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Keywords	Mock-up; Pilot; Evaluation; Methodology
Abstract (for dissemination)	This deliverable comprises the final prototype evaluation, namely the results of the last pilots for senior adults and companies, for the two phases that took place. A general overview of all the course of the prototypes will also be presented

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

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Deliverable

D.4.7 Final prototype and users evaluation

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VERSION HISTORY

Version	Edited by	Date	Description
0.1	GEO	23 January 2017	Initial Draft.
0.2	Stockport	31 January 2017	Recommendations
0.3	CCare	31 January 2017	Second draft
0.4	ISOIN	31 January 2017	Final Version

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1. Introduction

Having reached the end of the project, the platform has now taken its final form. We now have a fully functional web platform that is ready to be tested in real situations, without scenarios to be fulfilled, but with normal use. This time more end-users were recruited to test the final prototype and more time was given to them for testing in order to have more realistic results.

1.1. Scope of the deliverable

Having extensively tested the Elders-Up! platform idea initially through the mock-ups and later on through prototypes P1 and P1.5, the final prototype P2 integrates all the positive aspects of the initial idea, plus many more that came up later on. For one last time, senior adults and companies were kindly asked to participate in this final pilot testing. The guidelines through which the last pilots took place were elaborated in D4.5b and the scope of this deliverable is to present the results received by the end-users dealing with the second (and last) prototype of the platform. According to the information received, the technical team will do some last tuning in order to have the final version of the Elders-Up! platform.

1.2. Contents of the document

Section 1 comprises the introductory party of the present deliverable, which is broken down in four sub-sections. The scope of this deliverable in which its aims are presented, the contents of the document, the methodologies followed in order to evaluate the pilot tests of the final prototype and finally the participations of each pilot country. In section 2, the evaluation results of senior adults are presented and analyzed, while in Section 3 we can see the evaluation results of the companies. Finally, Section 4 ends-up with 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 of the final prototype. In order to successfully carry out the goal, a testing protocol was set up that can be found in D4.6b. The user test covered the two phases of the tests and questionnaires which provided feedback from each phase. The questionnaire for the end of phase 1 included some introductory questions focusing on personal data like their profession, the time since retirement, the use of internet, etc. In phase 1, the users could make free use of the platform from their own environment, so that they're not restrained to follow specific steps of scenarios. This method was used to simulate a real life situation where users can do whatever they find interesting and useful in order to find a match. To evaluate phase 1, a series of validation questions were posed to the test participants concerning the quality of the platform services. In phase 2, the seniors and companies were able to evaluate the platform for several more days. During phase 2 the participants were able to interact with virtual profiles of companies or senior adults and get a better feeling of the platform's functionality. Questions concerning the prolonged usability of the platform will provide the required feedback on the second prototype of Elders-Up!.

1.4. Analytic participations from each pilot country

- **Cyprus**
  o Phase1: 17 senior adults and 7 companies
  o Phase2: 3 senior adults and 2 companies
- **UK**
  o Phase1: 11 senior adults and 4 companies
  o Phase2: 11 senior adults and 4 companies
- **The Netherlands**
  o Phase1: 18 senior adults and 12 companies
  o Phase2: 4 seniors and 3 companies

2. Senior adult evaluation results

2.1 Pilot participants overall

The 2nd, and final, prototype of the Elders-Up! project has been tested with 46 seniors from the three pilot countries (Cyprus, UK and the Netherlands, Figure 1). More than 56% of them were women (Figure 2), while 70% of them were among 60 and 70 years old (Figure 3).
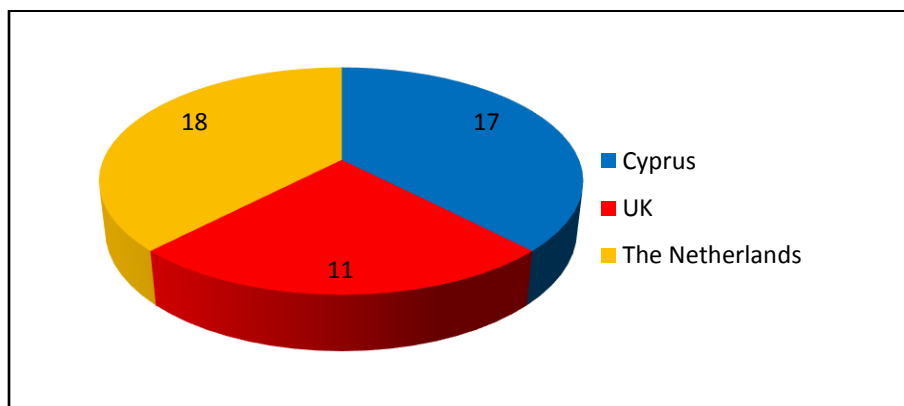

Figure 1: Senior adults from the three pilot countries
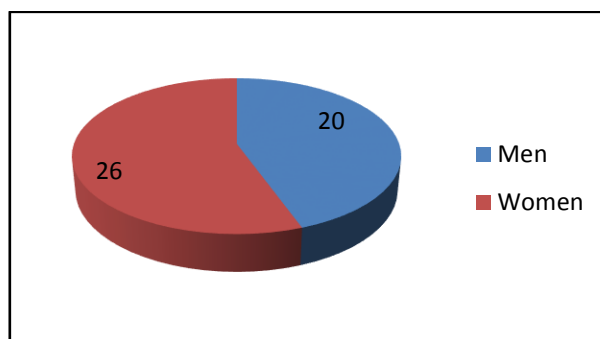

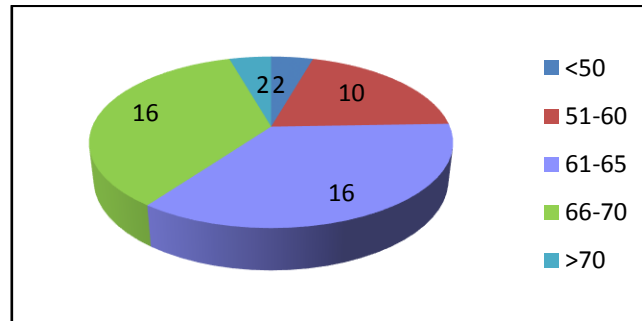**Figure 2: Gender of the senior adults**

Figure 3: Age span of senior adults

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 of different ages is very important, in order to make sure that the platform can be targeted to different age groups. The field tests were carried out in three countries, just like in the mock-up and the prototype 1 and 1.5 tests: UK, Netherlands and Cyprus. All pilot countries have executed their research in the same period of time, during which the protocol was replicated in all three countries. The 2nd prototype results of the pilots are presented below.

2.2 Recruiting process

Participating seniors were recruited via volunteering organisations, social networks and some were recruited from the previous pilot test. Collaborating elderly care centers helped with their contacts, while some of the participants were found through social media. The senior adults were mainly contacted in person and via e-mail. Some others were contacted by phone, or personal messages SMS. The background of seniors concerning their educational level and occupational sector varied since we wanted to include as many different backgrounds we could, as well as the duration of their retirement and relationship with technology, Computers, social media etc. This way, we wanted to make sure that the platform would be tested by many different categories of people, depicting a more realistic group of end-users. Among the participants, some of them had used the platform again in past pilots and some saw it for the first time. It is important to find out if the opinion of the ones who had used it before has now changed with the last improvements

2.3 Feedback gained

After Phase 1, an inclusive questionnaire was handed to senior adults to complete, based on their experience with the platform. Their answers were gathered and are presented below (Figure 4-Figure 7).
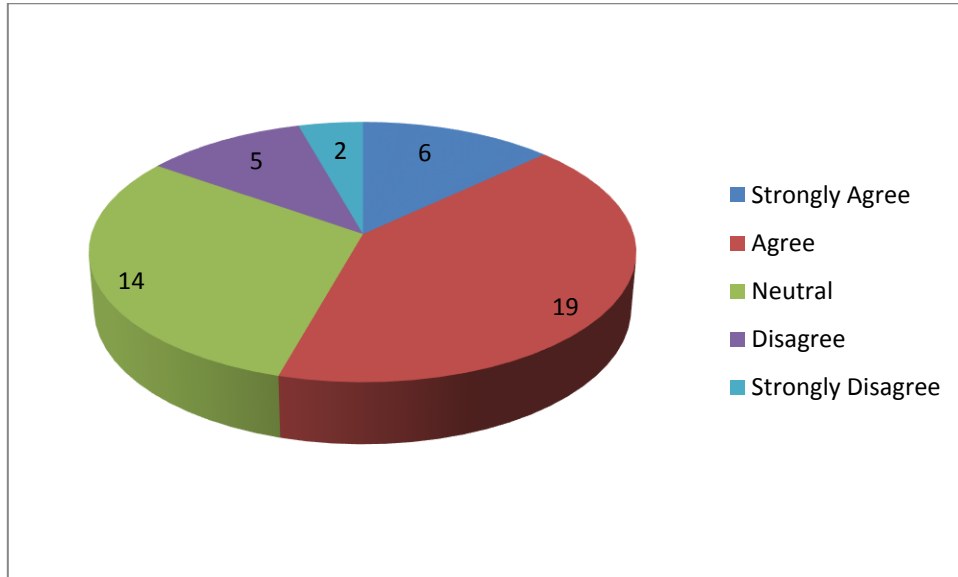

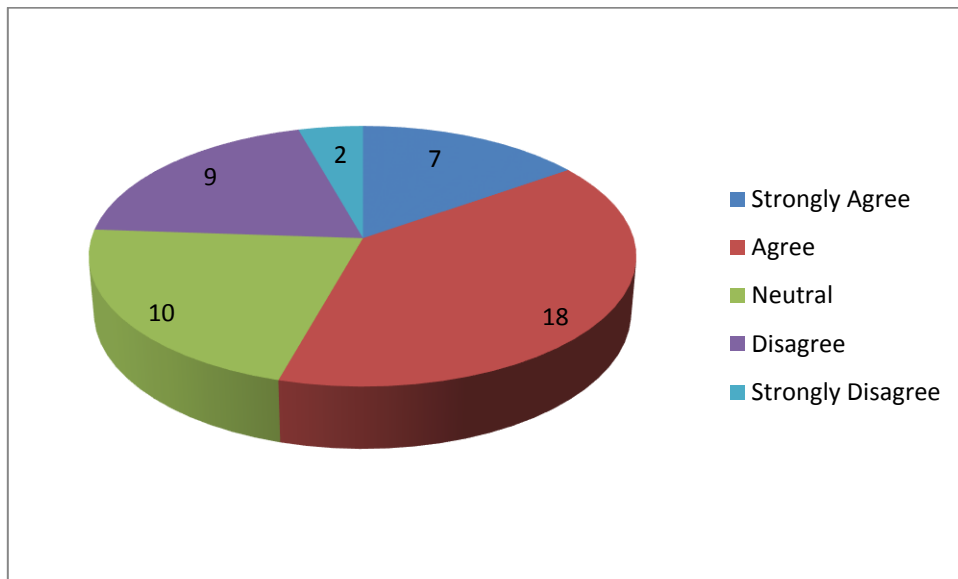**Figure 4: I consider the platform to be functional**

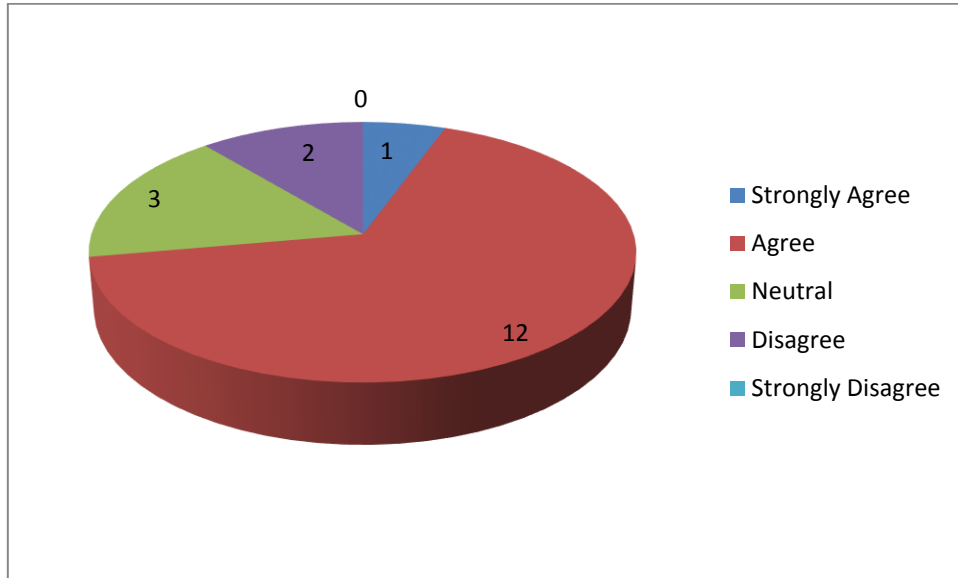**Figure 5: I consider the platform to be easy to use**

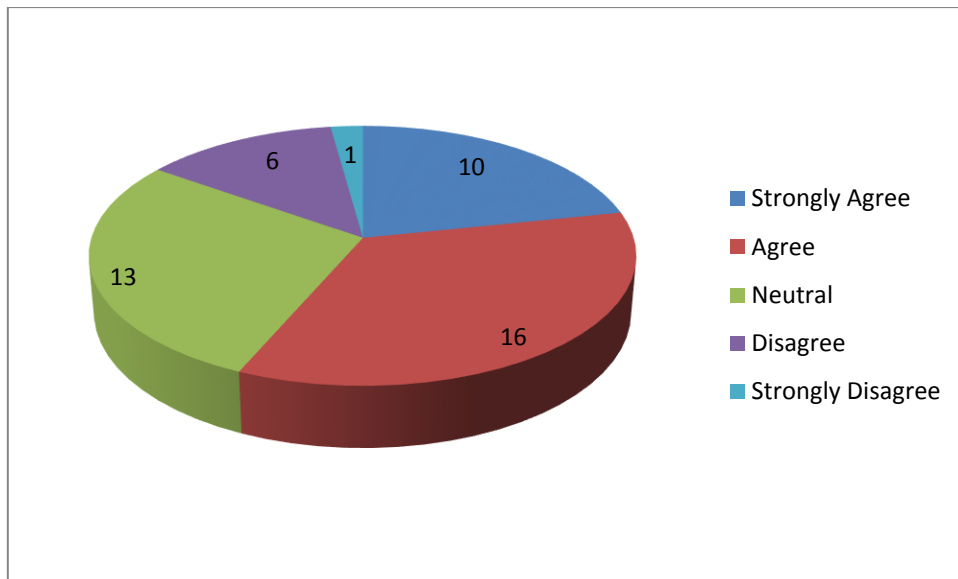**Figure 6: The prototype was well presented, I liked the layout**

Figure 7: I would recommend the platform

Despite the fact that the sample was big enough (46 people), their answers varied in certain aspects, such as the fact of the platform being user friendly, easy to use and with pleasant interface. That is, some stated that they expected a more user friendly environment, while others stated pointed out that they found it really friendly and easy to

use. Users that found it easy to use particularly liked the simplicity of the dashboard page containing only 3 main functionalities. Some users even though they liked the simplicity would have like to see a more personal touch and inviting feel to it. Thus depending on the level of experience with technology and preference for look and feel the platform was perceived as easy to use and pleasant.

The participants, who tried the platform for the first time, found the project's idea very good and stated that it was something that was missing in the current market. Their answers showed that senior adults are willing to take up something new, even if it's connected with technology, which often comes with user acceptance barriers. According to the senior adults that had been through the platform before, there had been great improvement between the old prototypes and the final one. The current application was perceived as a professionally made online application that could help them in their everyday life.

Overall, seniors found the whole idea inspiring. The first introduction presented in the landing page was appreciated and helped better understand the goal of the Elders-Up!-application. The seniors liked the way the webpage is presented; they liked the opportunity given to them to come in contact with companies; they loved the idea of connecting generations, given that older experienced people would co-operate with younger ones. More specifically, most seniors found the registration process clear and easy, the skills matching service fast and efficient and the groupspace practical since it holds all the functions in one place and is useful for group arrangements, but it would never completely replace face to face contact. With the Application Optimization feature, users found that it's nice to have that extra asset, although it does not seem to change a lot on the platform.

3. Company evaluation results

The 2nd prototype of the platform was evaluated by 22 companies, from different commercial sectors. In order to test the functionality of the final prototype of the platform, company representatives were not given specific scenarios, but were directed to use it freely in any way they wanted, using the functionalities they liked.

3.1 Pilot companies overall

Participating companies were chosen among many different commercial sectors, so that the sample covers a realistic part of the businesses (Table 1).

Participant	Country	Type of Company
1	UK	Online Jewellery Business
2	UK	Health Care Equipment
3	UK	Project Management Consultants
4	UK	Interior Design Company
5	CY	Survey Engineering
6	CY	Research
7	CY	Contractor
8	CY	Law firm
9	CY	Musical Steps Cyprus
10	CY	Educational toys
11	CY	Car engineer
12	NL	Web developer
13	NL	Interaction designer
14	NL	CEO tech startup
15	NL	Architect
16	NL	Lawyer
17	NL	User experience designer
18	NL	Front-end developer
19	NL	Architect
20	NL	Consultant
21	NL	Data scientist and consutants
22	NL	Architect
23	NL	Developer

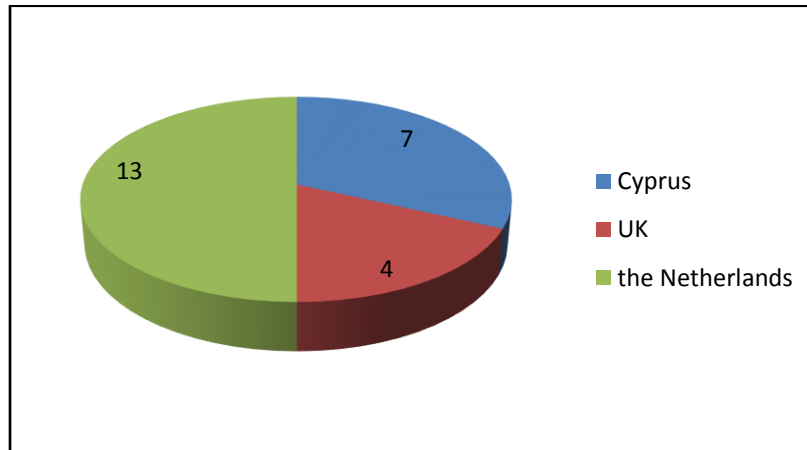Table 1: Participating companies

Figure 8: Participating companies per country

3.1 Recruiting process

Participating companies were mainly contacted from professional contacts from the participating countries, some participants from previous test were also recruited. Collaborating partners helped with their contacts, while some of the participants were found through social media. The companies were mainly contacted via e-mail or telephone. As stated before, the sectors of the companies varied since we wanted to include as many different backgrounds as we could. This way, we wanted to make sure that the platform would be tested by many different categories of companies, depicting a more realistic group of end-users. Among the participants, some of them had used the platform again in past pilots and some saw it for the first time. It is important to find out if the opinion of the ones who had used it before has now changed with the last improvements.

3.1 Feedback gained

Companies also had to fill a questionnaire after completing phase 1 of the pilot test. The results are presented in Figure 12.
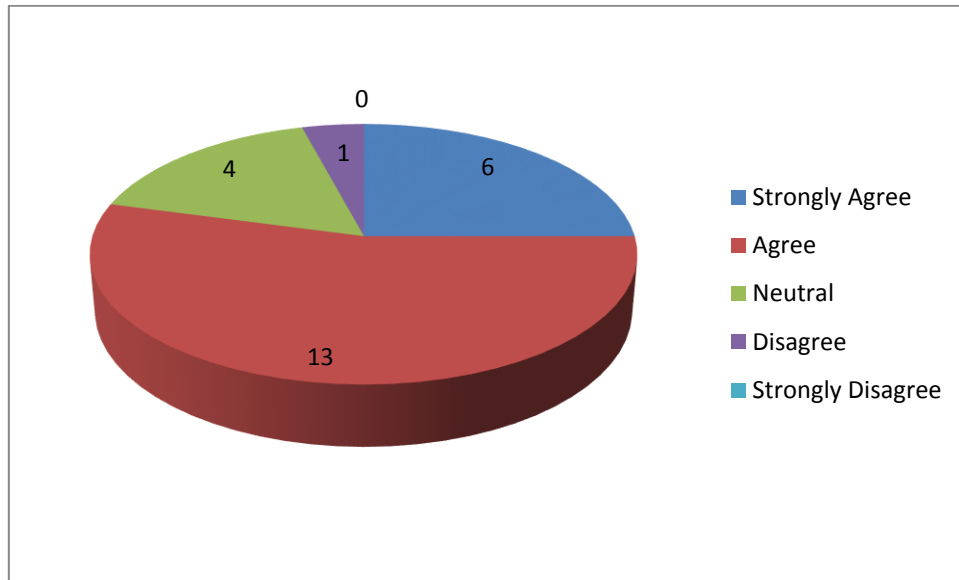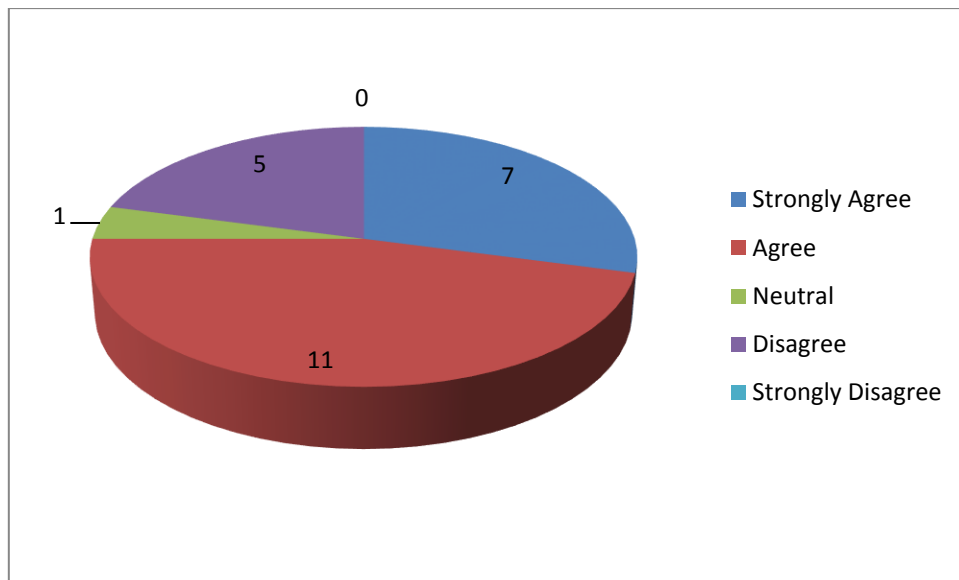
Figure 9: I find the platform functional

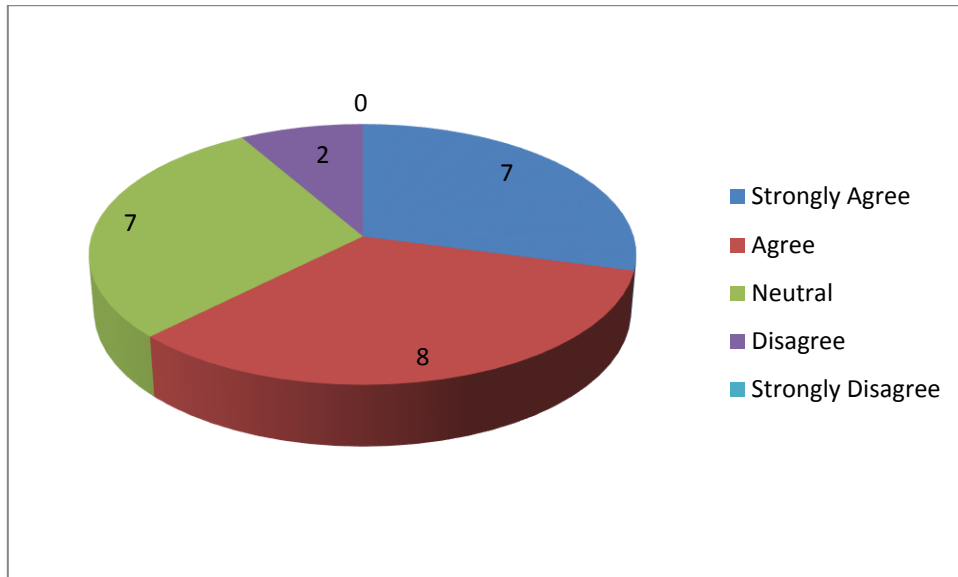**Figure 10: I find the website easy to use**

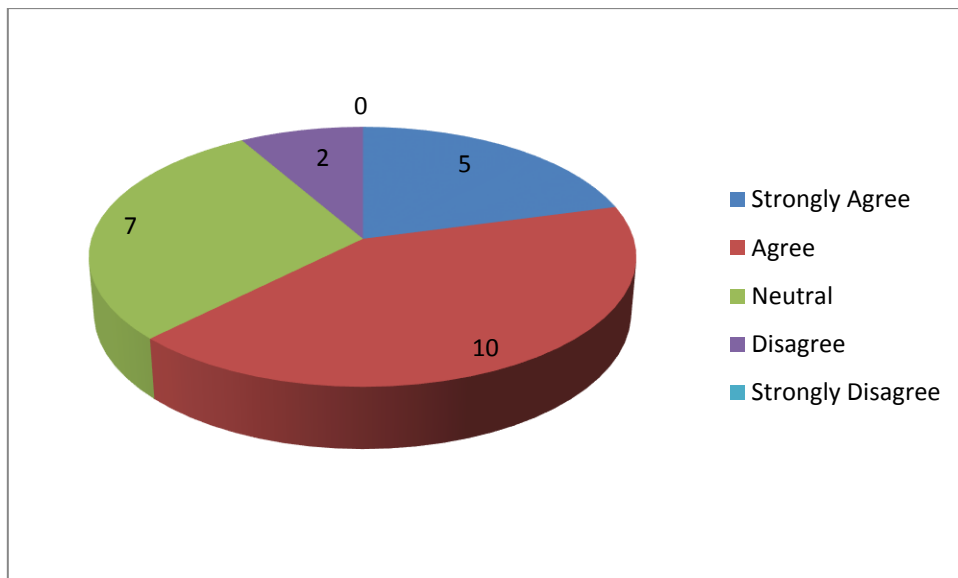**Figure 11: The website was well presented, I liked the layout**

Figure 12: I would recommend the website

Most companies stressed the importance of having easy access to seniors. The success of the project depends on the amount of senior experts that have joined the

platform. Also their experience and flexibility in their availability. The first impression of the platform was perceived as simple, and modern. The companies were curious to find out more about the platform as well as the seniors that had joined the platform. The registration process was found easy and fast, with good choice of elements to fill. The profiles used were elaborate enough to get to know the users, and could even be elaborated further. Most companies appreciated the competences element as they felt in helped them understand the type of person. The Dashboard looked good and as simple as it should. Moreover, they found the matching service well organized, nice and smart. The companies liked how fast and easy it was to get in touch with the right seniors. The matching details gave great insight into the best matches. We have to stress-out that groupspace was now mostly found to be user-friendly with well-organized functionalities, whereas in the previous prototypes it was one of the parts that users claimed to need work. Moreover, companies liked the way the groupspace would fit their way of working. It was perceived as personal enough without replacing the face to face communication. The companies particularly like the introduction screens, which not only looked nice but were also found as helpful. They like being able to communicate with the senior experts on one level, and being able to use multiple functions at the same time.

4. Conclusions and recommendations on first prototype

Based on the procedure followed to test the final prototype and the questionnaires that users needed to fill, some very useful conclusions which can help to improve the platform before releasing it to the market. 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 unanimously. Having prepared the 2nd prototype, most users' comments have been taken care of, however there were still some that could be improved in order to have a better market ready product.

Overall the platform was appreciated by the participants in the user test. Though, to develop a market ready product there are four main recommendations that can be considered which are the improvements in the: Usability, User experience, Look and Feel as well as the introduction and implementation. (1) First of all the last usability problems can be removed to improve the user experience. These usability issues are for example, the language of the registration page. It would be more handy to be able to change the language in the home page of the platform and not only before registering. (2) Secondly the user experience can be improved. For example, participants would like to have an option to send a more analytic description with free text about past experiences and a way to provide proof of skills, like sending copies of certificates etc. Being able to include extra skills learnt since retirement was also asked, as well as the feature to be able to include previous work history, like companies worked for and positions held. A list of qualifications would be nice, so that volunteer experience could also be included. Moreover, concerning the matching process, it was stated that skills and competences were not enough to get to know a person, meaning that more information could be exchanged between senior adults and companies. (3) The third aspect that could be improved was the look and feel of the application. Participants mentioned that the contacts page could be restyled as well as the matching details in order to improve the look and feel as well as the usability. (4) Last recommendation the participants gave to the researchers, was the introduction and implementation of such a platform. The participants would like the landing page to be elaborated, with a step by step guide for the platform functionalities. Moreover, the platform would need to be implemented as a tool

that can support the communication but not replace the face to face contact between the companies and seniors.