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

AAL-2013-6-131

Deliverable

D.4.6b First prototypes evaluation and recommendations

Restricted

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1. Introduction

According to the evaluation protocol described in deliverable D4.4, after the first prototype of the platform is released, field trials will have to be performed in order to test its functionality and improve the various features. In order to be more efficient, the consortium decided to develop another prototype between prototype one and final prototype, in order to see how the new features from prototype 1 worked in a functional platform. That prototype is prototype 1.5, it was ready in June 2016 and the results were presented in Liverpool in a consortium meeting, and the consortium decided to include its findings in the present deliverable, since it was an extra prototype with no corresponding deliverable.

For that reason, the present deliverable was delayed, in order to include the field trial findings of prototype 1.5. For carrying out those field trials, 17 senior experts and 13 companies participated in the first prototype trials, while 15 seniors and 7 companies tested prototype 1.5 platform, according to the scenarios presented in D4.5 version a (D4.5a). The first prototype was found to be very interesting for the senior adults to deal with and the following prototype 1.5 was perceived as a great improvement overall. For most of the seniors testing the prototype and being involved in a project like Elders-Up! was something appealing and new to try and would offer them the possibility to meet new challenges and remain active. The friendly user interface helped a lot in persuading the users to interact with the platform once it will come out to market. The ones that also participated in the trials of the mock-ups claimed that there has been a lot of improvement since the mock-ups. There were, however, some points that need to be taken care of for the development of the next version of the platform. Those points were found through the process of the evaluation of the first prototype and they will be presented in the next sections

1.1. Scope of the deliverable

Having prepared version 1 and version 1.5 of the Elders-Up! platform, their utility was tested with the aid of real users. Unlike with the mock-ups, updated scenarios were needed in order to depict all the functionalities that were incorporated into the platform. Senior adults and companies were recruited to try out how the platform works by following five scenarios that were designed in such a way so that they could test all the

platform's functionalities. As such, the senior users will have to begin by creating their own profile, choosing the skills they possess. The skill matching service will offer the senior user the option to choose a company that he or she would like to cooperate. After agreeing on a collaboration, seniors try the GroupSpace where most part of the collaboration takes place. Trying more of the platform's functionalities, the user gets more familiar with it, feeling more comfortable while exploring its features. After finishing with the scenarios, users would have to answer to some questions in order to get our feedback on the platform. The methodology of evaluating prototypes 1 and 1.5 of the platform was described in detail in D4.4 and now those methods are applied, 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 and apply them to the final prototype.

1.2. Contents of the document

In section 2, the results of the senior adult prototypes 1 and 1.5 are evaluated according to the plans set in D4.4. In particular, there is an analysis of each of the five scenarios that seniors were asked to encounter, reporting the difficulties and any other worth mentioning event while facing the prototype. The section concludes with a discussion on the findings according to the analysis.

Section 3 covers the prototype evaluation results for the companies. Again, there is a separate analysis for each of the five 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 testing went and what problems of any kind were encountered.

In section 4 some conclusions over the whole testing procedure are presented, merging the results of both senior and company scenarios, so that the consortium acquires an overview of how the first Elders-Up! platform evaluation turned out.

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

1.3. Methodologies for evaluation

The goal for this deliverable is to present the results of the user experience and usability evaluation. In order to successfully carry out the goal, a testing protocol is set up that includes introductory questions focused on internet use, the scenarios that will have to be followed and finally questions about the overall concept. The participant is requested to envision himself in a scenario and act based on the scenario. In addition, he or she is asked to think aloud communicating his/her thoughts, revealing his/her problem-solving process. The final questions are acting in a complementary way with the scenarios. It should be noted that though the methodologies of evaluations are the same like when testing the mock-ups, the scenarios and questions are updated in order to depict all the extra features of the prototypes.

The methodology followed includes tasks and questions, a successful strategy also followed for the mock-up testing (Data Analysis section in D4.6a). More specifically, the user was asked to complete specific tasks on the platform, based on predefined user scenarios. The procedure included the participant (senior adult or company member), a study facilitator and another person who was observing, keeping notes or recording the procedure. The participant was requested to find the solution to the task without assistance and to think aloud, namely to communicate his or her thoughts on what has to be done and how, revealing his or her problem-solving process.

After finishing with the scenario completion, the participant was asked to complete some questions concerning the functionality of the platform. Those questions aimed to capture the feeling of the participant while completing the scenarios.

2. Senior adult evaluation results

The first prototype has been tested with 17 seniors (Table 1), while prototype 1.5 was tested with 15 (Table 2). More than 40% of them were women, while almost half of them held Master Degree. Statistics are shown in Figures 1 and 2.

Participant	Country	Profession	Retired since
1	NL	Demolition company owner	5 years
2	NL	Senior consultant vacuum technology	5,5 years
3	NL	Civil servant	Still active
4	NL	Receptionist	2 years
5	NL	Statistician	4 years
6	UK	Personal Banking Advisor	3 years
7	UK	Office Manager	1.5 years
8	UK	Supermarket Manager	4 months
9	UK	ICT trainer in the National Postal Service	2 years
10	UK	Owner of interior design business	5 years
11	UK	Resource manager for a global investment company	1 year
12	UK	Tax specialist for a large multinational company	4,5 years
13	CY	Police officer	2 years
14	CY	Nurse	3 years
15	CY	Infants teacher	3 years
16	CY	Agriculturist	1.5 years
17	CY	Marketing	1 year

Table 1: Overview of senior participants in Prototype1.

Participant	Country	Profession	Retired since
1	NL	Public Sector	1 week
2	NL	Teacher	Still active
3	UK	HR Consultant	10 months
4	UK	Administration Support (typist)	1.5 years
5	UK	Shop Assistant	1 year
6	UK	Special Educational Needs Head teacher	3 years
7	UK	Owner of interior design business	5 years

8	UK	Resource manager for a global investment company	1 year
9	UK	Midwife	14 years
10	CY	Public Sector	4 years
11	CY	Teacher	5 years
12	CY	Hair dresser	7 years
13	CY	Teacher	8 years
14	CY	Businessman	5 years
15	CY	Secretary	6 years

Table 2: Overview of senior participants in Prototype1.5.

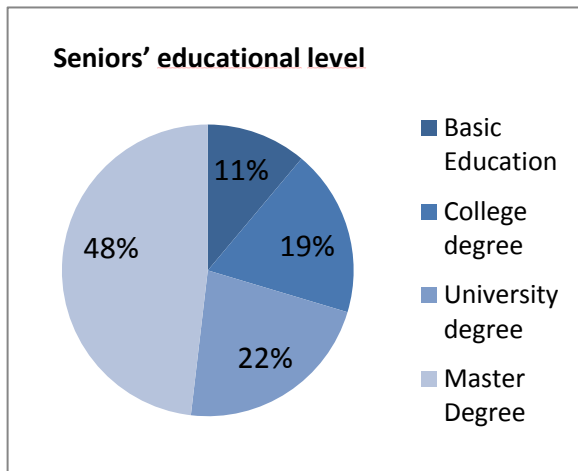


Figure 2: Educational level of seniors

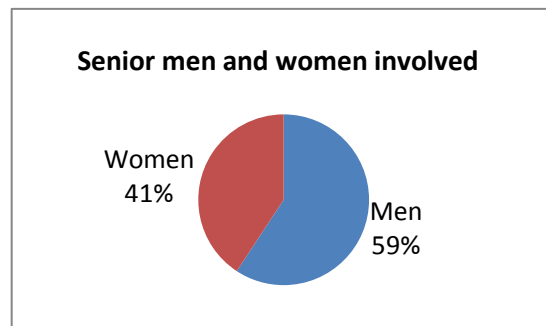


Figure 1: Senior men and women involved

The importance of including both men and women in the field tests has been considered, since the platform refers equally to both genders. Moreover, recruiting



people from different educational levels is very important, in order to make sure that the platform setup is easy to get for everyone. For variety sake, the field tests were carried out in three countries, just like in mock-up tests: UK, Netherlands and Cyprus. The field trials of the first prototype were scheduled to take place after finishing the development of the first prototype of the platform in January 2016, before the mid-term review meeting in Brussels. Each of the pilot countries made their own programming, carrying out the tests independently. Below, the results of the first prototype in a per-scenario base are presented.

2.1 Pre-questionnaire

The participants were given to fill a questionnaire on their acquaintance with internet, online applications etc.

In UK, 4 out of 6 seniors were not happy either with the term “Elders” in the name of the project, or with the logo featuring a walking stick. On the other hand, they were all quite familiar with the internet, browsing for social media, cooking recipes, shopping, radio, online banking, and other everyday activities. In Cyprus all seniors were also familiar with internet, but only with its basic uses. Same thing also in the Netherlands, showing that senior adults nowadays are (the least) basic users of the internet, revealing their familiarity with technology and making an online platform like Elders-Up!, easier to adopt in their everyday life.

2.2 Senior expert: Scenario 1

The participants were given the following scenario:

“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.

The scenario focused on first-time registration to the platform, completion of the profile, and to applying to an opportunity. The findings are summarized in the following paragraphs. In order to avoid redundant information, elements that were mentioned by seniors of a country are not repeated in the next countries.

- United Kingdom:
 - Pleased to get into contact with new people
 - It is not directly clear where to create a new account, users did not perceive themselves as expert or senior
 - The registration process was all obligatory which felt as too much information to fill in at once
 - Trouble finding the right “language” because they were not ordered correctly
 - The flow of entering the skills was perceived as complicated
 - If the user went back to the previous page, the information was not automatically saved
 - Users didn’t see they could add a photo, which they would like to add to their profile
 - The qualifications were not totally clear; users would like to select from different options.
 - Experts would like to see more information about the company, for example a photo and location of the company/
 - Users would like some more introduction into the platform added value

- The Netherlands:
 - The users were surprised how fast they could find a match
 - It was not directly clear how to register
 - Seniors were hesitant to share their personal address
 - The skills menu could be improved; it was not clear for the users that they could find more skills

- The matching details were perceived as interesting but it took a while to understand the details
- After applying for a match, a user was expecting to receive feedback
- Users would have loved to be able to share a personal message

- Cyprus:
 - Found the interface very pleasant with appealing colors
 - Would rather to have the option to attach a CV. Otherwise it's taking much time if there are a lot of things to say
 - The experts wondered if the information was confidential (address) or if it would be shared with companies
 - The participants had difficulties finding the right match, but with a little help they managed to get in touch with companies

2.3 Senior expert: Scenario 2

The participants were given the following scenario:

“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.”

The scenario aimed to have the senior noticing that there is an incoming request of a company, check their e-mail to get more details about the company and answer to an incoming request of the company “Unique”. The results are summarized in the following paragraphs:

- United Kingdom:

- The process of finding a match was really quick
- In order to get in touch with the company you should be able to click directly on an email button
- Not directly clear that a GroupSpace was added to the dashboard
- The invitation process went easy but it could be improved to see what were incoming and outgoing invitations
- The Netherlands:
 - It wasn't directly clear when there was an incoming invitation
 - It was fun that a company might be interested in you, but it would have been better if it was clear when a new invitation was present
 - At the beginning it was not directly clear when a company approached the expert
 - Would expect some more explanation when an invitation is send/received
- Cyprus:
 - Users liked to be approached by the different companies
 - The company's invitation was a bit hard to locate
 - Receiving the company's invitation was a bit confusing, it was not clear what to do next
 - Multiple companies approach was also a bit confusing in the beginning

2.4 Senior expert: Scenario 3

The participants were given the following scenario:

"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.”

The scenario focused on responding to an invitation of a GroupSpace. The results are summarized in the following paragraphs:

- United Kingdom:
 - The application feels like Facebook, and therefore has a familiar feel to it
 - The GroupSpace seems straight forward but not all functionalities might be needed
 - It was not clear what the agreement section could be used for
 - The functionalities seem useful when working from home
 - The GroupSpace would be used depending on the preference of the company and experts

- The Netherlands:
 - The idea of becoming a part of a team was really liked, though they would have liked to see more personal information about their team members
 - The email users received when being added to a GroupSpace was appreciated
 - The GroupSpace feels like a more modern way of communicating where everything is collected in one space
 - Seniors would expect to meet the companies also in real life and that the collaboration space would be an added tool they could use depending on the companies' preference
 - It was not directly clear where to write a message in the message page

- Cyprus:
 - Seniors would rather keep what they write in the GroupSpace private

2.5 Senior expert: Scenario 4

The participants were given the following scenario:

“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.”

The scenario was about sending a message to the whole team through the messages functionality and 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. The results are summarized in the following paragraphs:

- United Kingdom:
 - They liked the variety of different functionalities available (chat, GroupSpace, agenda etc) The preference for the functionalities varied per person
 - The different functionalities were easy to use
 - Appointments could be redirected to personal calendar i.e. gmail
 - The name “agenda” was not perceived as UK English, and should be changed into “calendar”
 - The functionalities of the GroupSpace might be combined in one screen
 - It might be an added value to have the tasks in a private section

- The Netherlands:
 - Group space can be used by each user differently, based on his or her needs
 - Seniors would expect tasks and agenda to be linked
 - Seniors would expect tasks to be able to comment on it and linked to files
 - Functionality: Chat, task, agenda and files are most appreciated
 - Company and agreements are least appreciated and could be removed to simplify the GroupSpace

- Cyprus:
 - They liked the fact that there were so many different functionalities, it seemed very professional tool

 - They had to ask for each functionality, what it does, but they were reluctant to try every one

2.6 Senior expert: Scenario 5

The participants were given the following scenario:

“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.”

The scenario aimed to have the participant look into the details of a delegated task and respond to it through his or her e-mail, answer an online questionnaire and respond to the adaptation pop-up. Moreover, the participant had to accept the adaptation of the interface. The results are summarized in the following paragraphs:

- United Kingdom:

- Overall impression was good
 - Company delegating a task could be more friendly
 - Unfortunately, due to some firewall issues the optimization functionality did not always work correctly
 - Unclear what changes would be made to interface. Needs to be easier to play around with
-
- The Netherlands:
 - The idea of optimizing the application was liked, though would like to have more influence on how it adapts
 - Question 5 and 6 of the online questionnaire felt out of place
-
- Cyprus:
 - Would prefer to be directly asked about the optimization changes, didn't quite see the connection of the questions with the optimization
 - Adaptation of the interface was well appreciated and seniors saw it as something unique and thoughtful towards them

3. Company evaluation results

The first prototype of the platform has been evaluated with 13 companies (Table 3), while prototype 1.5 was tested by 7 (Table 4)

Participant	Country	Type of Company
1	UK	Photographer
2	UK	Health project that offers therapeutic interventions
3	UK	Supports start-up companies, investing in projects that will support local businesses and create jobs
4	NL	Big data consultant
5	NL	Interaction designer
6	NL	developing a behavior app for care drivers
7	NL	telephone sales
8	NL	hospital disposal design and production
9	CY	Survey engineers, topographers
10	CY	Driving security systems
11	CY	Real estate
12	CY	Business consultancy services
13	CY	Management consulting, research, HR development

Table 3: Overview of company participants for Prototype 1

Participant	Country	Type of Company
1	UK	Mindfulness and nutrition community
2	NL	Medical device training material for hospitals
3	NL	Recyclable disposables for hospitals
4	CY	Research and development company
5	CY	Football statistics
6	CY	Web development
7	CY	Accountant services

Table 4: Overview of company participants for Prototype 1.5

In order to test the functionality of the first prototype platform, company representatives were presented with five scenarios that cover most of the platform's features. In each scenario they were asked to complete several tasks through which they are kindly asked to think aloud if possible, so that the facilitator can understand if the

questions were well put or misleading. Below, the results of company first prototype trials are presented in a per-scenario base.

3.1 Companies: Scenario 1

The participants were given the following scenario:

“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”

The goals of this scenario were to register to the platform and complete the profile of the company, as well as personal profile, create an opportunity in the branch fitting the company and send an opportunity request to an expert fitting the company. The findings of this scenario are summarized in the following paragraphs

- United Kingdom:
 - The support by senior experts is a very valuable asset
 - The process of finding a match could have been a bit faster without too much details to fill in during the registration
- The Netherlands:
 - Flow of finding a match could be improved
 - The registration process seemed a bit long, and they were not sure which information would be shared. Not all fields should be obligatory
 - Companies miss the credibility of the application (miss a landing page)
 - Companies would like to see directly which seniors were using the platform

- The skills tree could be optimized; it was not directly clear
- It was great to see all the matches that you could get from the platform.
- The matching details could be clarified
- Cyprus:
 - Finding a match was seen as easy and fast
 - No need for personal information when logging in as a company
 - The languages would better be in alphabetical order

3.2 Companies: Scenario 2

The participants were given the following scenario:

“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”

The goals of this scenario were to find the request page, accept the request of one expert, accept incoming requests of the other three seniors and make a group page for the two seniors. The findings of this scenario are summarized in the following paragraphs

- United Kingdom:

- The flow of the application seemed a bit complicated and could be improved
 - Some information got lost during the registration which was felt as frustrating
 - The GroupSpace might not be perceived directly that useful at first glance. They were not sure if they should invite experts to it
 - The process to create a workspace didn't fit their needs
-
- The Netherlands:
 - Functionalities were not clear at first sight, could use some introduction.
 - Messages, agenda and tasks were the preferred functionalities.
 - Most companies found all functionalities easy to use, except for minor issues

 - Cyprus:
 - Option to delete a GroupSpace would be helpful
 - Didn't expect so many functionalities, they appreciated that, stating that the work done is very professional
 - Would like a help button to explain functionalities they didn't quite catch

3.3 Companies: Scenario 3

The participants were given the following scenario:

“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"

The goals of this scenario were to explore each functionality in order to enable the participant to understand what they do and how they would fit in the collaboration process, as well as to send a message to the group through the chat function. The findings of this scenario are summarized in the following paragraphs

- United Kingdom:
 - There were too many functionalities according to the companies
 - It looked quite easy to use

- The Netherlands:
 - The GroupSpace seems handy to use, but there is a big preference to meet in real life
 - Overall it looks good but it will have to compete with all other collaboration tools in the market that companies are already using
 - Companies would not like to upload confidential materials but would use it for general information that could be shared

- Cyprus:
 - Agreements seemed troublesome
 - Using the different functionalities seems easier now, it just needed to get used to the way the platform works

3.4 Companies: Scenario 4

The participants were given the following scenario:

“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”

The goal of this scenario is to post an issue that the company needs to be addressed. The findings of the first scenario are summarized in the following paragraphs

- United Kingdom:
 - Group-space was not very helpful as a means of communication with the seniors. Would prefer to have direct contact
 - Would love to work with seniors in real life more than online

- The Netherlands:
 - Not all functionalities might be used, some might be removed to simplify the collaboration space
 - Not all companies would use the tasks section to ask for help, they might directly contact the senior or chat with them

- Cyprus:
 - Would prefer a different setup for GroupSpace, having one for each issue and only include respective seniors

3.5 Companies: Scenario 5

The participants were given the following scenario:

“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”

The goal of this scenario is to post an appointment in the agenda. The findings of this scenario are summarized in the following paragraphs

- United Kingdom:
 - It would be great if it would be linked to outlook

- The Netherlands:
 - The companies would like to select which seniors from their contact to add to the GroupSpace, instead of searching for their email address
 - The GroupSpace would be a nice place if you have a team of experts to work with
 - Really like the fact that you can update your experts all at once

- Cyprus:
 - Everything seemed to work fine
 - Would like to be able to handle more easily a number of contacts. Not just one or all of them at once

4. User needs analysis

The Elders-Up! project follows a strong user-centered approach, the first result of this methodology is shown in the identification of new features included based on the input received from the end users during the pilots.

Previous section of this document present a list of end user requirements that are to be addressed in the form of new functionality for the Elders-Up! platform. Table 5 maps the finding presented in the first sections to the new changes to be made inside the platform in order to obtain the final prototype.

USER FINDINGS	IMPLEMENTATION UNDERTAKED BASED ON THE FINDINGS	DESCRIPTION
The flow of entering the skills was perceived as complicated	Online Tutor	<ul style="list-style-type: none"> ▪ Tutor inside the platform ▪ Step by step guide and videos for all possible tasks/activities inside the platform ▪ Easy to use and self-explicative
Users didn't see they could add a photo, which they would like to add to their profile		
The skills menu could be improved; it was not clear for the users that they could find more skills		
The participants had difficulties finding the right match, but with a little help they managed to get in touch with companies		
The company's invitation was a bit hard to locate		
It was not directly clear where to write a message in the message page		
Users would like some more introduction into the platform added		<ul style="list-style-type: none"> ▪ Landing page available when visiting the Elders-Up! platform

value	Landing page	<ul style="list-style-type: none"> ▪ Explanation of the goals and features of the platform ▪ Video content for to ease the understanding of the project's goals
Due to some firewall issues the optimization functionality did not always work correctly	Migration from JAVA based to JavaScript for the SDC	<ul style="list-style-type: none"> ▪ Change in the way the SDC gathers data from sensors to trigger an adaptation of the web ▪ Remove the need to install any software for a proper functioning of the sensors
Unclear what changes would be made to interface. Needs to be easier to play around with	Questionnaires optimization	<ul style="list-style-type: none"> ▪ Questionnaire optimization for question regarding the adaptation preferences ▪ UI improvements ▪ Flow improvements
Question 5 and 6 of the online questionnaire felt out of place		
Would prefer to be directly asked about the optimization changes, didn't quite see the connection of the questions with the optimization		
Some users perceived the impairments forms as stigmatizing and they would rather now answer question that could point them as handicapped	MEDIFORM	<ul style="list-style-type: none"> ▪ Questionnaires for impairment detection, usability or statistics recollection should be out of the platform and explained to the user. ▪ Questionnaire should be anonymous and the data private. ▪ The MediForm module would be accessible as a button at the very end of the general questionnaire, giving the user a clear explanation of its purpose once clicked.

Table 5. User finding and new requirements mapping

5. Conclusions and recommendations on first prototype

Based on the scenarios and the questionnaires mentioned before, some very useful conclusions which can help the developers produce a better version of the platform have been reached. It should be noted that while the proposals were made based on the users' results, the fact that this is about an international platform that could not possibly satisfy all communities with their distinctive preferences have been kept in mind, therefore the recommendations are focused in the notes made by the representatives of all pilot countries.

In particular, since participants often had troubles finding out how to work things out, the consortium thought about the possibility of including a tutor, that may very well mean a helping assistance for users whenever he or she had trouble doing a desired action(s).

Apart from that, some insightful points were learned during the whole process, to name a few, it seems that it's better to demand only the basic details of the user during registration, and be able to elaborate later, marking with (*) those basics. Concerning the skills, in order to make more clear that they can be expanded, they should be marked with a "+" instead of bullets. In addition, it would be better to find another way of inputting skills, as the current tree structure is rather confusing. Most of the senior adults complained about not finding the correct buttons to push, as such, clearer buttons in more intuitive locations need to be incorporated. The flow of the various functionalities is of critical importance, as it affects the whole procedure of working on the platform and could be a reason for abandoning it if the flow is not reasonable to the user. Accordingly, the design team of Elders-Up! is planning on improving the re-design of the flow of the whole interaction with the platform even further from the already improved version implemented from prototype 1 to prototype 1.5, maintaining the good aspects mentioned by the seniors but improving the identified potential problems.

Moreover, and according to the findings of this prototype evaluation, the technical team has prepared a development roadmap where the solving of major issues and the development of the most requested features have been scheduled. The next iteration of the platform "2nd prototype" will thus contain all the required modification so as to better suit the users' demands.

