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Keywords	Prototype; Evaluation; Methodology
Abstract (for dissemination)	This deliverable presents the evaluation methodology that will be used in order to set up the first prototype evaluation study

Elders Up!: Adaptive system for enabling the elderly collaborative knowledge transference to small companies

AAL-2013-6-131

Deliverable

D.4.5 Report on pilots deployment

Restricted

VERSION HISTORY

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0.2	CCare	09 Oct 2015	Test protocol
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0.4	ISOIN	19 Oct 2015	Draft version2 rev.
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0.9	GEO	23 Oct 2015	Version4
1.0	CCare	29 Oct 2015	Version4 rev.
1.1	GEO	29 Oct 2015	Version5
1.2	ISOIN	30 Oct 2015	Final

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1. Introduction

The Elders-Up! project includes two evaluation stages. The first took place with the development of the mock-up pilots that were tested by the end-users, from which valuable information was collected in order to produce the first prototype. The second evaluation step consists of the first functional prototype platform.

1.1. First prototype

The first prototype is the initial implementation of the Elders-Up! platform, designed to let the end-users have a first impression of how the system works and provide feedback to the developers about the possible changes that need to be done, in order to have an improved final deliverable. It includes almost all the functionalities of the envisaged final product, although with more limited uses and potentials since there are not yet real companies participating. In particular, the first prototype is a web platform in which the user can register, sign-in as a senior expert or company, provide information, look for limited number of matches and have interaction with the matched parties.

1.2. Scope and contents of this deliverable

This document summarizes all the necessary information on how to successfully evaluate the first prototype of the Elders-Up! platform in order to assess the procedures and adjust all necessary parts to have a better final product.

To this end, **five** senior experts and **five** companies from each of the participating pilot countries (the Netherlands, UK, Cyprus) will be recruited to test the first prototype developed.

The importance of a properly evaluated first prototype is high, as it depicts the course of the final product later on. As such, consortium pays a lot of attention in meticulously conducting this pilot assessment, by including all the steps that need to be taken in a very straightforward and understandable way.

As such, the present document will firstly describe the evaluation protocol to be followed, consisting of the evaluation tools and the data collection analysis. Afterwards, the evaluation setup will be explained in detail, along with the material needed and the timeline that will take the Elders-Up! facilitator step-by-step through the whole process. Finally, conclusions will be drawn, along with a small discussion, while the final chapter of the deliverable includes the questionnaires and the material that will be handed to the senior experts and companies.

2. Evaluation goals and means to succeed

2.1 Evaluation goals

The goal of the prototype test is twofold. On the one hand the focus is on the **user experience**, understanding what aspects of the prototype are appreciated by the user and what aspects can be improved, or completely removed, in order to create an added value. Secondly, the prototype testing will focus on the usability of the prototype, in which the usability of the screens will be tested but also the flow between the screens.

As analysed in D4.4, the basic evaluation pillars of the Elders-Up! platform are **Functionality**, **Convenience** and **Appeal**. Functionality is self-explained, we need the platform to be able to work properly, grant the ability to end-users to perform all the necessary tasks in order to find a matching person or company and "understand" the difficulties that the end-user may face will browsing through the platform. Convenience is needed so that senior adults and companies have an easy time utilizing the platform. Since functionality usually works against convenience, as multi-functioning technological achievements are hard to manipulate, developers take extra care to keep things simple, especially for senior users. Finally, appeal is crucial in order to make people like the look of the interface, encouraging them to use it.

We aim to achieve all three of those goals in the maximum rate possible. The responsible consortium members to develop the first version of the platform have already worked towards those pillars.

2.2 Evaluation tools

To evaluate the first prototype, we will use the same tools used for the evaluation of the mock-ups and consist of tasks, questionnaires and the expert's opinion. In particular, the subject will be asked to answer a few questions in the beginning, in order to have a more clear view of the user, his/her familiarity with technology in general and more specifically with technologies that are similar to Elders-Up! platform. After that, the senior expert or company member will have to complete specific tasks using the first prototype, based on predefined user scenarios (see appendix). In the end, the participant will be asked to complete a brief questionnaire (appendix) concerning his/her experience with the procedure. Those questions aim to capture the feeling of the participant while completing the scenarios and they are connected with the three main targets mentioned in previous deliverables (**functionality, convenience** and **appeal**). On top of all these,

experts will also evaluate the first prototype, as they may find flaws or propose ameliorations that the untrained eye could miss.

For more details concerning the evaluation tools (questions, tasks, expert review), the reader may refer to D.4.4, chapter 4.

3. First prototype evaluation setup

The evaluation sessions of the first prototype will take place in the Netherlands, United Kingdom, and Cyprus with five expert seniors and five companies for each country. The sessions will include the evaluation tools described in the previous section, adapted to the first prototype available at the time of evaluations. In this section, the evaluation process for the first prototype will be described in detail.

3.1. Recruitment

The corresponding partner from each of the evaluation countries will be responsible for finding and recruiting the appropriate number of senior experts and company participants. That will be AgiaM from Cyprus, CCare from the Netherlands and Stockport from the UK. Since the participation will be in a voluntary basis, there is a big possibility that a participant cancels on the evaluation. As such, **the respective partner must have already one or two substituting participants**, who will only be called in case of an emergency.

The senior expert participants must be retired, or close to retirement, professionals that have stopped working for no more than five years of different occupations so that there is a variety of samples for more accurate results. They must also be able to communicate in English, since the platform is in English (at least for the moment) and have a working e-mail for registering and interact with the companies.

The companies participating in the evaluation must be a start-up, or a company with no more than 20 workers. Again, it is advised to select companies from different sectors to ensure variety.

The participant will be approached by the Elders-Up! representative in a way he or she sees more fit. Politeness must be a key feature and always keep in mind that respect is earned by respect, integrity and punctuality. Failing to inspire positive feelings and enthusiasm may lead the participant to abandon the evaluation.

First of all, the Elders-Up! representative must give a brief explanation of the project, its goals and the reason of asking feedback from the senior experts and the companies in this preliminary stage. The following paragraph, coming from the submitted proposal, summarizes the main idea of Elders-Up!.

*The main idea behind **Elders-Up!** project is to bring the valuable experience of elderly to start-ups and small companies, addressing intergenerational knowledge transfer to use skills and competencies based on experience. The Elders-Up! project will build an ecosystem for collaboration on which these two groups are the main actors thus strengthening the European experts workforce and maintaining their productivity and usefulness to the society.*

Small companies, struggle to create their own products, to sell them and to become more consolidated and bigger businesses. However, due to the fact that their workforce usually consists of a few employees they cannot cover all the areas of knowledge that a company needs to bring their products to the market (legal, administrative, technical and much more). In small and medium sized enterprises, the support and the knowledge transfer from experienced employees is vital because they have more limited resources and capacity to contract the services of experts or take over their tasks when they retire.

The Elders-Up! representative has to mention that there will be a written informed consent and that the participant can always stop his/her participation on the pilot without any penalties.

If the participant agrees to be part of the evaluation of the first prototype, he/she and the Elders-Up! representative will have to arrange an appointment in a suitable place for conducting the pilot. The day and time will be mutually agreed.

3.2. Human and material resources

The first prototype evaluation session, just like the mock-up session, will be carried out by one facilitator (at least) who will welcome the participant, describe the scope of the project, ask the predefined questions, encourage thinking-aloud and keep notes of the participant's comments. It is however recommended, both for comfort but also for validity and for ensuring better coverage of participant's views, that two researchers conduct the study: one serving as the facilitator and one as the observer. The participants will proceed one at a time in predefined appointments. In the room of the study, except from refreshments and snacks for the participants, there will be:

- Audio/video recorders placed so that they capture the interaction between the participant and the prototype

- **A laptop or desktop** for entering information directly to an excel sheet (results form) (optional)

- Printed informed consent form

- Pre-questionnaire

- Post-interview questionnaires

- Pens and blank papers

3.3. Timeline of the study

Defining a specific timeline and explaining in detail all actions that need to be taken in order to perform the evaluation of the first prototype is very important because the persons that will conduct the tests must have a very clear view and understanding of their goal. We want to make sure that the pilot procedure will be in target and won't be tiring for the participants, especially the senior adults.

The facilitator follows the timeline shown in Table 1 and informs the subject that the whole procedure will take a little more than one hour.

Time (in min)	Activity
5	Introduction
5	Informed Consent
5	Pre-questionnaire
8	1st scenario
8	2nd scenario
8	3rd scenario
8	4th scenario
8	5th scenario
7	Post-interview
5	Post-questionnaire
5	Conclusions

Table 1: The schedule followed for the first lab trial

The time caps presented above are only indicative. If the participant has hard time on a section**, the facilitator will give time and make notes of what takes more time than meant to**. This is also a feedback for the final evaluation.

3.2.1.   Introduction

The facilitator briefs the participant for the goals of Elders-Up! project and explains the assignment:

Welcome to our lab! We are participating in a large-scale European project called Elders-Up! that aims to develop a web platform through which a senior expert can come into contact with companies who need their assistance. We have designed a first draft of this application and we would like to have your opinion on it.

I will give you some scenarios and will ask you to envision yourself in the scenario and fulfill the tasks that are stated in the scenario. It will be very helpful for our research if you express your thinking process aloud during the scenario. I would like to inform you that our intention is not to judge you or your abilities, but only the designs and ideas developed. So feel free to ask any question or make any remark, because you are helping us understand what is wrong or right with our prototype. During the process and in the end, we will ask you to fill in some questionnaires. Thank you very much in advance! There are no right or wrong answers, and if you have any doubts you don't hesitate to ask questions during the research.

3.2.2.   Informed Consent

The participant receives an Informed Consent (IC) that must be read and signed by him/her in order to participate. To ease the procedure and shorten the time, you can go through the document together with the participant and explain the information in the IC form step by step.

3.2.3.   Pre-questionnaire

The pre-questionnaire examines how acquainted the participants are with technology related to Elders-Up!. The questionnaire aims to give us some insights on participants' former experience with the domain. If we notice that they regularly use specific websites, we will try to adopt appealing features of those sites.

How acquainted are you with internet and its use?

(1-5 + explanation, i.e. I regularly use internet, I just read the news, I don't like the involvement with internet etc)

How acquainted are you with Facebook?

(1-5 + explanation, i.e. I have an account but it seems chaotic, or I know what it is about but I don't want to have an account)

How acquainted are you with LinkedIn?

(1-5 + explanation, i.e. I have an account but it seems chaotic, or I know what it is about but I don't want to have an account)

Are you acquainted with any other job search engine (especially in your country)? If yes, is it friendly to seniors?

3.2.4.   Scenarios –Tasks

The scenarios are based on the expected use of the prototype. They are divided into first time use, including registration; search for a match and getting to know the company/expert; and long term use in which the participant starts to use the collaboration group space and communicates with the company/expert.

First, we describe the scenario and **encourage the participant to proceed and think aloud while navigating, without guidance**. Then the facilitator hands over the scenarios, one by one, in the form presented in the Appendix and the trial procedure begins. If the participant pushes a wrong button, he/she can try another button and in this case, we ask "why you made this choice?". By "wrong button" we mean a button that does not do what the participant had in mind. If he/she is stuck on a screen, we ask: "How would you proceed?" **If the participant brings up an issue, we can ask questions on it, but we do not try to guide his/her observations, being objective.**

3.2.5.   Post Interview and Questionnaires

When all scenarios are completed, the facilitator hands in the questionnaires to the participant in order to fill them in. Finally, the facilitator interviews the participant regarding his/her overall experience and what she would wish to change to the system.

Since the three pillars of Elders-Up! project are **Functionality, Convenience** and **Appeal**, the questions mainly focus on them.

1. What is your overall impression of the prototype?
2. Which aspects did you like the most? Please give me 3 positive aspects.
3. Which aspects didn't like so much? Please give me 3 negative aspects.
4. Did you find the prototype functional? Would you change or redesign anything? (the participant could also to sketch some ideas down on paper if he/she wants to)
5. Was the prototype easy to use? Were you able to find the buttons and the logic of it easily?
6. Was the prototype well presented? Did the layout look appealing?
7. Would you recommend it to someone else? Why?

Throughout the study the participant, can review previous screens and scenarios and he should be encouraged to do so. Moreover the facilitator can, at any time, refer or ask a question from a previous screen that the user either left unanswered, had hard time, or the facilitator somehow feels that the user changed his/her mind

3.4. Facilitator tips

The role of the facilitator is very crucial, as he/she can aid the participant be more productive and together extract very fruitful results from the first prototype evaluation procedure. On the other hand, if he/she handles the situation poorly, the participant could get frustrated and do not produce useful results, or even abort the pilot. As such, the facilitator is kindly advised to have in mind the following tips:

➢ Smile and be positive
➢ Chat with the participant until he/she forgets that he/she is being recorded.
➢ Do not be too formal when presenting the scenarios, as if the participant was taking an exam
➢ Explicitly encourage each participant to think aloud about their actions on the tasks given
➢ Listen to what your participant says. Do not make any judgments
➢ Emphasize to the participants that the prototype is being judged, not their abilities.
➢ Offer no direct help. If the participant gets stuck, ask her "do you see anything on this screen that could perhaps help you with this task?" or "how would you proceed?"

- ➢ If the respondents ask your help, ask them back something like "I don't know. What do you think?"
- ➢ Dig below top-of-the-mind answers. Try to find out why and how. Sometimes people misperceive the questions and give answers that do not relate to the real question
- ➢ If a question confuses a respondent, rephrase it
- ➢ Failure is an acceptable outcome. If the user is frustrated, stressed or doesn't have an idea how to continue with the task for quite some time, then ask her if she wants to continue with the next task or else, debrief and end the test.
- ➢ Keep notes on anything that strikes your attention during the whole process. It is not possible to predict and include in the tasks and questionnaires all the important incidents that may occur.

4. Conclusions and Discussion

In this document, we described the first prototype evaluation goals and the means to succeed them. The tools and methodologies presented in Chapter **¡Error! No se encuentra el origen de la referencia.** derived from usability practice and research that will be combined to provide a frame through which the developers will enhance the prototype, in order to implement the final version of the Elders-Up! platform.

The outmost goals of the evaluation process are to ensure that developers' work is aligned with users' needs; that mistakes in the concept direction or interaction will be corrected early on and finally that users will appreciate and understand Elders-Up! as a tool through which they can keep fresh the valuable skills they acquired during their working career. Having well-defined goals and methodologies to achieve them, is the first step towards this direction.

5. Appendix

Informed consent

Informed consent is the process whereby human participants in a research project are provided with all the information needed so that they can decide whether to participate.

Elders-Up! – Adaptive system for enabling the elderly collaborative knowledge transference to small companies

Elders-Up! project aims to bring the valuable experience of elderly to start-ups and small companies, addressing intergenerational knowledge transfer to use skills and competencies based on experience. The Elders-Up! project will build an ecosystem for collaboration on which these two groups are the main actors thus strengthening the European experts workforce and maintaining their productivity and usefulness to the society.

Small companies, struggle to create their own products, to sell them and to become more consolidated and bigger businesses. However, due to the fact that their workforce usually consists of a few employees they cannot cover all the areas of knowledge that a company needs to bring their products to the market

Investigator

Name:

Surname:

Organisation:

E-mail:

Purpose of the research

This research is for the evaluation of the first prototype that constitutes the Elders-Up! platform.

Benefits from participating

You will learn more about Elders-Up! platform that will be finalized in a later stage. You will also have the chance to contribute in defining the optimum parameters for such a platform for the benefit of the elderly, giving your feedback.

Risks from participating

There are no risks associated with this project.

Time commitment required

The estimate of the time commitment required is from 1 hour to 2 hours per meeting. The interviews will take as much or as little time as you are comfortable with.

Remuneration

There is no remuneration for participating in this project.

Confidentiality of data

All the information will be stored on the computer of the investigator, and will be password protected. No information that will identify you personally will be kept. All paper records will be destroyed, and all electronic raw data files will be deleted at the end of the project. During Elders-Up! project, all related information will be presented anonymously. None of the participants will be identified.

Withdrawing from the project

You have the right to withdraw from the project at any time and for any reason. Contact the investigator by any means, if you would like to do so.

Ethics approval

This research project has been reviewed and approved by the Ethics Board of the Elders-Up! project.

Results

The relevant results can be sent to you at any time, if you asked them from your investigator.

Informed consent form

I have received this letter, have had the nature of the study explained to me and I agree to participate. All questions have been answered to my satisfaction.

Date:

Name of participant:

Signature of participant:

Name of parent or guardian (if applicable):

Signature of parent or guardian (if applicable):

Name of person obtaining consent:

Signature of person obtaining consent:

Pre-questionnaire

How acquainted are you with internet and its use?

(1-5 + explanation, i.e. I regularly use internet, I just read the news, I don't like the involvement with internet etc)

How acquainted are you with Facebook?

(1-5 + explanation, i.e. I have an account but it seems chaotic, or I know what it is about but I don't want to have an account)

How acquainted are you with LinkedIn?

(1-5 + explanation, i.e. I have an account but it seems chaotic, or I know what it is about but I don't want to have an account)

[ ]

Are you acquainted with any other job search engine (especially in your country)? If yes, is it friendly to seniors?

[ ] **(Yes or No)**

(comments)

[ ]

What (else) do you regularly do in internet (if there is something)?

[ ]

Scenarios for the senior expert

Introduction for scenarios

In order to test the functionality of the first prototype platform, you will be presented with five scenarios that cover most of the platform's features. In each scenario you will be asked to complete several tasks through which you are kindly asked to think aloud if possible, so that I (the facilitator) can assist you if needed.

Scenario 1

*You have stopped working since March and you are wondering what you can do with your free time. Yesterday you met your friend Tom, who just joined the Elders up platform. Tom sounded so enthusiastic that you decide to find out what it is. You are curious to know how you can share your knowledge with other companies. You decide to go to the website of the platform (*http://test.connectedcare.net/eldersup*) and try to find out how you can start sharing your expertise.*

Goals to achieve:

- Register to the platform and complete your profile
  - o Objective is to fill in the information necessary for registration and complete the profile under the different tabs in 'profile'
- Search for opportunities and apply for an the opportunity
  - o Objective is to apply

Observation objectives:

- Did the participant experience any troubles using the application?

- Were there any unclear components or description?

- Did the participant experience any issues in the flow of the application?

- Were there any unexpected screens?

Interview questions

- What did you think of the information you needed to fill in for the registration?
  - o Was there any missing information you expected to be asked?
  - o Were the questions clear enough? Format?

- What do you think of the fact that this information is shared with companies?

- What do you think of the process of finding a match?

Scenario 2

The company you contacted has responded to your request by sending you an e-mail. Another company noticed that your experience would be of great value to them, therefore they expressed their interest to collaborate with you. Respond to both companies.

Goals to achieve:

- Notice that there is an incoming request of a company
- Check their e-mail to get more details about the company.
- Answer to an incoming request of the company "Unique"
  - Objective is to find the contact information, so the participant is able to send an email

Observation objectives:

- Did the participant experience any troubles in using the application?

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- Were there any unclear components or description?

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- Did the participant experience any issues in the flow of the application?

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- Were there any unexpected screens?

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Interview questions

- Did you notice the invitation of the company right away?

- What do you think of the way you receive an invitation of the company?

- What do you think of receiving requests from companies? Why?

- What do you think of the fact that you need to have both shown interest before being able to contact each other?

- What do you think of being approached by multiple companies?

Scenario 3

After getting to know the company you are ready to start helping them. You have received an e-mail in which the company has asked you to join their team and start collaborating. Check your e-mail to find out how you can start collaborating.

Goals to achieve:

- Respond to an invitation to a group space.
    - Objective is to find the e-mail click on log-in and get to the group space.

Observation objectives:

- Did the participant experience any troubles in using the application?

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- Were there any unclear components or description?

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- Did the participant experience any issues in the flow of the application?

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- Were there any unexpected screens?

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Interview questions

- What do you think of the group space? What is your first impression?

- Do you think the group space fits the way you would like to collaborate with the 'colleagues' and the company? Why?

Scenario 4

Now that you have started to collaborate, send a message to the whole team through the platform. Introduce yourself to the group. Look to other functionalities that are offered by the platform.

Goals to achieve:

- *To send a message to the whole team through the messages functionality.*
- *To explore all functionalities in order to enable the participant to understand what the functionalities do and how they would fit in the collaboration process.*

Interview questions

- What do you think of the different functionalities in the group space?

- Which functionality did you like the most?

- Which functionality would you not use?

- What do you think of the functionalities:
  - o Creating an event
  - o Upload files
  - o Chat communications

Scenario 5

One day you receive an e-mail from one of the companies, in which you are asked to help with a task. You respond to this task however you feel appropriate. Last time you did not have much time to look into one of the functionalities which is called "Optimize". Now you are curious to know what it does and try to find out more.

Goals to achieve:

- *To look into the details of a delegated task and respond to it through his e-mail*
- *Answer an online questionnaire and respond to the adaptation pop-up*
- *To accept the adaptation of the interface.*

Interview questions

- What do you think of the idea that the company can delegate a task to you? Is this how you are expecting to receive info?

- What do you think of the changes in the interface layout?

- Would you like the online questionnaire to be able to be saved as a draft in order to be answered later on?

- Do you think the option to answer questionnaires is well placed within the platform? Would you like to receive a pop up?

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- What do you think of the questions?

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Scenarios for the companies

Introduction for scenarios

In order to test the functionality of the first prototype platform, you will be presented with five scenarios that cover most of the platform's features. In each scenario you will be asked to complete several tasks through which you are kindly asked to think aloud if possible, so that I (the facilitator) can understand if the questions are well put or misleading.

Scenario 1

You have launched your company almost a year ago and have joined an incubator to get coaching. Even though you have formed a team of four people, you noticed that you still need some expertise. You have looked online for affordable help and found Elders-up! platform which links senior experts to start-ups in order to share expertise. You are curious and decide to look on the website (www.test.connectedcare.nl/eldersup) and try to find out how you can get in touch with experts that might be able to help you out.

Goals to achieve:

- Register to the platform and complete the profile of the company and personal profile
- Make an opportunity in the branch fitting the company
- Send an opportunity request to an expert fitting the company
    - Find people that match the opportunity and send request to Peter

Observation objectives:

- Did the participant experience any troubles in using the application?

- Were there any unclear components or description?

- Did the participant experience any issues in the flow of the application?

- Were there any unexpected screens?

Interview questions

- What did you think of the information you needed to fill in for the registration? Why? Was there any information you were missing?

- What do you think of the process of finding a match? Why?

Scenario 2

One of the experts has responded to you. Another expert also asked if he can help your company. Send them an e-mail to explain in more detail what you need help for.

The next week you have met with the experts in real life and they seem enthusiastic. You have now come to an agreement and decide to respond to them through the platform.

Now you have formed a team of two people you are ready to start collaborating. You look on the platform and try to find out how you can get them collaborating and enable them to get to know each other through the platform.

Goals to achieve:

- Find the request page
- Accept request of one expert
    - Objective is to accept a request of a previously invited senior
- Accept incoming requests of the other three seniors
    - Objective is to look at their profiles and select an fitting expert, send a personal message
- Make a group page for the two seniors
    - Objective is making the group page and add the seniors

Observation objectives:

- Did the participant experience any troubles in using the application?

- Were there any unclear components or descriptions?

- Did the participant experience any issues in the flow of the application?

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- Were there any unexpected screens?

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Interview questions

- What do you think of the process towards inviting seniors to your group space? What would you do different than the scenario does?

[blank box]

- What do you think of being approached by multiple seniors for an opportunity? Why?

[blank box]

- What do you think of the process to create a workspace?

[blank box]

Scenario 3

Now you have finally been able to link all the experts with each other it is time to find out what you can do with the application. You go through the different functionalities and try to find out whether they could be useful when collaborating with your new team. You decide to contact the group and give them an update on the company's latest news.

Goals to achieve:

- *To explore each functionality in order to enable the participant to understand what they do and how they would fit in the collaboration process.*
- *To send a message to the group through the chat function.*

Interview questions

- What do you think of the different functionalities in the group space?

- Which functionality did you like the most?

- Which functionality would you not use?

Scenario 4

Now that everyone in your team has gotten to know each other, you would like to test whether you can ask for help. You want to know the answer to a problem you have encountered during your work. You think the experts might be able to help you. You decide to ask one of your team-members for help using the Elders-up platform

Goals to achieve:

- Post a request about your problem
  - o Objective is to post a new request and delegate it to one of the team members

Observation objectives:

- Did the participant experience any troubles in using the application?

- Were there any unclear components or description?

- Did the participant experience any issues in the flow of the application?

- Were there any unexpected screens?

Interview questions

- What do you think of the group space as one place to post all the information about the accountancy branch of your company?

- Do you think the group space is a good way to collaborate with the seniors? Why?

- What do you think of the different functionalities in the group space? Why?

Scenario 5

You have been working with the team of four seniors for a long while now but you think that personal contact is still really important. Therefore you decide to invite the whole group to a lunch meeting via the platform.

Goals to achieve:

- Post an appointment in the agenda
  - o Objective is to create an appointment and invite all members of the group space

Observation objectives:

- Did the participant experience any troubles in using the application?

- Were there any unclear components or description?

- Did the participant experience any issues in the flow of the application?

- Were there any unexpected screens?

Interview questions

- Now you have experienced the group space in more detail, do you have any new comments you have about the tool?

- What do you think of the process of inviting the group to an appointment?

Post-interview

1. What is your overall impression of the prototype?

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│                                                                       │
│                                                                       │
│                                                                       │
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```

2. Which aspects did you like the most? Please give me 3 positive aspects.

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│       a.   ….                                                         │
│       b.   ….                                                         │
│       c.   ….                                                         │
│                                                                       │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

3. Which aspects didn't like so much? Please give me 3 negative aspects.

```
┌─────────────────────────────────────────────────────────────────────┐
│                                                                       │
│       d.   ….                                                         │
│       e.   ….                                                         │
│       f.   ….                                                         │
│                                                                       │
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```

4. Did you find the prototype functional? Would you change or redesign anything? (The participant could also to sketch some ideas down on paper if he/she wants to)

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```

5. Was the prototype easy to use? Were you able to find the buttons and the logic of it easily?

6. Was the prototype well presented? Did the layout look appealing?

7. Would you recommend it to someone else? Why?

Post-questionnaire

Please tick a box in the following lines to indicate what impression you have from Elders-Up! prototype.

	Very	Quite	Neutral	Quite	Very	
Useless						Useful
Impractical						Practical
Unnecessary						Necessary
Un-functional						Functional
Ineffective						Effective
Unproductive						Productive
Boring						Interesting
Difficult to use						Easy to use
Unappealing						Appealing

Facilitators notes

How would you rate each participant's capability of fruitfully testing the first prototype (from 1 to 5)?

    Senior Expert #1:

    Senior Expert #2:

    Senior Expert #3:

    Senior Expert #4:

    Senior Expert #5:

    Company #1:

    Company #2:

    Company #3:

    Company #4:

    Company #5:

Did the system understand any special needs of the senior expert? If yes, which ones?

If yes, did the system adapt to his/her needs?

Overall notes: