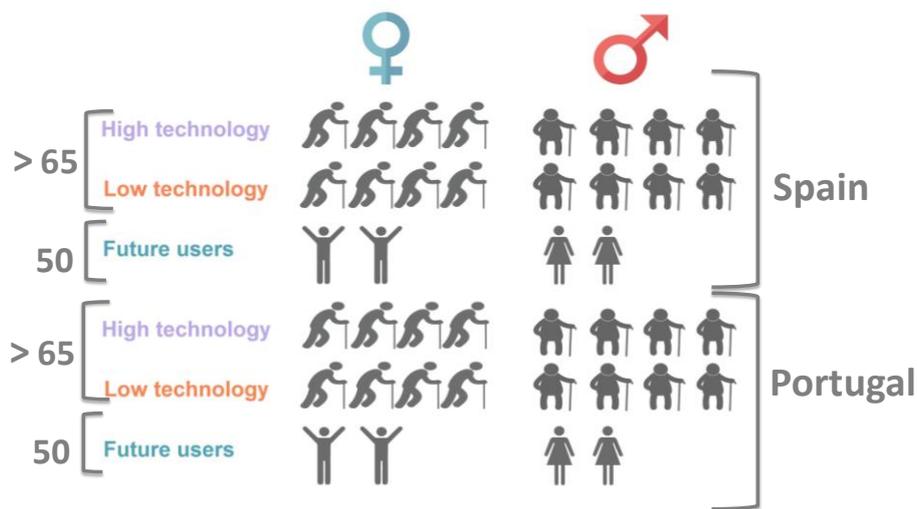


Results of pilot tests in real conditions

40 older persons from Spain and Portugal were involved during trials in real conditions. All users were using all the interfaces during 3 months, using at least 9 times each service of the four interfaces. The set of users covered from low technological profile to high technological profile, and the future generation of senior citizens. The sample was gender balanced. The methodologies used include task calendar, questionnaires, checklist, observations and automatic tracking.



In general, the **global evaluation and satisfaction level is high** for all interfaces, scoring 8 in a scale of 10 points, as well the usability, with a score above 4 in a scale of 5 points. Moreover, these assessment increases along sessions, which shows a good learning process. As it was expected, the most difficult task is to perform transference.

The best assessed is the **ATM**, reaching 9 points. Users positively assess its aesthetics and usability. Around 90% of users can perform all tasks without support and without any kind of problem. The most difficult task is to deposit money. Some users highlight that they would use the ATM if it was as the proposed solution at B4E project.

In relation to web access, the assessment considerably increases along sessions. It should be highlighted that some users have never used a PC neither a mouse. There are differences between low and high technological profiles, for example, the preferences in relation to more traditional interface or the graphical one. Nevertheless, the results are positive for both profiles.

In relation to the **mobile** interface, it should be highlighted users improvement along sessions, including older persons who have never used a smartphone. The results are also positive although some improvements have been detected.

In relation to the **TV** interface, the results are also positive and users highlight it easy use and aesthetics. Moreover, the improvement with learning is also high. However, login process should be improved because it is quite difficult with the remote control. It is possible that more innovative access such as photo recognition could be useful for this kind of the interface.

The differences per **countries** are focused on the best assessed interfaces. ATM is very positive assessed in both countries, however, mobile interface is better assessed in Portugal and web interface is better assessed in Spain.

Finally, the last sections provide a set of **potential improvements**, including the introduction of **new services** to increase the perceived value of the interfaces.