



Ambient Assisted Living (AAL) Programme

End-Users Involvement Documents Usage Survey Report

Date:	January 2015
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Version:	V1

Introduction

In 2013, the AALA contracted YOUSE to provide support for the AAL-JP projects with tools and guidelines to involve and interact with end-users and stakeholders throughout their innovation process.

The following documents have been prepared:

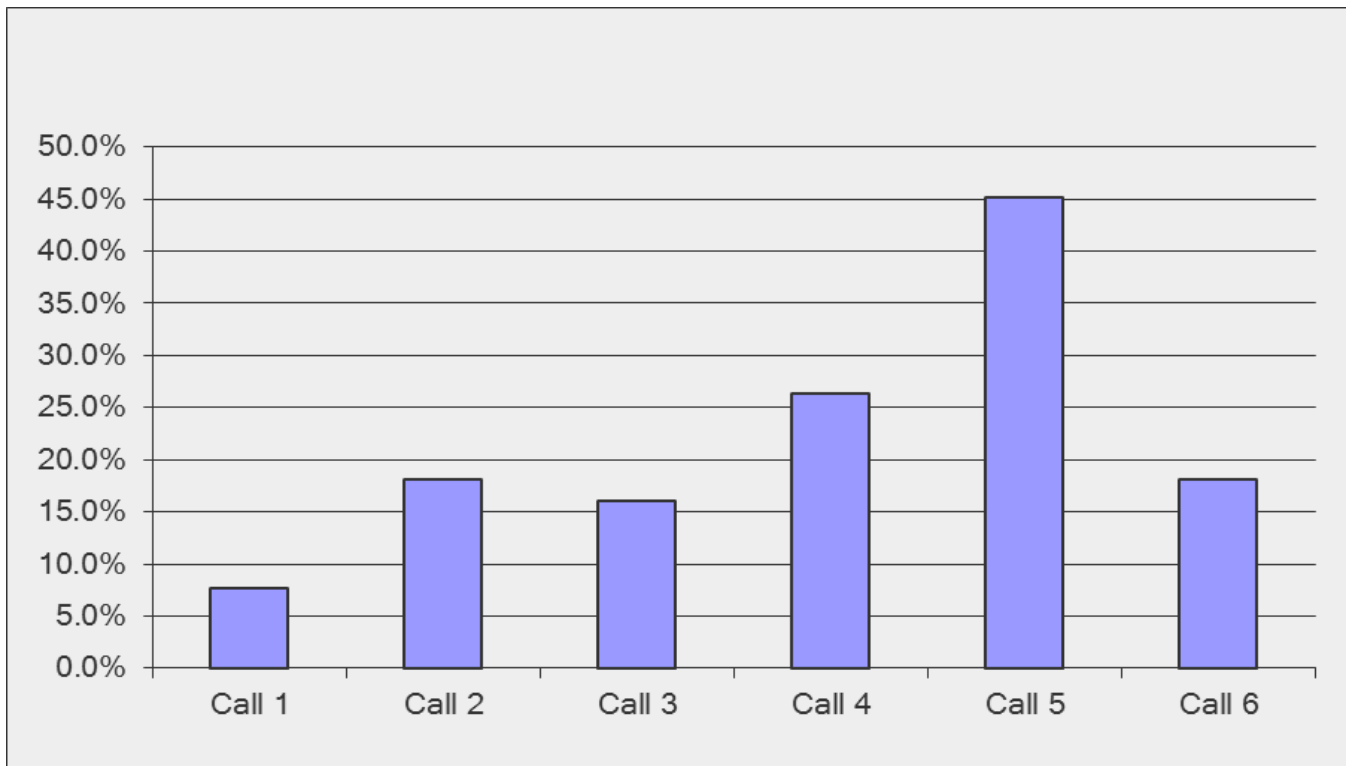
[*The art and joy of user integration in AAL projects*](#) is the title of the main guidelines. It supports the user integration toolbox and it is intended to provide the projects with a methodology to better understand the needs of users; to test solutions, which ensure usability; develop new and fresh ideas (including emotional experiences). The toolbox entitled: [*Methods of users integration for AAL innovations*](#), provides method cards for user centred design process of AAL technology. It is a selection of best practice methods from different scientific disciplines.

Together with this interesting tool, another publication may be of interest when it comes to end users. It is the [*Knowledge base text on the AAL stockholders and their requirements*](#), which is a collection of characteristics and requirements of users of AAL solutions and a guideline for user friendly design.

End 2014 a survey was carried out to understand if the projects participants know and are using these documents. The results are presented in this report.

Question 1

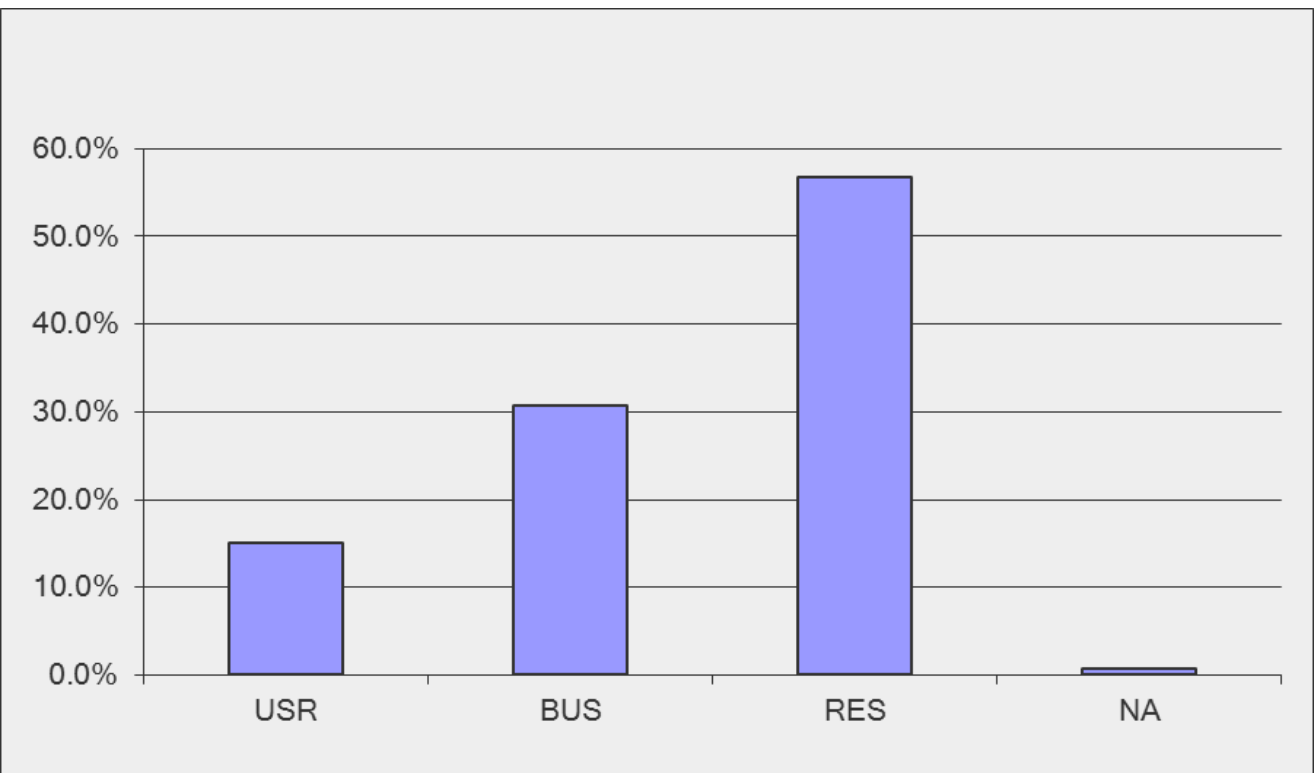
Which is the call of the project that you participate?		
Answer Options	Response Percent	Response Count
Call 1	7.6%	11
Call 2	18.1%	26
Call 3	16.0%	23
Call 4	26.4%	38
Call 5	45.1%	65
Call 6	18.1%	26
<i>answered question</i>		144
<i>skipped question</i>		6



Question 2

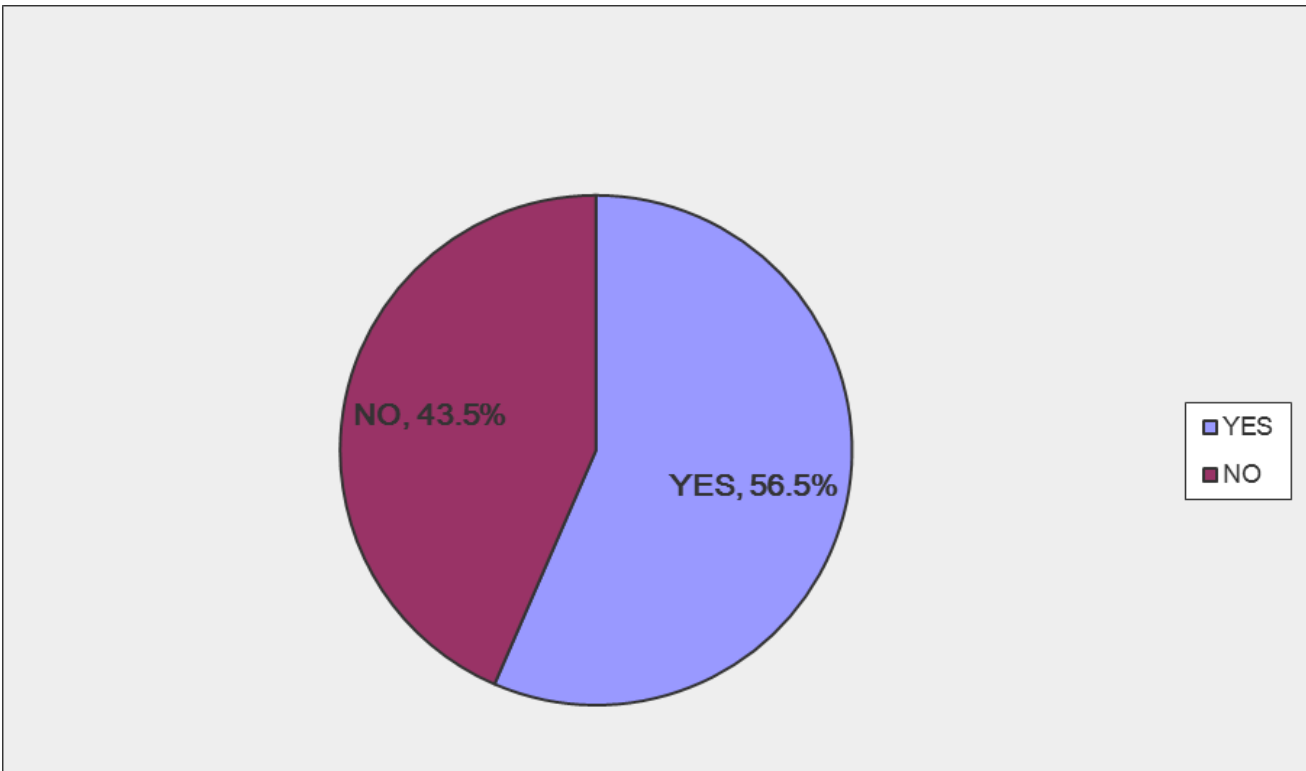
What is the role of your entity in the project?

Answer Options	Response Percent	Response Count
USR	15.0%	19
BUS	30.7%	39
RES	56.7%	72
NA	0.8%	1
Other (please specify)		17
<i>answered question</i>		127
<i>skipped question</i>		23



Question 3

Do you know about the End-User integration documents? Guideline , Toolbox , Knowledge Base		
Answer Options	Response Percent	Response Count
YES	56.5%	83
NO	43.5%	64
<i>answered question</i>		147
<i>skipped question</i>		3



Question 4

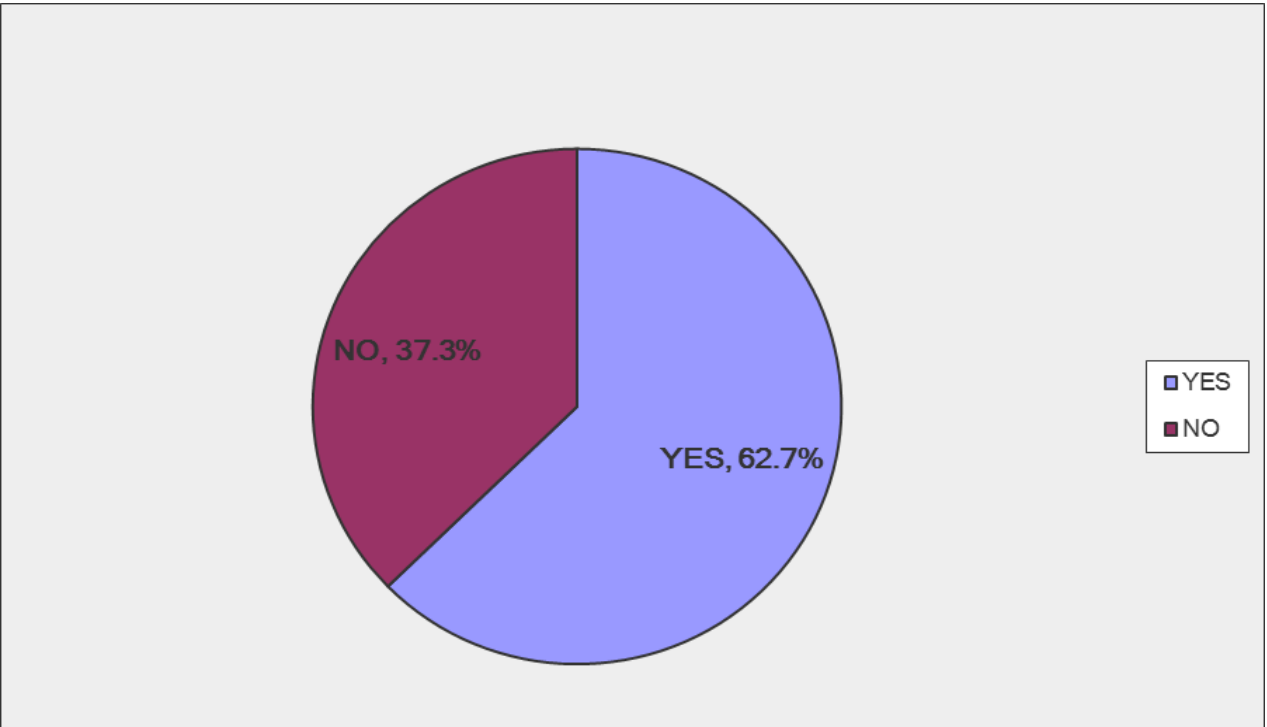
If no, why?	
Answer Options	Response Count
	43
<i>answered question</i>	43
<i>skipped question</i>	107

Nº	Response Text
1	I was informed of 1 of the 3 documents only: Guidelines
2	When setting up the first user requirement study these documents were not published yet. We were aware that those documents are being produced but we did not know that they were published yet.
3	No information found at the beginning of the project
4	I don't know this tools
5	Coordinator did not tell - but looks VERY USEFUL and relevant :-)
6	I don't have this information
7	Was not communicated to us
8	I don't belong to an end-user organisation. Was these documents mentioned in which Forum?
9	Don't know the abbreviations.
10	Not end user
11	The document were issued after the beginning of the project.
12	Missed it
13	I haven't get any related information so far, or, maybe I didn't went through the (many) AAL-related emails I'm receiving
14	Not directly involved in the project
15	No hints
16	Never heard of it
17	No access to it before
18	I didn't know about the existence of those documents
19	Because I never heard about them
20	We are aware of the principles but have never seen this particular articles.
21	Have not heard about this yet
22	We were involved only secondarily on the user participation and have held us responsible. The document was not known to us. We also get no hint to the document. But have looked at other sources.

23	No information
24	Not aware of it
25	I followed the coordinators' guidelines and my NCP's
26	Am SME in the project, didn't pay attention to that yet
27	This is my first AAL-Project and I have never heard about these documents before. Thanks to this survey, I now know them... (which was probably your goal)
28	User Organisation take the lead in end user involvement and therefore have to know.
29	I don't recall being given any information about their existence, but it may have slipped my attention
30	Because this is the first time i have been informed; through the survey
31	I'm not dealing with project management within the project
32	Our role is more technical
33	Have not been brought to my attention; this is the first time I hear about these documents
34	Not us but another partner of the consortium was in charge of getting input from users
35	We have not received any information about these documents
36	I've never heard of these documents
37	Never heard of!
38	N/A
39	I was not informed of the presence of these documents so far. And I did not look for such a document, because I think we know how to proceed to include users in the design process and to establish a user-centered design project
40	I do not know...
41	Not come across them before
42	?? Why not?? Sorry, I do not understand this question. If I have not heard about these tools, how could I know why I have not heard about them?
43	Never heard about it

Question 5

Have you used these documents?		
Answer Options	Response Percent	Response Count
YES	62.7%	52
NO	37.3%	31
<i>answered question</i>		83
<i>skipped question</i>		67



Question 6

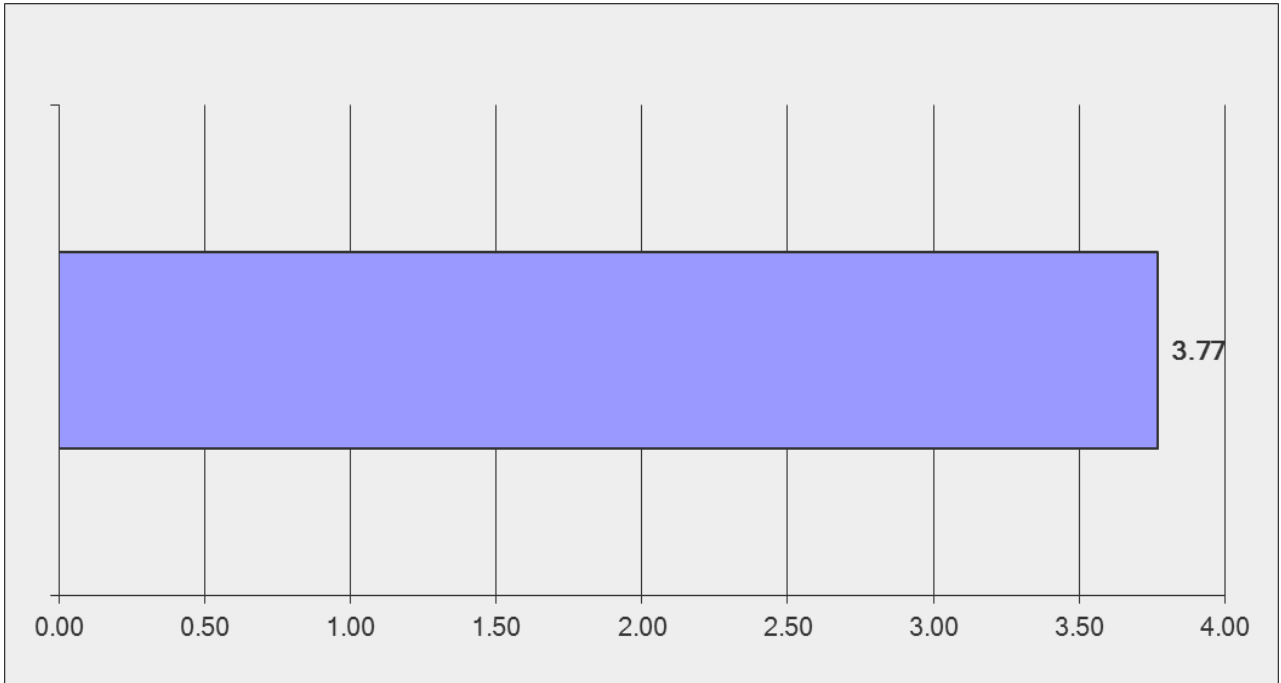
If no, why?	
Answer Options	Response Count
	24
<i>answered question</i>	24
<i>skipped question</i>	126

1	Used our own process/methodology
2	Not sufficient
3	The document was created after the official end of our project.
4	Because it was not ready/available during our project implementation period.
5	Not yet ready, the project started only a few months ago
6	Information about was not yet available
7	I am myself an expert in human-centred design, user involvement, participatory design, co-design etc. I have enough knowledge and practical skills in these fields.
8	We are in a very early phase of the Project (start by 1st September, 2014).
9	User involvement is our key competence and I had a look at them when they were published.
10	I took over the project at the beginning of this year. At this point the user needs analysis work package was finished and the first round of trials already planned.
11	In "AAL Stakeholder and the requirements" the target group is mainly described from bio-medical standpoint. I prefer an embodied perspective on elderly/demented people like professor Louise Nygård from the Karolinska Institute which leads to very different requirements. And the methods from the AAL Toolbox are not applicable for demented people and do not bridge the traditional gap between testing and conceptualisation in the user-centered design process. I prefer the approach from professor Jörn Hurtienne from the University Würzburg.
12	No possibility to use them
13	It was used in the project, but not by me personally.
14	I am not end user partner
15	The project is started before the docs sending. Anyway, it contains information we already used for the research projects.
16	We have not contact directly with the users
17	Documents were published too late for the project. User involvement was already planned and almost done at the time of publication.
18	Did not find them at the beginning of the project, only after half of the project was over.
19	User inclusion is not main focus for us as research partners
20	My organisation's main role in the project is dissemination. I made other partners aware of the documents. I would expect the partner that leads on user involvement to have consulted the documents.
21	We have specialized partners that take care of this
22	Just got them
23	Have my own documents
24	Have our own methods



Question 7

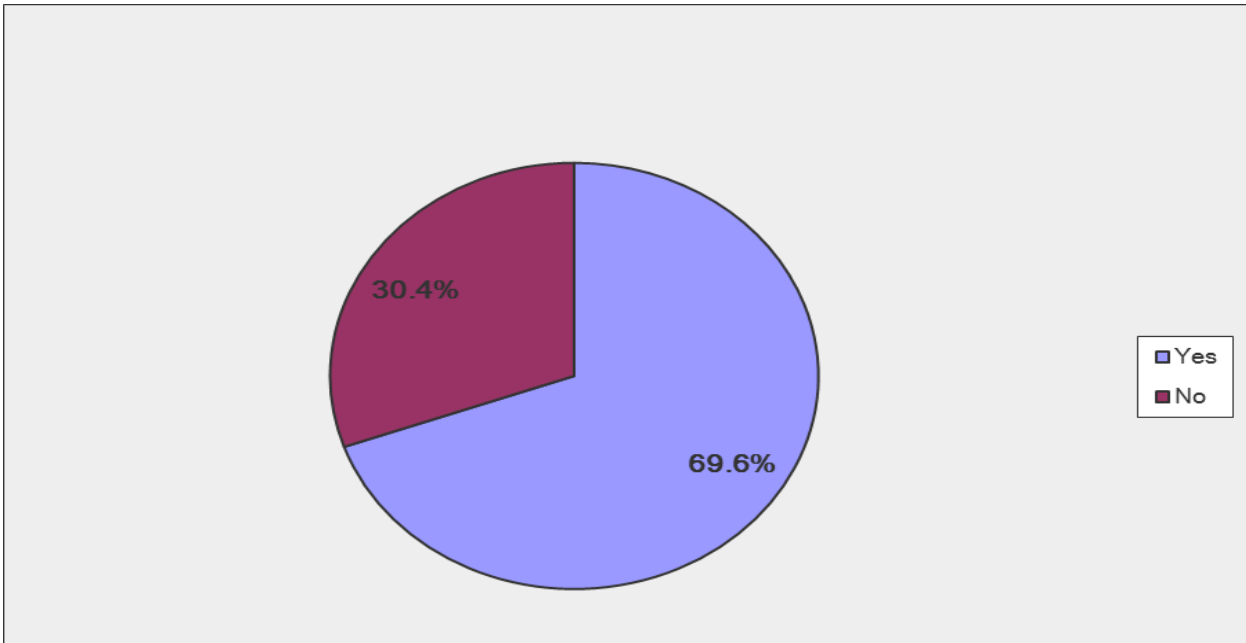
If you assessed these documents. How do you find them?								
Answer Options	1- Very bad	2- Insufficient	3- Sufficient	4- Good	5- Excellent	Rating Average	Response Count	
	0	1	13	29	4	3.77	47	
	<i>answered question</i>							47
	<i>skipped question</i>							103



Question 8

Has your methodological knowledge and user integration efforts improved with these documents?

Answer Options	Response Percent	Response Count
Yes	69.6%	32
No	30.4%	14
If yes, can you comment on how?		16
<i>answered question</i>		46
<i>skipped question</i>		104

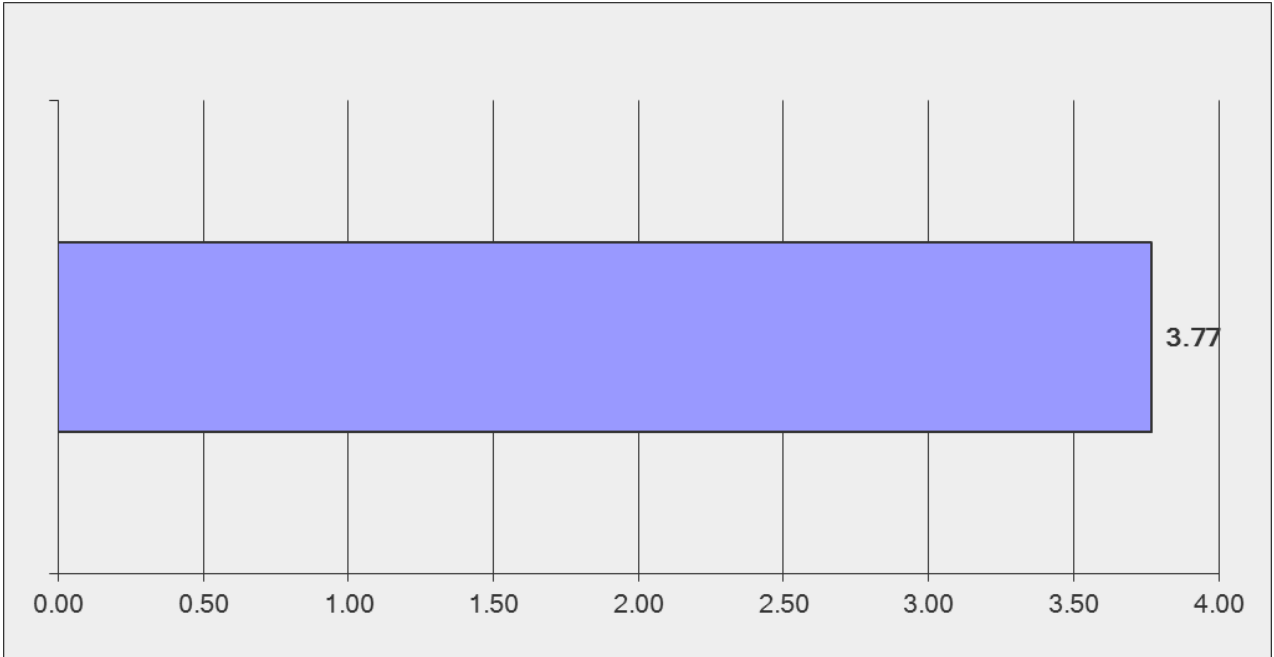


Nº	Response Text
1	Better understanding about technical hardware and user-experience.
2	It gives some common guidelines
3	It's s a synthetic and schematic summary
4	I'm working in an usability agency and know about these themes.
5	This allowed the Pilots owners of my projects the way they should behave with the end-users integration
6	A good reference for best practices
7	Description of methods was helpful
8	It allowed us to have a clear approach on what was expected.
9	We have considerable experience of user centred design already
10	Some hints have been useful
11	Some of the methodology were totally or partially new for me
12	More structured approach
13	New methods for involving end-users in the different research phases.
14	Great insights, good explanations
15	Good guideline to run user sessions
16	We worked on the improvement of these documents though more progress can be done.



Question 9

How do you rate the quality of the material?							
Answer Options	1- Very bad	2- Insufficient	3- Adequate	4- Good	5- Excellent	Rating Average	Response Count
	0	1	15	25	6	3.77	47
						<i>answered question</i>	47
						<i>skipped question</i>	103



Question 10

How could the materials be improved or complemented?	
Answer Options	Response Count
	13
<i>answered question</i>	13
<i>skipped question</i>	137

Number	Response Text
1	No comments at this stage of the project.
2	Maybe add some good practices form projects
3	It is fine as is
4	Regarding the toolbox and the different methods presented in the document, it is very hard from the start to say which one is the best for what. It seems that the experience is the key in making the choice for going into this or that method. IN our case, we did it based on the experience of the partner we have in the consortium.
5	More practical examples; add online forum to discuss lessons learned and best practices
6	Web based search function
7	By more examples
8	Consider missing familiarity with up to dated interaction paradigms and age related cognitive impairments in evaluations under consideration.
9	In my opinion, the material is complete and doesn't need to be improved
10	More Information about the experiences with different methods
11	Integrate some examples and best practices
12	By adding more references to literature and by having real feedback on the typical problems that someone finds when using those methods, like when you have "cases" in business studies.
13	They can be shortened and made more usable.

Question 11

Do you have other remarks?	
Answer Options	Response Count
	11
<i>answered question</i>	11
<i>skipped question</i>	139

Number	Response Text
1	No comments at this stage of the project.
2	<input checked="" type="checkbox"/> Would like more of this kind of material <input type="checkbox"/>
3	No
4	It might be usefull to provide some hints on the criteria that can help making the choice on the best method that fits the project expectations.
5	I've already know the methodologies but the matherial is useful because is a good sumary
6	A very nice idea to promote the material - thank you
7	Early user integration has it's limits when developing innovative projects, since end users often can not imagine the added value of an idea - they have to use a new system for quite a while to see their possible advantages.
8	No
9	No
10	These materials are excellent, very practical, we are recommending them to our graduate students for new projects.
11	No

Conclusion

There is a clear need of raising more awareness about the availability of the documents via the official documents provided to the coordinators and participants, since the timing when the documents are available in the project during is critical – if too late, the methods have already been set up and it is difficult to change.

For those that used the documents the feedback is generally positive – although some remarks were done for the specific case of older adults with dementia. The quality of the documents is considered good and helped to improve the knowledge of the different methods.

Possible improvements could be to integrate some examples, best practices and typical problems that someone finds when using those methods; to add more references to literature; to provide some hints on the criteria that can help making the choice on the best method that fits the project expectations.