



AMBIENT ASSISTED LIVING, AAL

JOINT PROGRAMME

ICT-BASED SOLUTIONS FOR SUPPORTING OCCUPATION IN LIFE OF OLDER
ADULTS

D3.5 ProMe Visualization System
Addition to the prototype

Project acronym: **ProMe**

Project full title: **ProMe – Professional Intergenerational Cooperation and Mentoring**

Contract no.: **AAL-2013-6-026**

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Delivery date: **30.06.2017**

Dissemination: **Public**

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1. EXECUTIVE SUMMARY

The present document serves as a short explanatory note on the ProMe Visualization System, i.e., the user interface with which potential users can interact and the communication and collaboration features provided on the platform. According to the DoW, D3.5 is a prototype, however the purpose of the document is to present to the reader the features that the ProMe platform is providing to the user in terms of scalability, usability and interoperability and that support them in setting up a successful mentoring relationship. This document is NOT a manual and does not present in depth the components. It is a help guide for the user to further exploit in practice the visualization components of ProMe.

2. VISUALISATION COMPONENTS

The interactive visualization system basically consists of components that support users in **getting in contact** with each other (log in, profile, recommendation system) and tools that allow **establishing and maintaining a mentoring relationship** (chat, video/audio call, tool pool, notifications). In the following paragraphs, we will provide a short description of each component of the ProMe platform.

2.1 Social media login

In order to enable an easy registration and login process the platform provides the possibility for the user to use an existing personal account in one of the following social networks: Facebook, LinkedIn, Google+. The user can have access to the ProMe platform with just one “click” Basic information (e.g., name, age) is automatically transferred into the ProMe profile. In the following image, you can see the social media login section of the ProMe platform (see Figure 1 **Fehler! Verweisquelle konnte nicht gefunden werden.**).

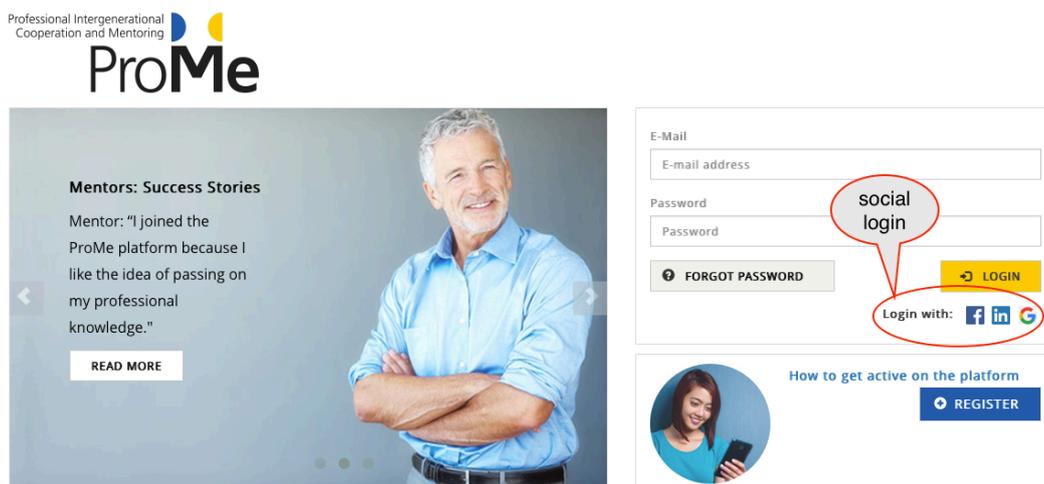


Figure 1: Social medial login screen

2.2 Visualizing Personal Data

ProMe offers the opportunity to registered users to have all personal information of their connected mentors/mentees in front of their screen. In a very clear way, when a mentor/mentee has been chosen in the network area the user can see his/her attributes concerning the mentoring relationship. On the left side of the menu a set of useful shortcuts can be found (e.g., video call, text chat) so as to enable immediate and easy interaction between users. On the right-hand side, users can see the personal information that is provided for the collaboration partner.

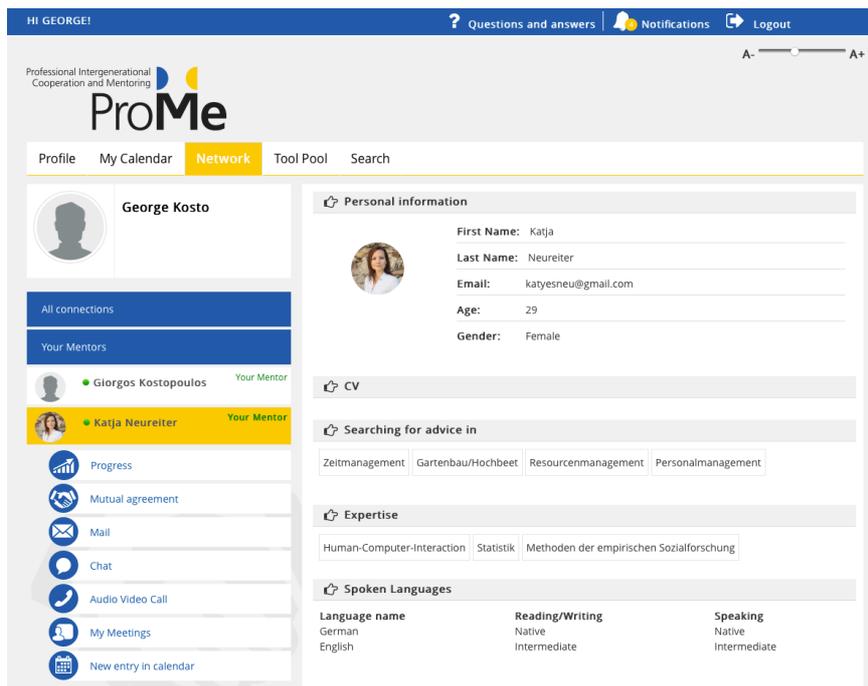


Figure 2: Personal area

2.3 Establish a contact with users on the platform

In order to find an appropriate collaboration partner, ProMe provides a search function and allows users to send a contact request. Both components are briefly outlined in the following.

2.3.1 Recommendation System

The ProMe platform has integrated an intelligent recommendation system, which enables users to search for appropriate collaboration partners based on a variety of different criteria (e.g., expertise, age, name or country). In the search area of the platform the user (e.g., Bob) has the opportunity to search for a specific user (Alice) or characteristics using simple or advanced search criteria. On the right side of the screen the platform automatically provides recommendations that might be interesting for Bob (based on the information he has indicated in his profile). In the following, you can see a screenshot from the search area of the ProMe platform (see Figure 2 Fehler! Verweisquelle konnte nicht gefunden werden.).

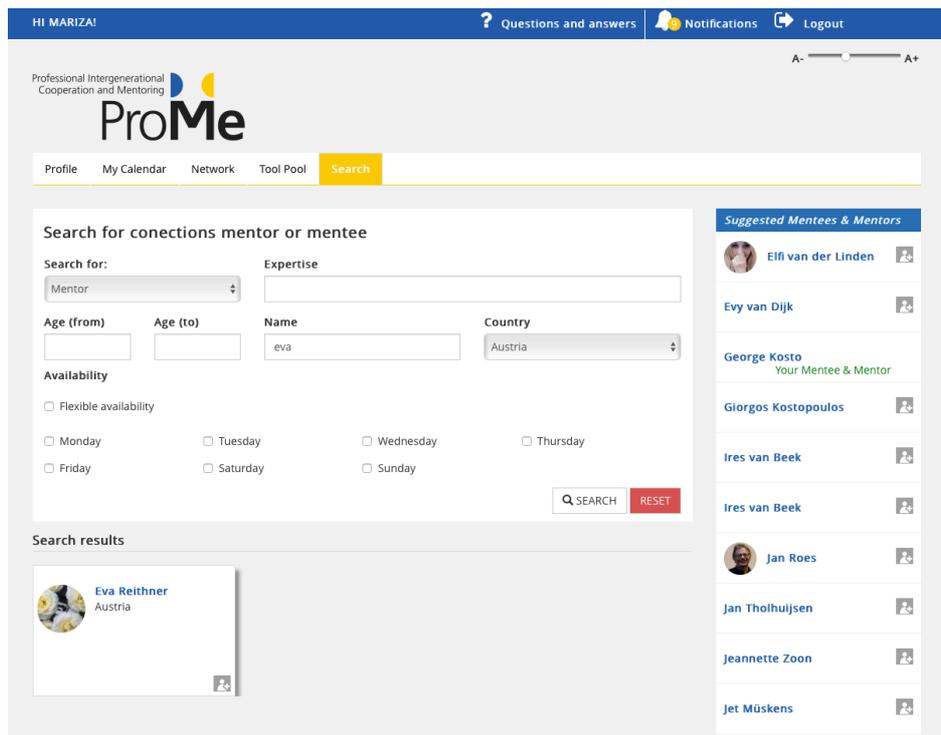


Figure 3: User recommendations in the ProMe platform

2.3.2 Contact request

As soon as a user has found a collaboration partner s/he would like to get in contact, s/he can send a contact request via the platform, which can be accepted or declined. This feature also allows to add short messages. In Figure 4 you can see a screenshot of a contact request, that will be sent to a potential mentor.

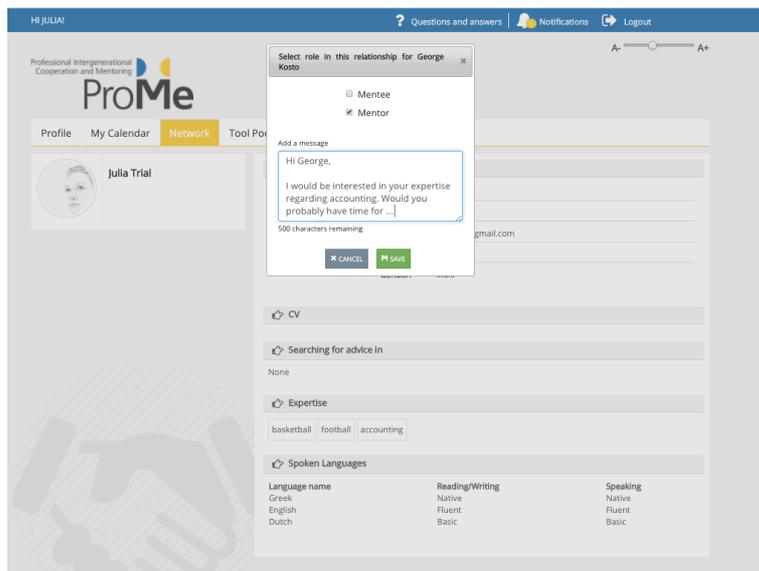


Figure 4: Contact request send to a potential mentor

2.4 Communication on the platform

ProMe provides basic tools for communication, which users are with from other social network sites, e.g., text chat, and audio/video conferencing.

2.4.1 Audio/Video Conferencing

Another feature that the ProMe platform offers to the users is the audio/video conferencing tool. Once a user is registered in the platform, s/he can have an audio/video call with a predefined mentor or mentee through the network area. The way to start an audio/video conference is very simple: through a “click to action” button that exists in the personal data area of a selected user. In the following image, you can see a screenshot from a video call through ProMe platform (see Figure 5).

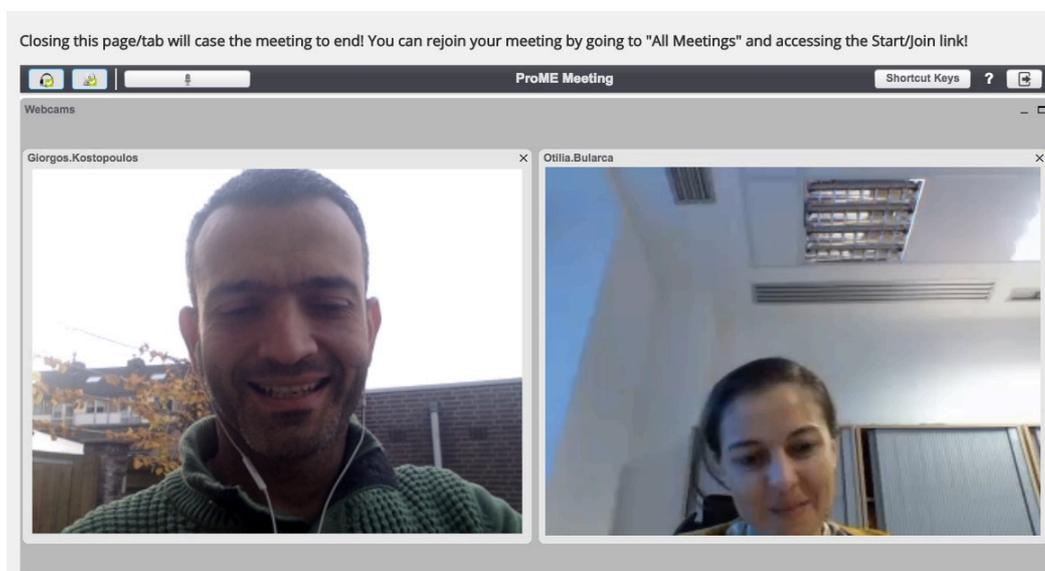


Figure 5: Screenshot during a video call through ProMe platform

2.4.2 Text Chat

Another option for user communication on the ProMe platform is text chat. Connected users (online) can chat with each other, providing another means of direct communication. The chat box is located in the right bottom side of the screen and is very easy to use. The user has to simply select the other user s/he wants to chat with and then the chat box opens. Below you can see a screen shot of the chat box. The user has the ability to resize the form at his/her convenience.

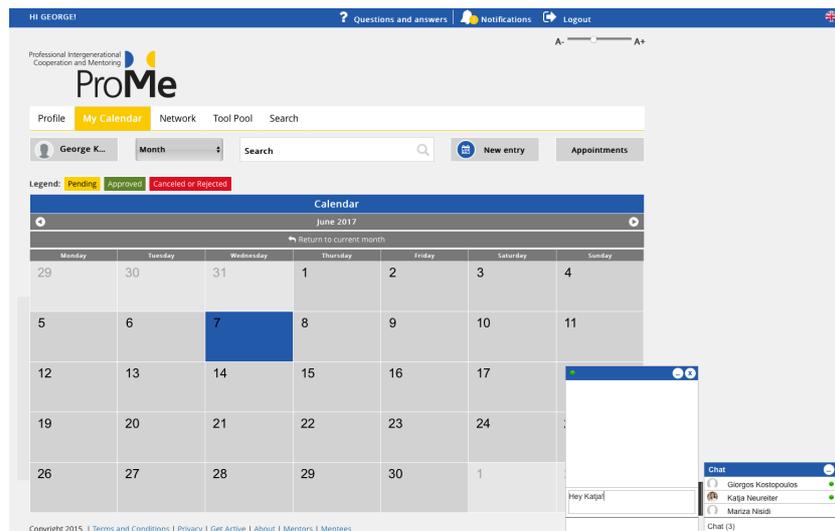


Figure 6: Screen shot of the text message system

2.5 Collaboration on the platform

Besides the communication tools, ProMe offers a variety of tools that support mentor and mentee to successfully set up and maintain their relationship. The main tools are briefly outlined in the following.

2.5.1 Calendar

The calendar supports users in organizing their appointments with their collaboration partners. The calendar is deployed in a visual style, easy to view and use. The calendar view allows users to retrieve information about the status of the appointments at one glance with help of usage of different colors. Furthermore, an overview of all appointments can be retrieved in form of a list. Finally, there is the option to switch between different calendar views (day, week, month or year) (Figure 7).

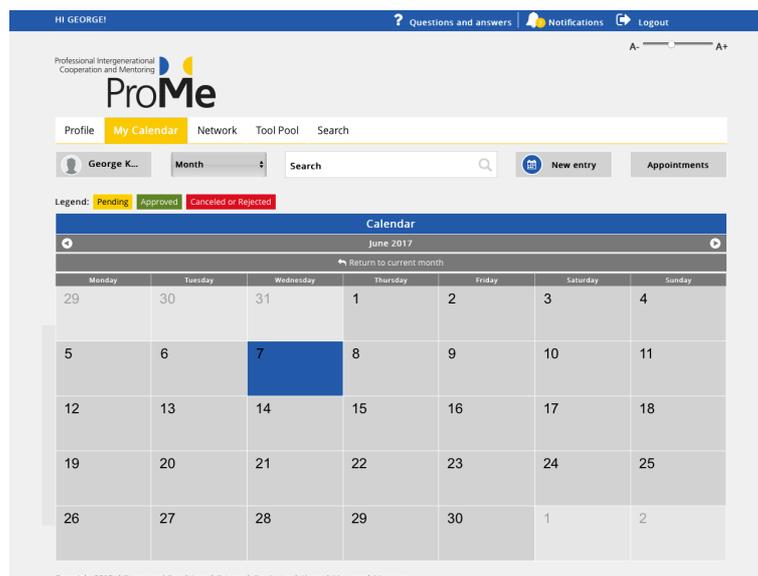
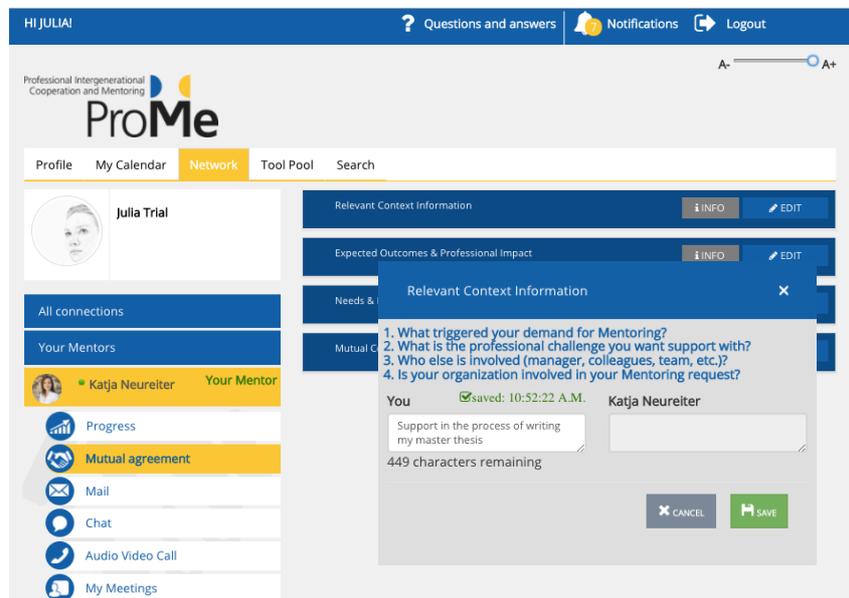


Figure 7: Calendar view

2.5.2 Mutual Agreement

The basic idea behind the so-called Mutual Agreement (MA) tool is to support a mentor and mentee in setting up the framing conditions for their collaboration. The tool provides a variety of trigger questions to encourage the users to reflect upon their expectations, needs, and goals they would like to achieve. It aims at supporting both parties in developing a kind of mutual contract. The four main parts constituted by the MA tool address four areas: 1) context information about mentor and mentee, 2) expected outcomes and impact, 3) needs and expectations of both parties, and 4) mutual commitments and agreements. (1) Context Information: Reflection upon the personal context e.g., what triggered the demand for mentoring for the mentee, and what are the particular challenges that need to be addressed? (2) Outcomes & Impact: Reflection upon the individual expectations towards the mentoring relationship and what both parties anticipate as an impact. (3) Needs & Expectations: Considerations what both parties would need in order to successfully work with each other (e.g., definition of frequency of meetings or limitations in terms of activities) (4) Mutual Commitments & Agreements: Mutual reflection upon, e.g., expectations, needs, and definition of shared commitments and next steps (e.g., next appointment) The main benefit of the MA is to support mentor and mentee to individually reflect upon their own and their collaboration partner's presumable expectations and needs. It also supports both parties to gain a shared understanding of their expectations and needs to jointly work together. Once it is set up, it serves as a confirmation of a shared understanding and is retrievable for both parties at any time. During the course of the relationship, the MA can be updated and altered regularly, if, for example, the goal of the mentee changes. As mentioned above, this overall process is facilitated by the trigger questions provided in the MA (see Fehler! Verweisquelle konnte nicht gefunden werden.).



HI JULIA! ? Questions and answers Notifications Logout

Professional Intergenerational Cooperation and Mentoring
ProMe

Profile My Calendar **Network** Tool Pool Search

Julia Trial

All connections

Your Mentors

Katja Neureiter Your Mentor

Progress

Mutual agreement

Mail

Chat

Audio Video Call

My Meetings

Relevant Context Information INFO EDIT

Expected Outcomes & Professional Impact INFO EDIT

Needs & Expectations

Mutual Commitments & Agreements

Relevant Context Information X

1. What triggered your demand for Mentoring?
2. What is the professional challenge you want support with?
3. Who else is involved (manager, colleagues, team, etc.)?
4. Is your organization involved in your Mentoring request?

You saved: 10:52:22 A.M. Katja Neureiter

Support in the process of writing my master thesis

449 characters remaining

CANCEL SAVE

Figure 8: Screen shot, showing the MA fields, filled in by mentor and mentee

2.5.3 Progress

The progress allows the mentee to take notes about the mentoring process, e.g., milestones that have been achieved or issues the mentee would like to discuss with his/her mentor. The mentor can encourage the mentee to further reflect upon particular aspects by adding comments (Figure 9).

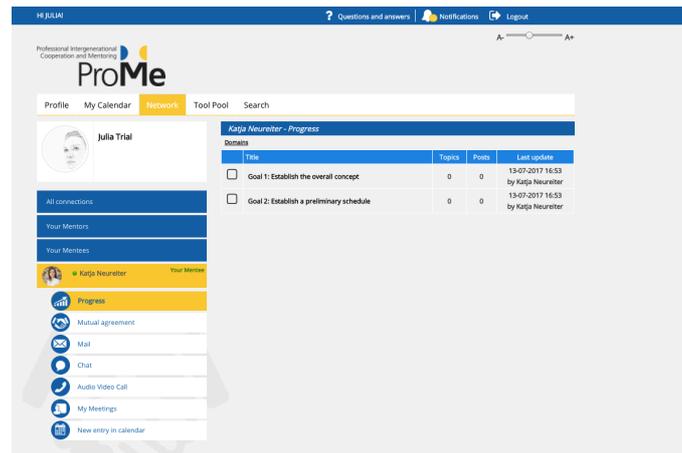


Figure 9: Screen shot of the progress from the mentor perspective

2.5.4 Tool Pool

The ProMe platform is offering the “Tool Pool”. In this area, the user can find a bunch of useful tools, tips and documentation that will make the collaboration and evaluation process in a mentorship engagement easier and more effective. In the next image, you can see a screen shot of the tool pool (more detailed information about the different tools is provided in D3.3 (Basic ProMe)).

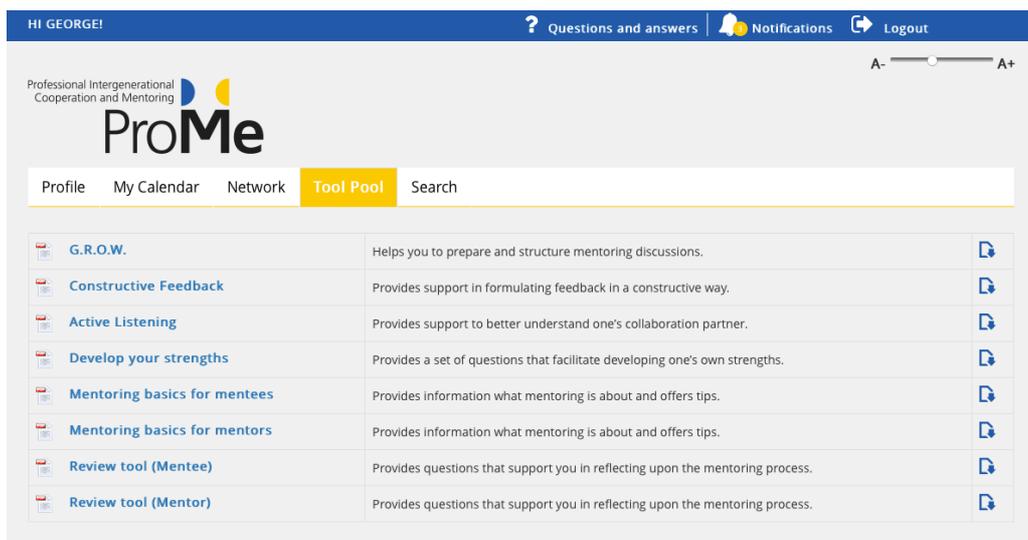


Figure 10: ProMe Tool Pool capture

2.6 Notifications

Besides the different tools for communication and collaboration, users receive notifications that aim at encouraging them to become and stay active on the platform. Notifications are triggered by action or time. For example, after a user has registered on the platform s/he receives a notification to take a look at the tool pool that provides useful information about mentoring (see section 2.5.4). As soon as a user sends a contact request, which is accepted by another user, a reminder is sent to set up the mutual agreement with the collaboration partner. New notifications are displayed in the right upper area of the platform.

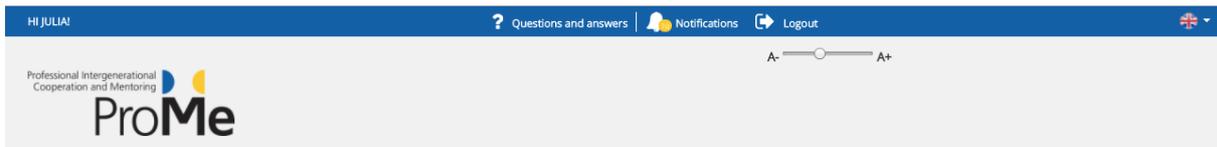


Figure 11: Notification area

2.7 Q&R Section

The ProMe platform is providing a Q&A section where users can raise any further questions they have about the platform or other issues. Through this section, they can exchange their views with other users, can ask questions or provide answers in various topics they raise. This section it is a “kind” of an internal forum. Below you can see a screenshot of the Q&A area (see Fehler! Verweisquelle konnte nicht gefunden werden.).

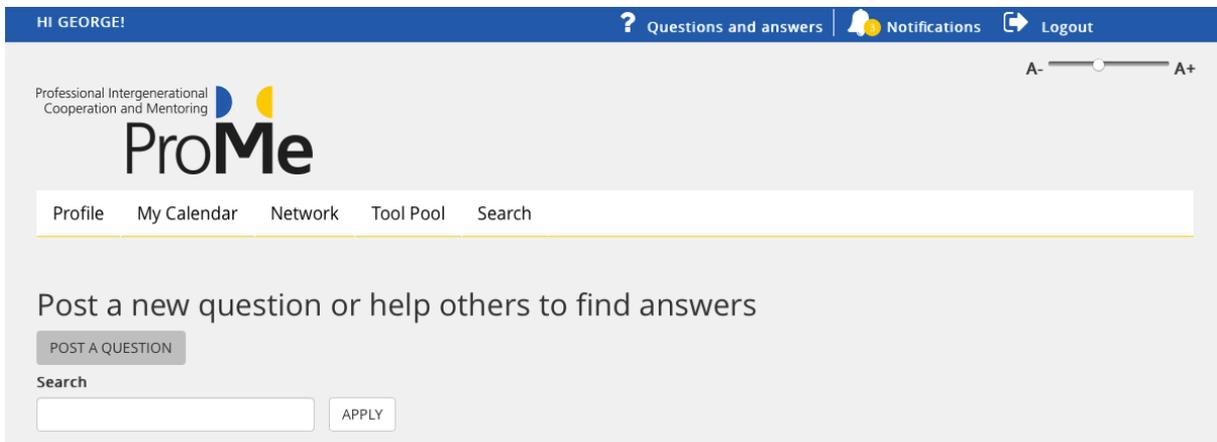


Figure 12: ProMe Q&A Section

2.8 WCAG guidelines

The ProMe platform has implemented the following WCAG guidelines. As an immediate effect, in the current version of the platform the user can very simply increase or decrease the letter size in the platform by just dragging, using the mouse pointer or finger, the respective bar in the top side of the screen. In the following image, you can see the zoom-in/out bar.

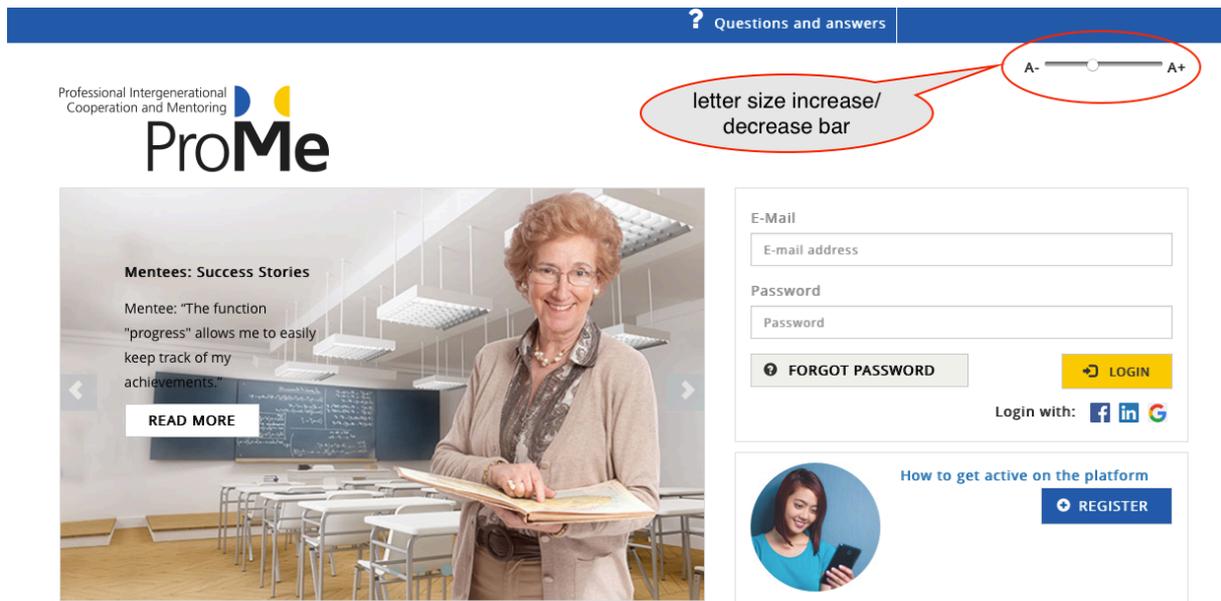
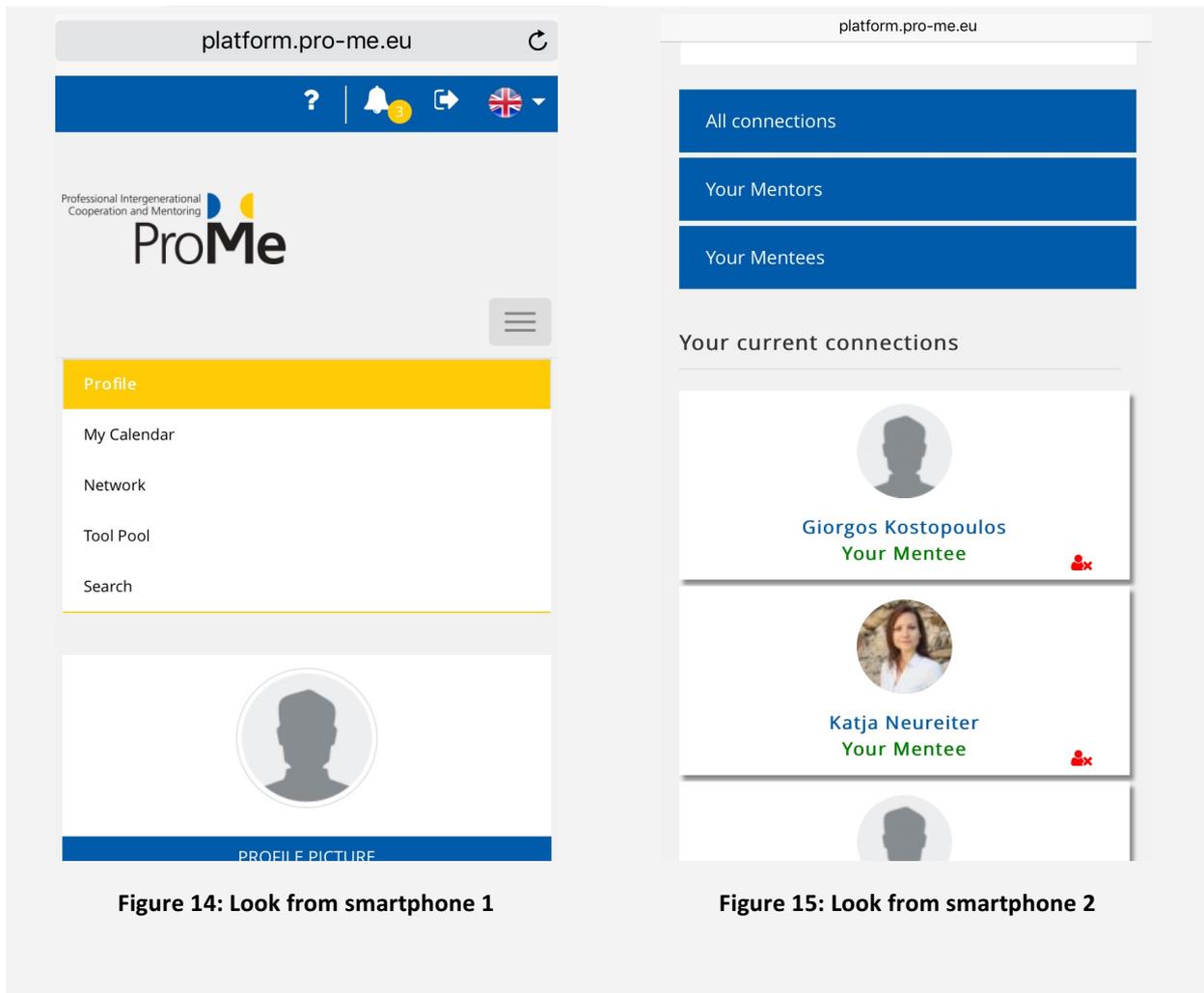


Figure 13: Letter size Increase/decrease bar

2.9 Adaptive Interface for smartphones and tablets

The ProMe platform has been implemented using an agile framework in order to make the platform available and accessible from any kind of devices (smartphone, tablet or pc/laptop). The user has the opportunity to access the platform from any device without being affected by usability and accessibility issues of the interface. As an example, you can see in the following two screenshots from the platform, accessed via smartphone.



3. OVERALL CONCLUSION

In this document, the main visualization components of the ProMe platform are described that allow users to become and stay active as a mentor and mentee. The tools, we consider as most important, are the intelligent recommendation system that allows users to find a collaboration partner and the mutual agreement, which supports mentor and mentee to establish and maintain a successful relationship. The reader is encouraged to sign in the platform and use all the above features and components in order to feel the experience.