



| Project Identification   |  |
|--------------------------|--|
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| Project acronym / ID     | KnK / aal-2015-2-091                               |
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| Coordinator              | Andreas Stainer-Hochgatterer                       |
| Coordinator Organisation | AIT Austrian Institute of Technology GmbH, Austria |
| Website                  | www.kithnkin.eu                                    |



| Document Identification |  |
|-------------------------|--|
| Deliverable ID:         | D7.1A-2<br>Definition of lab trials protocol                         |
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|--|---|
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| <b>Authorship &amp; Reviewer Information</b> |   |
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## Release History

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|-----------------------|-------------|------------------|---|
| V0.5                  | 25.09.2017  | NS / SOUL        | First version of deliverable Definition of lab trials protocol  |
| V1.0                  | 28.09.2017  | TM / TER         | Finalized   |



## Kith&Kin Consortium

Kith&Kin is a project within AAL Joint Programme (Call 2015). The consortium members are:

|                  |   |
|------------------|---|
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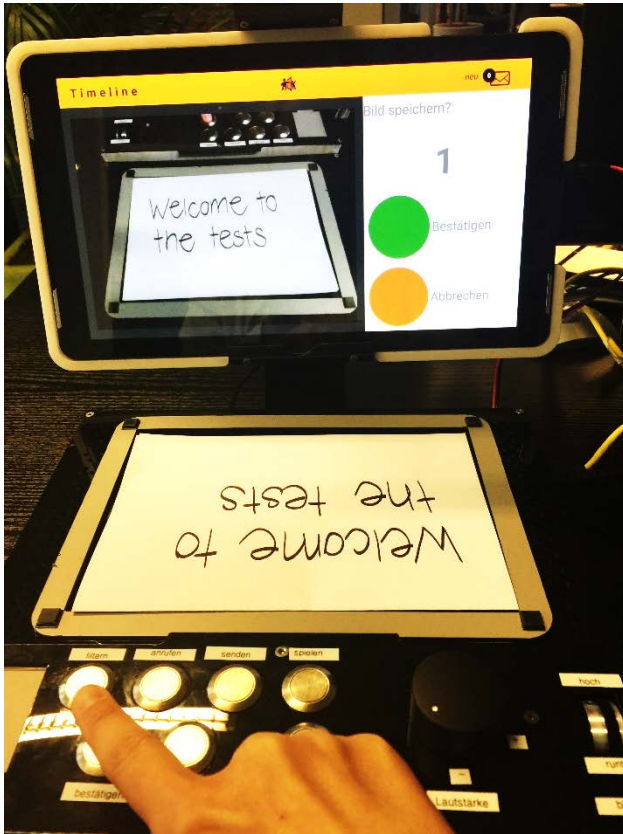


## Abbreviations

| Abbrev. | Description              |
|---------|--------------------------|
| AAL     | Active & Assisted Living |

## Executive Summary

The present document explains the process and content of the second lab trials of the kith 'n kin prototype in the second generation.



The trials will have the objective of reviewing the developed interaction process at first hand. On this occasion, there will be reviewed also the labels of the interaction elements as well as the requirements. To a limited extent, the layout and the functionality of the device can be checked superficially.

There are also limits that cannot be considered for the lab trials. Design of the hardware, the haptic and layout of the interaction elements are not part of the trials yet.

The trials will take place in Switzerland with the test leader Thomas Meyer of terz Stiftung with 6 test persons. And in Holland there will be tested 10 participants with the test leader Greet Kamminga of CMO Flevoland. soultank will have a pretest to make sure that the tests can be done properly and with the wished results. Therefore, the documents will be prepared in two languages: English and German.



# 1 About this Document

## 1.1 Role of the deliverable

To minimize time of execution and evaluation, trials should be prepared in detail. That means, that required end-users should be recruited, test scenarios must be described in detail, test material and processes should be prepared. The evaluation protocols must be prepared and internally pre-tested.

## 1.2 Relationship to other Kith&Kin deliverables

The deliverable is related to the following Kith&Kin deliverables:

| Deliv: | Relation   |
|--------|--|
| D7.2   | D7.2 Trial Execution: The Execution of the tests depend on the proper preparation of the Deliverable D7.1A |





## 2 About the tests

### 2.1 Introduction to this chapter

The objectives and delineations for the tests are defined in the following chapters.

### 2.2 Goals

The Lab Trials 2 have the following objectives:

- Reviewing the **interaction process** with the tangibles in connection with the buttons (Reading messages, making new messages and sending them, forward an existing message, accepting a phone call, making a phone call)
- Reviewing of the current expressions for **labelling the interaction elements**.
- **Evaluating Requirements** of a communication device for people, who have little or no experience with information technology so far.
- **Layout** of the module 'Messages'
- To a limited extent, the **functionality** of the interaction elements can be checked

### 2.3 Limits

The tests are taking place on the base of prototype 1 of the Kith & Kin-Project.

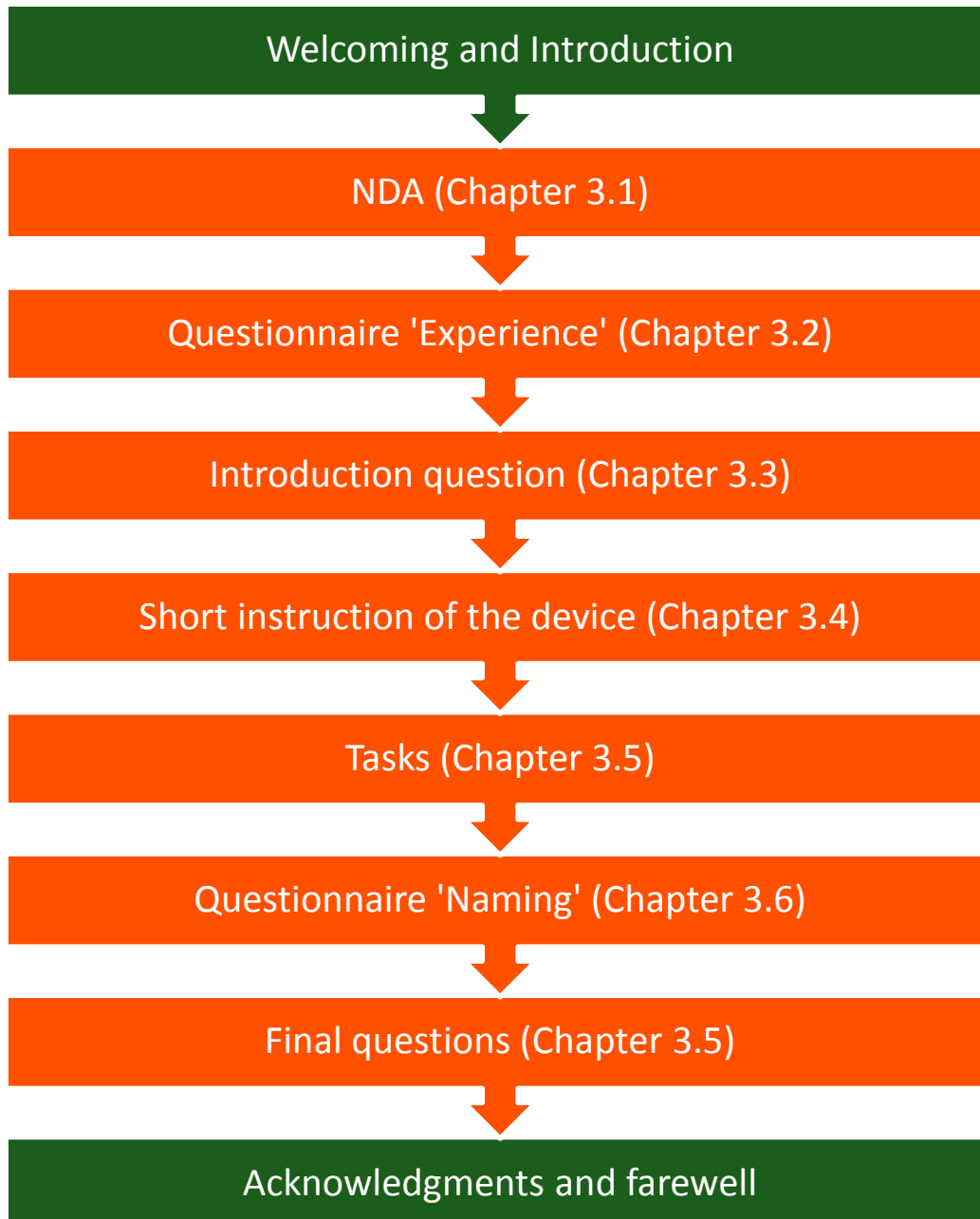
The following processes and properties can NOT be considered:

- Design of the **Hardware**
- **Haptics** of the interaction elements
- **Layout** of the interaction elements  
→ There is no grouping of the elements at the moment
- **Design** of the Software module '**Calling**'  
→ still in the YOOOM design
- Processes of the module '**Playing**'  
→ Not yet implemented completely



### 3 Test process

For each test person there will be counted an effort of one hour. The tests will be conducted as following:



Each step will be explained in the following chapters in detail.

## 3.1 NDA

NDA needs to be signed by each testperson:



**Document:** Appendix A



## 3.2 Questionnaire ‘Experience’

In order to classify the experiences and the results of the tests, the questionnaire ‘Experience’ needs to be filled out completely by the test participants. Optionally the questions can be asked verbally and the questionnaire filled out by the test manager.

Experience Questionnaire

---

**Experience Questionnaire**

Ihr (ehemaliger) Beruf: \_\_\_\_\_

Ihr Jahrgang: \_\_\_\_\_

**Wie häufig nutzen Sie einen Computer?**  
(nur eine Antwort möglich)

Nie  
 Sehr selten  
 Einmal wöchentlich  
 Mehrmals wöchentlich  
 Täglich

**Wie häufig nutzen Sie ein Tablet?**  
(nur eine Antwort möglich)

Nie  
 Sehr selten  
 Einmal wöchentlich  
 Mehrmals wöchentlich  
 Täglich

**Wie häufig nutzen Sie ein Smartphone?**  
(nur eine Antwort möglich)

Nie  
 Sehr selten  
 Einmal wöchentlich  
 Mehrmals wöchentlich  
 Täglich

|   | Stimme überhaupt nicht zu |                       |                       |                       |                       | Stimme voll und ganz zu |                       |                       |                       |                       |
|---|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
|   | 1                         | 2                     | 3                     | 4                     | 5                     | 6                       | 7                     | 8                     | 9                     | 10                    |
| Ich bin allgemein interessiert an technischen Geräten.            | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ich fühle mich oft überfordert im Umgang mit technischen Geräten. | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ich möchte möglichst wenig zu tun haben mit technischen Geräten.  | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ich bin erfahren im Umgang mit technischen Geräten.               | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

**Document:** Appendix B



### 3.3 Introduction question

The prototype is shown. Before anything is said or explained, the following question is asked to the test person:

**«What is your first impression of the device?»**

This question fulfils two purposes:

1. The test person is given the opportunity to look at the device more closely and to deal with it. The subsequent short instruction can then build on this.
2. We gain insight into users' thinking when they first look at the device.

**Important:** No objective of this question is to assess the prototype. On the contrary, any testimony by the test person should be eliminated by means of explanations by the test director. The test manager should point out that this is an early prototype. That the design plays a minor role for the time being and that the focus is on the operation of the device and its communication possibilities.



**Document:** Appendix C

## 3.4 Short instruction of the device

1. There is the document 'Short instruction', which describes the most important applications, which would be:
  1. View messages
  2. Display all messages of a particular person
  3. Take a picture
  4. Forward a message to a person
  5. Call a person
  6. Taking a phone call

The instruction is shown to the test persons to give them a feeling of handling. The test person may access the document at any time during the tests if necessary.



**Document:** Appendix D



## 3.5 Tasks

The document is splitted into four elements

### 1. «Imagine...»

→ The introductory text is to be shown to the test persons in order to put them in the correct starting position.

### 2. Tasks

a. «Please open the message of Franz, which you received on August 28, 2017.»

b. «Please forward this message to Elisabeth»

1. «Please take a new message and send it to Elisabeth.»

→ *Please provide paper (A5) and a dark, thick pen.*

2. «Please call Franz»

→ *Therefore, the 2nd tablet should be used from a helping person. If possible from another room.*

3. «You get a phone call and accept it.»

→ *The call will be made by the helping person with the 2<sup>nd</sup> tablet.*

4. «You received a new message. How can you open it?»

→ *The helping person sends a message with the 2<sup>nd</sup> tablet to the test person.*

→ The test person is allowed to use the short instruction at any time. The test manager must note, if this was done or not in each question:

Was taken the **Short Instruction** for help?  yes  no

→ Furthermore, there must be protocolled, whether the task was fulfilled successfully or not:

**successfully** done

There were **some difficulties** (please describe underneath)

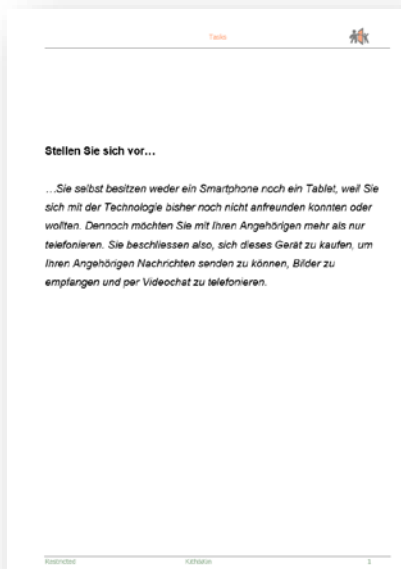
If there were any difficulties, please note the reasons shortly and clear into the field.

### 3. Supplementary questions (in case of enough time)

- a. «Imagine, that you could play a board game with a loved one. How would you start this game on the device?»
- b. «What games would you like to play with such a device?»

### 4. Final questions

- a. «What was your impression of the device?»
- b. «What didn't appeal to you at all? »
- c. «What did you like the most? »



Tabelle

**Stellen Sie sich vor...**

...Sie selbst besitzen weder ein Smartphone noch ein Tablet, weil Sie sich mit der Technologie bisher noch nicht anfreunden konnten oder wollten. Dennoch möchten Sie mit Ihren Angehörigen mehr als nur telefonieren. Sie beschliessen also, sich dieses Gerät zu kaufen, um Ihren Angehörigen Nachrichten senden zu können, Bilder zu empfangen und per Videochat zu telefonieren.

Kith&Kin 1



Tabelle

**Aufgaben**

1. «Bitte öffnen Sie die Nachricht von Franz, welche Sie am 28. August 2017 erhalten haben»

Würde die **Kurzinstruktion** zur Hilfe genommen?  ja  nein

**erfolgreich** durchgeführt

Es gab **Schwierigkeiten** (bitte unten beschreiben)

2. «Senden Sie diese Nachricht nun an Elisabeth weiter»

Würde die **Kurzinstruktion** zur Hilfe genommen?  ja  nein

**erfolgreich** durchgeführt

Es gab **Schwierigkeiten** (bitte unten beschreiben)

Kith&Kin 2

### Document: Appendix E

**Important note:** After the test session, the messages that were generated during the test should be deleted (from the timeline), so that the same initial situation exists and the comparability is given.

How exactly the messages can be deleted can be found in the document '[KnK - Setup instruction for prototype 1](#)'.





## 3.6 Questionnaire 'Naming'

The 'Naming' questionnaire is used to deal with the labels on the device. It is intended to provide information on whether a word is completely misleading or whether there are any more ideal names. Probably, the interaction elements are rather labeled with icons. Nevertheless, the survey offers three advantages for us:

1. We can establish the common wording within the project at an early stage
2. The designations can influence the icons to be selected later
3. The instructions for the use of the device benefit from the correct labeling

**Note:** It is clear that the results give us only some circumstantial factors. Therefore, during the tests, this can be dispensed with if the time is too short. The questionnaire of the test person can also be handed over before the final questions.

**Fragebogen 'Benennungen'**

Sie haben nun die Funktionen des Gerätes etwas näher kennen gelernt. Nun würden wir gerne von Ihnen wissen, wie verständlich einige der Beschriftungen für Sie waren.

|            | Habe ich gut          |                       | Habe ich gar nicht verstanden |                       |
|------------|-----------------------|-----------------------|-------------------------------|-----------------------|
|            | 1                     | 2                     | 3                             | 4                     |
| Übers      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/> |
| aufnehmen  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/> |
| blättern   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/> |
| bestätigen | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/> |
| Kopierfeld | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>         | <input type="radio"/> |

Wir haben uns einige Alternativen für Sie überlegt. Was finden Sie am passendsten?!

|            | Wie besser            |                       |                        |                       | Eigener Vorschlag     |                       |
|------------|-----------------------|-----------------------|------------------------|-----------------------|-----------------------|-----------------------|
| Übers      | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|            | filtern               | anzeigen              | suchen                 | enden                 |                       |                       |
| aufnehmen  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|            | aufnehmen             | foto-<br>grafieren    | Bild<br>machen         | kopieren              |                       |                       |
| blättern   | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|            | blättern              | scrollen              | Vorherige /<br>Nächste | Rauf /<br>Runter      |                       |                       |
| bestätigen | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|            | bestätigen            | OK                    | Weiter                 | Ja                    |                       |                       |
| Kopierfeld | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>  | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
|            | Kopierfeld            | Aufnahme-<br>feld     | Bereich für<br>Bild    | Kamera-<br>bereich    |                       |                       |

Was bevorzugen Sie?

Beschriftung in Textform

Beschriftung mit Hilfe von kleinen Bildern (Icons)

Beschriftung in Textform **und** mit Hilfe von kleinen Bildern (Icons)

**Document:** Appendix F



## 4 Checklists

For preparation of the tests, the following checklists will be provided. If they are used, the test manager decides.

### 4.1 Setup of the Hardware

With the prototype the document 'KnK – Setup instruction for prototype 1' will be delivered. The setup of the test hardware is described in detail.

Checklist of it:

- KnK device with the holder for the tablet including camera
- Tablet positioned on the holder of the KnK device
- KnK device is connected to the power supply
- Tablet is charged enough
- W-LAN-Router connected to the KnK device by network cable
- W-LAN-Router is connected to the landline
- W-LAN-Router is turned on
- W-LAN-Router connected to the power supply
- Connection between tablet and W-LAN-Router is working
- Sound on the tablet → as it is quite quiet, an external speaker needs to be connected
- Start 2<sup>nd</sup> tablet (if necessary charging first)



## 4.2 Software

In chapter 1.2 of the document '**KnK – Setup instruction for prototype 1**' there can be found the detailed instruction. **The sequence of the software preparation is very important.**

- start 'Familie' (=Module 'Call')
- Start 'KnK Service Launcher'
- Show Timeline
- 2<sup>nd</sup> tablet: Start 'Familie' (=Module 'Call')
- 2<sup>nd</sup> tablet: Start 'KnK Service Launcher'
- 2<sup>nd</sup> tablet: show Timeline

**Note:** The following Setup is prepared for the tests:

- Testperson is Anna Hofmann
- Call sessions can be made only with Franz Brunner
- Messages can be sent to Elisabeth

## 4.3 After each Testsession

- Delete the new messages **from** the timeline (see instructions)

## 4.4 Needed tools

- Tangibles 'Elisabeth Sanders' and 'Franz Brunner'
- empty A5-sheets and a dark pen



## 4.5 protocol

For each testperson the following documents need to be fulfilled completely:

- NDA (5 pages) [02\\_Informed\\_Consent\\_Usability-Test-EN.docx](#)
- Questionnaire 'Experience' (1 page) [03\\_Experience Questionnaire\\_EN.docx](#)
- Introduction question (1 page) [04\\_Introduction question\\_EN.docx](#)
- 'Tasks' (5 pages excl. Introduction text «Imagine...») [06\\_Tasks\\_EN.docx](#)
- Questionnaire 'Naming' (1 page) [07\\_Naming Questionnaire\\_EN.docx](#)

## 5 Recruitment of test participants

The test participants will be recruited by terzStiftung and CMO Flevoland. The test participants should be 50 years old or older. As we are testing the device on an elevated level, it is allowed for the participants to have first experiences with computer and technical devices. This will be different at the field trials, where we are looking for unexperienced participants.



# Appendix A

## Informed Consent

- **Overeenkomst voor gegevensverzameling en het gebruik van gegevens**  
(Blijft bij de gebruikersorganisatie)
- **Contact pagina**  
(Blijft bij de gebruikersorganisatie)
- **Informatie over het project "Kith&Kin"**  
(Blijft bij de deelnemer)



Geachte deelnemer,

Deze wetenschappelijke studie wordt uitgevoerd door de NDU universiteit, St. Pölten, in Oostenrijk in samenwerking met CMO Flevoland in Nederland en terzStiftung en Soultank in Zwitserland.

Het doel van de studie is onderzoek doen naar behoeften en wensen van ouderen voor de ontwikkeling van producten en diensten. Deze zijn gericht op sociale integratie en onderlinge communicatie.

Alle gegevens, verzameld tijdens het onderzoek (inclusief foto's, audio-en videogegevens en vragenlijsten), worden gebruikt voor analytische doeleinden binnen het project Kith&Kin.

Deze gegevens vormen de basis voor wetenschappelijke engineering en publicaties.

Uiteraard worden alle verzamelde gegevens anoniem behandeld. Dus alleen letters van A tot Z en geen namen worden gebruikt bij het analyseren en opstellen van gegevens.

Alle audio- en video-opnames worden uitsluitend gebruikt binnen het project Kith & Kin.

Personen worden zonder uw toestemming, niet herkenbaar weergegeven. Ruwe data zullen niet met derden, buiten het project, worden gedeeld.

Door ondertekening van dit document stemt u ermee in dat alle gegevens en materiaal, verzameld tijdens deze studie, gebruikt kunnen worden voor bovenstaande doelen.

Er kunnen geen rechten geclaimd worden bij NDU Sankt Pölten of elke andere betrokken instelling.

Tijdens dit onderzoeksproject (eindigend 31.03.2019) kan op elk moment de verzamelde audio- en videomaterialen en foto's worden teruggevorderd namens of door de deelnemers. De verwijdering wordt in dat geval uitgevoerd op AIT sharepoint en/of door de partner die de gegevens heeft verzameld.

Na afloop van het project is de partner (CMO Flevoland in Nederland) verplicht om de gegevens die zij heeft verzameld, na vijf jaar te verwijderen.

Verder is het aan u om te bevestigen dat u voldoende bent geïnformeerd over het project, dat al uw vragen goed zijn beantwoord en dat u de mogelijkheid heeft om uw deelname terug te trekken.

Plaats en datum: \_\_\_\_\_

Naam (in blokletters): \_\_\_\_\_

Handtekening: \_\_\_\_\_

Bedankt voor uw deelname!



Wij mogen alleen met uw toestemming foto's gebruiken waarop u herkenbaar bent. Wij zullen dat alleen doen in materialen binnen het project. Daarom verzoeken wij u vriendelijk de volgende officiële verklaring in te vullen:

**Verklaring:**

Ik ben het ermee eens dat foto's, waarop ik herkenbaar ben, mogen worden gebruikt, zonder mijn naam te publiceren, alleen voor de volgende doeleinden:

- wetenschappelijke publicaties en rapporten van het project
- op de projectwebsite
- op de websites van de projectpartners
- in media en in publicaties van projectpartners

Kruist u a.u.b. de onderwerpen aan die u accepteert!

Naam:.....

Datum:.....

Hnadtekening:.....



### Contactgegevens

|              |                |
|--------------|----------------|
| Achternaam:  | Geboortedatum: |
| Voornaam:    | Telefoonnr.    |
| E-mailadres: |                |

|          |                                |                              |
|----------|--------------------------------|------------------------------|
| Geslacht | <input type="checkbox"/> vrouw | <input type="checkbox"/> man |
|----------|--------------------------------|------------------------------|

|                                     |
|-------------------------------------|
| <b>Burgerlijkestaat</b>             |
| <input type="checkbox"/> ongehuwd   |
| <input type="checkbox"/> gehuwd     |
| <input type="checkbox"/> gescheiden |
| <input type="checkbox"/> verweduwd  |

|   |
|---|
| <b>Beroep</b>                           |
| <input type="checkbox"/> scholier       |
| <input type="checkbox"/> student        |
| <input type="checkbox"/> werknemer      |
| <input type="checkbox"/> gepensioneerde |
| <input type="checkbox"/> werkzoekende   |
| <input type="checkbox"/> anders:        |

|  |                             |                              |
|--|-----------------------------|------------------------------|
| Wilt u deelnemen aan andere onderzoeken? | <input type="checkbox"/> ja | <input type="checkbox"/> nee |
|--|-----------------------------|------------------------------|



**Over het project**

"Kith&Kin" is een internationaal EU-Project. Het is gericht op het ontwikkelen van nieuwe manieren van communicatie en interactie voor de ondersteuning van de sociale integratie van ouderen en versterking van de communicatie tussen familieleden en vrienden. Het consortium bestaat uit partners uit Oostenrijk, Zwitserland en Nederland. Het project wordt gecoördineerd door het Oostenrijkse Instituut voor technologie (AIT) in Oostenrijk en gefinancierd door het gemeenschappelijke AAL-programma.

**Onderzoeksmethode: Cultural Probe**

Deze onderzoeksmethode wordt uitgevoerd in mei 2016 door CMO Flevoland in Nederland en TerzStiftung en Soultank in Zwitserland in mei 2016. Het doel van de onderzoeksmethode is leren van de dagelijkse ervaringen van de deelnemers. De deelname is vrijwillig en er zijn geen rechten die kunnen worden geclaimd bij de betrokken instellingen.

Belangrijke informatie voor u:

- U mag altijd vragen stellen
- U mag op elk gewenst moment uw deelname stoppen. Dit kan door ons persoonlijk te informeren over uw besluit.
- Als u stopt met uw deelname zullen er geen nadelen voor u zijn.
- Uw antwoorden worden als vertrouwelijk beschouwd.

**Contactgegevens:**

Heeft u meer vragen? Neemt aub contact op met:

*Greet Kamminga*  
*CMO Flevoland*  
*Telefoon: 0320 244 259*  
*e-mail: [g.kamminga@cmo-flevoland.nl](mailto:g.kamminga@cmo-flevoland.nl)*





# Appendix B

## Questionnaire ‘Experience’

Your (former) profession: \_\_\_\_\_

Birth year: \_\_\_\_\_

How often do you use a **Computer**?  
(only one answer possible)

- Never
- Rarely
- Once a week
- Several times a week
- Daily

How often do you use a **Tablet**?  
(only one answer is possible)

- Never
- Rarely
- Once a week
- Several times a week
- Daily

How often do you use a **Smartphone**?  
(only one answer is possible)

- Never
- Rarely
- Once a week
- Several times a week
- Daily

I don't agree  
at all

1 2 3 4 5 6

I fully agree

I am **generally interested** in technical devices.

I **often feel overwhelmed** in the use of technical devices

I would like to do **as little as possible** with technical devices.

I am **experienced** in the use of technical devices.



# Appendix C

## Introduction question

«What is your first impression of the device?»

A large, empty, light grey rectangular area, likely intended for a user to provide their first impression of the device.

# Appendix D

## Short instructions

### View messages

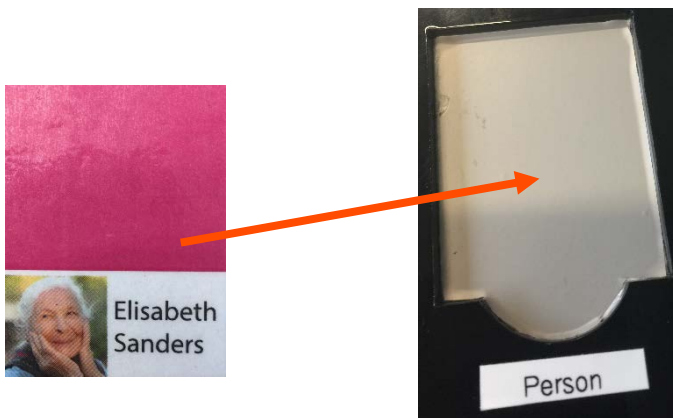
1. Scroll the wheel 'scrolling' up- and downwards. This way you change the message once another on the display 'Timeline'.





**Display all messages of a particular person**

Set the tangible of the wished person into the area 'Person'.



1. Press the button 'filter'



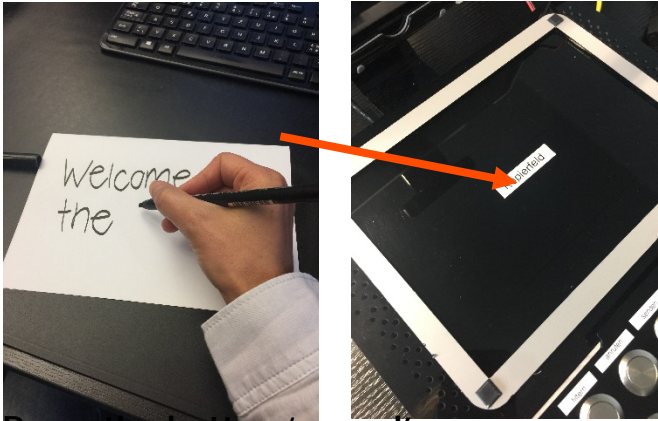
In order to view all messages again afterwards:

2. Remove the tangible of the person out of the area 'Person'



## Taking a picture

1. Write the wished message onto a paper (A5) and set it into the 'Copy area'



2. Press the button 'record'



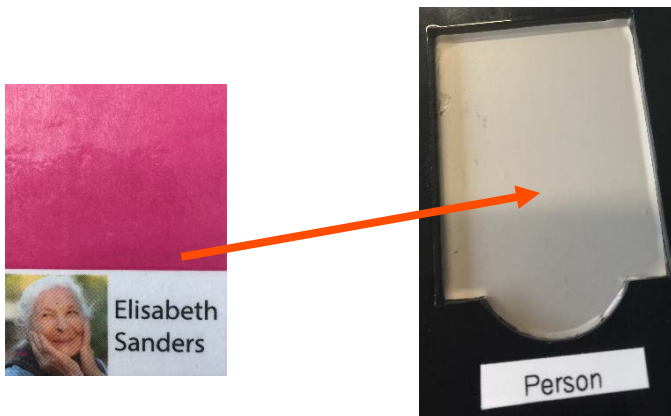
## Forward a message to a person

### 1. View the wished message

(see instruction 'Show message')

### 2. Set tangible of the wished person into the area 'Person'.

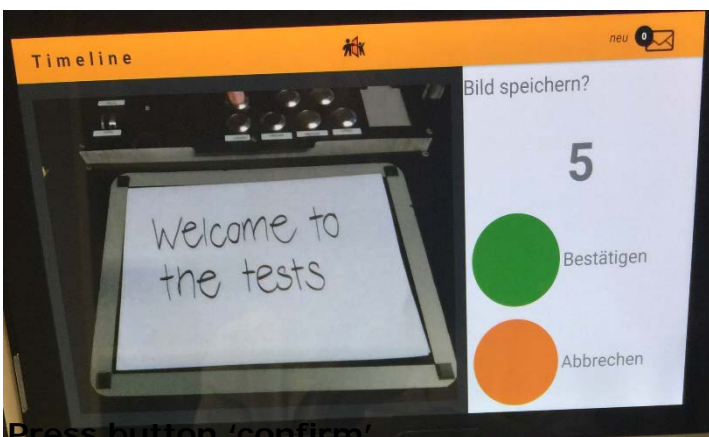
(This person the message will be sent to)



### 3. Press the button 'send'



### 4. The following view will be displayed:



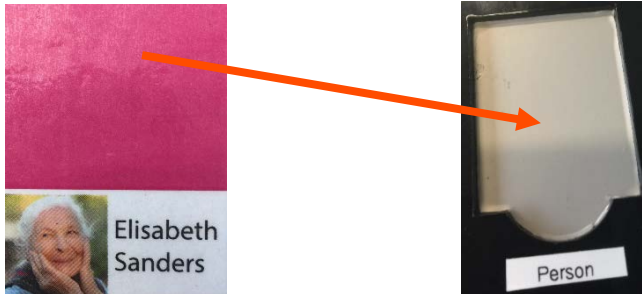
### 5. Press button 'confirm'



## Call a person

1. Set the tangible of the wished person into the area 'Person'.

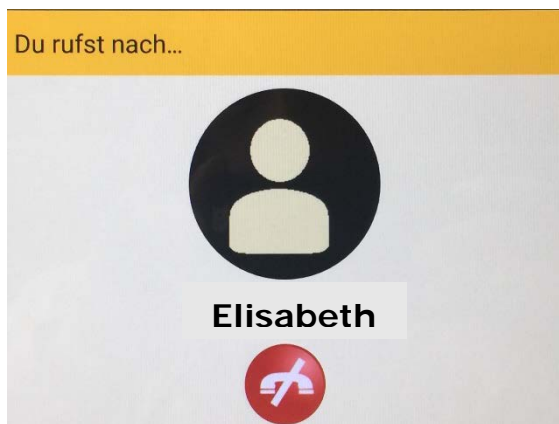
(This person will be called)



2. Press button 'call'



3. In the screen there will be displayed the following:



To cancel the call:

4. Press button 'cancel'







## Taking a phone call

1. Is a person calling this will be displayed on the screen. Please follow the instructions on the screen.

To take the call:

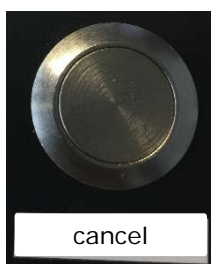
2. Press button 'confirm'



OR

To reject a call

2. Press button 'cancel'





## Appendix E

### Imagine...

*... You do not own a smartphone or a tablet, because you have not yet been able to make friends with the technology. Nevertheless, you want to communicate with your family more than just phoning. So you decide to buy this device, to send your relatives messages, to receive pictures and to telephone via Videochat.*



## Tasks

1. «Please open the message of Franz, which you received on August 28, 2017.»

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)

2. «Please forward this message to Elisabeth»

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)



3. «Please take a new message and send it to Elisabeth.»

→ *Please provide paper (A5) and a dark, thick pen.*

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)

4. «Please call Franz»

→ *Therefore, the 2nd tablet should be used from a helping person. If possible from another room.*

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)



5. «You get a phone call and accept it.»

→ *The call will be made by the helping person with the 2<sup>nd</sup> tablet.*

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)

6. «You received a new message. How can you open it?»

→ *The helping person sends a message with the 2<sup>nd</sup> tablet to the testperson.*

Was taken the **Short Instruction** for help?  yes  no

**successfully** done

There were **some difficulties** (please describe underneath)



## Supplementary questions (Only, if there is enough time)

- a. «Imagine, that you could play a board game with a loved one. How would you start this game on the device?»

Was taken the **Short Instruction** for help?  yes  no

*Remark: There are no explanations to be found in the Short Instruction.*

**successfully** done

There were **some difficulties** (please describe underneath)

- b. «What games would you like to play with such a device?»



## Final questions

«What was your over all impressions of the device?»

«What did you not like?» (if not answered yet)

«What did you like most?» (if not answered yet)



## Appendix F

### Questionnaire ‘Naming’

You now have learned about the functions of the device. We would like to know from you how understandable some of the labels were for you.

|            | Well understandable   |                       | I did not understand at all |                       |
|------------|-----------------------|-----------------------|-----------------------------|-----------------------|
|            | 1                     | 2                     | 3                           | 4                     |
| filter     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> |
| record     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> |
| scroll     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> |
| confirm    | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> |
| Copy field | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>       | <input type="radio"/> |

We have considered some alternatives for you. What do you find most suitable?

|                   | As seen:                            | Alternatives:                            |   |                                      | Own proposal:                  |
|-------------------|-------------------------------------|--|---|--------------------------------------|--------------------------------|
| <b>Filter</b>     | <input type="radio"/><br>filter     | <input type="radio"/><br>show            | <input type="radio"/><br>search           | <input type="radio"/><br>find        | <input type="radio"/><br>_____ |
| <b>Record</b>     | <input type="radio"/><br>record     | <input type="radio"/><br>take a photo    | <input type="radio"/><br>Take a picture   | <input type="radio"/><br>copy        | <input type="radio"/><br>_____ |
| <b>Scroll</b>     | <input type="radio"/><br>scroll     | <input type="radio"/><br>browse          | <input type="radio"/><br>Previous / Next  | <input type="radio"/><br>Up / Down   | <input type="radio"/><br>_____ |
| <b>confirm</b>    | <input type="radio"/><br>confirm    | <input type="radio"/><br>OK              | <input type="radio"/><br>Go on            | <input type="radio"/><br>Yes         | <input type="radio"/><br>_____ |
| <b>Copy field</b> | <input type="radio"/><br>Copy field | <input type="radio"/><br>Recording field | <input type="radio"/><br>Area for picture | <input type="radio"/><br>Camera area | <input type="radio"/><br>_____ |





**What would you prefer?**

- Labelling with text
- Labelling with Icons (small pictures)
- Labelling **as well as** with text as with Icons