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Abstract (for dissemination)	This deliverable comprises an evaluation of the mock-ups for senior experts and companies as well as recommendations according to the findings for the first prototype.



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

AAL-2013-6-131

Deliverable

D.4.6a First prototypes evaluation and recommendations

Restricted

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1. Introduction

The Elders-Up! concept has been evaluated in three stages:

- (1) Mock-up evaluation
- (2) First prototype trial and
- (3) Final prototype trial

The evaluation protocol is described in deliverable D4.4, while the present deliverable describes the findings from the mock-ups and has the goal to evaluate the user experience and flow of the Elders-Up! concept. The mock-ups have been evaluated with seniors ('experts') and with companies. The participants were tested on three scenarios; the scenarios cover first-time use and regular use of the system.

1.1. Scope of the deliverable

Before reaching a final commercial platform that provides all the services envisioned in Elders-Up!, several versions will have to be tested in order to have more feedback to deliver a conclusive final result. The mock-ups constituted the first results of consortium's work and they were handed to senior adults and companies, giving a first impression of what Elders-Up! is all about. The methodology of evaluating those mock-ups were described in detail in D4.4 and now we are going to apply those methods, so as to see what changes need to be done and what is done well in order to make all the necessary changes that will arise from the current evaluation.

Once we have the evaluation of the mock-ups, we will be in position to make remarks and recommendations on the next step of Elders-Up!, which will be the first prototype. That will comprise the first real test of the planned concept, as the end-users will be using a real interface, not just mock-up pages. As such, it is important to give it as much care as possible.

1.2. Data analysis

Prior to the data analysis process:

- All interesting observations, states and quotes of the research were written down.
- The data from the research sessions with all senior participants were merged, and the same was done with the data from all company participants
- For each evaluation scenario, the findings were listed.

- Conclusions were drawn about the concept on different levels: concept, features and flow.

1.3. Contents of the deliverable

In section 2, the results of the senior adult mock-up are evaluated according to the plans set in D4.4. In particular, there is an analysis of each of the three scenarios that seniors were asked to resolve, reporting the difficulties and any other worth mentioning event while facing the mock-up. The section concludes with a discussion on the findings according to the analysis.

Section 3 covers the mock-up evaluation results for the companies. Again, there is a separate analysis for each of the three scenarios that were implemented for the company's representative to deal with. While each scenario holds its own conclusions, the section concludes with an overall discussion on how the mock-ups went and what problems of any kind were encountered.

In section 4 we draw some conclusion over the whole procedure of the mock-ups, merging the results of both senior and company scenarios, so that the consortium acquires an overview of how the first touch with Elders-Up! went.

Section 5 comprises the recommendations concerning the first prototype that is going to be concluded in the following months. It is critical to take into account those recommendations in the first prototype, as they come from potential real users and they include characteristics that, as users, would like to see.

2. Senior adult evaluation results

The mock-up has been tested with 9 seniors (Table 1).

Participant	Country	Profession	Age	Retired since
1	NL	Demolition	66	April 2014 (1 year and 4 months)
2	NL	IT	61	April 2014 (1 year and 4 months)
3	NL	Municipal official	54	Not retired yet, going to be retired during evaluation
4	UK	Shop Manager	58	March 2013
5	UK	Park Assistant	60	July 2011
6	UK	Charity worker	56	September 2014
7	CY	Private company secretary	62	May 2013
8	CY	Public sector worker	65	January 2011
9	CY	Public sector worker	60	Not retired yet, going to be retired during evaluation

Table 1: Overview of senior participants.

Below, we present the results of the mock-ups in a per-scenario base.

2.1 Senior expert: Scenario 1

The participants were given the following scenario:

“Peter heard from a friend using Elders up. He decides to register to the platform. Once he has registered he directly searches for any possible matches. One of the matches catches his eye, thus he decides to respond on the opportunity and sends out a request.”

The scenario focused on first-time registration to the platform, completion of the profile, and applying to an opportunity. The findings are summarized in the following paragraphs

Registration

- The difference between logging in and registering is not clear.
- 2 participants started filling in personal information in the login menu, and realized later that they need to click on the register button.
- Participant 2 thinks the registering requires too much information. (Figure 1).
- It is not clear what information is required to register.
- Participant 3 suggests this could be made clearer by using asterisks near some fields
- Two participants did not notice the “preferred contact method” field.

The screenshot shows a registration form titled "Personal information" with the "elders up!" logo in the top right corner. The form contains the following fields: Forename * (required), Surname * (required), Street Address, Postcode * (required), City, Country, Telephone * (required), Mobile Telephone, Email Address, and Preferred contact method?? (with a dropdown menu currently showing "Email"). There are "Cancel" and "Save and continue" buttons at the bottom. A red curved arrow points from the text "TOO MUCH?" to the "Preferred contact method??" field.

Figure 1: Seniors indicated that too much information was required as part of the registration process.

Complete profile: Personal information

- In the “personal information” page the difference between an already filled in field and a needed to fill in field should be clearer.

Complete profile: Employment and skills

- Whereas the skillset used in the mock-ups was limited (approximately 30 items), the list was considered rather long. Participants indicated that a longer list of items will be a barrier towards completing the profile.
- The “skills” menu is experienced as a too limited way of showing what your capabilities are (Figure 2). As an example, participant 2 thinks there are many more skills that don’t relate to professions. Participant 6 acknowledged this fact by mentioning that his skills-set is wider than only work related skills. Thus, the skillset from the mock-up does not fit the skills the participants would like to fill in.
- Three participants wondered why the system does not ask for working experience. They feel this says much more about their capabilities than only the ‘skills’-menu.

- Participant 6 thinks the platform focuses too much on work/qualification skills, while many small companies need generic skills to help them survive such as office skills, organisational, basic IT.
- Participant 2 thinks “professional qualification” is unclear terminology. He doesn’t know what he needs to fill in.
- The “skills” menu is unclear, e.g.
 - Participant 3 doesn’t notice it is possible to scroll.
 - It is unclear how to select multiple skills for participant 2.
- Participant 5 thinks it would be great to upload your already existing CV, or link your profile to your LinkedIn.
- Participant 5 mentions that there is no room for filling in what kind of work you would like to do, like e.g. volunteering work.
 - The “What do I want to do?” question does not suffice for this.
 - The participants in Cyprus think this question is irrelevant, because the company will tell them what they want them to do and then they can accept or decline
- Participant 4 is not sure why you should put your language skills in.

Personal information 2 Employment and skills Availability 3

Employment and skills

Languages spoken WHY?

Skills SKILLS ARE TOO LIMITED? SCROLL? SELECT MULTIPLE?

Professional qualification ??

What do I want to do?

WORKING EXPERIENCE?
UPLOAD CV / LINK WITH LINKEDIN?

Cancel 4 Save and continue 1

Figure 2: Feedback on the “employment and skills” page.

Complete profile: Availability

- The “availability” menu was considered too much a hassle to fill in. Retired people are flexible in their time; they often do not have a fixed schedule. They participants mostly felt “Why would you need a schedule, if both the senior and the job are flexible?” (Figure 3).
- Two participants wanted a “region” question, so that you can show in what region you are available.
- Participant 3 explicitly wondered what information is shared with the companies and thinks this should be communicated.
- Participant 6 even thinks it is not necessary to provide address and telephone number before making the match.
- Integration of the Elders-Up profile with other social networks (e.g. LinkedIn, Facebook or Google+) would be appreciated by the participants, this would speed up the process of entering information that is already available in other networks.

Personal information³¹ Employment and skills³⁰ Availability

Tell us about yourself

Availability **EXPERTS ARE FLEXIBLE**

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning	<input type="checkbox"/> 2 ³	<input type="checkbox"/> 4 ⁵	<input type="checkbox"/> 6 ⁷	<input type="checkbox"/> 8 ⁹	<input type="checkbox"/> 10 ¹¹	<input type="checkbox"/> 12 ¹³	<input type="checkbox"/> 14 ¹⁵
Afternoon	<input type="checkbox"/> 16 ¹⁷	<input type="checkbox"/> 18 ¹⁹	<input type="checkbox"/> 20 ²¹	<input type="checkbox"/> 22 ²³	<input type="checkbox"/> 24 ²⁵	<input type="checkbox"/> 26 ²⁷	<input type="checkbox"/> 28 ²⁹
Evening	<input type="checkbox"/> 32 ³⁴	<input type="checkbox"/> 35 ³⁶	<input type="checkbox"/> 37 ³⁸	<input type="checkbox"/> 39 ⁴⁰	<input type="checkbox"/> 41 ⁴²	<input type="checkbox"/> 43 ⁴⁴	<input type="checkbox"/> 45 ⁴⁶

Other remarks about your availability (holidays etc.)

AVAILABLE REGION?

Cancel³² Save and continue³¹

Figure 3: Feedback on the “Availability” page.

Apply to opportunity

- For participant 1 it was unclear that the profile needed to be completed first, before being able to find a match.

- All participants think it is really easy to find companies that match your profile.
- Two participants want to know more information about the company, before actually confirming interest.
 - For example: the people that work there or what business they exactly do.
- Showing interest to an opportunity is very easy, according to all participants.
- Participant 2 did not understand that a match needs to be confirmed before being able to contact the company. He expected the company to contact him now and did not realize that the company needs to show interest in him as well. The text message shown after showing interest in the opportunity is experienced as too vague (Figure 4), because it was unclear what the next step of the process was going to look like.
- For the other participants it was immediately clear how it worked.

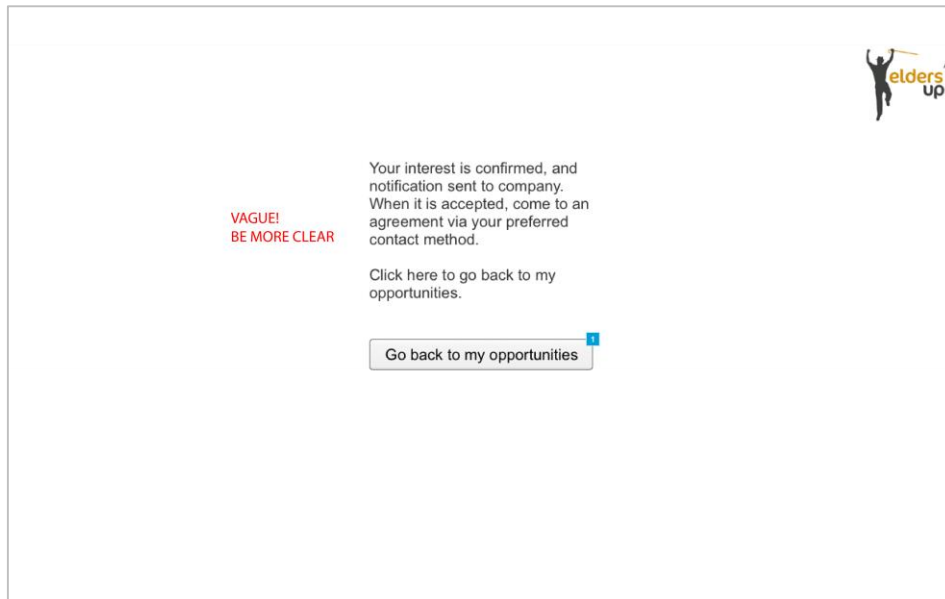


Figure 4: Confirmation screen was found too vague

2.2 Senior expert: Scenario 2

The participants were given the following scenario:

“Peter is excited now he has registered. He is waiting for a response of “Unique”. He logs in to his dashboard and checks the incoming opportunities. There are two new opportunity-requests, one of the company “Unique” which he already applied for, and

one new company (“GoGreen”) asking him to participate. Peter accesses the opportunity of the company “Unique” and is able to see the contact information. Peter sends out an email asking for more details of the opportunity. After that he also responds on the new request of “GoGreen”.

The goal of this scenario was to answer to multiple incoming opportunity-requests from companies, by finding the contact information of the company. The findings of the second scenario are summarized in the following paragraphs

Dashboard with incoming requests

- The “what’s new” menu is used the most. The buttons in the bottom of the screen are hardly used.

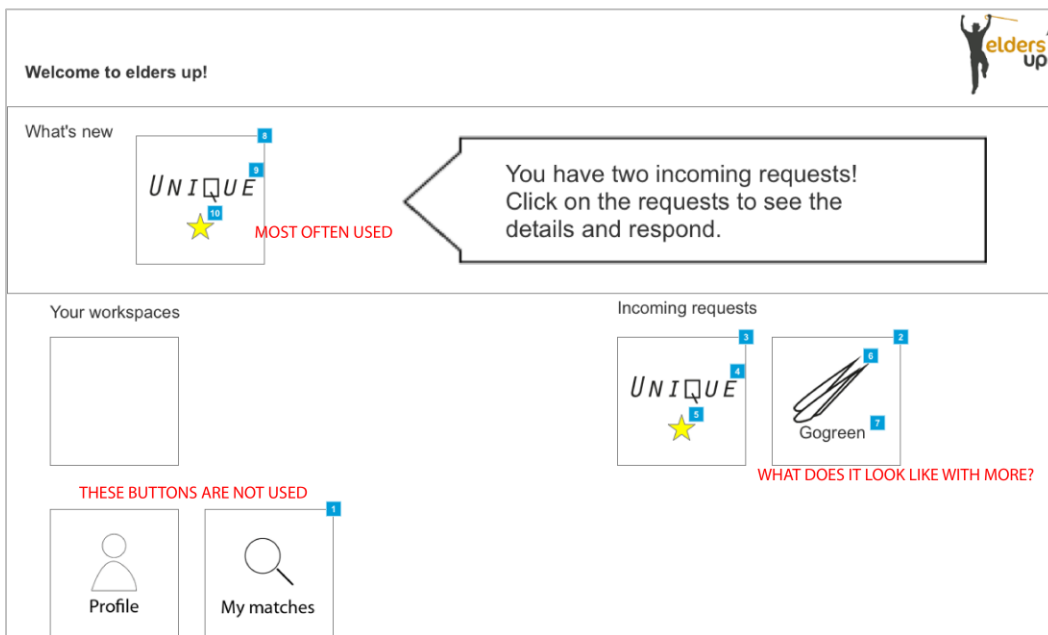


Figure 5: The ‘what’s new’ section of the dashboard page was used most. The buttons in the bottom of the screen were hardly used.

Find contact information

- Two participants found the contact information too hard to find when a match is made.
- According to participant 2, it was unclear who should take initiative to contact first between the senior adult and the company.
- It was also unclear for some, how a contact with a company should be made (Figure 6).

- One participant would like to have a face-to-face meeting with the company before being part of their network.
- Three other participants preferred to have a direct button to email the company, because you are already in a digital environment.
- Participant 1 from Cyprus and participant 5 preferred to use the telephone for the first contact.
- The participants would like to be contacted by the companies, because it means they are appreciated for what they have to offer.

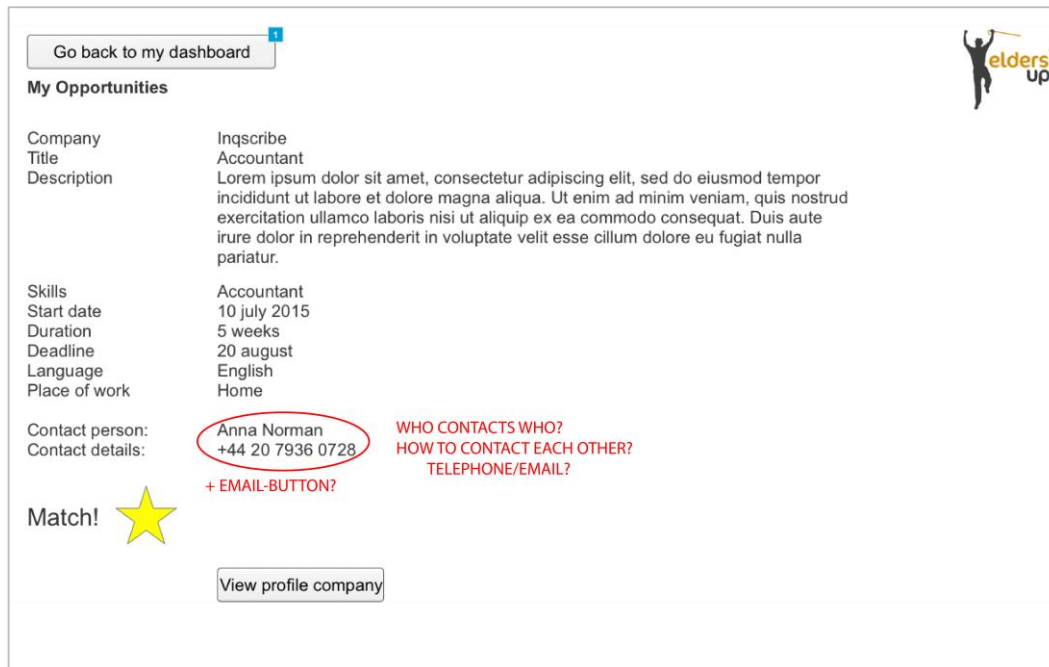


Figure 6: For an opportunity, the seniors were unsure how the process of making contact with a company would be done. Ideally, most seniors would like the companies to take initiative and contact the seniors.

2.3 Senior expert: Scenario 3

The participants were given the following scenario:

“Peter receives an email confirming his request to the opportunity of “Unique”. He goes to Elders-up! platform in order to go to the “Unique” group space. Where he responds directly to a question of his “colleagues”. Next, Peter looks at incoming request, which he could possibly help to work on.”

The goals of this scenario were to find and use the message function and to find and use the request function. The findings of this scenario are summarized in the following paragraphs

Group Space

- The use of a digital “group space” to facilitate online collaboration was valued by several seniors. Others, however, preferred to collaborate in a face-to-face setting, and not to use a digital environment.
- The “group space” functionalities could include functionalities from existing platforms such as Google Hangouts
- Participant 3 indicated that he did not want to use yet another digital agenda next to the agendas he already uses
- Participant 1 stated that he would like to see some kind of personal contact in the group space. He would like to collaborate with other experts in person, because this works better.
- Participants 2 and 3 from Cyprus would like to see easy-to-use personal communication, e.g. by integrating Skype (Figure 7).

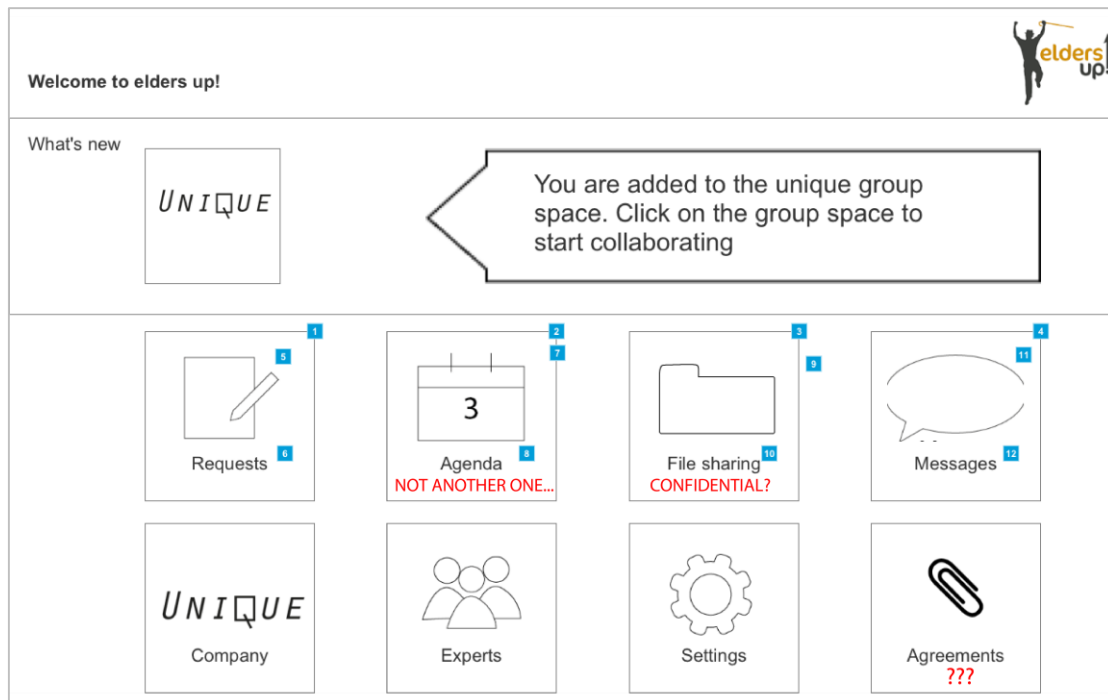


Figure 7 In the group space, seniors would like to see integration with tools that they already use (e.g. shared calendar, Skype).

- The “request panel” was experienced as inconvenient. It is unclear where to look first (Figure 8).
 - Three participants expected to see more details of a specific request when clicking on it.
 - They wanted more visual structure in the request panel: what requests are already done, which ones are addressed to them, at that time, it was unclear.

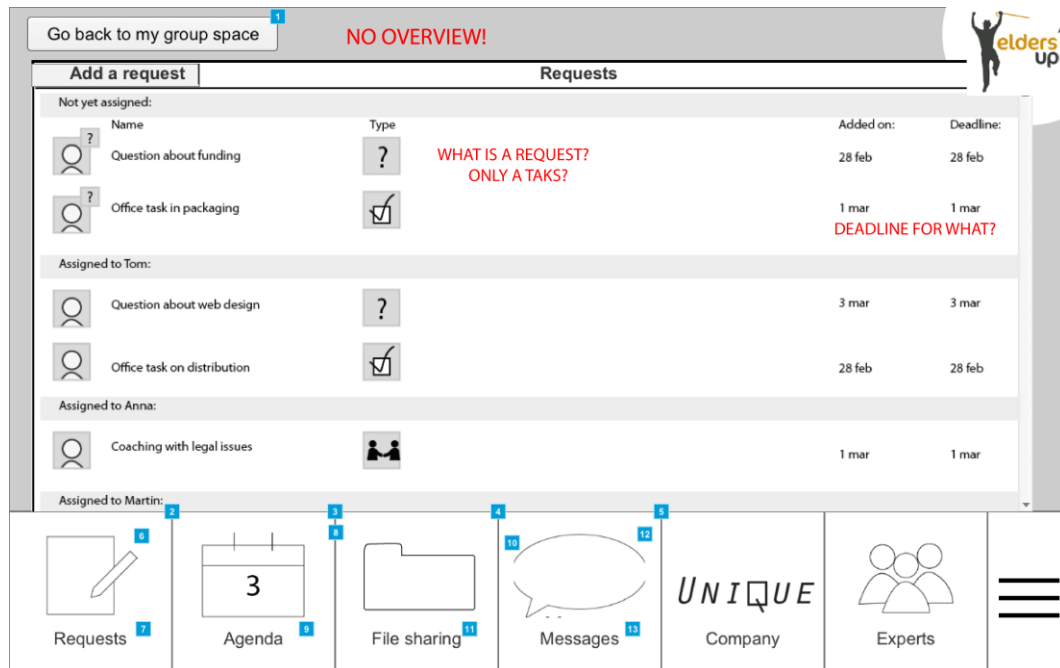


Figure 8: The page with requests is considered to be unclear. The seniors don't know where to start, and would like to see more details on e.g. the status of requests.

- The messages function is unclear: are they forum-posts, to which you can react, or is it chatting-like (Figure 9)?

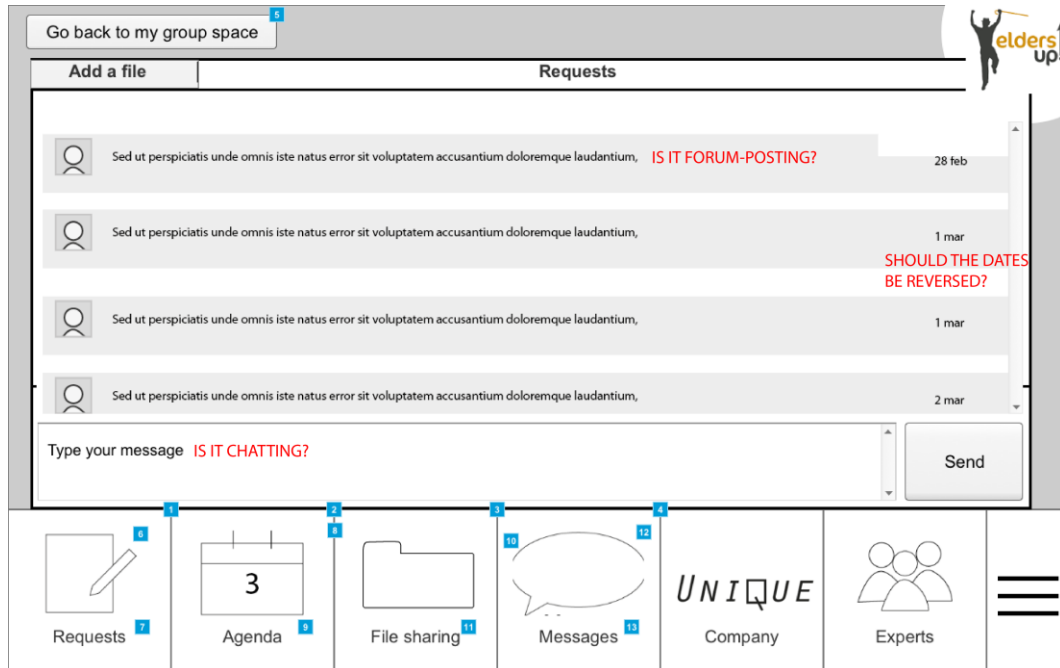


Figure 9: The seniors would like to know the concept of the messages – are the messages a forum, where all members can react to messages?

2.4 Senior experts: Discussion

Taking an overall look to the results of the mock-up for the expert seniors, we come to the conclusion that all participants liked the platform, as they found it pleasant to get into contact with new people, they liked the fact that they could help companies with their expertise and feel useful and appreciated once again, while using it did not seem too hard at all.

Whereas many participants would like to share their expertise and/or support companies, several participants indicated that they were too busy with other activities, or they are done with working and want to enjoy their retirement. In that sense, the Elders-Up system needs to properly consider the goals of the seniors, rather than only consider their skills. For example, senior users might want to do something new rather than exercise the skills he/she has been practicing her entire life before retirement.

The participants indicated that they would use the platform, if only the platform offers matches applicable for them. They would then use the platform and recommended to others. If the platform doesn't offer applicable matches for them, they would still visit the platform with regularity to see if there are new matches that do relate to them.

In addition, most of the seniors stated that they prefer working on a limited time project, e.g. one month and then head for something else, leaving a time interval for having a break.

Some participants experienced the contact between company and expert as too impersonal. They believe it could get more personal after finding a match, getting a chance to tell about past working experience, skills, etc, in a more friendly way. They experience online collaboration with other experts as impersonal as well, because there is no face-to-face contact.

There was some doubt about the uniqueness of the platform, comparing it with “online volunteer” databases for example. However a participant stated that he has had bad experience with those databases and the matching functionality of Elders-Up! makes the platform unique.

Finally, there was a statement that the logo of the project, having someone with a walking stick is offensive: being retired does not mean you are immediately walking with a walking stick.

3. Company evaluation results

The mock-up has been evaluated with 5 companies (Table 2).

Participant	Country	Type of company	Role in company
1	NL	Start-up	Co-founder
2	NL	Start-up	Designer
3	CY	Pharmaceutical company	Worker
4	CY	Family Business	Worker

Table 2: Overview of company participants

Below, we present the results of the mock-ups in a per-scenario base.

3.1 Companies: Scenario 1

The participants were given the following scenario:

“Lyla from the company Unique found the Elders-Up! platform on the internet and decides to register as a company, because she sees the value of the platform for “Unique”. Once she registered she decides to make an opportunity in the branch of accountancy. After posting the opportunity she looks for people that fit the profile of this opportunity. She finds Peter and decides to send him an opportunity-request.”

The goals of this scenario were to register to the platform, to complete the profile, to make an opportunity and to find people that match that opportunity. The findings of the first scenario are summarized in the following paragraphs

Register

- The difference between logging-in and registering is not clear in first instance for participants 1 and 2. But registration is easy and fast as soon as they know how.

Complete profile

- Participant 2 thinks the personal information that needs to be filled in is too limited.
- Other participants wondered why they needed to fill in personal information as well, next to the company information.
- Participant 1 thinks “area of industry” is unclear terminology.

- Participant 1 thinks he could explain more about what kind of company it is, since this is valuable to potential senior collaborators. Participant 2 preferred to write a very brief and basic description of the company.
- Participant 2 would like to add the URL of the company website.

Dashboard

- Participant 2 found confusing the fact that some buttons were shown twice: both in the dashboard and in the “what’s new” menu.
- The same participant also thinks the information shown in the “what’s new” menu is sometimes confusing.
- A direct way to go back to the dashboard from other pages is missing according to participant 2.
- Participant 2 is confused by unclear usage of icons. Some of the icons are the same (e.g. + to make a new opportunity or group space).
- Participant 2 also wonders how is the dashboard going to look like when there will be more than 2 incoming opportunities. There is not a lot of space available for it.

Make opportunity

- Participant 1 found unclear what the company can expect from a senior expert. Whether they are working fulltime for a period of time, or they are only working as consultants.
- Participant 2 thought that the “skills” don’t always fit the opportunity; opportunities are not always linked to skills, but can also be linked to e.g. experience.

Search for match with opportunity

- Companies experienced the platform suggestions as pleasant, easy and fast.
- Participant 1 would like to have a search bar for searching experts themselves, instead of only seeing the suggestions (Figure 10).
- The participants would like to see what motivates the experts to work for a certain company (Figure 10).

- Participant 2 would search for new matches, when the first expert does not respond to the match in a week.

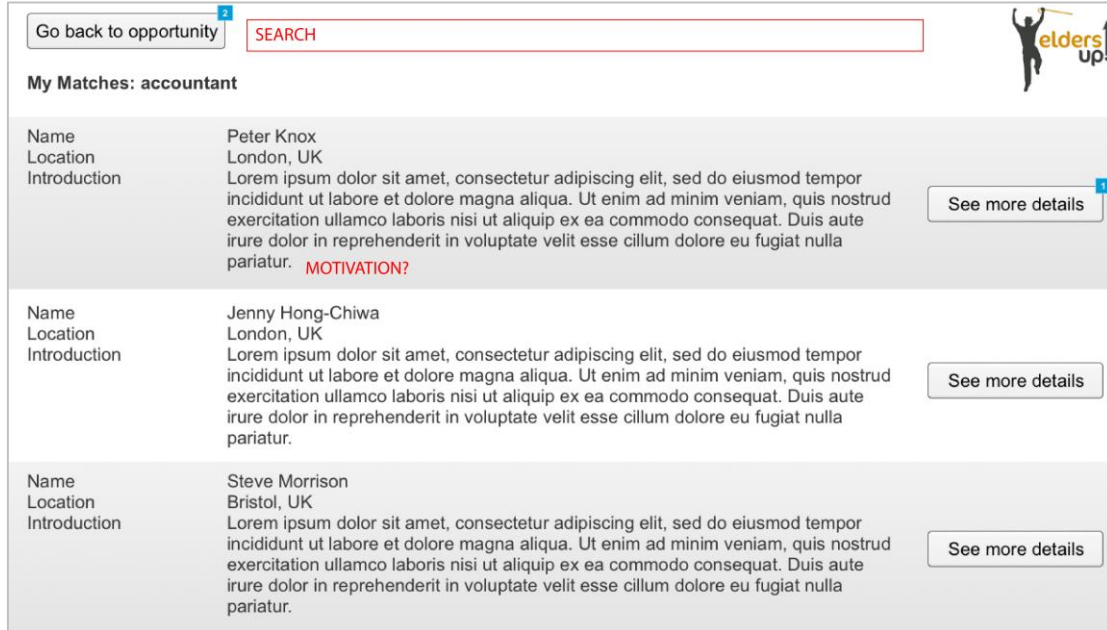


Figure 10: The overview of suggestions was experienced as pleasant. It would be nice if companies could also manually search for experts.

Confirm interest

- Participant 2 found it unclear what kind of message is sent to the expert, could not understand who is contacting whom (Figure 11).
- Participant 2 also thought that the process of connecting should be more person-to-person, instead of person to company. The strength of collaboration is personal contact, which should be there from the start of it.

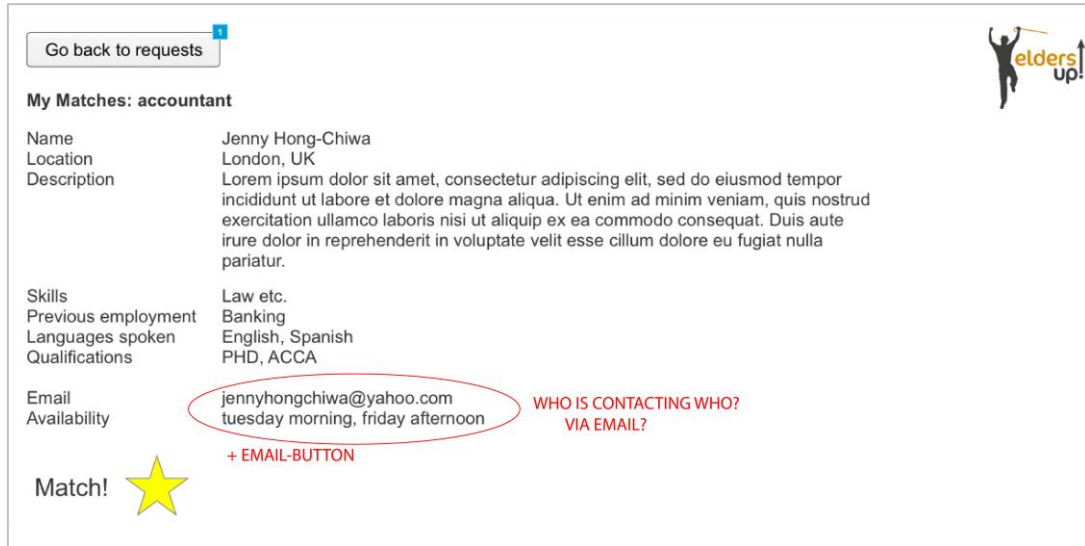


Figure 11: The process of who-contacts-who in case of a match was unclear to the companies.

3.2 Companies: Scenario 2

The participants were given the following scenario:

“Lyla is happy to see that Peter also sent a request to “Unique”, but three other seniors have sent her a matching request as well. She decides that they could form a group together with Peter to do tasks regarding to accountancy. So she makes a group page, and adds the four seniors.”

The goals of this scenario were to accept incoming profiles of experts, to find the contact information of the experts and to make a group space for them. The findings of the second scenario are summarized in the following paragraphs

Incoming requests

- Participants 1 and 2 did not notice that experts were able to contact them too.
- Participants 1 and 2 did not notice the message in the “what’s new” menu.
- Some participants liked the fact that they had multiple options for experts to contact.
- If the experts did not match the opportunity, participant 2 would like to be able to send a personal message that explains why. However, several participants from

Cyprus indicated that it would take too much time to give personal feedback to the seniors.

Contact expert

- It was not clear that the contact information is shared and they need to get in contact with the expert outside this platform.
- Participant 2 preferred to have contact by email.
- Several companies would like to be able to directly contact seniors in case of urgent need.

Creating a group space

- Participant 1 would like to talk to someone before adding this person to the group space, because they were going to share some information about the company, which might be confidential. Personal contact is essential to trust someone with this information.
- It was clear for participant 2 that the description of the group is based on the type of opportunity.

3.3 Companies: Scenario 3

The participants were given the following scenario:

“Lyla wants to know the answer to an accountancy problem she encounters during working at “Unique”. She thinks a senior could help her finding the right answer, so she decides to post a task/request on the group page about this problem. She asks to the seniors in the message function whether someone knows how to tackle this problem.”

The goals of this scenario were to post a request in the group space and to send a message in the group space. The findings of the third scenario are summarized in the following paragraphs

Group space

- All companies experienced the group space as an easy place to share something with all experts at the same time. All information about a request or subject is in the same place.
- Most of the functionalities in the group space were experienced as handy.
- Participant 2 and the participant 1 from Cyprus hesitated to use file sharing, because of confidentiality issues (Figure 12).
- Participant 2 perceived the dashboard and the group space as completely different, which is considered incoherent.
- Participants 1 and 2 found it easy to add requests, but they also needed the possibility to directly contact the experts about a specific request. This is done in the messages option, which is in another place again. This is confusing for them.
- Participant 1 preferred to have all experts in one team and apply filters, so some people are able to see some things and other things not. This would be more convenient than using multiple group spaces for certain opportunities (Figure 12).

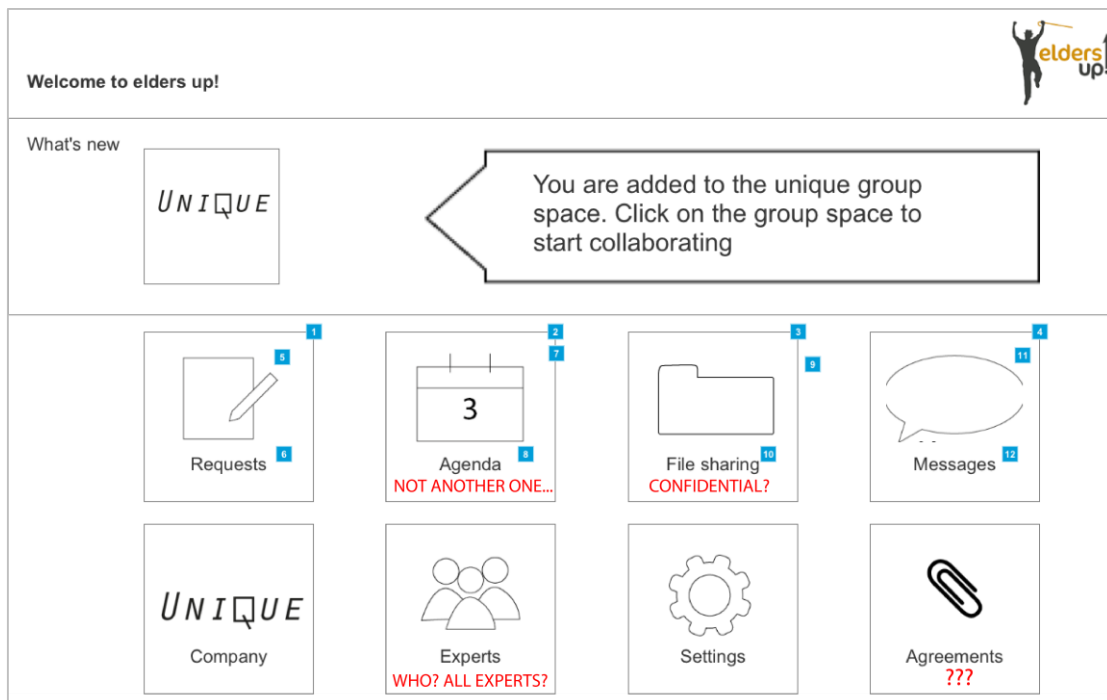


Figure 12: Companies would like to be able to define access control to confidential information.

3.4 Companies: Discussion

The support by senior experts is seen as a very valuable asset. The companies in Cyprus in particular also mentioned it could be valuable for trainees. Managing a team of senior experts can, however, be time-consuming. One of the companies participant expressed some concerns about how particularly challenging could be to manage a team of seniors.

All participants mentioned that they would have liked to share more information about the company. Moreover, the purpose of the platform is not explained well according to some and the value of experienced retired people is not properly communicated by the platform itself.

One of the companies mentioned that this platform could be useful to keep in contact with former employees as well, that already know them and they know the company, making it easier to work together.

4. Conclusions on mock-up evaluation

Both user groups appreciated the concept of 'seniors supporting companies'. The seniors would like to help companies with their expertise, since they want to contribute, and they would like to stay in contact with the professional business. The companies value the experience and contribution of seniors to their business as well.

There are several challenges towards successful implementation of the platform. A key challenge is not in the design of the platform, but in the initial engagement of the seniors and the companies. Many seniors indicated that they were already very busy with other activities, or they are done with working and don't want to work again. Many companies think that using the platform might be too time-consuming, because they have to manage more people that are not familiar with their way of working. In terms of concept design, there is a challenge in lowering the barriers for use, and maximizing the direct value to both seniors and companies.

In terms of profiles and matching, there is a challenge in defining the needs of the companies and the skills of the seniors. Seniors indicate that the current selection of skills (from a large set of pre-defined skills) is limited (since they were unable to express their personal skillset), complex and time consuming (even though the skillset used in the mock-up was limited to 30 items). They suggest it might be better to:

- 1) Focus on generic skills (e.g. 'organizational')
- 2) Emphasize on what the senior would like to do, rather than what he has done
- 3) Show the work experience in combination with skills.

At the same time, both companies and seniors indicated that they would like to communicate more the motivation and that they were interested in seeing the personal motivation of the others, rather than focusing too much on skills. Moreover, the definition of the profile should be done quickly and in an easy way, because a complex procedure would scare off the seniors and sometimes companies too.

Both user groups stated that making a match was very convenient: the process is easy and fast. The companies wonder how the system works and would like to have more control about their match results; they suggested including a search bar. The process of making

contact after a match has to be improved – it is now unclear who takes the initiative to make contact and, consequently, the process stalls.

The companies are positive about the group space for online collaboration. They see the group space as a way to efficiently share information and coordinate jobs. They would prefer, however, to have only one group space and apply filters to define the access rights of the group members. The seniors, though, are a bit hesitant – they already use digital tools such as a shared calendar, Google hangout and Skype, and would like the platform to be linked with the existing web tools.

A key element of the matching process is based on ‘opportunities’. The scenarios did raise questions on how opportunities are used in the platform. The key question was if an opportunity is a stand-alone task, after which the collaboration between the company and the senior is finished, or if an opportunity leads to long-term collaboration. It would be good if the seniors and companies can make a distinction between long-term collaboration and short-term collaboration.

To conclude, a digital matching and collaboration platform can well facilitate collaboration between seniors and companies. The platform should however not be ‘in between’ people. A design challenge is to leverage the digital instruments to optimize person-to-person collaboration.

5. Recommendations for the first prototype

Having evaluated the mock-up results, we are able to make some recommendations to the developing partners concerning the first prototype, depicting the end-users opinions and suggestions. Taking into account that the mock-ups referred to a comparatively small number of users, we should not generalize the results too much. The suggestions are separated in seniors' and companies', in accordance with the respective mock-ups

5.1 Seniors

Registration

- Make it more obvious that the user needs to press the “register” button while filling the login menu
- Include only the basic information for just registering i.e. e-mail and a password
- Make the “preferred contact method” field more obvious

Complete profile: Employment and skills

- Make the skills list shorter and easier to read/handle
- Include non-work, or non-qualification skills, like organizational, basic IT etc
- Define better the term “professional qualification”
- Make more clear certain features of the “skills” menu, such as the ability to scroll and to choose multiple skills
- Ability to upload an already existing CV from another web application such as LinkedIn, or from your PC
- Elaborate on the kind of work that the senior wants to do. “What do I want to do” does not suffice

Complete profile: Availability

- The “availability” menu needs to be simplified, as retired people are usually flexible with their timetables.

- “Regional” questions could be useful, in order to show for which regions the senior is available
- It should be clearly stated whether the senior’s information is shared with the companies or it is private
- Address and telephone number could be omitted before the match-making
- Logging in Elders-Up! platform via other social network applications such as Facebook, Google+ etc, would be appreciated

Apply to opportunity

- More information about the companies would be appreciated
- Should make more clear the matching procedure, what steps are taken and who contacts who when such occasion occurs

Find contact information

- Should make contact information easier to spot
- Clarify how a contact with a company should be made

Group Space

- The “group space” functionalities could include functionalities from existing applications such as Google Hangouts, in order to avoid using many different web-agendas
- Skype could be added to the forms of communication
- Make the “request panel” more convenient, it was unclear for the seniors where to look first
- Clicking on a specific request could show more details
- Visually facilitation such as what requests are already done, which ones are addressed to them at that time etc

5.2 Companies

Register

- Logging in and registering should be more discrete

Complete profile

- There should be more information about the company
- Personal information should be omitted, it is not relevant
- Clarify “area of industry” terminology

Dashboard

- The information shown in the “what’s new” menu should be more clear
- A direct way to go back to the “dashboard” should be added
- There could be more space in the dashboard, as it does not seem enough to host more than one incoming opportunity

Make opportunity

- “Skills” could change a bit in order to fit more the opportunities

Search for match with opportunity

- There could be a “search” button so that the experts can search themselves for a company instead of only seeing the suggestions
- A “motivation letter” could be useful for some companies
- There must be the ability to continue searching for another expert if the first one does not respond to the match in a certain period of time

Confirm interest

- Who is contacting whom must be stated more clearly
- More personal contact should be added, taking the place of expert towards company

Incoming requests

- The message in the “what’s new” menu should be more visible

Group space

- Messages option should be more accessible, appearing in more screens
- Developers could consider putting all experts in one team and then apply filters so that some people are able to see some things and other things not. This would be more convenient than using multiple group spaces for certain opportunities

Following we can see two tables summarizing all of the above. All this information will be studied by the development team and will allow to adopt changes based on feedback from end users, provided that the changes are feasible or considered important enough for the progress an adoption of the platform by seniors and companies.

Registration	Complete profile		Apply to opportunity	Find contact information	Group Space
	Employment and skills	Availability			
More obvious "register" button	Shorter skills list and easier to read/handle	Simplification of "availability" menu.	More information about the companies	Should make contact information easier to spot	"Group space" functionalities could include functionalities from existing applications
Only the basic information for registration	Include non-work, non-qualification skills (organizational, basic IT etc)	Add "Regional" questions	More clear matching procedure	Clarify how a contact with a company should be made	Skype in ways of communication
More obvious "preferred contact method" field	Ability to upload an already existing CV from another web application (e.g. LinkedIn), or from PC	Logging in Elders-Up! via other network applications			"Request panel" more convenient
	More clear features of the "skills" menu (scroll, choose multiple skills etc)	No address and telephone number before the match-making			More details when clicking on a specific request

	Define better the term “professional qualification”	Privacy clarification			Visual facilitation
	Elaborate on the kind of work that the senior wants to do.				

Table 3: Suggestions concerning the “senior-adult” part

Registration	Complete profile	Dashboard	Make opportunity	Search for match with opportunity	Confirm interest	Incoming requests	Group space
More discrete logging in and registration	More information about the company	More clear “what’s new” menu	Change the “skills”	Continue searching for experts if the first does not respond	More clear who is contacting whom	More visible “what’s new” menu	More accessible messages option
Possibility to add the url webpage of the company	Omit personal information	Direct way to go back to “dashboard”		Motivation letter	More personal contact		No multiple group spaces for certain opportunities
				“Search” button			

Table 4: Suggestions concerning the “companies” part