Sharing best practices to overcome restrictions in times of Covid-19

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Cause

- Covid-19 pandemic changed the world
- Difficult to carry out AAL projects
- What can we do about it?
Approach

• Asking AAL project coordinators to share best practices

• Over 30 project coordinators responded

• Analyse and bundle the results

• You can find the document on the AAL website
4 main areas

1) Alternative ways to involve end users

2) Overcoming the lack of access to end users to perform pilots and testing

3) Adjustment of project deliverables and outcomes to get to meaningful results

4) General project organization and management
1) Alternative ways to involve end users

- Invest in good video conferencing tool
- Videos to explain/instruct end-users
- Check **guidelines** for online co-creation
- One-on-one interviews
- Test online with experts
- Use (in)formal carers to support end-user tests
- Use online surveys
- Test solution in lab environment
1) Examples

- Use share screen in Zoom to demonstrate prototypes
- Deliver videos on a smartphone or tablet at people's homes or through relatives/care professionals.
- One-on-one interviews at home or on the phone. Walking outside could also be an option in some cases.
- Make a package with instructions and deliver those at home by mail.
- Instruct end user by phone calls
2) Overcoming lack of access to end users to perform pilots and testing

- Mix between physical and online meetings
- Smaller groups, more iterations
- ‘Piggybacking’
- Develop remote adjustable prototype
- Adapt target group
- Create lab environment at home
2) Examples

• On one location with many end-users mix meetings between people who join online and in real life.
• By making smaller groups and more iterations you gain very fast new insights.
• Some changed focus from care homes to people at home, since these where easier to access. Or test with family or care professionals.
• Some made an app for the mock up, so they could adjust visuals and question from a distance.
3) Adjustment of project deliverables and outcomes to get to meaningful results

- Adapt original plan to current circumstances
- Fine-tune project scope
- Improve consortium knowledge
- Changing dates of key-deliverables
- Shift most affected deliverables
3) Examples

- Projects have put more focus on the social dimensions of technology, for instance options for video calls.
- Some projects used the time to rethink their commercialization strategy or technical aspects.
- Some made more use of already existing data/information. See **Public deliverables tool**.
- In consultation with the CMU some essential deliverables where postponed.
4) General project organization and management

- Increase use of shared working software
- Shift costs (in agreement CMU/NCP)
- Increase preparation time online meetings
- Shorter and more meetings online
- Constant time monitoring
4) Examples

- Software like Trello, Miro, Google docs, facilitates co-working on a distance
- Some shifted budget from travelling to material or shipping costs. (in agreement CMU/NCP)
- Better preparation made online meeting more efficient but also improved the outcomes. For instances add polls and documents upfront to guide an online discussion.
- To not loose motivation of the consortium some send round a regular mail update to all partners.
Thanks you for your attention

Do you have anything to add or questions?

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