
- Sw: 5 participants
- RO: 5 participants

Procedure



	Method	Measurements	When
T=0	Focusgroup	General Questionnaire Topic: Expectations about the platform	Week 34: 20 -24 aug
T=1	Online questionnaire	IBM UTAUT2 Desirability	T=0 + 1 week (week 35: 27-31 aug)
T=2	Online questionnaire	IBM UTAUT2 Desirability	T=0 + 4 weeks (week 38: 17-21 sept)
	Focusgroup	Topic: experiences with the platform	

System data

Per participant

- Number of logins in platform
- Number of items created
- Type of items created on palette
- Number of items viewed
- Number of items selected with attending

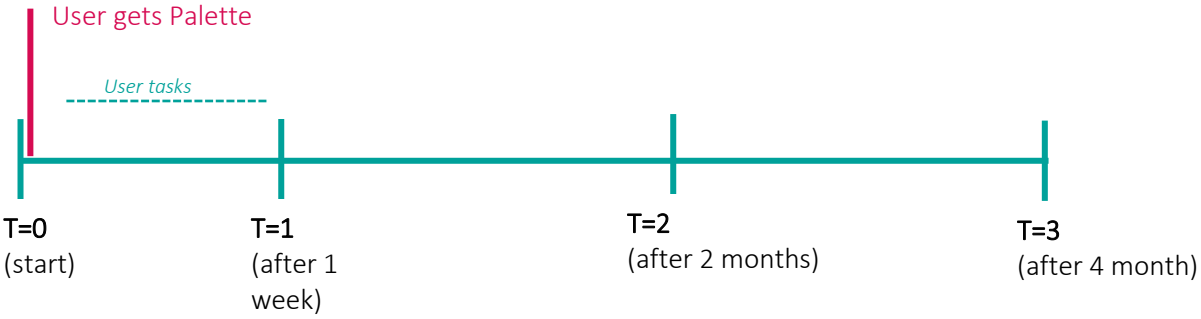
BETA

Participants

In beta both the participants from alpha testing and participants without experience will be included

- NL: 60 participants + 20 from alpha
- PO: 30 participants + 10 from alpha
- Sw: 20 participants + 5 from alpha
- RO: 20 participants + 5 from alpha

Procedure



	Method	Measurements	When
T=0	Online questionnaire	General questionnaire Questionnaire about expectations Willingness to pay – pre measurement	Week 40: 1-5 oct
T=1	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness	T=0 + 1 week (week 41: 8-12 oct.)
T=2	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness	T=0 + 2 Months (week 49: 3-7 dec)
T=3	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness Willingness to pay - post measurement	T=0 + 4 Months (week 5: 28 jan- 1 feb)

System data:

Per participant

- Number of logins in platform
- Number of items created
- Type of items created on palette
- Number of items viewed
- Number of items selected with attending

Guideline for Alpha testing

The alpha test is a one month test in which users will use the platform at home. In these guidelines you can find the information needed to prepare the test, including information about recruitment, the focus groups sessions (t=0 an t=2) and the questionnaires that should be filled in by the participants.

1| Recruitment.

In all countries participants (NL:20, PO:10, SW5, RO,5) must be recruited who do not have experiences with the platform palette and do live in the same neighbourhood or city.

2| T=0 Focus group

In each country, a focus group will be organized in week 34 (20-24 aug) for all participants. The goal of this meeting is to collect information about the expectations and to introduce the platform. The focus discussion can be done with 5-8 participants which means that in Poland and The Netherlands the group should be split and multiple researchers are needed.

Program of the session (2 hours)

- Introduction
- Focus group discussion about the expectations of Palette
- Create accounts for testing at home
- End of the meeting

Introduction

Start with an introduction about palette and the research to users' needs and wishes by using the presentation (appendix C). Ask participants and use the informed consent (appendix A) for permission to use data for research. Ask users to fill in the general questionnaire (appendix B). Let them know that the results of the user research will be used anonymous and that participation is not compensatory. Every participant can decide to stop anytime, also after signing the informed consent.

The focus group discussion:

In groups of 5-8 participants the following topics:

- what do you expect from this platform?
- What kind of items would be nice to attend by using this platform?
- How many times do you expect to use this platforms?
- For which situations you think that palette can and cannot help?
- At which moments do you think you will use palette?

Make use of flipovers and posters to collect the data and add the results in the format of results (appendix G).

Create accounts for testing at home

Let users create their account for palette. First observe if they are able to create an account themselves, and – only if necessary – help them with this, in order to ensure that they can start using palette at home.

___ Click become a member of palette
    - One on top
    - In the middle
    - One at the bottom

___ Create profile
___ types in name
___ types in last name

___ types in email
___ types in email
___ types in password
___ types in phone number
___ Fill in country
    - Select a country
    - Types in country
    - Combination of typing and selecting
___ Fill in city
    - Select a city
    - Types in city
    - Combination of typing and selecting
___ Check-box agree with privacy policy
___ Click on next
___ Select year of birth
___ Select gender
___ Click next
___ Selects interest
    - only one
    - multiple interests
___ click next
___ Start using palette

Write down any problems that occur and questions you got from the users.
Collect from each user the email address they use for the account.

End of the meeting

Thank the users for participating and present the next steps (appendix C). explain that they will get a questionnaire by mail after one week and after one month. In case users do not want to receive online questionnaires give them a printed versions and envelope with the address of the research institute to send it to after one week. The second questionnaire (t=2) can then be filled in after the second focus group session at the end of the alpha test. Finally give the users the user tasks card with they can use during testing (appendix E) and thanks them for participating.

3| T=1 Questionnaire

In week 35 (27-31 aug) an online questionnaire will be sent to all participants. After 4 days a reminder will be sent to users who did not respond. In the questionnaire IBM, UTAUT2 and Desirability are used. (appendix D)

4| T=2 Questionnaire & focusgroup

In week 38 (17-21 sep) an online questionnaire will be sent to all participants. After 4 days a reminder will be sent to users who did not respond. In the questionnaire IBM, UTAUT2 and Desirability are used. (appendix D)

A focus group will be organized in week 38 (17-21 sep) for all participants. The goal of this meeting is to collect information about the experiences. The focus discussion can be done with 5-8 participants which means that in Poland and The Netherlands the group should be split and multiple researchers are needed.

Program of the session (2 hours)

- Focus group discussion about the experiences of Palette
- End of the meeting

Focus group discussion

In groups of 5-8 participants the following topics:

- what are the experiences with the platform both positive and negative and why?
- Do you have any suggestions for improvements?
- What kind of items are nice to attend by using this platform and why?
- How many times did they use the platform and why?
- For which situations you think that palette can and cannot help and why?
- At which moments did you use palette and why?
- would you advise to use the platform to others? Why or why not?

Make use of flipovers and posters to collect the data and add the results in the format of results (appendix F).

End of the meeting

Thank the users for participating, give them a gift card. Also invite them for the beta test. (information about this test will follow after the consortium meeting.
Ask users that did not make use of the online questionnaire to fill in the t=2 question air on paper.

5.2 Materials (appendices)

Appendix A: Informed consent

PALETTEv2 project

"Information sheet"

Title of the project: PALETTEv2
Financing: European Commission & [NAME OF THE NATIONAL CONTACT POINT]
Coördinator: Academic Hospital of Geneva, Switzerland
Duration: 2016-2019

The transition from work to retirement can be an uncertain period in one's life. Anyone can deal differently with this transition and face different challenges. Some people will want to stay active participant in society, some people may become unemployed before they reach retirement, some may be looking for a new purpose in life, and others may be unfamiliar with all the possibilities in society for retirement.

To support this transition has created, the PaletteV2 project was created, in order to enrich the quality of life of older people around the retirement age. Mainly by giving them the opportunity to remain active participation in society; for example through exchange of knowledge and skills, providing information about the retirement transition, and to find formal and informal work. To meet these needs, within the project a digital service platform around these themes will be developed and its usefulness in supporting the transition to retirement will be evaluated.

PaletteV2 The project is funded in Call 7 of the AAL program. The international consortium working on this project consists of 9 partners from the following countries: Switzerland, Romania, the Netherlands, Poland and Slovenia

USER INVOLVEMENT
Despite technology offering many options, people have different reasons to doubt its use. To dispel these doubts and let the solution align with real practics, systems and services must be developed in line with the needs of potential users and stakeholders. With this in perspective, different user sessions were organized with people around retirement age and various interested groups in order to gather information about their wants and requirements, and design the palette platform. Subsequently, the developed platform will now be evaluated in alpha (1 month) and beta (4 months) testing in four countries; The Netherlands, Poland, Switzerland and Romania.

The alpha and beta tests are aimed at gaining knowledge about:

1) Expectations of the platform
2) The use of the platform by participants (e.g. number of logins, number and types of items created, number and types of items viewed
3) Experiences of participants (experienced added value and points for improvement)

PALETTEv2 project

"Informed Consent"

Dear sir/madam,

You are kindly invited to take part in the evaluation of the palette platform. This activity is part of the European research project PALETTEv2. Before you agree on participating, it is important to read carefully this consent form and understand the procedure. If you have any questions or remarks, do not hesitate to let us know.

1. AIM OF THE PROJECT

The aim of the PALETTEv2 project is to develop a service platform for the older adults around the retirement age, which makes it possible to continue to actively participate in society. This will be achieved through a combination of support in finding formal and informal employment, starting your own business, sharing skills and knowledge, and meeting others. All this to help people that are in the transition to retirement to live independently and to maintain their well-being up to standard.

2. GOAL OF THE EVLAUTION

The purpose of the evaluation is to better understand the expectations, the actual use, and the experiences of the users (evaluation participants) regarding the ICT-based system Palette. Knowledge gained from previous group discussions serves herein as a basis to arrive at an initial idea for the concept of the Palette platform.

3. PROCEDURE

In the evaluation you will be asked to use the platform and answer online questionnaires, with the purpose of better understanding to what extent the platform is actually used and can be further improved.

4. VOLUNTARY PARTICIPATION

No experience with assistive technology is required. You are asked to participate in in the evaluation on a voluntary basis. You can withdraw at any point in time without explanation.

5. RISKS

No risks to expect.

6. ADVANTAGES

Your personal experience and opinion are valuable input. This information is the basis for further R&D activities in the field of independent living and assistive technologies.

7. ANONIMITY AND PRIVACY

Directly identifying information is removed from the data and replaced by a code, in order to guarantee anonymous data analysis and representation. Confidential data will be stored in a safe or locked file cabinet, and handled only by authorized staff members.

Information from the evaluation will be used for internal reports. Some outcomes might be used for PALETTEv2 dissemination and Journal or Conference publications as well.

8. CONTACT DETAILS

For more information about your rights as participant, for further questions or in case you are unsatisfied about the way the user session is executed, you are free to contact the following researchers:.

- **[Name – organisation – email@email.com]**
  Responsible for execution of user session in [country].
- **Example: Lotte Cornelisse – Vilans – L.Cornelisse@vilans.nl and [?]**

9. CONFIRMATION

If you are still interested to participate in the PALETTEv2 user research, please check the boxes below, and confirm your participation with your full name, date and signature on the bottom of the page.

1	I have carefully read this document. I had the opportunity to ask for clarification, and I confirm that I understand all the information.	☐
2	Based on the information, I agree to participate voluntarily in the evaluation.	☐
3	I agree that data about the use of my platform, and provided by me through online questionnaires, can be used for research / evaluation purposes, in order to improve the platform and for earlier described communication.	☐

Date:

_____

Signature:

_____

Appendix B: General questionnaire

B | General Questionnaire

1 GENERAL

1.1 Date of birth: _____

1.2 Place of residence: _____

1.3 Gender

- ☐ Male
- ☐ Female

1.4 What is the highest degree or level of school you have completed? If currently enrolled, highest degree received.

- ☐ …
- ☐ …

2 WERK

2.1 Are you already retired?

- ☐ Yes
- ☐ No

2.2 Which of the following work situations applies to you? (Multiple answers possible)

- ☐ Working (payed job)
- ☐ working (voluntary work)
- ☐ looking for a job
- ☐ none of the above situations

3 COMPUTER USE

3.1 Frequency of use

- ☐ Every day
- ☐ Once in a week
- ☐ Once a month
- ☐ I have tried a Computer one or two times, don't regularly use it
- ☐ No experience (skip 3.2 and 3.3)

3.2 Perceived skill level

- ☐ Not very skilled
- ☐ Not skilled
- ☐ Neutral
- ☐ Skilled
- ☐ Very skilled

2.9 Which PC programs do you use?

_____

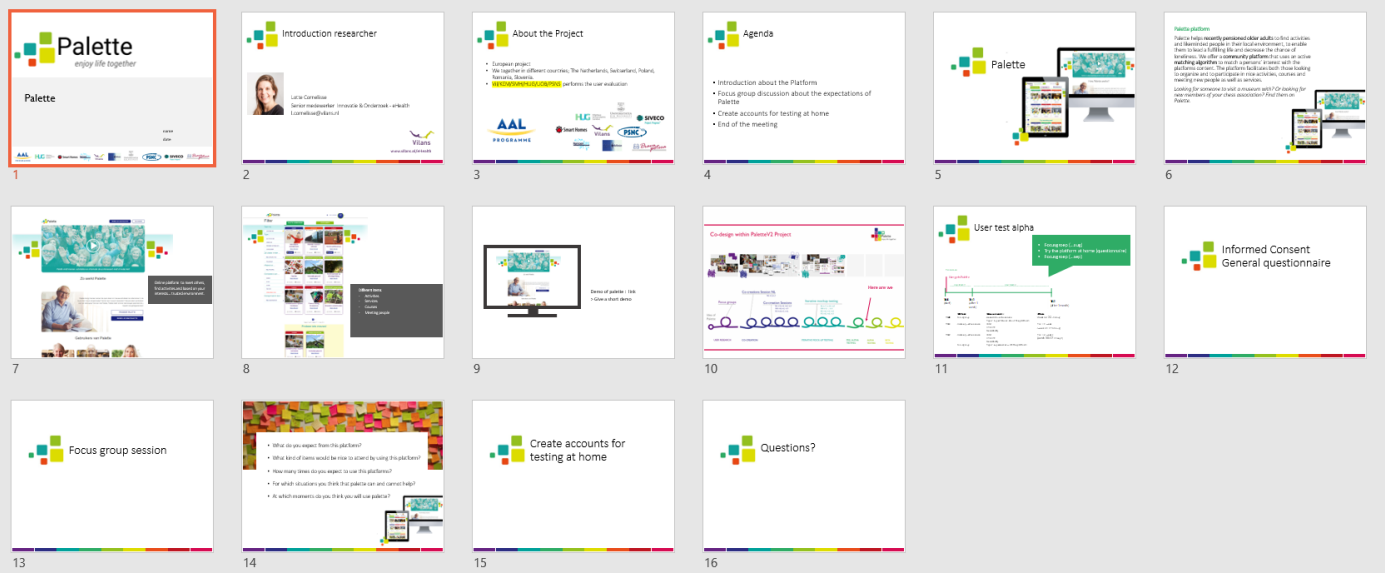
_____

_____

3.4 Experiences with other technology

- ☐ I do have a cell phone/ smartphone and use it never/sometimes/ regularly/ often
- ☐ I do have a cell tablet/ipad and use it never/sometimes/ regularly/ often

Appendix C: Presentation focus groups



Appendix D: Questionnaire user experience

D | Online Questionnaire

Welcome
You performed a number of tasks with the palette platform. This questionnaire gives you an opportunity to tell us your reactions to the Palette platform you used. Your responses will help us understand what aspects of the Palette platform you are particularly concerned about and the aspects that satisfy you.

You answers will be used anonymously for the Palette project. If there a question feel free to contact the one of the researchers

---

Question 1 | Choose three words that fit your experience with palette

Accessible	Desirable	Gets in the way	Patronizing	Stressful
Appealing	Easy to use	Hard to use	Personal	Time-consuming
Attractive	Efficient	High quality	Predictable	Time-saving
Busy	Empowering	Inconsistent	Relevant	Too technical
Collaborative	Exciting	Intimidating	Reliable	Trustworthy
Complex	Familiar	Inviting	Rigid	Uncontrollable
Comprehensive	Fast	Motivating	Simplistic	Unconventional
Confusing	Flexible	Not valuable	Slow	Unpredictable
Connected	Fresh	Organized	Sophisticated	Usable
Consistent	Frustrating	Overbearing	Stimulating	Useful
Customizable	Fun	Overwhelming	Straight Forward	Valuable

Question 2 | explain why you choose these words.

Question 3 | To as great a degree as possible, think about all the tasks that you have done with the Palette platform while you answer the following questions. Please read each statement and indicate how strongly you agree or disagree with the statement by circling a number on the scale. If a statement does not apply to you, circle N/A.

---

20. Overall, I am satisfied with how easy it is to use the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

21. It was simple to use the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

22. I could (effectively) successfully complete the tasks and scenarios using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

23. I was able to complete the tasks and scenarios quickly using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

24. I was able to efficiently (quickly) complete the tasks and scenarios using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

25. I feel comfortable using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

26. It was easy to learn to use the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

27. I believe I could become productive quickly using the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

28. The Palette platform gave error messages that clearly told me how to fix problems.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

29. Whenever I made a mistake using the Palette platform, I could recover easily and quickly.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

30. The information (such as online help, on-screen messages, and other documentation) provided with the Palette platform was clear.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

31. It was easy to find the information I needed.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

32. The information provided for the Palette platform was easy to understand.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

33. The information was effective in helping me complete the tasks and scenarios.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

34. The organization of information on the Palette platform screens was clear.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

Note: *The interface includes those items that you use to interact with the Palette platform. For example, the language, buttons, text-boxes, etc.*

35. The interface of the Palette platform was pleasant.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

36. I liked using the interface of the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

37. This Palette platform has all the functions and capabilities I expect it to have.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

38. Overall, I am satisfied with the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

20. List the most **negative** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

22. List the most **positive** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

Please read each statement and indicate how strongly you agree or disagree with the statement.

	Strongly Disagree	Somewhat Disagree	Disagree	Neutral	Agree	Somewhat Agree	Strongly Agree
Performance Expectancy							
PE1. I find palette useful in my daily life.							
PE2. Using palette increases my chances of achieving things that are important to me.							
PE3. Using palette helps me accomplish things more quickly.							
PE4. Using palette increases my productivity.							
Effort Expectancy							
EE1. Learning how to use palette is easy for me.							
EE2. My interaction with palette is clear and understandable.							
EE3. I find palette easy to use.							
EE4. It is easy for me to become skillful at using palette.							
Social Influence							
SI1. People who are important to me think							

that I should use palette.							
SI2. People who influence my behavior think that I should use palette.							
SI3. People whose opinions that I value prefer that I use palette.							
Facilitating Conditions							
FC1. I have the resources necessary to use palette.							
FC2. I have the knowledge necessary to use palette.							
FC3. palette is compatible with other technologies I use.							
FC4. I can get help from others when I have difficulties using palette.							
Hedonic Motivation							
HM1. Using palette is fun.							
HM2. Using palette is enjoyable.							
HM3. Using palette is very entertaining.							
Habit							
HT1. The use of palette has become a habit for me.							
HT2. I am addicted to using palette.							
HT3. I must use palette.							
HT4. Using palette has become natural to me.							
Behavioral Intention							
BI1. I intend to continue using palette in the future.							
BI2. I will always try to use palette in my daily life.							
BI3. I plan to continue to use palette frequently.							

Appendix E: User task cards

Palette
enjoy life together

First week

Hi palette users,

Great that you start with using the palette platform. Please try out all functions of palette. Beside just trying out how the platform works, we would like to ask you to carry out the following tasks anywhere this week.

- Find information about an item that is offered by palette
- Create an item
- Add one more interest to your profile

Write down some experiences which you can share with us in the focus group!

.....

.....

.....

.....

.....

.....

.....

!! palette is not a final product, it a test model and you are participating in the so called Alpha-test. You are allowed to add items to the platform to try out how it works but when you do not really organize this event (for instance, because you just try out this function of the platform), we ask you to delete it directly after creating it.

Palette
enjoy life together

Within the month

Hi palette users,

Great that you start with using the palette platform. Please try out all functions of palette. Beside just trying out how the platform works, we would like to ask you to carry out the following tasks anywhere this week.

- Attend an item
- Create an item
- Contact the organizer of the event [event that is organized by researcher]
-

Write down some experiences which you can share with us in the focus group!

.....

.....

.....

.....

.....

.....

.....

!! palette is not a final product, it a test model and you are participating in the so called Alpha-test. You are allowed to add items to the platform to try out how it works but when you do not really organize this event (for instance, because you just try out this function of the platform), we ask you to delete it directly after creating it.

Appendix F: Format for results

pre- alpha test			Testform of Mr/Mrs:	code				
General								
			country	open				
			code	number				
			age	number				
			involvement	A B C D E				
			start date test	open				
			researcher	open				
Creating an acount								
	You want to create a profile, what would do?	observation	Click became a member of palette					
			One on top	0: incorrect 1: correct				
			One on movie	0: incorrect 1: correct				
			One in area "how palette"	0: incorrect 1: correct				
			Create profile	0: incorrect 1: correct				
			types in name	0: incorrect 1: correct				
			types in last name	0: incorrect 1: correct				
			types in Email	0: incorrect 1: correct				
			types in confirm Email	0: incorrect 1: correct				
			types in password	0: incorrect 1: correct				
			types in phone number	0: incorrect 1: correct				
			selects a country					
			selecting	0: incorrect 1: correct				
			typing	0: incorrect 1: correct				
			both typing and selecting	0: incorrect 1: correct				
			types in city					
			selecting	0: incorrect 1: correct				
			typing	0: incorrect 1: correct				
			both typing and selecting	0: incorrect 1: correct				
			Check-box agree with privacy policy	0: incorrect 1: correct				
			Click on next	0: incorrect 1: correct				
			Select date of birth	0: incorrect 1: correct				
			Select gender	0: incorrect 1: correct				
			Click next	0: incorrect 1: correct				
			Selects interest					
			only one	0: incorrect 1: correct				
			multiple interests	0: incorrect 1: correct				
			click next	0: incorrect 1: correct				
			Start using palette	0: incorrect 1: correct				
			score		0	0	0	0
	If user does not follow the known path, what did he/she click on? It is an open task so just note							

Instruction on installing Google Chrome

Chrome is the internet program from Google. After Internet Explorer, it is the most widely used browser worldwide. We would like to ask you to download and install this browser before you get started with palette, as palette works best in this browser.

Steps

1. Go to the Google Chrome website; https://www.google.nl/chrome/index.html You can use any web browser to download Google Chrome.
2. Click "Download Chrome".
3. Determine if you want Chrome as your default browser.
4. Click “Accept and Install” after reading the Terms of Service.
5. Sign in to Chrome.
6. Download the offline installer (optional).
7. When Chrome is on your computer, open it by clicking Start> All Programs> Google Chrome> Google Chrome.
   If you have a Windows 8 computer, you can open the program via the tile on the Start screen or via the icon on the Taskbar on the Desktop.
8. Log in or not? For some time, Google has merged all services, such as Gmail and Google Drive, in terms of conditions. The company would love to sign in with your Google account while using Chrome. Why would you do that? You can save your bookmarks, extensions, apps, themes, and browser preferences to your Google Account so that they are available on every computer you use. That way your internet experience is the same everywhere, Google says.

   However, this is not mandatory from the privacy point of view. If you do not have a Google account, or just do not want to use it, you do not have to. In this article, we discuss the use of Chrome for non-logged users.
9. You can then get started and visit websites by entering them in the address bar.

6. User evaluation – Beta test

User evaluation- Beta test

6.1 Guideline

The palette platform has been evaluated in alpha testing (1 month), and will be further evaluated in beta testing (2,5 months) in four countries: The Netherlands, Poland, Switzerland and Romania. This document gives an overview of the procedure of studies and a concept of the guidelines for beta testing.

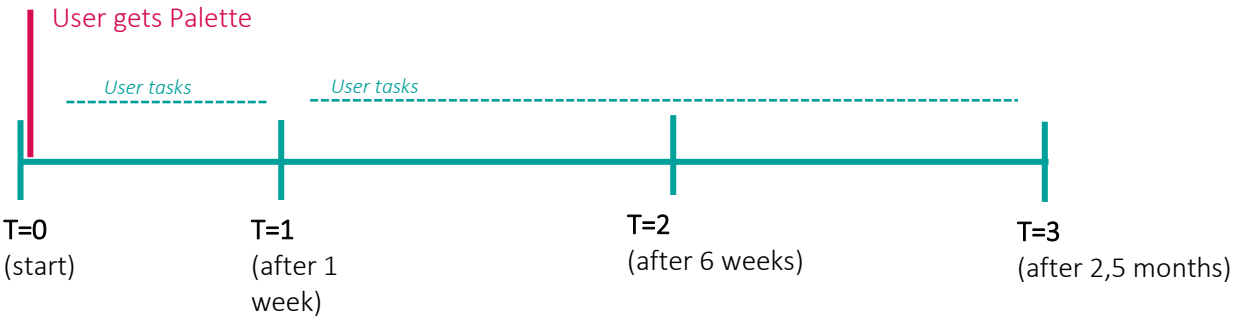
BETA

Participants

In beta both the participants from alpha testing and participants without experience will be included

- NL: 60 participants + 20 from alpha
- PO: 30 participants + 10 from alpha
- Sw: 20 participants + 5 from alpha
- RO: 20 participants + 5 from alpha

Procedure



	Method	Measurements	When
T=0	Online questionnaire	General questionnaire Questionnaire about expectations Willingness to pay – pre measurement	T=0
T=1	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness	T=0 + 1 week
T=2	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness	T=0 + 6 weeks
T=3	Online questionnaire	IBM UTAUT2 Desirability Self-efficacy Social Connectedness Willingness to pay - post measurement	T=0 + 2,5 months (Week 5: 28 jan – 1 feb)

System data:

Per participant

- Number of logins in platform
- Number of items created
- Type of items created on palette
- Number of items viewed
- Number of items selected with attending

Guideline for Beta testing

The beta test is a three month test in which users will use the platform at home. In these guidelines you can find the information needed to prepare the test, including information for participants and the questionnaires that should be filled in by the participants.

1| Recruitment

In all countries participants (NL: 80, PO: 40, SW: 25, RO 25) for beta testing, must be recruited who live in the same neighbourhood or city.

2| Preparation

Appoint a contact for the participants, so they know where they can ask questions. Also appoint a moderator who checks the platform regularly (once or twice a week), to make sure there are no users that are not participants in the beta test and that the platform is a safe and friendly environment for the participants. Try to ensure there are some active users on the platform, so that there is enough interesting content. The moderator can have a role in this, for example by creating items.

3| T=0 Introduction and online questionnaire

In each country, participants will get an e-mail with all the information needed about Palette (appendix A). Content of the e-mail is a general introduction and information about the evaluation, an instruction for installing Google Chrome, and the user tasks (appendix B). The general questionnaire (appendix C) - including the questionnaire about expectations - and the willingness to pay questionnaire (appendix E) can be sent in this e-mail or can be offered by an online tool.

4| User tasks

To keep the users involved with the platform, every week/every two weeks a reminder with the user tasks (appendix B) for that week can be sent by e-mail.

5| Meetings

The beta test only takes place online, but according to the scale of the test and the demand for support in your country, you can organise a meeting to answer questions and use the platform in a group setting.

6| T=1 Online questionnaire

One week after the start, an online questionnaire about user experiences will be sent to all participants. After 4 days a reminder will be sent to users who did not respond. In the questionnaire IBM, UTAUT2, Desirability, Self-Efficacy and Social Connectedness are used (appendix D). Collect the data and add the results in the format of results (appendix F). Remind the users of the user tasks of that week.

7| T=2 Online questionnaire

Six weeks after the start of the testing, an online questionnaire about user experiences will be sent to all participants (appendix D). After 4 days a reminder will be sent to users who did not respond. In the questionnaire IBM, UTAUT2, Desirability, Self-Efficacy and Social Connectedness are used. Collect the data and add the results in the format of results (appendix F). Remind the users of the user tasks of that week.

8| T=3 Online questionnaire

Approximately 2,5 months after the start the final online questionnaire about user experiences will be sent to all participants. After 4 days a reminder will be sent to users who did not respond. In the questionnaire IBM, UTAUT2, Desirability, Self-Efficacy and Social Connectedness are used (appendix D). Also the Willingness to pay questionnaire is added (appendix E). Collect the data and add the results in the format of results (appendix F).
When the testing period is shortened, these questionnaires are sent to the users when the testing ends.

9 | Dropouts

When users deliberately quit with testing the platform, they are considered dropouts. If possible, contact them to ask for the reason why they quit the study.

6.2 Materials (appendices)

Appendix A: Information email

Dear sir/madam,

Great that you will start using and evaluating the palette platform. Before you start it is important to read this information letter carefully.

Palette
Palette is a social platform on the internet for seniors around the retirement age, which makes it possible to continue to actively participate in society. The platform connects you with other seniors and activities in your environment.

Evaluation
When you are going to use palette you will help us to better understand the expectations, and the experiences of the users regarding Palette. In the evaluation you will be asked to use the platform for 3 months and answer online questionnaires, with the purpose of better understanding to what extent the platform is actually used and can be further improved.

What do we expect from you?

1) First, please fill in the first questionnaires before you use the Palette platform by using this [link].
2) Next step is going to the platform [link], watch the instruction movie and become a member of Palette. Pay attention: palette works best in Google Chrome. You can find an instruction to install Google Chrome in Appendix A.
3) When you are creating a profile we are asking you to read and accept the informed consent.
4) Please let us know what e-mail address you are using for Palette by sending an e-mail to: [name-organisation-e-mailadress]. In this way we make sure that everybody who is on the platform is participating in the evaluation study.
5) Now, you can start using Palette, have a look around and try to create an event. Login on a regular basis and see what's happening on Palette. To help you, we made a couple of tasks per week, Appendix B.
6) We ask you to fill in questionnaires 4 times: when you start with palette, after 1 week, halfway (after 1,5 months), and at the end (after about 3 months) of the test period. You will always receive an email from us with an invitation to fill in the questionnaires. It is very important that you fill in these questionnaires completely so we can evaluate the platform properly. If you are unable to complete the questionnaires online, you can send us an email to receive the questionnaires on paper.
7) When you decide to quit with testing the platform, please let us know by sending an email.

Contact
For more information or further questions, feel free to contact the following researchers:
[Name – organisation – email@email.com]
This person will also be the 'moderator' who checks the platform regularly to make sure the platform is a safe and friendly environment for all users.

We wish you a lot of fun with using the platform and would love to hear your experiences!

Best regards,
[Name – organisation]

Instruction on installing Google Chrome

Chrome is the internet program from Google. After Internet Explorer, it is the most widely used browser worldwide. We would like to ask you to download and install this browser before you get started with palette, as palette works best in this browser.

Steps

1. Go to the Google Chrome website; https://www.google.nl/chrome/index.html You can use any web browser to download Google Chrome.
2. Click "Download Chrome".
3. Determine if you want Chrome as your default browser.
4. Click “Accept and Install” after reading the Terms of Service.
5. Sign in to Chrome.
6. Download the offline installer (optional).
7. When Chrome is on your computer, open it by clicking Start> All Programs> Google Chrome> Google Chrome.
   If you have a Windows 8 computer, you can open the program via the tile on the Start screen or via the icon on the Taskbar on the Desktop.
8. Log in or not? For some time, Google has merged all services, such as Gmail and Google Drive, in terms of conditions. The company would love to sign in with your Google account while using Chrome. Why would you do that? You can save your bookmarks, extensions, apps, themes, and browser preferences to your Google Account so that they are available on every computer you use. That way your internet experience is the same everywhere, Google says.

   However, this is not mandatory from the privacy point of view. If you do not have a Google account, or just do not want to use it, you do not have to. In this article, we discuss the use of Chrome for non-logged users.
9. You can then get started and visit websites by entering them in the address bar.

Appendix B: Instruction installation Chrome

Palette
enjoy life together

User Tasks

Hi palette users,

Great that you start with using the palette platform. Please try out all functions of palette. Beside just trying out how the platform works, we would like to ask you to carry out the following tasks anywhere this week

Week 1

- Create a profile
- Add one or more interests to you profile
- See whats happening on Palette
- Find information about an item that is offered by palette
- Create an item

Week 2

- Attend an item (if possible)
- Respond to an event

Week 3

- Create an item
- Update your profile

Week 4

- You can decide for yourself what you are doing on the platform.

Week 5

- Create an item
- Attend an item (if possible)
- Respond to an event
- Contact the organizer of the event

Week 6

- Try to find someone on the platform to organize an event together.

Week 7+

- You can decide for yourself what you are doing on the platform. We might contact you for some additional tasks.

!! Palette is not a final product, it a test model and you are participating in the so called Beta-test. If you added something that will not take place, please delete it as soon as possible. !!

Appendix C: General questionnaire

C | General Questionnaire

1 GENERAL

1.1 Date of birth: _____

1.2 Place of residence: _____

1.3 Gender

- ☐ Male
- ☐ Female

1.4 What is the highest degree or level of school you have completed? If currently enrolled, highest degree received.

- ☐ …
- ☐ …

2 WORK

2.1 Are you already retired?

- ☐ Yes
- ☐ No

2.2 Which of the following work situations applies to you? (Multiple answers possible)

- ☐ Working (payed job)
- ☐ working (voluntary work)
- ☐ looking for a job
- ☐ none of the above situations

3 COMPUTER USE

3.1 Frequency of use

- ☐ Every day
- ☐ Once in a week
- ☐ Once a month
- ☐ I have tried a Computer one or two times, don't regularly use it
- ☐ No experience (skip 3.2 and 3.3)

3.2 Perceived skill level

- ☐ Not very skilled
- ☐ Not skilled
- ☐ Neutral
- ☐ Skilled
- ☐ Very skilled

2.9 Which PC programs do you use?

_____

_____

_____

3.4 Experiences with other technology

- ☐ I do have a cell phone/ smartphone and use it never/sometimes/ regularly/ often
- ☐ I do have a cell tablet/ipad and use it never/sometimes/ regularly/ often

3. EXPECTATIONS

3.1 What do you expect from Palette?

_____
_____
_____

3.2 What are your expectations for the usability of the platform?
Mark one option.

- ☐ I expect that I find it easy to use the platform.
- ☐ I expect that I experience minor difficulties using the platform.
- ☐ I expect that I find it difficult to use the platform.

3.3 Do you expect that you will succeed in creating new items on the platform?
Mark one option.

- ☐ Definitely
- ☐ Probably
- ☐ Neutral
- ☐ Probably not
- ☐ Definitely not

3.4 Do you expect to attend activities?
Mark one option.

- ☐ Definitely
- ☐ Probably
- ☐ Neutral
- ☐ Probably not
- ☐ Definitely not

3.5 Do you expect to make new contacts by using the platform?
Mark one option.

- ☐ Definitely
- ☐ Probably
- ☐ Neutral
- ☐ Probably not
- ☐ Definitely not

Appendix D: Questionnaire user experience

Welcome
You performed a number of tasks with the palette platform. This questionnaire gives you an opportunity to tell us your reactions to the Palette platform you used. Your responses will help us understand what aspects of the Palette platform you are particularly concerned about and the aspects that satisfy you.

You answers will be used anonymously for the Palette project. If there a question feel free to contact the one of the researchers

---

Question 1 | Choose three words that fit your experience with palette

Accessible	Desirable	Gets in the way	Patronizing	Stressful
Appealing	Easy to use	Hard to use	Personal	Time-consuming
Attractive	Efficient	High quality	Predictable	Time-saving
Busy	Empowering	Inconsistent	Relevant	Too technical
Collaborative	Exciting	Intimidating	Reliable	Trustworthy
Complex	Familiar	Inviting	Rigid	Uncontrollable
Comprehensive	Fast	Motivating	Simplistic	Unconventional
Confusing	Flexible	Not valuable	Slow	Unpredictable
Connected	Fresh	Organized	Sophisticated	Usable
Consistent	Frustrating	Overbearing	Stimulating	Useful
Customizable	Fun	Overwhelming	Straight Forward	Valuable

Question 2 | Explain why you choose these words.

Question 3 | To as great a degree as possible, think about all the tasks that you have done with the Palette platform while you answer the following questions. Please read each statement and indicate how strongly you agree or disagree with the statement by circling a number on the scale. If a statement does not apply to you, circle N/A.

---

39. Overall, I am satisfied with how easy it is to use the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

40. It was simple to use the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

41. I could (effectively) successfully complete the tasks and scenarios using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

42. I was able to complete the tasks and scenarios quickly using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

43. I was able to efficiently (quickly) complete the tasks and scenarios using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

44. I feel comfortable using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

45. It was easy to learn to use the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

46. I believe I could become productive quickly using the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

47. The Palette platform gave error messages that clearly told me how to fix problems.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

48. Whenever I made a mistake using the Palette platform, I could recover easily and quickly.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

49. The information (such as online help, on-screen messages, and other documentation) provided with the Palette platform was clear.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

50. It was easy to find the information I needed.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

51. The information provided for the Palette platform was easy to understand.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

52. The information was effective in helping me complete the tasks and scenarios.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

53. The organization of information on the Palette platform screens was clear.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

Note: *The interface includes those items that you use to interact with the Palette platform. For example, the language, buttons, text-boxes, etc.*

54. The interface of the Palette platform was pleasant.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

55. I liked using the interface of the Palette platform.

strongly agree 1 2 3 4 5 6 7 strongly disagree N/A

56. This Palette platform has all the functions and capabilities I expect it to have.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

57. Overall, I am satisfied with the Palette platform.

strongly agree	1	2	3	4	5	6	7	strongly disagree	N/A

20. List the most **negative** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

23. List the most **positive** aspect(s) of the Palette platform and/or interface:

1.
2.
3.

Question 4 | Please read each statement and indicate how strongly you agree or disagree with the statement.

	Strongly Disagree	Somewhat Disagree	Disagree	Neutral	Agree	Somewhat Agree	Strongly Agree
Performance Expectancy							
PE1. I find palette useful in my daily life.							
PE2. Using palette increases my chances of achieving things that are important to me.							
PE3. Using palette helps me accomplish things more quickly.							
PE4. Using palette increases my productivity.							
Effort Expectancy							
EE1. Learning how to use palette is easy for me.							
EE2. My interaction with palette is clear and understandable.							
EE3. I find palette easy to use.							
EE4. It is easy for me to become skillful at using palette.							
Social Influence							
SI1. People who are important to me think that I should use palette.							
SI2. People who influence my behavior think that I should use palette.							
SI3. People whose opinions that I value prefer that I use palette.							
Facilitating Conditions							
FC1. I have the resources necessary to use palette.							

FC2. I have the knowledge necessary to use palette.							
FC3. palette is compatible with other technologies I use.							
FC4. I can get help from others when I have difficulties using palette.							
Hedonic Motivation							
HM1. Using palette is fun.							
HM2. Using palette is enjoyable.							
HM3. Using palette is very entertaining.							
Habit							
HT1. The use of palette has become a habit for me.							
HT2. I am addicted to using palette.							
HT3. I must use palette.							
HT4. Using palette has become natural to me.							
Behavioral Intention							
BI1. I intend to continue using palette in the future.							
BI2. I will always try to use palette in my daily life.							
BI3. I plan to continue to use palette frequently.							

Question 5 | The following ten statements are about how you generally think and act. Please read each statement and indicate to what extent you agree or disagree. Answer what applies most to you ***at this moment***.

		Not at all true	Hardly true	Moderately true	Exactly true
1.	I can always manage to solve difficult problems if I try hard enough				
2.	If someone opposes me, I can find the means and ways to get what I want.				

3.	It is easy for me to stick to my aims and accomplish my goals.				
4.	I am confident that I could deal efficiently with unexpected events.				
5.	Thanks to my resourcefulness, I know how to handle unforeseen situations.				
6.	I can solve most problems if I invest the necessary effort.				
7.	I can remain calm when facing difficulties because I can rely on my coping abilities.				
8.	When I am confronted with a problem, I can usually find several solutions.				
9.	If I am in trouble, I can usually think of a solution				
10.	I can usually handle whatever comes my way.				

Question 6 | Please answer what shows how much you agree or disagree with each of the following statements.

		Strongly agree 1	2	3	4	5	Strongly disagree 6
1.	I feel disconnected from the world around me.						
2.	Even around people I know, I don't feel that I really belong.						
3.	I feel so distant from people.						
4.	I have no sense of togetherness with my peers.						
5.	I don't feel related to anyone.						
6.	I catch myself losing all sense of connectedness with society.						
7.	Even among my friends, there is no sense of brother/ sisterhood.						
8.	I don't feel that I participate with anyone or any group.						

Appendix E: Willingness to pay questionnaire

Below are three options for the way the Palette platform and membership can be organized.

Option 1 – Standard membership:
Items on the platform are visible for everyone, but only if you are a member you can actively participate on the platform and create items.

Option 2 – Premium membership:
The standard membership, but with the additional option to highlight your items so they are brought to the attention.

Option 3 – Moderator for supervision:
Items on the platform are visible for everyone, but only if you are a member you can actively participate on the platform and create items. There is a moderator actively involved in the platform.

Question 1 | Place the three options in the order of your preference.

1st place (most preferred)	
2nd place	
3rd place (least preferred)	

Question 2 | What are you prepared to pay (one single time) for using the platform? Pick an amount between €0,- en €100,-

Option 1 – Standard membership	€
Option 2 – Premium membership	€
Option 3 – Moderator for supervision	€

Question 3 | What are you prepared to pay monthly for using the platform? Pick an amount between €0,- en €100,-

Option 1 – Standard membership	€
Option 2 – Premium membership	€
Option 3 – Moderator for supervision	€

Question 4 | Several situations that can influence your willingness to pay for the Palette platform are described below.

4.1 What would you be willing to pay if advertisement appears on the platform?
Mark one option.

- ☐ I would want to pay less
- ☐ I would want to pay the same
- ☐ I would want to pay more
- ☐ I don't know

4.2 What would you be willing to pay if a part of the platform is accessible for premium members only?
Mark one option.

- ☐ I would want to pay less
- ☐ I would want to pay the same
- ☐ I would want to pay more
- ☐ I don't know

4.3 What would you be willing to pay if everyone can access the platform and can create items, also people who aren't member.
Mark one option.

- ☐ I would want to pay less
- ☐ I would want to pay the same
- ☐ I would want to pay more
- ☐ I don't know

4.4 What would you be willing to pay if the local news of your municipality is placed on the platform?
Mark one option.

- ☐ I would want to pay less
- ☐ I would want to pay the same
- ☐ I would want to pay more
- ☐ I don't know

4.5 What would you be willing to pay if meetings for members of the platform are organized in the municipality?
Mark one option.

- ☐ I would want to pay less
- ☐ I would want to pay the same
- ☐ I would want to pay more
- ☐ I don't know

Room for comments:

_____
_____
_____
_____

Appendix F: Format results

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	NL/RO/PO/SW	[1-100]	[DD-MM-YY]	[DD-MM-YY]	open	[1:male; 2:female]	open	[1:yes; 2:no]	[1:working paied; 2:working voluntarily; 3:looking for job; 4:none]	[1:every day; 2:weekly; 3:monthly; 4:one/twice; 5:no experience]	[1:not very skilled; 2:not skilled; 3:neutral; 4:skilled; 5:very skilled]	open	(none; mobile phone; smartphone]	[1:never; 2:sometimes; 3:regularly; 4:often]	[none; tablet; ipad]	[1:never; 2:sometimes; 3:regularly; 4:often]	open	[1:easy; 2:minc difficulties; 3:difficult]
2	**Country**	**PP_Code**	**T0_General**	**1.1_birth**	**1.2_place_r**	**1.3_gender**	**1.4_educati**	**2.1_retired**	**2.2_work_si**	**3.1_frequec**	**3.2_skill_le**	**3.3_prograr**	**3.4.a_techn**	**3.4.a_frequ**	**3.4.a_techn**	**3.4.b_frequ**	**4_expectati**	**4.2_usabi**
3	NL	1	28-11-18	02-05-43	Sint-Oedenro	1	4	2	1	1	4	Google, Adot	phone	1	0	4	Nieuwe conta	
4	NL	1	28-11-18	02-05-43	Sint-Oedenro	1	4	2	1	1	4	Google, Adot	phone	1	0	4	Nieuwe conta	
5		4																