T&Tnet – Older users' requirements for a navigation application
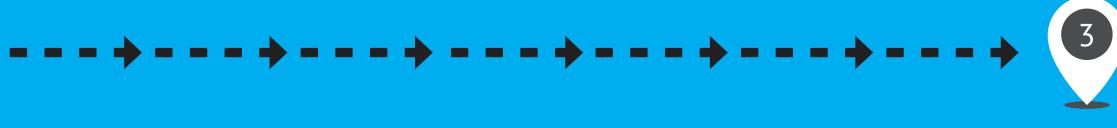
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With the goal to design a mobile navigation application for older users, we performed a study focused on older adults' mobility habits and interaction with technology with 49 participants in 4 different cities: Zaragoza, Paris, Oslo and Vienna.

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THEMES

We explored older adults' experience with:

» Mobile technology
» Mobility
» Navigation technology

METHODS

Through:

» Questionnaires
» Brainstorming
» Focus groups
» User observations
» Interviews with Secondary users

DESIGN

And we found that our target user's requirements point at design elements:

» Physical interaction or „I cannot": older adults often "cannot" properly use gestures, speech interfaces or read from the screen

» Content or „I need to know": they „need to know" information that will make their routes comfortable

» User's attitude and understanding or „I don't understand": they are willing to use technology only "when it's necessary" and they often "do not understand" common navigation interfaces and their symbols.

TAKE AWAY

Our requirement classification can help designers understand the barriers older users face, by imagining what the user would "need to know", "cannot do" and "does not understand", when confronted with an interface.

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Travel & Transport solutions through emotional-social NETworking