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HiStory Second Field Trial Evaluation Report

Method, analysis and results presentation of the second user-based cross-country evaluation of the improved and fully functional HiStory prototype and process.

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Table of Content

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1 About This Document

This deliverable contains the detailed description of the realized procedures and gathered results of the user experience evaluation activities under the frame of the final field trials in HiStory conducted between May and November 2021, involving older adults in Austria, The Netherlands, and Switzerland.

Qualitative and quantitative evaluation methods and techniques were applied to answer the main research questions addressed in Chapter 2, including questionnaires, discussion and feedback rounds and semi-structured interviews with older adult participants and involved facilitators. The study design and evaluation procedures for these final user-involving activities in the HiStory project are presented in Chapter 3.

Results from the conducted trials are presented and discussed in order to reach a better understanding of the overall user experience and aspects of social inclusion in relation with the HiStory service (see Chapters 4.3). Results on HiStory service acceptance and usability (i.e., effectiveness, ease of use, efficiency, satisfaction) in Chapter 4.4, feedback on participants´ perceived agency in relation with the becoming of their personal stories in Chapter 4.6. Results and recommendations from qualitative data analyses are detailed in Chapter 4.5, with content analysed findings on the storytelling process, recording of stories, facilitation and moderation, as well as reported experience and attitudes toward social interaction in the storytelling teams. The report closes with the summary on impact assessment and implications for service improvement in terms of process refinement based on the gathered results (see Chapter 5).

The final evaluations reported in this deliverable close the user centred design process followed in the HiStory project.

2 Objectives and Research Questions

Overall, the HiStory service and toolset aims at reducing or even preventing feelings of loneliness, which is aimed to be achieved by promoting narration, communication and intergenerational understanding by means of digital storytelling. This main objective is supported by the assumptions that i) through narrative processes people form their identity that supports them to find position themselves in a social context or social group (McAdams & McLean, 2013), ii) as a social and participatory activity, digital storytelling with HiStory is supposed to be a useful intervention for the prevention of loneliness (Cattan et al., 2005) as well as iii) by creating a digital story both youth, young adults and older adults can gain greater understanding of each other (Hewson et al., 2015).

After the development phase in year 2, the elaborated functional prototype system was to be evaluated in all three countries (Austria, The Netherlands, Switzerland) in Task 5.4 Second Field Trials. Targeted number of older adult (OA) participants to involve was 120 (40 primary users per country), with the objective to evaluate the HiStory solution in a real-world setting respectively i) to assess its potential impact in terms of changes in social experience and relationships (subjective feelings of loneliness over time), changes in life satisfaction and self-esteem (subjective levels of satisfaction with life over time); ii) to understand user experience, acceptance and satisfaction concerning its holistic use including the involved actors (see below); the defined storytelling process (facilitation, session design, capsule creation), all digital components (Facilitator portal, recording tool), as well as all analogue components and materials (manual, cards, instructions for facilitator), and finally iii) to explore aspects on reported digital agency in relation with the creation and publication of personal content within storytelling teams as well as publicly.

Referring to the adapted business model planning (see D6.3 Intermediate Business plan) relevant actors that should be acquired and involved were:

— Older adults (OA): participants should be older people living independently at home and get encouraged to use the HiStory service on their own mobile devices (and avoid confounding influences of unfamiliarity with the used device). They should use the HiStory system freely and join repetitive storytelling sessions for the duration of several weeks. Furthermore, customers of social-, health care and cultural organisations should be approached to explore implementations of the HiStory service in a realistic setting and to support initiatives of preventing loneliness in older adults living in residential or care home facilities.

— Facilitators (FA): People who actively moderate and coordinate a capsule project together with OA participants.

— Potential clients (CL): social & health care organisations that provide themselves personnel to act as facilitators (FA) and conduct a storytelling project with their related community members or customers (OA).

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2.1 Tackling Feelings of Loneliness

Loneliness can be defined as the perceived discrepancy between a person´s desired and actually available social relationships as well as the subjective feeling that one's available relationships are not of a desired quality (Luhmann & Bücker, 2019). This feeling might be informed by feelings of isolation, disconnectedness and/or not belonging (Peplau & Perlman, 1982) and can be regarded as a central element in a constellation of socioemotional states (Hughes et al., 2004a). Further, loneliness is often divided into the following three aspects (Cacioppo et al., 2015; Hawkley et al., 2005): emotional loneliness, which is the lack of an intimate relationship as one would have with a partner; **social loneliness**, when one has little to no friends or other close relationships as well as collective loneliness, which is the feeling of having no affiliation to a bigger community or to society. In the following we refer our understanding of loneliness to the social aspect. Overall occurrences of feelings of loneliness can be promoted by certain demographic characteristics, wealth and health situation and social networks of an older person (e.g., Fokkema et al., 2012).

Our primary research question (RQ1) in this context was to examine to what extent the HiStory services and storytelling process contribute to the reduction of self-reported loneliness and the improvement of social inclusion and life satisfaction in older adults. More specifically, we wanted to explore whether **self-reported feelings of loneliness** change before vs. after having participated in a HiStory project (RQ1.1). Closely related to that, we wanted to examine whether **subjective satisfaction with life** change before vs. after having participated in a HiStory project (RQ1.2) and how do HiStory **self-reported social network experience and participation in OA** evolve during a HiStory project (RQ1.3).
For all interpretations however, it must be considered that in the past two years **Covid-19 pandemic** societies had to cope with specific measures such as self-isolation and shut-down phases, raising concerns about chronic loneliness said to decrease both physical and mental health (Banerjee & Rai, 2020). It can be assumed that the degree of loneliness is associated with the number of restrictive measures an older adult was affected from (Stolz et al., 2020). Although in the subsequent re-opening phases, that followed shut-down, feelings of loneliness decreased, long term effects are yet to be investigated and the potential impact of Covid-19 needs to be considered in results careful results interpretation as confounding aspect within the evaluation of HiStory.

2.2 Assessing Acceptance and Satisfaction

Second, we were interested to what extend the main actors of older adults (OA) as well as involved (external) facilitators (FA) **accept** the HiStory service and tools. Referring to the targeted key performance indicators defined in the DoW, we expect user experience feedback on HiStory to be above average. According to literature digital storytelling is seen as a beneficial activity for older adults' welfare, especially regarding aspects of

(intergenerational) communication, emotions, sharing personal memories (e.g., Harley & Fitzpatrick, 2011; Hausknecht et al., 2019; Morganti et al., 2013).Respectively our research question was about how the main actors (OA, FA) rate their satisfaction, perceived usefulness and behavioral intention to use with regard to the history service and tools (RQ2.1). Thus, addressing selected dimensions of Technology Acceptance (i.e., TAM, Davis, 1989), we expected high **perception of usefulness (PU)** and **ease of use (PEOU)** with respectively high ratings in **behavioral intention (BI)** of older adults to use HiStory service in the future.

A meta-analysis revealed a negative relationship between age and technology acceptance, with the type of technology, notably whether it addresses older adults' needs or not, as a crucial moderator for the **effect of age on technology acceptance** (Hauk et al., 2018). From a more diversity centered point of view age does not only comprise chronological age but can be further explored e.g., via the dimension of age-related self-concept (Himmelsbach et al., 2017). Hence, in our case, such broader understanding of age might show some relevance in the context of digital storytelling. Assuming digital storytelling with HiStory will be perceived positively by older adults in terms of needs fulfillment, we assume that both **chronological age and age-related self-concept have no negative effect on PU, PEOU and BI** of the HiStory system (RQ2.2).

Referring to Hausknecht et al. (2019) assuming that sharing personal stories may help people reduce feelings of loneliness or isolation through social interaction with others and relationship building (Waycott et al., 2013), we expect that **people with higher amount of reported loneliness perceive higher PU, PEUO and BI** of the HiStory system (RQ2.3).

Finally, regarding OA affinity to technology (Franke et al., 2018) we assume that people with **higher ATI score perceive higher PU, PEUO and BI** of the HiStory system (RQ2.4).

2.3 Monitoring Digital Agency

The fast pace that technology is progressing at, could potentially lead to the disempowerment as well as to an overpowering of the individual through that technology. Therefore, it is important to develop systems that not only assist individuals in their use of new technological tools and systems in a manner that leads to the development of their confidence and competence but also sheds light on how these new tools and systems impact our current societies' behaviour and communication. In this case, digital agency can help the modern individual take control over how they integrate, adjust and use these new technologies. Digital Agency, as it is defined by (Passey et al., 2018) is an individuals' ability to adopt, adapt as well as use new technologies sensibly. That is, to use new technology in such a way, as to be able to control and adapt it in a digital world. While (Passey et al., 2018) conceptualize digital agency as divided into three elements (digital competence, digital confidence and digital accountability), in the context of storytelling

agency might comprise in addition to both the quality of meaningful involvement and the freedom of the power to act (Knoller, 2010).

One component of digital agency, digital accountability, consists, according to Passey et al. (2018), of having responsibilities for one's digital actions, being aware of the ethical issues in the digital world, being able to ensure data privacy as well as security and having an understanding of the impact of one's digital activities. Although these aspects might be considered to be more important for producers of technology rather than for consumers, accountability should be included in the introduction of the HiStory system to support the development of digital agency of participants. This was done by making the HiStory users (OA participants), who in our case are the producers of stories, aware of possible ethical issues and by addressing the responsibility of design by design. Accordingly, we aimed at exploring **perceived agency of OA in relation with the history process of generating and sharing personal stories** (RQ3), expecting above average ratings.

3 Study Design

3.1 Prototypes and Materials

Selected components of the second functional HiStory system (as described in detail in "D3.2 Platform version 2", "D4.2 App version 2", "D5.2 User Training and Manual") were available for evaluation with OA users and FA in the second field trials:

— **FA portal**, a web site used by the FA for preparation and execution of the storytelling sessions. The FA can perform the following actions in the first version:

- o Having the overview on existing projects on the platform (see Figure 1)
- o Creating a project, add topic information and session dates (see Figure 2)
- o Managing member accounts and credential information (see Figure 2)
- o Showing presentation mode during the sessions (see Figure 3)
- o Showing a screen with all actual project stories (see Figure 4)
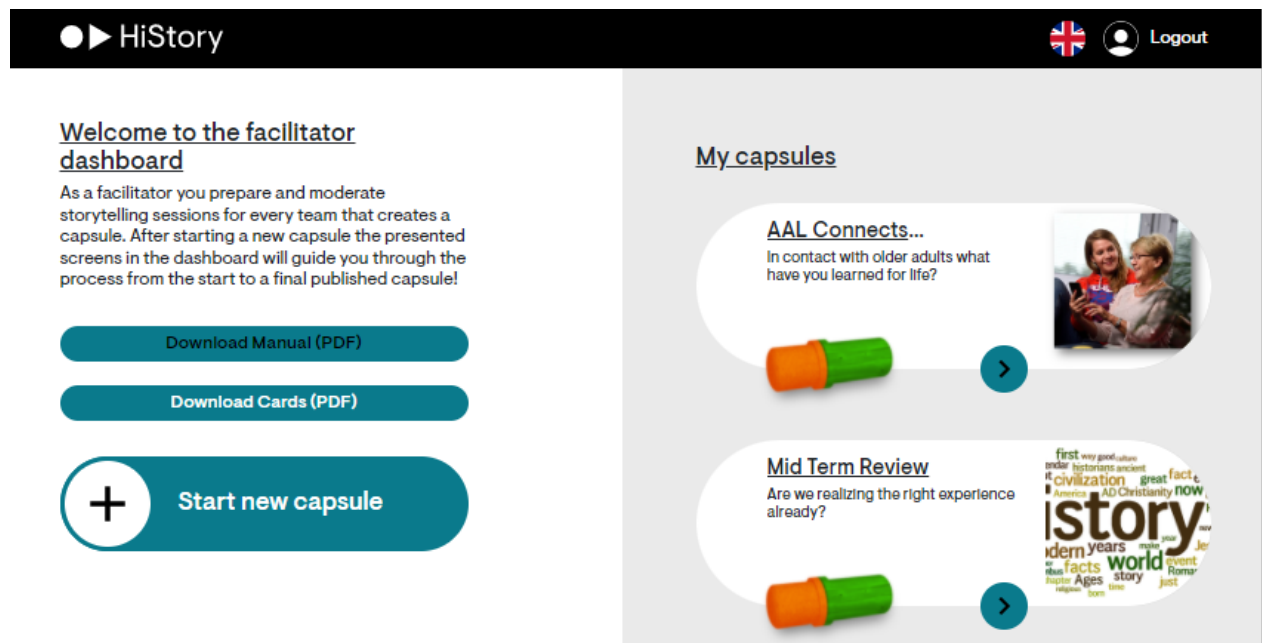
Figure 1. FA account – capsule projects overview

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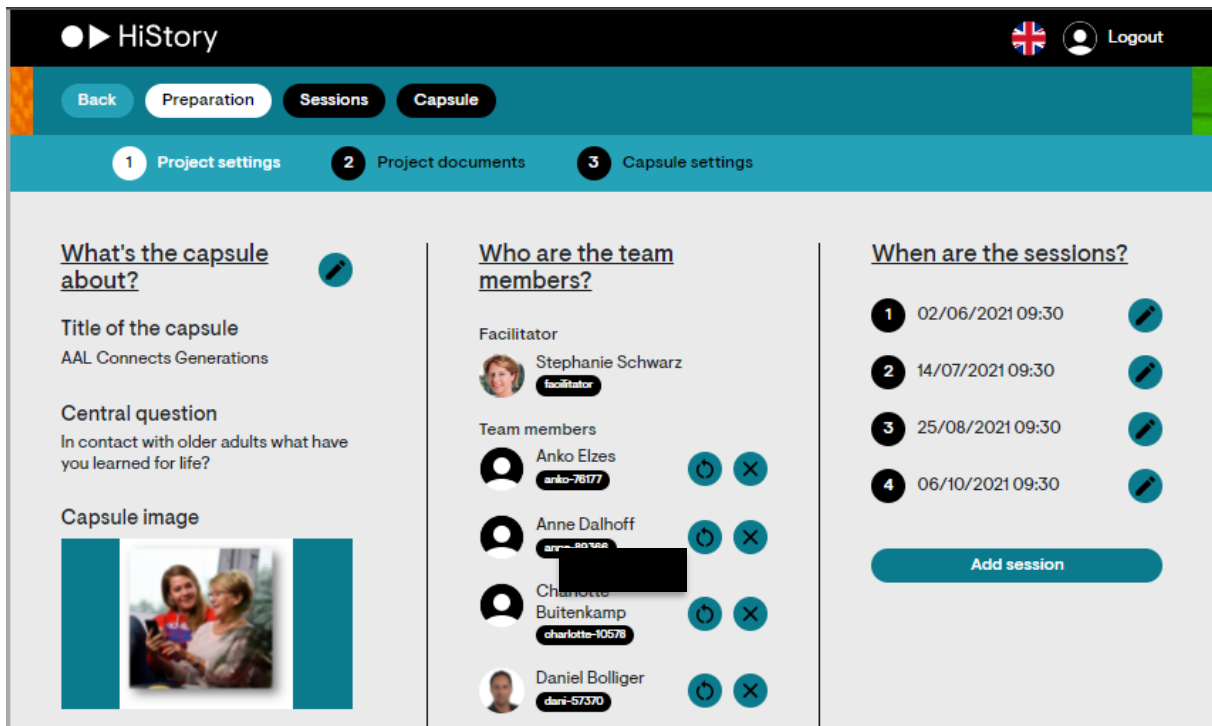
Figure 2. FA account – project settings
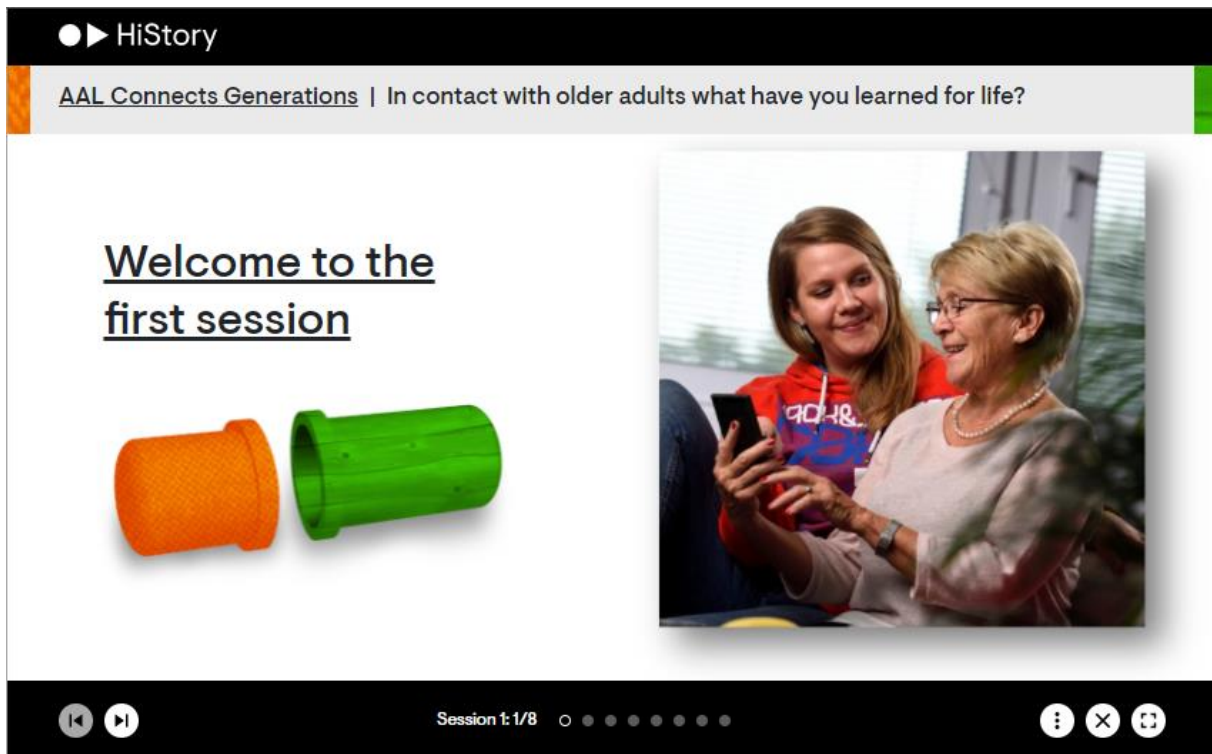
Figure 3. FA account – presentation mode (Welcome to the first session)
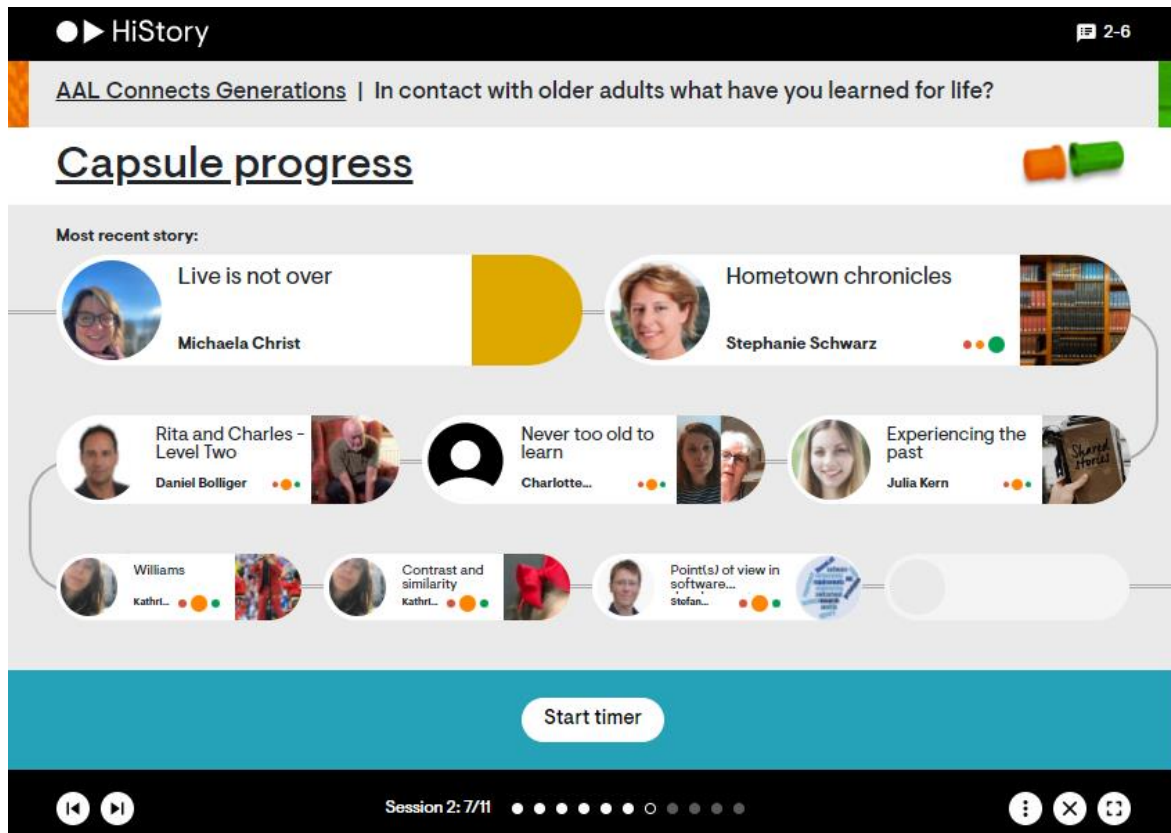
Figure 4. FA account – presentation mode with capsule progress

— **Recording tool**: a progressive web app (PWA) that can be cached on Android and iOS smartphones, with the main functionalities:

- o Authentication to an existing HiStory project via QR-code or link
- o Selecting an existing user and connect to the PWA
- o Selecting the interface language (DE, NL, EN)
- o Record, listen and retake audiostreams, containing individual stories
- o Add, view and edit attributes of a story: title, image, and audio
- o Privacy and publication slider, where a user can set the publication level for a personal story (private, team, release)
- o Stories can be uploaded or downloaded and saved to a central repository.
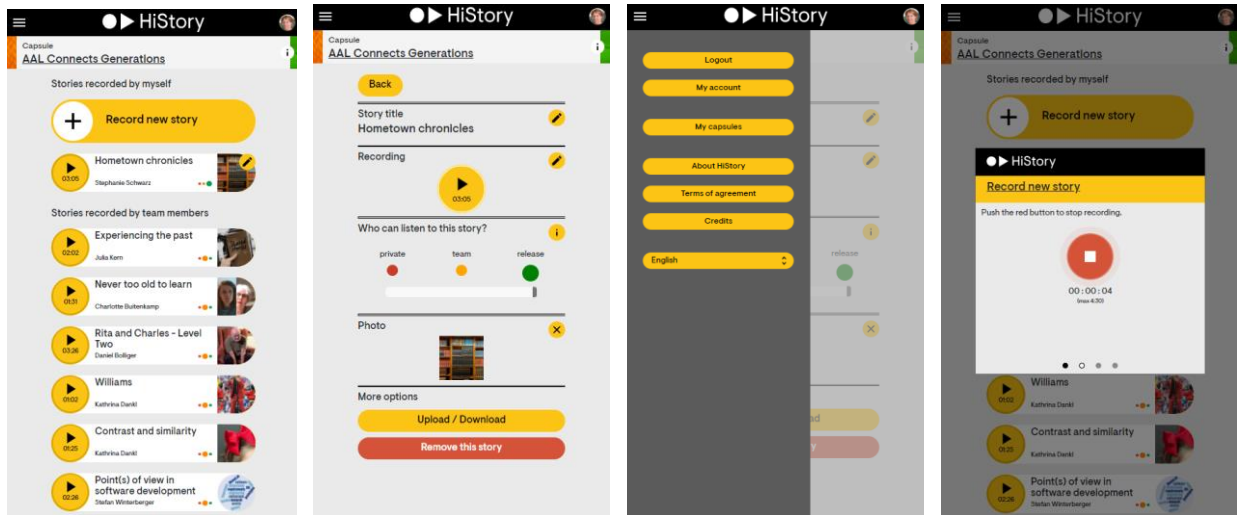
Figure 5. Recording tool: stories overview, story details, menu, recording story screen

— **Analogue toolbox**: Besides the software components and as integral part of the whole user experience an analogue toolbox available consisted in printable materials developed within T2.1 Service Design (reported in "D2.1 Service Design Specifications") including tangible cards to support the storytelling processes (see xy), i.e., Exploration cards in session 1, Feedback cards in session 2 as well as Contact and compliment cards in session 4.

Figure 6. Inspiration cards used in the sessions

— **Manual and instructions:** Furthermore, analogue materials included the facilitator manual (see Figure 7) and detailed instructions as described in the update of "D5.2 User Training and Manual" in order to provide an outline of the HiStory sessions, preparation information for each session as well as a more detailed step-by-step walk though for each session.

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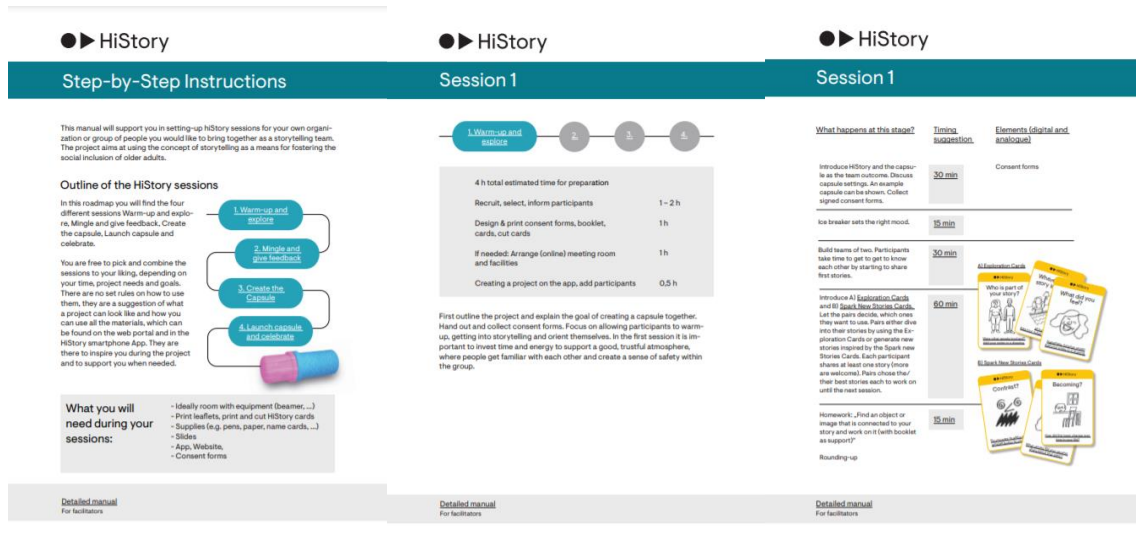
Figure 7. Facilitator manual

3.2 Participants and Facilitators

According to the work plan, a total of 40 participants per country had to be involved in the first field trials to use and evaluate the hiStory tools and experience.

As part of the trial preparation work the user partners held an online workshop at the Consortium Meeting in April 2021 to discuss perspectives and challenges regarding the recruitment of potential HiStory users. The key question was how to reach OA participants, especially the socially isolated. Input from partners and discussion points for user acquisition were:

— door to door visits as very costly

— mouth-to-mouth as a good way

— new privacy laws hamper from directly contacting OA via external organisations

— Setup of an information and awareness campaign

— Use capsule launch as exploitation event

— No focus on low-literate speech users in the project, people missed out with PWA

As one consequence an overview of potential end user organisations in all countries in cooperation with WP6 to intersect with business case was undertaken with following implications:

— Involve social neighbourhood teams,

— health care organisations

— win OA users as testimonials („ambassadors ")

— win animators for senior people looking for activities (ex. CH)

— care homes, possible, but high effort, and residents have less affinity with smartphones

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Overall due to the Covid-19 pandemic still compromising daily life in Spring 2021 some challenges needed to be tackled regarding participant engagement and risk assessment:

— Spring 2021: High risk of conducting a project in nursing home
— Some older adults refuse vaccination (CH)
— Lack of external contact / people to take over the FA role

However, with increasing vaccination status by June 2021 (already earlier in Switzerland) the consortium managed to recruit OA participants in the three countries.

3.2.1 Recruitment in Austria

In Austria, two groups were recruited directly by the AIT (ait1, ait2). Participants recruited by AIT were selected from an internal participant's database based on their age (65 years and above). All potential participants received a study invitation via E-Mail with an explanation of the project, information about the starting date and requirements. If participants agreed to participate, they were further sent a formal invitation letter, an informed consent agreement, the HiStory booklet, and the information about the date and location of the first session. The informed consent and the booklet had to be brought to the first session. Additionally, participants were reminded of the first session by an E-mail and a phone call two days prior the starting date. For all sessions at AIT (ait1), a room with coffee and snacks was organized. For the sessions held online (ait2), one day before each session an E-Mail with the online link to the conferencing tool as well as with a contact information (in case of required trouble shooting support for joining the online meeting) was sent to participants.

Another three groups (KWP1-3) were organised by an external collaboration partner of AIT, a renowned Viennese retirement home facility "Kuratorium Wiener Pensionist*innen-Wohnhäuser" (KWP) is Austria's largest provider for senior citizen care. The non-profit fund of the City of Vienna operates a total of 30 houses for living in Vienna with about 9,000 residential and nursing places and 150 seniors´ clubs. The residents of the retirement homes and visitors to the clubs are looked after by and visitors to the clubs are cared for by more than 4,800 dedicated employees. After a first selection done by associates at KWP, five houses were contacted and provided with information material (see Appendix 1A). Four of them claimed interest and available capacities for realizing a capsule project. In another introductory meeting conducted by AIT in all four houses, detailed trial conditions and procedures were explained to the assigned facilitators (special social workers). Manuals and informed consent forms were presented and discussed. Finally, a capsule project could be realized in three houses in Vienna, namely "Haus Augarten", "Haus Im Mühlengrund", and "Haus Maria Jacobi". Involved Facilitators then selected a group of residents who might be willed and able to participate in the project. Session dates and times were set according to regular program slots in the houses ("Monday Afternoon Snack"), as well as in respect of resident´s daily schedules and

activities (e.g., doctor appointment, family visit). For all sessions, a room with coffee and cake was organized by the FA.

For the groups where people met in person (ait1, KWP1-3), all specific measures according internal Covid-19 related restrictions (at AIT and KWP) had to be respected by all involved researchers throughout the whole duration of the field trials.

Based on the earlier cooperation in the first field trials in 2020 the Wien Museum was contacted again to build and facilitate storytelling groups in the frame of their "Gesprächskreis" events and associated networks of OA. Due to constraints related to Covid pandemic (especially shortage of personnel) no group could be realized in 2021.

3.2.2 Recruitment in The Netherlands

In **the Netherlands**, NFE invested a lot of time and energy in recruiting OA for the field trials. In recruitment NFE was hindered by the Dutch restrictions due to the Covid-19 pandemic. The most prominent obstacles were that in the Netherlands people were advised not to travel unless it was a necessity, group gathering was prohibited, and especially the target group for the field trials, the 'vulnerable' OA, had to be extra careful concerning their behavior and mobility. In periods where the society was a bit more open, NFE was able to invite some OA adults for field trials on an individual basis. OA could decide for themselves if they wanted to participate or not and if they felt comfortable and safe within all the safety measures NFE took. However, at first NFE tried to recruit OA through her network of partner organisations, specifically community centres and residential care centres. Within the process of informing these organisations on the project, it became clear that the Covid-19 measures those specific organisations took, made it nearly impossible to meet with their inhabitants/visitors, for example, not allowing external people into the facilities. Below a more detailed description of those recruitment attempts is described

Recruitment in residential care homes
At first NFE started a recruitment procedure within their network and residential care homes/centres. NFE was exploring the possibilities to conduct a field trials with *Quarijn* (www.quarijn.nl). QuaRijn offers seniors a broad package of housing, welfare and care in the municipalities of Bunnik, Rhenen, Utrechtse Heuvelrug, Veenendaal and Wijk bij Duurstede and with *Zorggroep Charim Amerongen.* Further, Charim Care Group wants to help elderly people realize these dreams with dedicated care and services, because Charim cares for body, mind and soul. They call this total care: care that goes beyond (https://zorggroepcharim.nl/). There were also some specific problems that arose with these residential care homes that along the way became so problematic that NFE had to cancel the idea of starting a field trial there:
- For OA with mental or physical constraints a family member was asked to officially sign the informed consent to partake in the field trial. This however, was such a

formal and official procedure that it scared off some of them and made it harder to recruit people.

- Facing physical and mental challenges of OA, staff at the care homes told us that working with a smartphone, tablet or app would probably be too challenging.
- NFE proposed several sessions of at least 2,5 hours. The feedback on this planning of sessions was that this is too long for the OA in the care homes. Their level of energy and their attention span will not keep up for a 2 or 2,5 hours session, according to the staff.
- Covid-19 really minimized the option in the care homes since safety measures were creating a lot of restrictions, so on a practical level it became hardly impossible to organize sessions.

Recruitment in community centres (nfe1)

Due to these experiences NFE adapted their recruitment strategy and focused on OA recruitment through community centres. OA who visit these centres often have some kind of independence and self-sustainability. NFE was able to conduct field trial sessions in one of the community centres in Amsterdam; Cordaan[1], with 4 participants. Cordaan helps everyone, from young to old, who needs nursing, care, supervision and/or support for a short or long period of time. If a person is dependent on care and nursing, has a mental disability or suffers from chronic psychological problems, the goal is that a person can remain independent for as long as possible. Preferably at home, in a persons´ own environment. And if that is not possible, in an environment where they feel safe. The results were not as optimal as hoped for. The community centre has an informal culture were participants come and go as they please. This makes is very accessible for people, however, for participants on the field trial it was a bit hard to remain consistent and show up for all the sessions. Due to that there were some participants gradually resigning from the project. Also the language barrier (international community in that part of the city) created some problems for some of the participants, also leading to them resigning. However, NFE was able to complete the field trial and gain insights through these experiences.

Recruitment of individual OA (nfe2)

Previous experiences led NFE change their strategy again. Recruitment goals changed to trying to recruit active, independently living older adults. A group was recruited from individuals working previously with NFE within one of their projects. It was easier to work with these individuals, especially within the Covid-19 restrictions (no separate Covid-19 measures that created barriers in conducting field trials). With this group NFE were able to conduct a complete group consisting out of 7 participants.

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[1] https://www.cordaan.nl/

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Recruitment of individual OA in Zutphen (zut2)

To make sure that the ultimate attempts were made to conduct the field trials and reach the numbers to generate enough data and recruit the amount of participant as committed to, in December 2021 NFE decided to join hands with Zutphen to conduct yet another storytelling group in Zutphen, all together trying to put in the maximum effort to involve enough OA in field trials, within the challenges of the pandemic.

3.2.3 Recruitment in Switzerland

In Switzerland, all OA participants were recruited directly by Vicino Luzern (VIC). People were involved in activities offered by VIC as a senior association (including e.g., knitting together, cooking, gymnastics). OA (all 65+) were approached by the site managers on site and informed about the project. All interested persons were first contacted by phone to receive afterwards a written invitation by e-mail with further explanations of the project, information on session dates and requirements, followed by a letter of invitation, the informed consent document and the HiStory notebook by mail. The informed consent document and the booklet had to be brought to the first session.
In addition, participants were reminded of the first session by email and phone call two days before the start. All sessions were held at Vicino Luzern premises. All participants adhered to the Vicino Lucerne pandemic protection concept.

An online group was also organized due to the pandemic situation. However, after the first session participants decided that they would rather meet physically - which the pandemic situation in Switzerland then allowed.

The success of recruitment has always depended on the current Covid-19 situation. Since the VIC concept is based on low-threshold, no newsletters or information about the project are sent to visitors in online or physical form. Potential participants could only be approached personally if the premises of Vicino Luzern could be opened and activities could be carried out.

3.3 Trial Procedure

In the following the trial procedure is presented as initially planned before the Covid pandemic, accomplished by the respective modifications in the procedure per country that needed to be taken in place in order to conduct the field trials and reach the project objectives.

3.3.1 Planned procedure

Within the preparation phase in each country one facilitator was designated to coordinate and host a history project with older adult participants. Supported by end user and research organizations concrete tasks of the FA included:

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— Introduction to the procedures and analogue tools

— Learn how to handle the mobile app and web portal

— Coordinate technical trouble shooting in collaboration with consortium partners

— Prepare and support preparation of recruitment materials (Poster, leaflet, newsletter, etc.)

— Invite participants and hold communication

— Host four storytelling sessions

— Work on stories together with OA in the sessions

— Analyse stories for refinement and iteration

— Give final feedback in an interview with research organisations

Facilitators were recruited by local end user or research organisations: in Austria by AIT and the care personnel at the KWP care homes; in Switzerland a representative of the end user organization (VIC); in the Netherlands, a facilitator was recruited in a social of care organisation in Zutphen. In cases where no facilitator could be acquired to host a storytelling project the local end user or research partners took over the facilitator role.

Facilitators were then introduced to the HiStory system and procedures about four to six weeks before the main field phase. Briefings were held by consortium partners i.e. AIT in AT, NFE and ZUT in NL, and VIC in CH. A briefing session with each facilitator included information on:

— Project presentation and vision

— Field trial purpose

— Sign up HiStory system (Web portal)

— Create and organize a project, theme, team (Web portal)

— How to use recording app for connecting to a project, for audio recording a story

— How to display stories in the presentation mode to show the team.

In cases where no facilitator could be acquired to host a storytelling project a representative of the local end user or research partners took over the facilitator role. The established instruction material "Manual" (see "D5.2 User Training & Manual") served as the basis for the planned procedure for the field trials. Overall the activities were clustered in four sessions. The detailed procedure for the storytelling part of the sessions corresponds to the guidelines described on the service design (for details see "D2.1 Service Design Specifications"). Table 1 provides the overview of the overall defined procedure to follow for a capsule project.

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Study phase	Method, material	week
Preparation	Project information / leaflets; Contact and train FA; Invite OA; Send materials to OA, friendly reminder / call to OA	0
SESSION 1 WARM-UP AND EXPLORE Introduction; good story tips; storytelling in pairs	Informed consent; OA Pre-questionnaire	1
Homework assignment	Bring object / photo	1
SESSION 2 MINGLE AND GIVE FEEDBACK learn how to use app, story recording & refining	Audio recording stories with recording tool; feedback cards	2
Homework assignment	Improve own story	2
SESSION 3 CREATE A CAPSULE refinement, reactions, story voting	Audio recording stories with recording tool; reflection cards	3
Homework assignment	Listen to all stories	3
	OA phone interview with each OA participant	3
SESSION 4 LAUNCH AND FESTIVE EVENT Capsule launch, celebration	OA Post-questionnaire	4
Final feedback	FA interviews	5

Table 1. Planned procedure for a storytelling project in second field trials

3.3.2 Modified Procedure

However, at some points the procedures of the storytelling projects had to be adjusted for the different partners, groups and countries. Main reasons for these modifications were:

- the quickly changing and challenging Covid-19 situation in 2021 (i.e., lockdown, social distancing and restrictions of meeting personally in groups),
- differing abilities and capacities of both OA and external FA (e.g., experience with technology, workload, time resources).

In the following procedure modifications made in the groups realized in **Austria** are summarized.

The first **AIT group (ait1)** followed the proposed structures of the sessions closely.

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- Facilitator setup and support: due to Covid-19 situation and the drop out of the associate partner Wien Museum from field trials, **no external FA** was acquired and SDA and AIT took over the role of the FA.
- Personal devices used: all participants used their **personal smartphone** to connect to the recording tool and independently record stories.
- PPT used: The designed presentation from the FA portal was **used in each session via wall projection.**
- Feedback and reflection cards used: feedback and reflection cards were presented to participants according to the designed process.
- Homework assignment: homework was done according to the process
- No story voting in session 3: voting of stories for the capsule in session 3 was discussed, but not done. Further, the stories were listened to together in the third session, as some OA experienced technical difficulties in listening to the stories at home.
- No celebration in session 4: Instead of a celebration with friends and/or family as foreseen in the process, the final session was used for discussions and feedback of the HiStory recording tool and project in a whole.

The second **AIT group (ait2)** was held online via Microsoft Teams.

- Facilitator setup and support: a researcher from AIT acted as FA, with a second person of the AIT team for tech support via phone assistance during all sessions, to help the OA log into the online session and how to use the HiStory recording tool.
- Personal devices used: all participants used their personal laptops or computers to attend the online session via MS Teams. Also, all used their personal smartphone to connect to the recording tool and independently record stories.
- PPT used: The designed presentation from the FA portal was used in each session via screen sharing.
- Online session setup: For discussions in smaller groups the FA manually put the participants into breakout sessions for a defined duration. During these times the FA remained in the main virtual room until members returned. Otherwise, the sessions followed the proposed structure.
- Homework assignment done: In the second session, many participants had brought objects. Each object was presented (see figure below).
- Final session and celebration: Instead of a celebration the final session was used for discussions and feedback of the HiStory recording tool and project in a whole.

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Figure 8. Storytelling sessions in Vienna, held online via MS Teams (ait2)

Most procedure modifications had to be undertaken in the **groups at the care and senior homes (KWP1, KWP 2, KWP3).** Participants in these groups were senior home residents. Aged between 70 and 83 years, most of the participants were not familiar in using smartphones or tablets.

- Facilitator setup and support: external FAs were acquired by the management units of the participating senior homes. Special social workers with experience in coordinating activities with senior and care home residents were approached and briefed by AIT. Data collection for impact assessment (Questionnaires, interviews) was coordinated by AIT. During all sessions one researcher from AIT was present for notetaking, coordinating questionnaire completion, setting up and handling devices for recording stories.
- One shared device used: The stories were recorded on a common tablet instead of smartphones, as most OA did not possess one. Additionally, in two of the three groups stories were recorded on a shared HiStory account, not changing the account on the tablet after each story.
- PPT used in final session only: The slides presentation in the FA portal was hardly used, and the different capsule criteria as well as the publicizing of stories were barely or not at all discussed, as the external FA feared to confuse the OA. The groups were rather focused on recording stories in the first sessions and listening to them together in the next sessions.
- Modified session setup: session durations were reduced to about an hour instead the proposed 2,5 hours, due to different reasons (lack of time of the FA, reduced attention span of participants, full daily schedules of residents, participants not needing to get to know each other as they lived in the same residence). Two of the three KWP groups already briefed the participants before the first session by asking them to think of stories and to already sign the consent form. In the group KWP3 the FA prepared index cards with different topic ideas for each participant after the first session. The same group did not want to record any stories in the second session, yet. And as some of the participants missed the third session a replacement third session was planned for the missing people. None of the KWP groups build pairs as suggested, instead most discussions were held in the whole group. Many of the KWP group's participants wrote down their full stories and read those out in front of the other group members while recording simultaneously. At the last session, KWP1 and KWP2 had a small capsule launch celebration, with KWP2 inviting family members.
- Homework assignment partly done: Further, KWP participants could not do their homework in between sessions. They were not able to record new stories, nor could they listen to the stories outside the sessions, as everything was recorded via a common tablet.
- Renumeration: All AT groups got a renumeration of 60EUR after completing the project.

Figure 9. Storytelling Sessions in the retirement home in Vienna (kwp1, kwp3)

In the following procedure modifications made in the groups realized in **Switzerland** are summarized.

The first **VIC group (ch1)** followed the proposed structures of the sessions closely.

- <u>Facilitator setup and support</u>: A member of Vicino took over the role of the FA.
- <u>Personal devices used</u>: all participants used their personal smartphone to connect to the recording tool and independently record stories.
- <u>PPT used:</u> The designed presentation from the FA portal was used in each session
- <u>Feedback and reflection cards used:</u> feedback and reflection cards were presented to participants according to the designed process.
- <u>Homework assignment done:</u> was done according to the process

The second **VIC group (ch2)** was held by an external organisation that works in the field of seniors and is a member of Vicino Lucerne (Pro Senectute). All sessions followed the proposed structures.

- <u>Facilitator setup and support:</u> A member of Pro Senectute took over the role of the FA. The premises were also provided by Pro Senectute.
- <u>Personal devices used</u>: all participants used their personal smartphone to connect to the recording tool and independently record stories.
- <u>PPT used:</u> The designed presentation from the FA portal was used in each session
- <u>Feedback and reflection cards used:</u> feedback and reflection cards were presented to participants according to the designed process.
- <u>Homework assignment done:</u> was done according to the process
- <u>Final session and celebration:</u> The celebration was held without guests (family members, friends,..) because of the pandemic restrictions.

Also the third **VIC group (ch3)** was very closely to the proposed structure, just the first session was held online.

- <u>Facilitator setup and support</u>: A member of Vicino took over the role of the FA. Due to corona restrictions, it was decided to conduct all sessions online. But

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after the first session, participants decided to switch to physical sessions, which were possible due to temporary relaxation.

- <u>Personal devices used</u>: all participants used their personal smartphone to connect to the recording tool and independently record stories.
- <u>PPT used:</u> The designed presentation from the FA portal was used in each session (via screen sharing in the first session)
- <u>Feedback and reflection cards not used:</u> feedback and reflection cards were presented to participants according to the designed process. After discussing, OA decided not to work with them because the need was not seen.
- <u>Homework assignment done:</u> was done according to the process
- <u>No session 4:</u> Due to the pandemic situation, it was decided to add the fourth session to the end of the third. Unfortunately, it was not possible to invite family members and/or friends.

Figure 10. Fotos from storytelling Sessions at VIC, face to face and online

The fourth **VIC group (ch4)** was done with site managers of Vicino Luzern.

- <u>Facilitator setup and support:</u> VIC took over the role of the FA. Pre-questionnaires were not filled out because of the role (site managers) from the participants
- <u>Personal devices used</u>: all participants used their personal smartphone to connect to the recording tool and independently record stories.
- <u>PPT used:</u> The designed presentation from the FA portal was used in each session
- <u>Feedback and reflection cards not used:</u> feedback and reflection cards were presented to participants according to the designed process. After discussing, OA decided not to work with them because the need was not seen.
- <u>Homework assignment done:</u> was done according to the process
- <u>No story voting in Session 3:</u> voting of stories for the capsule in session 3 was discussed, but not done. Further, the stories were listened to together in the

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third session, as some Participants experienced technical difficulties in listening to the stories at home.

- No session 4: Due to the pandemic situation, it was decided to add the fourth session to the end of the third. Unfortunately, it was not possible to invite family members and/or friends. Also Post questionnaires were not filled out.

In the following procedure modifications made in the groups realized in **The Netherlands** are summarized.

Adjustments in the sessions coordinated by NFE (nfe1, nfe2) were as follows:

Facilitator setup and support: NFE provided their own facilitator due to missing confirmation from external organisations:

- Organizations found facilitator **too much time and commitment effort**.
- There was only one coordinating staff member (who was short of time), the rest varying interns, volunteers and part-timers, which meant **organisations did not have a suitable person for this role**.
- The was a **staff shortage** to miss someone all 4 sessions and preparation. Staff used the field trial as a way to engage NFE to organize an activity for a few hours, the staff was present but not actively taking a role.
- In Amsterdam the staff arranged coffee and tea, picked up residents, accompanied residents during session, reassured them, helped with administration. So if NFE was not the FA, the field trials could not take place. It was a practical solution in corona time.

Session setup: All sessions were **live**. Sessions had to be **shorter** than 2.5 hours due to short attention span of participants (especially in Amsterdam). For the 4th session there was **no festive event**, participants just listened to stories of each other and there was an evaluation discussion. There was **no voting** sessions on stories. There was no technical tool for this active at the moment of testing. Participants also did not like it. In the sessions there was a lot of space for telling stories and listening to each other. Only briefly there was the preparation stage of working on the stories in groups of 2. After that everything was a **group effort** again.

Homework:
In Amsterdam homework was not done, participants forgot to record it and didn't have tablets with them, however in between sessions they had thought about their stories. Amersfoort: participants almost didn't re-record, but some did think about their stories in between sessions. Some forgot the homework too.

PowerPoint:
Sessions Amsterdam: hardly used the PowerPoint presentation: participants did not care about technology, it was more a group circle talk.

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Sessions Amersfoort: little use of the PowerPoint presentation, only used to hear other stories and view the capsule. PowerPoint had no added value in the presentation. The screen was distracting, participants found it too official in that way.

Feedback and reflection cards:
Not all used, some wording was too abstract to them (especially reflection)

Device:
Sessions in Amsterdam: use of tablets instead of participants own phones. In this way it was easier to guide them and not everyone had suitable (smart)phones.
Amersfoort sessions: own telephones of the participants were used, it worked fine.

3.3.3 Data Collection

In these field trials, quantitative and qualitative data collection was realized by different means and measures. In Table 2 measures and corresponding interrogation settings are listed.

Measure / data collected	OA Pre-quest. (week 1)	OA Interview (week 3)	OA Post quest. (week 4)	FA interview (week 5)
Demographic information, age-related self-concept	X			
Smartphone / app use, affinity for technology (Franke et al., 2019)	X			
Life Satisfaction (Beierlein et al., 2014)	X		X	
General self-belief (Beierlein et al., 2012)	X			
R-UCLA Loneliness Scale (Hughes et al., 2004)	X		X	
Social interaction (EvAALuation2, Himmelsbach et al., 2017)	X		X	X
Satisfaction with storytelling process		X		
Usability Metric for User experience (UMUX, Finstad, 2010)			X	
Usefulness, behavioral intention (Venkatesh & Davis, 2000), Willingness to recommend			X	X
Agency (adapted from Tapal et al., 2017)			X	X
Attitudes toward the storytelling team		X	X	X

Table 2. Data collection methods and timeline

Quantitative measures through questionnaires were collected for the impact assessment regarding user experience and satisfaction as addressed by the research questions specified in Chapter 2.

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Semi-structured interviews were conducted by AIT in AT, NFE & ZUT in NL and VIC/HSL in CH to collect qualitative in-depth feedback on the service design and usage of the recording tool. Interviews lasted approx. 30min and were held via phone. Questions targeted OA´s experience regarding meeting up with people for storytelling; their overall impression; their satisfaction with the service design and user expectations toward the project results; as well as main positive and negative aspects regarding the face-2-face events as well as the interaction with the recording tool. Finally questions about perceived agency and privacy concerns were asked toward understanding to what extent do OA feel in control of their personal stories regarding who has access and where will they end up.

After the end of each capsule project a semi-structured final interview with the involved FA was conducted to collect essential feedback from the usage of HiStory platforms and tools. End user organisations were supported by research partners. In case multiple FA had been involved in the trial from the side of the end user organisations, interviews with all FA were conducted. Questions addressed overall impressions, positive and negative aspects, major issues and weaknesses of the approaches and tools as perceived by facilitators, quality of support, as well as considerations on the business model, i.e., further exploitation potentials of the gathered story content.

Guidelines for interviews and item catalogues for questionnaires were provided by AIT in English and in German with translations into Dutch conducted by NFE. The detailed guidelines and item catalogues can be found in Appendices 8.3 to 8.6.

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4   Results

Firstly, in this Chapter, analyses on the gathered quantitative data are reported covering main demographic information and participant description (see Chapter 4.1, an overview on the created story content (see Chapter 4.2 as well as users´ feedback on their user experience, satisfaction ratings and perceived agency. Qualitative data mainly address participants´ feedback on perceived social interaction and impressions about the storytelling team, usability of the recording tool and FA portal; usefulness of the provided materials and process (booklet, manual, setup, cards) for FA, as well as feedback on agency aspects. Results have been collected on national levels, analyzed and clustered topic wise.

4.1   Participants

In order to reach the targeted sample size of 120 OA participants, in total 124 OA were invited and recruited for field trials, with 31 OA candidates in CH, 53 in NL and 40 in AT. Mainly due to Covid-19 related restrictions in all countries and OA reservations to attend social gatherings, there were some dropouts. There were 87 team members registered in the HiStory Portal of which 79 finalized the field trial.

For the subsequent data analysis, overall data from 69 OA participated as team members in a capsule project in the second field trials could be analyzed (see Table 3), due to withdrawal from the trial as well as incomplete questionnaires returned.

		AT	AT_KWP	NL	CH	total
OA Participants		13	20	24 (27)	12	69 (72)
Age	Mean Age	70	82	77	75	76
	Youngest	62	76	65	68	62
	Oldest	78	93	95	82	95
Gender	Female	4	16	14	7	41
	Male	9	4	10	5	28
	other	0	0	0	0	0
Education	No school attainment	0	0	1	0	1
	Elementary school	0	4	0	0	4
	Highschool	5	1	9	0	15
	Apprenticeship	3	13	5	6	27
	Bachelor's degree	1	0	6	2	9
	Master's degree	4	1	0	3	8
	Doctorate	0	0	2	1	3
	Missing	0	1	1	0	2
Work status	Not working	12	20	23	12	67

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	Working	1	0	1	0	2
Living situation	Living alone	7	15	19	6	47
	Living with friends or other persons	1	0	0	0	1
	Living with family (e.g., parents, children, partner)	5	5	5	6	21

Table 3. Demographic data separated by country, as well as in Austria separately for the retirement home residents (AT_KWP)

The mean age across all countries was 76 years, the oldest participant was 95 (in CH) and the youngest 62 (in AT) years old. Almost all participants were retired at the moment of the trial (97%). The majority was living alone (68%) either independently at home or in a retirement home. In the AT_KWP group consisting of retirement home residents 5 OA lived with their partners together in one apartment.

In addition to chronological age, the **age related self-concept** was assessed with three items, inspired by the self-concept subscale by Himmelsbach et al. (2017). Participants answered on a five-point Likert-scale which ranged from 1="strongly disagree" to 5="strongly agree" (see Figure 11) . First, we found a significant negative relationship between the age-related self-concept and chronological age ($r = -0.353$, $p = 0.020$), which seems to be a plausible result indicating that with age the positive age-related self-concept decreases.
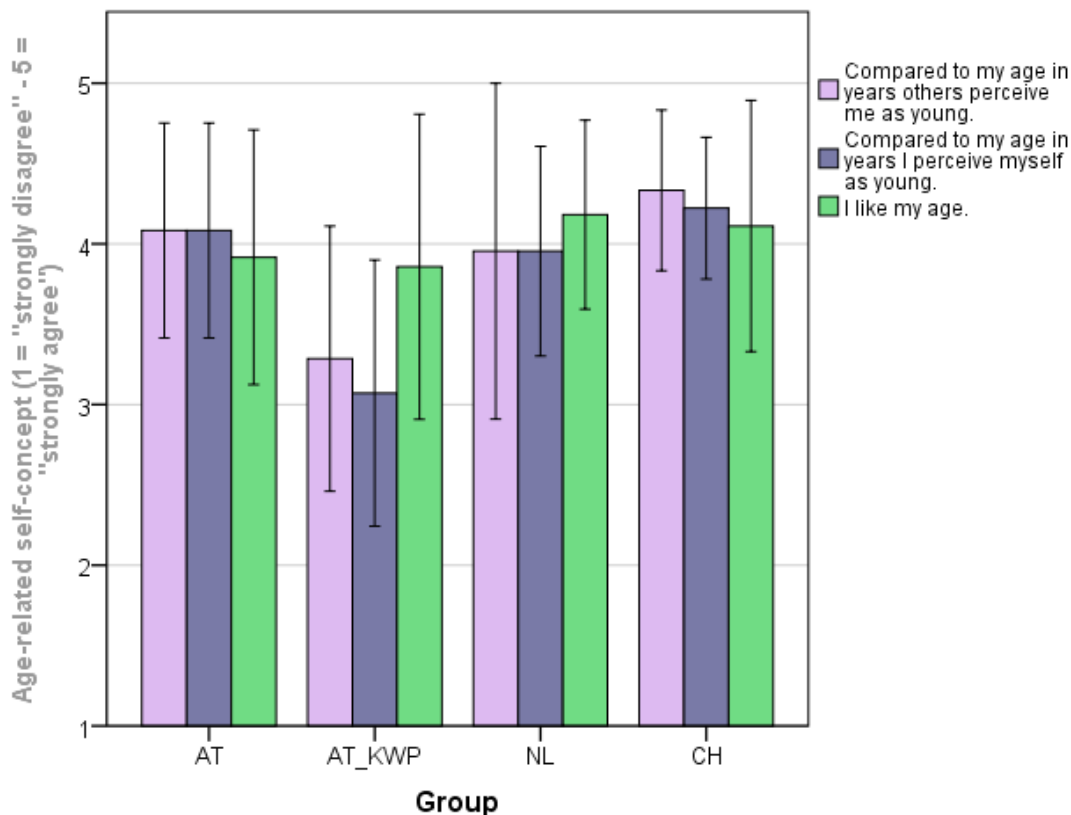

Figure 11. Mean ratings and standard deviations for age-related self-concept items, per group

4.1.1 Smartphone and social apps usage

56 of all 69 participants own a smartphone (81%). 52% of OA use their smartphone use "at least once per hour" and 43% use it "at least once a day" (see Figure 12). Only 5% use it less often than once a week.

Looking more closely at the different groups, it becomes apparent that only in the group AT_KWP, half of the participants do not own nor use a smartphone while in all the other groups around 90% of the participants do own a smartphone.
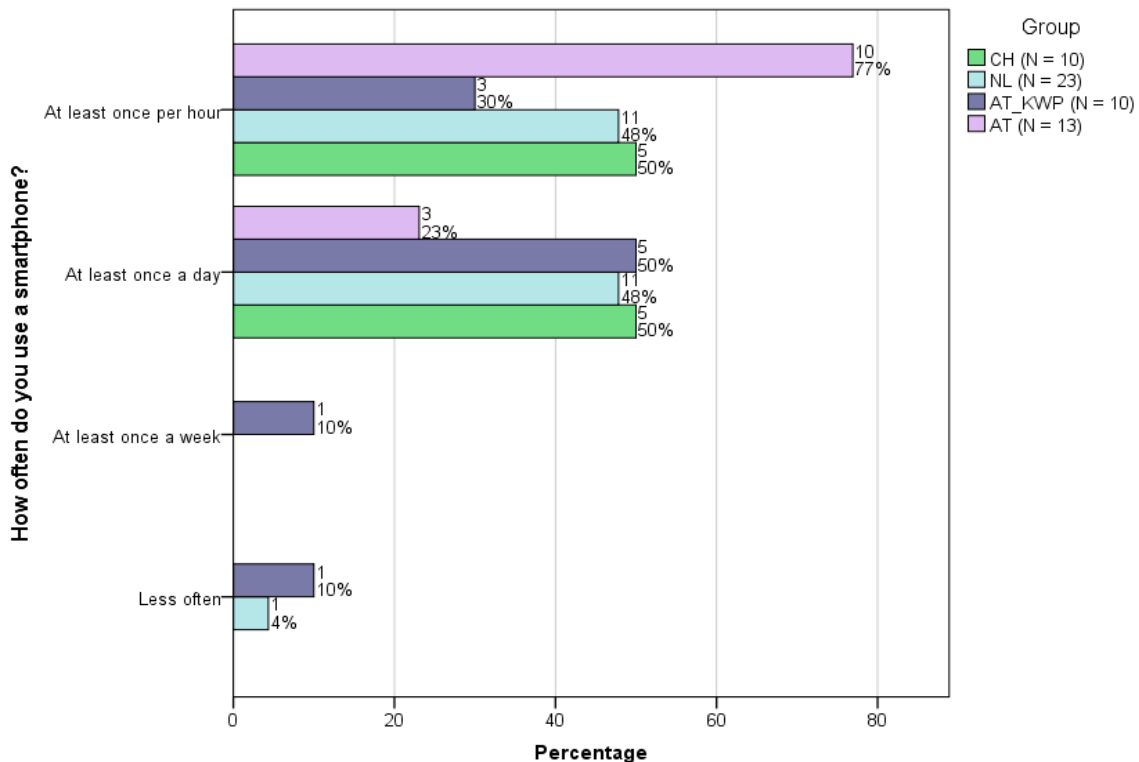

Figure 12. Frequency of smartphone usage for OA, per group (N = 56)

Of the 56 participants using a smartphone, 44 (80%) use social apps such as Facebook or WhatsApp on their smartphone "at least once a day" and 16% use them "at least once per hour". CH and AT_KWP participants were heavy social apps users, whereby none use social apps less often than "at least once a week" (see Figure 13).

Overall, almost half of the participants in NL did not use social apps at all compared to participants in CH and AT.
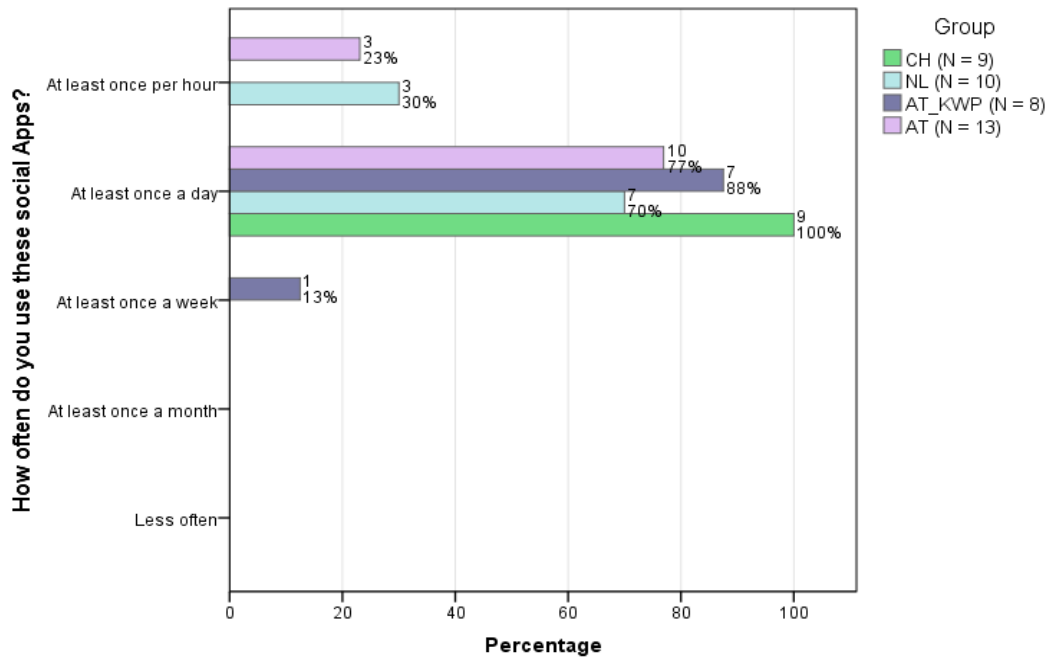
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Figure 13. Social apps usage per group (N = 44)

This result indicates that if OA participants use social apps, they tend to use them more frequently ("at least once a day"). In our sample this was the case for all AT users, all CH users and the majority of NL users.

4.1.2 Living situation

At the moment of field trials, 68% of the participants were living alone, 32% were living together with other people (see Figure 14). As expected, the majority of participants in the AT_KWP group (retirement home residents) live alone (75%). Also 79% of OA in NL live alone, compared to almost equal distribution for AT and CH groups.
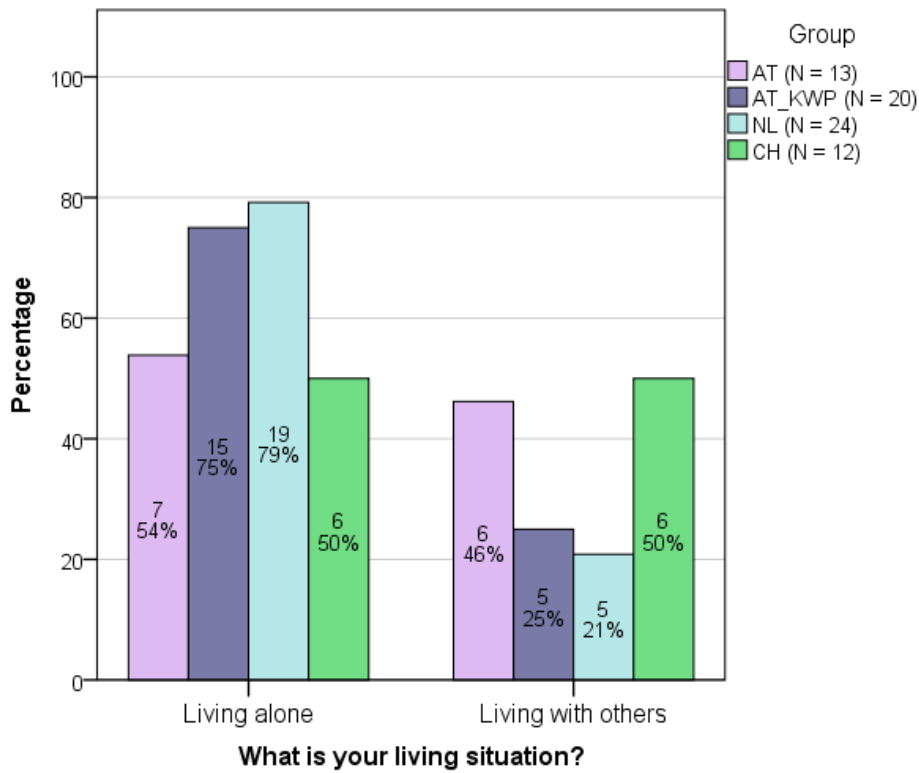
Figure 14. Reported relationship status of OA, per group (N = 69)

4.1.3 Affinity to technology

To assess participant´s tendency to actively engage in intensive technology interaction three selected items of the 9-item affinity for technology interaction scale (ATI) were used (Franke et al., 2019). ATI can be seen as a core personal resource for users' successful coping with technology. Participants answered on a 6-point Likert-scale which ranged from 1 = "completely disagree" to 6 = "completely agree". Means and standard deviations for each item as well as the overall score can be viewed in Table 4 for all participants together as well as for each group.

	Overall		AT		AT_KWP		NL		CH	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
I like to occupy myself in greater detail with technical systems	3,48	1,61	4,77	,83	2,75	1,59	3,33	1,66	3,58	1,44
I like testing the functions of new technical systems	3,61	1,66	4,92	,86	2,65	1,60	3,38	1,64	4,25	1,36
I try to understand how a technical system exactly works	3,67	1,57	4,38	,96	2,95	1,73	3,71	1,71	4,00	1,13
Affinity for technology scale	3,58	1,43	**4,69**	,78	2,78	1,53	3,47	1,37	3,94	1,14

Table 4. Mean ratings and standard deviations for ATI items in each group

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Except one group all gave an above average rating. Highest self-reported technology affinity was reported by independently at home living participants in Austria (M=4,69; SD=.78), assuming the participants from the group which was moderated via online conferencing (ait2) were more technology affine than the rest. Lowest ratings were given by the oldest group of retirements home residents in Austria (M=2,78; SD=1.53).

Table 5 below depicts the details on story recordings, which can be summarized as follows:

- **13 Capsule projects** were realized with overall 87 OA members
- Over **50% moderated by external FA**
- **114 stories** were recorded
- Total duration of **354:10 min (5 hrs. 54 min.)** of recorded audio
- Overall recordings lasted **on average 03:01 min.**, the longest with 08:11 and the shortest with 00:43 min. duration.
- In the majority of projects OA used their **private smartphone** for story recording and listening (8 groups) as an indicator for engagement, while in 5 projects FA took over the handling of the recording tool on a tablet.
- About **50% of stories were shared** with the team, however, much less were set to be released to the capsule.

We instructed users to aim for a story that lasts about maximum three to four minutes. The results show that the average recording duration was M = 03 min. 03 sec. fit into that expected duration.

In some groups (kwp2, nfe1, nfe2), the FA did not discuss the "release" feature at all with participants as they had been a consent at study beginning that the recorded stories won´t be published anyway in order to ensure participants´ privacy. The FA account was used to record and play stories. However, there was **no separate privacy setting (slider) used**. In other words, the main reason why many stories weren´t released to the capsule (slider on green) was **trial related.**

Regarding missing stories, in nfe2 some participants encountered difficulties to record stories on the tablet, three of them did not manage to independently record a story. They retired from recording. Also, in nfe2, one participant deleted their story after the project, most probably due to **privacy reasons**.

With NFE almost all stories were made during the sessions. One story was refined after the session and another story was added after the session (nfe1).

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4.2 Recorded Stories

Country (group id)	FA	Capsule title (English translation)	Members	Stories recorded	Min. duration (mm:ss)	Max. duration (mm:ss)	Mean duration (mm:ss)	Shared stories (orange)	Released stories (green)	Recording by
AT (ait1)	SDA	Digitale Zeitzeugen (Digital witnesses)	5	16	01:00	05:02	02:39	12	4	OA
AT (ait2)	AIT	Digitale Zeitzeugen - online (Digital witnesses)	10	16	00:43	08:11	03:06	2	12	OA
AT (kwp1)	external	Körperhygiene früher (Personal hygiene in the past)	7	11	00:50	04:53	02:18	3	8	FA
AT (kwp2)	external	Reise zurück - Urlaubserinnerungen (A trip back – holiday memories)	7	7	01:48	04:20	02:41	-	-	FA
AT (kwp3)	external	Urlaubsgeschichten (Holiday stories)	6	14	01:18	05:17	03:47	6	3	FA
CH (ch1)	external	Lebensereignisse (Life events)	8	6	02:17	04:31	03:35	5	1	OA
CH (ch2)	external	Wichtige Lebensereignisse (Important life events)	5	10	00:44	04:22	02:57	8	2	OA
CH (ch3)	VIC	Vicino Luzern (Vicino Lucerne)	9	4	02:20	02:38	02:28	4	-	OA
CH (ch4)	external	Kultur und ich (Culture and me)	5	5	02:46	03:39	03:32	5	-	OA
NL (nfe1)	NFE	Jeugdherinneringen (Youth memories)	7	10	02:27	05:10	03:59	9	1	OA
NL (nfe2)	NFE	Herinneringen aan Amsterdam (Memories of Amsterdam)	4	5	01:28	02:53	02:12	1	-	FA
NL (zut1)	external	Eerste verliefdheid (First love)	8	4	01:30	02:59	02:14	-	-	FA
NL (zut2)	ZUT	Monumentengidsen (Gidsen monuments)	6	6	03:11	05:56	04:17	-	-	OA
TOTAL	**7 external**	**13 capsule projects**	**87**	**114**	**00:43**	**08:11**	**03:01**	**55**	**31**	**8 OA**

Table 5. Overview on created personal stories per country and group

4.3 Loneliness and Satisfaction with Life

4.3.1 Reported feelings of loneliness

The three-item loneliness scale by Hughes et al. (2004) was used to assess the perceived loneliness before and after participation and usage of HiStory. Items asked about how often OA feel that they lack companionship, left out, or isolated from others. Participants could answer with either 1 - "Hardly ever", 2 - "Some of the time" or 3 - "Often". A mean score was generated whereby high scores indicate high ratings in reported loneliness. Figure 15 shows mean loneliness ratings and standard deviations for each group before and after HiStory.
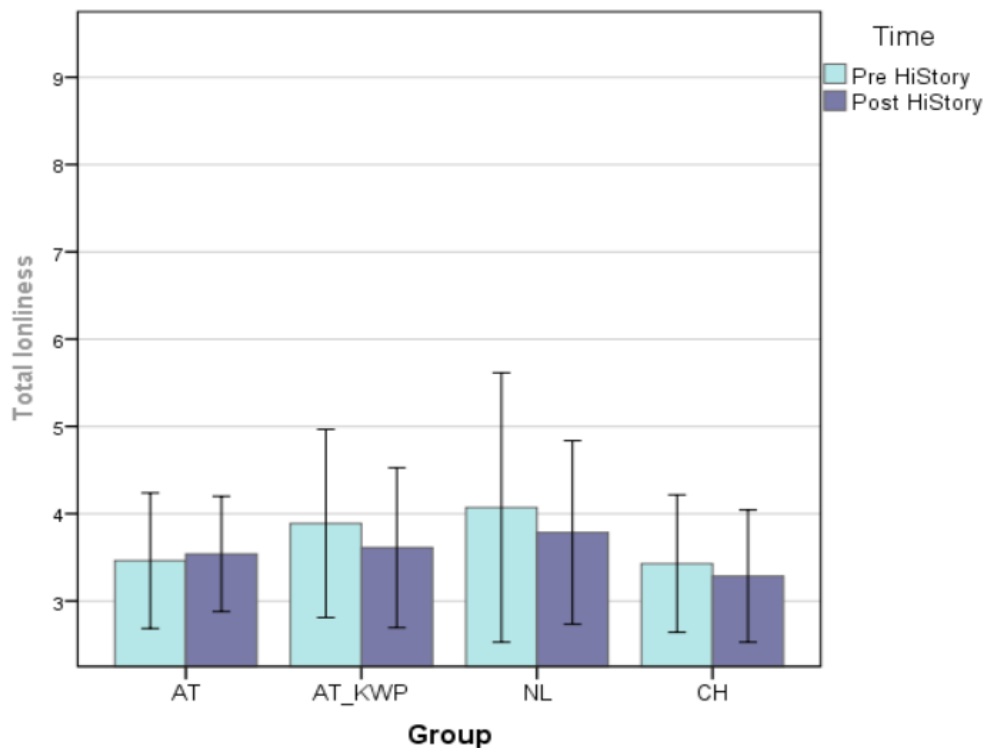

Figure 15. Summed loneliness ratings before and after having participated in a HiStory project

Total loneliness score was below average in all groups. Overall, loneliness ratings decreased after having participated in the HiStory trial (four to nine weeks interval). However, there were no significant changes in self-reported feelings of loneliness before compared to after participation in HiStory observed (RQ1.1).
While this result might be somehow related to the methodological effect of having participated in HiStory project as a social activity, many other influential factors – not addressed in these field trials (e.g., specific social aspects, personal life incidents, changes in Covid-19 related restrictions) – might have been involved. To name one example recent research on the impact of Covid-19 related measures revealed that the degree of loneliness is associated with the number of restrictive measures an older adult

was affected from in 2020. In the subsequent re-opening phase, that followed the shut-down, feelings of loneliness decreased. As conditions of self-isolation and lockdown were still possible during field trials period in 2021, chronic loneliness decreases in both physical and mental health might have had an effect on our results (Banerjee & Rai, 2020). Indeed, numbers from Austria reveal that levels of loneliness increased during a 7-week shut-down (Stolz et al., 2020).

Further, it was assessed whether there was a significant difference between the groups in their loneliness levels. As assumptions for ANOVA were not met, a Kruskal-Wallis Test was performed to compare the group's loneliness levels. It revealed that there were no significant differences $H(3)=1.69$, $p=0.69$ between the groups.

4.3.2 Subjective satisfaction with life

Closely related to that, we wanted to examine whether **subjective satisfaction with life** changed before vs. after having participated in a HiStory project (RQ1.2). One item scale by Beierlein et al. (2014) "How satisfied are you with your life in general?" assessed the general satisfaction with life of the participants before and after HiStory. Answers could range from 0 – "not satisfied at all" to 10 – "completely satisfied". Figure 16 shows the mean scores and standard deviations for each group before and after HiStory.

As the assumption of normality was not met, a Kruskal-Wallis-test was performed to compare to group's satisfaction levels. It revealed that there were no significant differences H(3)=1.49, p=0.685. This result was also compared with that of an ANOVA, in which the groups did not show any significant differences either F(3, 63) = .33, p = 0.806.
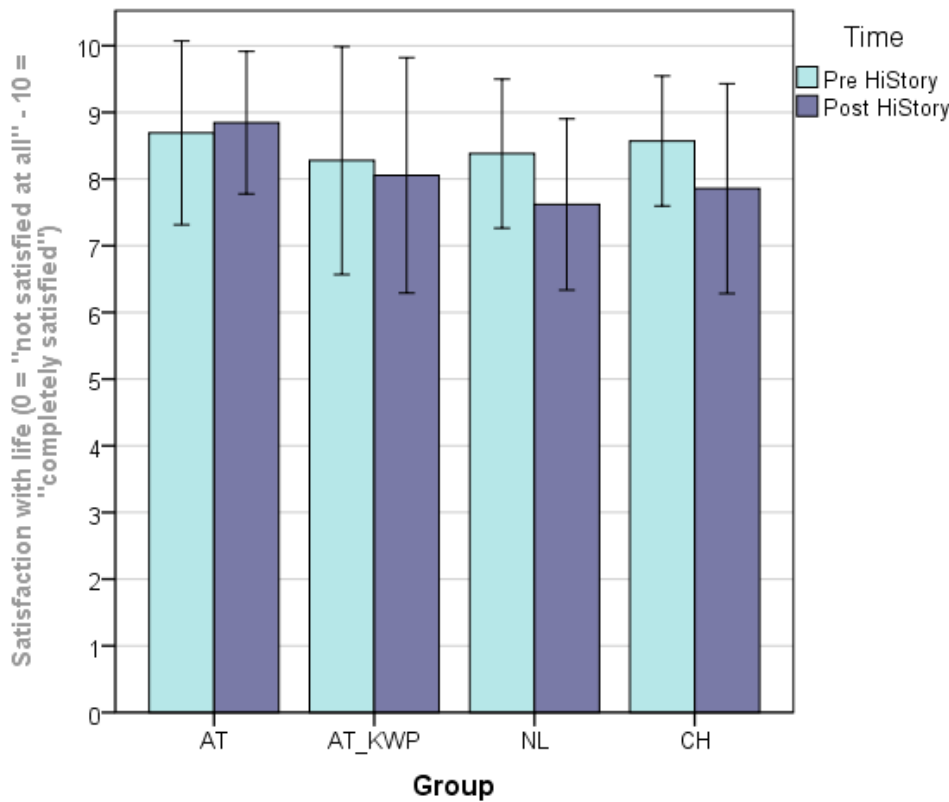
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Figure 16. Mean satisfaction ratings before and after HiStory per group

Overall, self-assessed satisfaction with life as reported in pre- compared to post questionnaires was relatively high, however with a slight decrease with time. Obviously, opportunities for in-person social interaction were reduced during the pandemic (Freedman et al., 2021), with ups and down depending on fast changing restrictions. Of course, changes in subjective satisfaction with social interaction cannot exclusively related to HiStory but to many other internal and external factors that have not been considered in the present research design. However, referring to recent findings suggesting that in-person contact is important for older adults' positive emotional well-being, particularly for those who live alone during Covid (Fingerman et a et al., 2021), this overall decrease seems plausible given the circumstances as overall moderating effect.

4.3.3 Satisfaction with social interaction

For RQ1.3 we were interested to control **how self-reported satisfaction with social interaction evolves during the HiStory project**. Satisfaction with social interaction was assessed pre and post HiStory via three items addressing participants satisfaction the amount of meeting up (physical, online) with other people, the amount of people they currently are in contact with, as well as the perceived quality of these social interactions (Himmelsbach et al., 2017). Participants answered on a 5-point Likert scale, ranging from 1 (strongly disagree) to 5 (strongly agree). Complete data sets were available from participants in CH (N=7), AT (N=13); and NL (N=21), as well as AT_KWP (N=18) who filled the pre- and the post-questionnaire.

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Overall subjective satisfaction with social interaction in life slightly decreased with time before (M=4,33; SD=,52) compared to after having participated in the HiStory project (M=4,17; SD=,54), however differences were not significant. Lowest satisfaction ratings were given by participants in NL, which also decreased most with time, followed by retirement home residents in AT (AT_KWP).
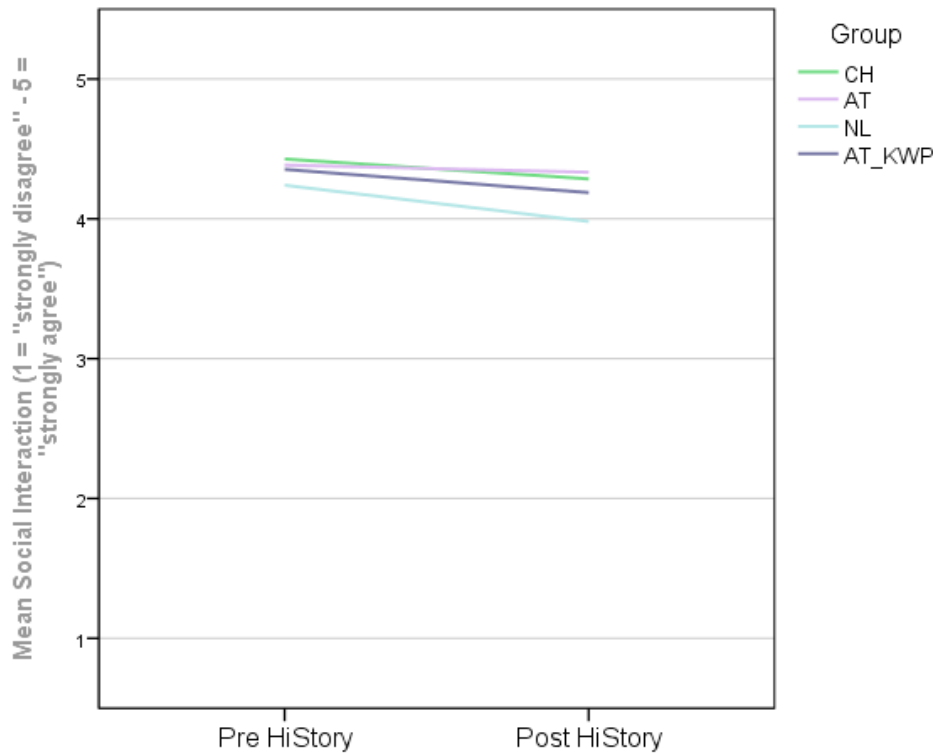

Figure 17. Subjective satisfaction with social interaction in life of OA, before vs. after HiStory

4.4 Acceptance and Satisfaction with HiStory

4.4.1 Usability Metric for User Experience

The '**Usability Metric for User Experience**' (UMUX) is a short assessment designed to measure the general usability of a system (Finstad, 2010). UMUX which was developed at Intel in 2010 by Kraig Finstad and his colleagues was meant to address the new definition of usability set forth by the International Organization for Standardization or ISO. UMUX targets usability by assessing effectiveness, efficiency, and satisfaction. The statements were adapted for the History context mainly addressing the use of the recording tool for recording and listening stories. Participants answered on a 7-point Likert-scale with answers ranging from 1 = "do not agree" to 7 = "strongly agree".

At this point it should be noted that related to the modified procedures elaborated above the recording tool was used differently across the groups. Retirement home residents for example (AT_KWP) did not use the recording tool on their own, as most of them were neither in position of a smartphone nor a tablet. In these groups a shared tablet device

operated by the FA was used. Consequently, the results from KWP OA on user satisfaction must be interpreted in a way that they only refer to the experience of talking into the microphone of the tablet (held by FA).

The overall UMUX score was calculated as per Finstad's suggestion by first rescoring the odd items to (score-1) and the even items to (7-score). Afterwards, the sum of the items was divided by 24 and multiplied by 100. This resulted in an overall mean UMUX score of M=68.99 with a standard deviation of SD=18.99 (N=43). To assess for the normality of the distribution a Kolmogorov-Smirnov test was conducted which turned out to be non-significant (p=.96). It can be concluded that the overall UMUX scores follow a normal distribution. Figure 18 shows the distribution of UMUX scores for each group.

To answer part of **RQ2.1**, how the main actors rate their satisfaction of the HiStory service and tools, the recoded UMUX variable satisfaction was consulted. **76%** of the user's answers were above average. This is in congruence with our goal to at least have 75% of users answering above average. Additionally, 82% of the participants had an overall UMUX rating at or above average.

Lowest ratings were given by participants in CH, who used the recording tool on their private smartphone (see Figure 18). However, as most participants had relatively old models, participants encountered difficulties with connecting to and using the recording tool. These technical issues related to using HiStory on older smartphone models hampered the overall experience.
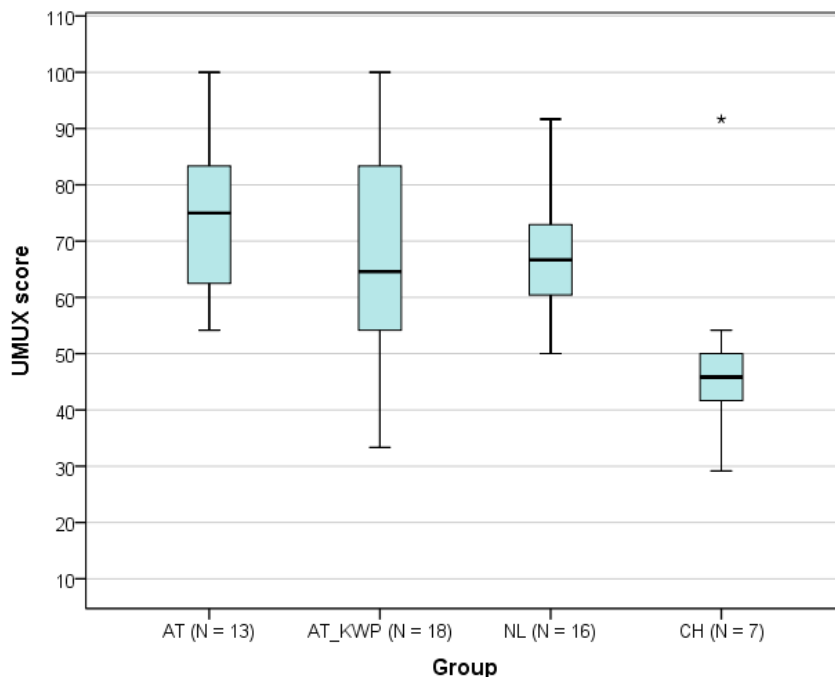

Figure 18. UMUX score per group

4.4.2 Behavioral intention and perceived usefulness

In **RQ2.1** we were interested in knowing how the main actors rate their **perceived usefulness and behavioural intention** to use with regards to the HiStory service and tools. Technology acceptance in terms of behavioral intention (BI) and perceived usefulness (PU) as well as willingness to recommend (WR) were each assessed via one item of the Technology Acceptance Model (TAM) questionnaire (Venkatesh & Davis, 2000). Behavioral intention (BI) was assessed with the item "I would like to keep using HiStory." and PU was assessed with the item "HiStory is useful for me". Participants answered on a 7-point Likert-scale with answers ranging from 1 = "do not agree at all" to 7 = "strongly agree". Mean scores and standard deviations for each variable per group reveal medium to high ratings for all variables with highest values for PU in CH, BI and WR in AT (see Table 6). Overall, NL participants perceived HiStory as slightly less useful compared to other groups, with slightly reduced intention to use the service in the future and willingness to recommend it to others.

	Overall		AT		AT_KWP		NL		CH	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
PU	4,67	1,68	4,62	2,14	5,00	1,53	4,19	1,60	**5,00**	1,29
BI	4,57	1,71	**5,08**	1,55	5,06	1,89	3,63	1,36	4,57	1,62
WR	4,94	1,62	**5,31**	1,55	5,17	1,86	4,38	1,50	5,00	1,29

Table 6. Mean ratings and standard deviations for PU, BI and WR, overall and per group

Project KPIs according to the Description of Work specified that for perceived usefulness (PU) 90% of the ratings should be at or above average. This was not entirely achieved as only **74%** of the participants answered at or above average. However, concerning behavioural intention (BI) to use the HiStory service and tools in the future, **76%** of the participants answered at or above average, exceeding the goal of the claimed 65%.

To see what kind of relationship the perceived usefulness (PU) and behavioural intention (BI) to use HiStory had with **actual age and the age-related self-concept** the variables were correlated, assuming that chronological ages as well as age-related self-concept have no negative effect on PU and BI of the HiStory system (**RQ2.2**). Taken together, neither chronological age nor age-related self-concept had a negative effect on PU and BI of the HiStory System, meaning that OA of different age did not differ in their reported acceptance of HiStory. HiStory was similarly accepted by all ages in our sample, or in other words, age did not affect the acceptance of HiStory.

Finally, in **RQ2.4** we assumed that people with higher affinity to technology (ATI score) perceive higher PU and BI of the HiStory system. This was not supported by the data, as PU and BI did not have significant correlations with the ATI score. Spearman correlations ranged from r_s= -0.037 to r_s = 0.003 and were all non-significant $p > 0.05$. There was no significant relationship between individual affinity to technology and acceptance of HiStory, meaning that participants´ affinity of technology showed no influence on the acceptance of

HiStory.

4.4.3 Results about Covid-19

In order to become a better understanding about participant´s general impression of their life circumstances during the Covid-19 era, participants were each asked **whether some aspects in their lives have changed with or because of the pandemic** and related changes in life conditions. Possible answers were "not applicable", "worse", "same" and "better". Table 7 depicts the distribution of answers overall and per group.

		Overall	AT	AT_KWP	NL	CH
… ability to perform daily living activities	better	4	1	1	2	0
	same	45	9	13	15	8
	worse	11	2	2	5	2
	not applicable	6	1	2	2	1
	missing	10	0	6	2	2
… digital competences	better	11	3	4	2	2
	same	44	10	7	19	8
	worse	2	0	0	1	1
	not applicable	4	0	2	2	0
	missing	10	0	6	2	2
… personal relationships	better	3	2	1	0	0
	same	47	6	14	19	8
	worse	13	5	1	4	3
	not applicable	2	0	1	1	0
	missing	10	0	6	2	2
… access to health services	better	6	3	2	1	0
	same	48	9	14	16	9
	worse	7	1	1	5	0
	not applicable	3	0	1	1	1
	missing	10	0	6	2	2
… the conditions of your living place	better	0	0	0	0	0
	same	59	13	15	21	10
	worse	1	0	0	1	0
	not applicable	3	0	1	1	1
	missing	10	0	6	2	2

Table 7. Perceived impact of COVID on different life areas, overall and per group

Most participants reported no considerable negative changes caused by Covid-19, except that personal relationships worsened, while in almost all groups digital competences had increased for some OA. These data serve as a basis for control and to not leave out essential moderating influences in case life conditions of OA participants would have been seriously compromised during the field trials which all took place during the pandemic, characterised by social distancing, phases of shutdown and other restrictions in daily life.

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4.5 HiStory Process and Tools

Results used to assess the process and materials came from observation protocols and the FA final interviews. We provide an overview of the most prominent topics that the FA reported on. Content analysis resulted in the six main categories Storytelling Process (-online), Portal, moderation (–online), as well as adjusted procedure KWP.

4.5.1 Storytelling Process

As described above, some **session adjustments were required** dependent on group characteristics and COVID-19 related restriction**.** For example, some FA were to not record any stories and instead explain the project, as well as choose the capsule topic together with the participants in the first session. Additionally, some FA conducted shorter sessions than originally planned due to the old age of the participants. On the contrary, one FA stated, that better stories would have been possible if more sessions would have been held. FA interviews revealed that the recording tool was easy to use and met the requirements of the FA. Commented **strengths of the recording tool** (4 quotes) by FA were its ease of use and the clear layout. It was also mentioned that it was easy to access the capsule and stories via the tool.

In preparation for telling their stories, OA considered and discussed **making notes**. Some stated that they talk better without reminders, while others mentioned that they would digress without any preparation. Some OA who had only noted keywords, kept them near, so they would not lose the structure of their story or forget important content. Others wrote down their full story. Most participants used the provided booklet for their notes or stories, although some mentioned that it provided too little space. Others used paper sheets instead.

Generally, the atmosphere in the **sessions and the setting** was relaxed, although in some groups the FA had to encourage participants to record stories for the capsule. One OA noted that it was easier to talk about emotional experiences and others reported feeling proud about being able to contribute with their stories. Another participant even mentioned that memories were their sole remaining possession. Also, to tell the story, one participant recommended a two-step approach, in which the story is first told freely and then again with corrections.

In many groups, stories were listened to together and it was observed that touching stories not only triggered different emotions but also discussions as well as new stories. In addition, some stories had an educational effect. Moreover, participants started wondering about whether the youth would be interested in their stories and how the experiences of different generations could be combined.

Although participants were reluctant to criticize stories, some more general feedback was given. For example, one participant was complimented for having a beautiful voice, while others added remarks about appreciating the authenticity of stories and stressing the lower audio quality of some recordings. One participant mentioned that some stories would need a more interesting story title so others would like to listen to them.

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There was consensus between the groups that **no voting of stories** should be done, OA wanted to <u>include all stories,</u> or at least not be too critical when choosing stories for the final capsule: *"The more stories, the better. The best would be to include all stories into the capsule"* (Comment in discussion, group in AT).

Concerning the settings for the **capsule criteria** participants (6 quotes) generally wanted the capsules to be <u>freely available.</u> Just one participant mentioned that he/she wanted a password protection for the capsule, as "*people could be making fun of it*" (Comment in discussion, group AT).

Finally, the <u>capsule concept</u> was not conclusive to most OA participants, which was to be expected, as no final capsule was available for demonstration during the trials. As a general improvement **recommendation** for the storytelling process there should be more mechanisms to provide <u>clear understanding about the purpose for telling stories</u> should be established.

4.5.2 Recording Stories

To assess the recording tool and occurred problems with its usage by OA and FA qualitative data were analyzed from available observation protocols, OA interviews (phone), and final FA interviews. Content analysis revealed 12 categories with a total of 173 quotes concerning different aspects of the recording tool. Following an overview of the most prominent topics is provided that OA and FA reported on.

Reflecting the **overall impression** (21 quotes) the recording tool was viewed as positive, its design was complimented by several users. A minor number of participants mentioned that the recording tool was "*hard to use*" (i.e., in NL and CH), hard to navigate and that a structure for sorting the stories was missing.

Some **technical and usability issues** while using the recording tool were experienced (67 quotes). A dominant issue was the <u>poor audio quality</u> of some recordings, which manifested itself in the form of the recordings being <u>too quiet</u>.
Interestingly it could be observed in groups where participants used their own phones for audio recording stories, that many looked at their phone <u>during recording without holding eye contact</u> with the other people around. As most probably also depending on the group constellation, recording a story can somehow affect telling behaviour, less conversation to a more <u>recitation-like interaction</u> style.

Another major issue reported which caused frustration was that <u>recorded stories were cut off too soon when listening afterwards</u>. A minor issue was that the activation of the <u>standby mode</u> on the smartphone would stop the recording and the story would be lost. Some participants could not play the stories of other participants. Another reoccurring issue was trying to upload stories that were too long. In those cases, the <u>screen froze</u>, and the story could get lost.
At some point OA and FA suggested to <u>improve the wording</u> of some buttons that were not entirely conclusive *"It's not an App (...). A more precise formulation is required. Save,*

discard or download come too often" (AT, 69 years old, female) These would for example be <u>larger buttons</u> <u>that are further apart</u>, <u>audio feedback</u> for when the recording starts. Many participants wished to be able to <u>edit stories</u> after recording (8 quotes). In terms of error recovery this related to the case if one makes a mistake while telling or is disturbed by external events (e.g., incoming phone call) and the <u>recording is lost and must be retaken.</u> This additional effort somehow hampered motivation and led to frustration. Some participants also expressed their wish to be able to <u>stop recording and continue</u> with the same story later. One participant also stated that it would be great to be able to rewind one's own recording to <u>overwrite</u> certain parts.

Further the desire to have <u>more story details</u> in the recording tool generally was raised. More specifically, when listening to a story from another team member the story title and an enlarged story image should be visible to the listener. Also, users would be interested to see the recording date of the story.

Various possible ways of **how to earn or give feedback on a story in the recording tool** were discussed with OA participants in sessions and interviews (26 quotes). Most did <u>not want to give or receive any feedback</u> to their stories *"(The story) should not be judged. I am not an influencer"* (AT, 67 years old, female)*.* Another participant noted that no feedback is need as being part of the team and able to tell stories would be enough reward. If feedback in form of textual commenting was to be available, the <u>comments must be moderated,</u> especially to avoid inappropriate comments. Most users could image to get feedback in form access counts, i.e., seeing the <u>number of times a story was listened</u> to by other team members. Alternatively, some mentioned it would be nice to be able to <u>"like" a story</u>. Besides having a feedback mechanism, most users would have preferred to be able to <u>contact the storyteller</u> directly. Having no option to retrieve information about other team members (access to account information) was perceived as a limitation.

Ten participants explicitly mentioned that they would **intend to use HiStory** also after field trials in the project (15 quotes). Only one participant did not intend to use HiStory further, arguing, that they prefer a face-to-face conversation with people. Three participants mentioned that they would use HiStory again, but only under certain circumstances, like about a certain topic or in a certain group (see RQ2.1 above). Feedback on **new application contexts of HiStory** (14 quotes) was given and comprised the idea of using the capsules in a <u>private family setting</u> to preserve stories of grandparents and parents for the next generation *"My father (94) often remembers experiences, it would be good to record these and to pass them on in the family. The stories would otherwise just disappear"* (AT, 66 years old, female)*.* Others suggested using the stories in a <u>knowledge transfer setting</u>, like classrooms, museums, libraries or encyclopaedias. It was also suggested to play the stories on <u>radio</u>, create capsules to preserve a <u>company's history</u> or to <u>sell</u> stories on USB sticks. Related to this, the missing possibility to export the story collection on a physical storage device was considered as a limitation, as lack of tangible outcome of a storytelling project result.

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4.5.3 Facilitation and Moderation

The portal was used by five external facilitators (FA) as well as by project partners who had taken over the facilitator role and tasks (see Table 5). Overall, the interface of the portal was perceived as <u>easy to use</u>, enabling FA to quickly set up a capsule project. Four of seven FA felt their requirements met. The majority of FA who had been actively using the portal during their capsule project perceived the portal as well structured and appealing in its design.

Main positive **usability feedback** highlighted by the involved FA regarded the easy way for setting up a project and how it was <u>quick and easy to manage content</u> in the portal. Three FA pointed to the appealing look of the (blue) colour distinction of the portal as separate from recording tool environment. One FA appreciated the possibility to download login data of all participants in one file and the option for password reset as being easy to do and helpful.

As for the **presentations** mode (slides), the idea of the slides was considered as overall <u>helpful for structuring and moderating a session</u>. However, the technical infrastructure for the provided slides was not always available in all settings (no beamer) and some moderators argued that the <u>presentation was not necessary</u> in all sessions. FA who used the provided presentation criticized that it was <u>too restrictive</u>, could <u>not be changed</u> and was <u>neither informative nor useful</u>. Although the nice and light appearance was appreciated, <u>lack of flexibility</u> in handling slides i.e., option to hide slides and add was criticized.

In the slide "progression board" a practical overview of available stories could be visualized and shared with the team. However, to play the stories FA had to leave the presentation mode on the computer and switch to the recording tool, open it, to play the actual stories, which was experienced considerably demanding additional effort for the moderator/FA. There was a <u>missing option to listen to the stories directly</u> from the presentation.

Asked about missing features, FA mentioned the following:
- Error notification, if the upload image is too large for upload
- Possibility to listen to stories directly from progress board
- Images of stories should be bigger
- Possibility to comment stories through FA
- Possibility to priorities stories through FA
- Example capsule in slides already in the first session
- Possibility to click on image to enlarge it
- Name of participant in link

Regarding **moderation** multiple FA stated that without the <u>initial briefing</u> taking over the FA role (sessions, usage of the portal, recording tool) would have much more challenging or even impossible. As for the **impression of the manual**, the opinions were divided. Some FA expressed that it was <u>too complicated</u>, <u>laborious to use</u> and had <u>too much text</u>. Further, one FA had to extract the necessary information before use. Another FA

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mentioned that she did not read the manual again after getting an overview during the briefing and that she generally did <u>not feel prepared</u> for the project. Some positive comments about the manual were that it gave a <u>good overview</u> and was very <u>detailed</u> as well as <u>informative</u> and provided <u>right, helpful information</u>.

FAs mentioned that it was a **challenge to adhere to the planned process** and keep the time structure, especially with older participants. Moreover, it was mentioned that the planned procedure was <u>too rigid and not flexible enough</u> and would therefore be difficult to realize in different group settings. Another challenge that was mentioned a few times was, that moderators had difficulties explaining the abstract capsule concept and the goal of the capsule to the participants.
Related to that, moderators reported that the **cards** turned out to be <u>rather distracting</u> to storytelling than inspiring for OA, they were not used in most projects. Finally, on FA stated that it was a challenge to moderate because her <u>mother tongue was different</u> from that of the participants.

A few **improvement ideas** for the moderation of future HiStory projects were to use <u>name cards</u> for the participants, explicitly provide <u>storytelling tips,</u> as well as an <u>example story</u> to present to the moderators as well as the participants.
The <u>moderator role should be explained</u> more clearly and that a <u>consequent moderation</u>, <u>rules</u> and <u>time management</u> are needed during sessions (<u>time fairness</u> for tellers, during which the other participants should listen quietly).

4.5.4 Experienced social interaction in HiStory

Regarding social interactions of the OA during a capsule project qualitative data were analyzed from available observation protocols, OA interviews (phone), and final FA interviews. We provide an overview of the most prominent topics that the OA and the FA reported on.
To the questions of how participants felt **sharing stories with strangers** (42 quotes), different attitudes were reported. Most participants felt <u>comfortable</u> and viewed it as <u>enjoyable</u>, especially when <u>finding similarities with others</u>. One participant mentioned that it felt weird at first, but that <u>with time</u> they got used to it by the second meeting. In contrast, one group felt that four sessions were <u>not enough to build trust</u> between group members and were therefore hesitant to share stories with each other. In this group, team members did not release their recorded stories to team members but kept their stories private.

Participants formulated explicitly **perceived benefit from being part of a HiStory team**: Some like to <u>gain knowledge</u> from exchanging experiences and from <u>discussing interesting topics</u>. Others experienced <u>enjoyment in sharing</u> their stories and felt happy "*<u>to become part of a community</u>*" (CH, 69 years old, female) One aspect to consider is, that for some groups, the different participants were not complete strangers, as these groups were conducted in an old home residency (KWP groups in AT). Perceived benefit of getting to know other residents better (KWP)

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For other groups, participants stated that they found it <u>interesting to meet new people</u> and that they felt like they were in a <u>good group</u>.

The impact of **social interaction in the group** was further elaborated (11 quotes): Participants reported being <u>fascinated</u> about the different perspectives of others and felt <u>increasing connectedness</u> through the sharing of stories. Groups should consist of <u>at least four people</u>.

In groups where participants did not know each other before, **group constellation** mattered. In the online group in AT for example, one participant raised the concern that she perceived the high technology affinity of the others during the sessions as a <u>barrier</u>: "*(My) daughter send me the (invitation) Link and drew my attention to (the project). I almost backed out after the first session because all the men were from the same tech company, it was too technical.*" (AT, 67 years old, female). Also other **group differences** e.g., biographical background in terms of <u>social class</u> influenced participant´s willingness to tell stories (One participant reported that she had been <u>hesitant to share</u> personal experience with the others because she had lived in much wealthier living conditions than most of the group).

Social hesitation and negative group dynamics might also be related to the **familiarity with the chosen topic**, as for example in the online group in AT which dealt with technology developments in the past 30 years. Many participants had a technical background and therefore found it easier to use and talk about different devices and tools related to the topic, compared to others. Another relevant aspect in social interaction regarded participant's **personal attitude**. Some described themselves as generally <u>communicative people</u> who <u>like to exchange experiences</u> with others. Although one participant stated that she generally "*isn't a chatterbox*" (AT, 89 years old, female). Accordingly, a **moderation issue** was raised that it is important in that type of setting that moderation ensures that <u>everyone gets to speak</u> (one participant in the online group said that they could not get a word in in one session). Observed positive dynamics concerned the <u>positive reinforcement between OA</u> (during a final session after one participant had expressed shame about the quality of her story, another participant reached out to <u>encourage</u> her to retell her story).

Ten questions in the OA interview assessed participant´s **attitudes toward their storytelling team** (see Appendix 8.5). The following table shows means and standard deviations of each item per group and overall (see Table 8). Answers to items reached from 1 ("strongly disagree") to 5 ("strongly agree").

	Overall		AT		AT_KWP		NL		CH	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Our team has a meaningful, shared purpose.	4,14	,89	**4,38**	,87	4,28	,67	3,80	1,06	4,29	,76
We are able to resolve conflicts with other team members collaboratively.	4,02	,92	**4,54**	,66	4,11	,76	3,57	,98	4,14	1,07

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We address and resolve issues quickly.	3,92	,90	**4,23**	,93	4,06	,64	3,52	,93	4,14	1,07
Team members are effective listeners.	4,29	,89	4,38	,87	**4,50**	,51	4,00	1,18	4,43	,53
My team has a strong sense of accomplishment relative to our work.	4,07	,93	4,15	,99	**4,22**	,73	3,90	1,09	4,00	,82
Communication in our group is open and honest.	**4,37**	,85	**4,54**	,66	4,33	,77	4,29	1,10	4,43	,53
People are proud to be part of our team.	4,10	,78	4,23	,73	**4,28**	,57	3,90	,94	4,00	,82
Everyone values what each member contributes to the team.	**4,31**	,77	4,38	,65	**4,56**	,62	4,05	,92	4,29	,76
Members of our team trust each other.	4,27	,76	**4,38**	,65	4,22	,55	4,19	1,03	4,43	,53
We are able to work through differences of opinion.	4,05	,82	**4,38**	,77	4,28	,57	3,62	,92	4,14	,69
Mean ratings per group	4,15	,70	**4,36**	,64	4,28	,48	3,87	,85	4,23	,68

Table 8. Means ratings and standard deviations (SD) on attitudes toward the group, answers reaching from 1 ("strongly disagree") to 5 ("strongly agree").

Overall social dynamics within the groups seemed to be rather positive with all ratings regarding social aspects above average, including shared purpose, conflict resolution, effective listening, sense of accomplishment, communication, affiliation, as well as attitude toward contributions from others. Apparently, **communication was widely perceived as open and honest** with **high respect toward other members´ contributions** to the team. Notably, participants in Austria (AT) show most positive attitude (M=4,36; SD=0,64) versus groups in the Netherlands (NL) with lowest ratings, however still above average (M=3,87; SD=,85). While the group in Amersfoort was indeed fine on a social level (they knew each other), members of the group Amsterdam were less familiar with each other knew and had reported that have had not enough time to build trust. This might explain lower ratings.

4.6 Privacy, Agency and Ownership

Privacy in relation with being part of a History team were addressed qualitatively in interviews. Here the content analysis revealed four categories from 18 quotes.

Results from interview data revealed that participants see no need for **anonymity** "*It would be ok to reveal (my) name and age. Nobody knows me anyway. And it is nice to know who is telling the story.*" (Observation, group AT_KWP). On the one hand a certain type of self-censoring is seen that obviously occurs when engaged in storytelling, leaving the decision what to tell under the responsibility of the teller. Some remarks pointed that there was no delicate, inappropriate or assaultive content in generated stories. *"I did not tell anything insidious, only positive and funny things"* (66 years old, female)*.* On the other hand,

privacy requirements may be linked to the chosen topic *"It was clear (during the recording) that one should rather not talk about certain topics."* (Observation, group ait2)*. Also, there was awareness noted that absolute anonymity was not possible anyways as the service provider would always have a certain insight into the data. However, some participants argued for anonymity e.g., by using pseudonyms, due to bad prior experiences.

In interviews participants were asked whether they have had **concerns about publishing their stories** to a larger audience (35 quotes). Most replied with "*no concerns".* This attitude was clarified by the fact that the decision to tell a personal story was already made along with anticipating the possibility of publishing the story. *"To having concerns about publishing (…) not at all, for what did I tell the story otherwise? It is for the general public. I would rather be pleased to know that many have listened to it."* (76 years old, male) Others indicated that privacy concerns would depend on the topic, the amount of personal information that was available about the person, and the specific setting the story took place. Regarding the privacy settings of the capsule, participants welcomed that the access to the capsule should be restricted, in case stories would not only be shared inside family surrounding *"(Publishing would be ok) if one knows what happens to the end product. Stories should be collected in the family and available for the younger one's"* (69 years old, female)*.

When being asked to what extent they **feel in control about the becoming of their story** in a HiStory project (28 quotes), participants indicated that they felt in control about their stories and had a good feeling about it especially since they had different settings available to change the visibility of the stories and therefore keep them secret. But some also mentioned that although they have control in the group setting, the feeling of control decreases in the future, mostly because of the publishing of stories *"I have the feeling (of control over the story). But I lose control after publishing, that's why I tried hard to phrase everything properly"* (67 years old, male). Some participants stated that they had trust in the facilitators in not misusing their stories. On the other hand, OA did not disclose intimate details, so they were less worried about not having control over their stories *"No worries. (I) did not tell anything too intimate. Young people could educate themselves with (the stories). I rather discuss personal matters with friends."* (80 years old, female).

Risk of violation of interpretive power / Agency (Interpretive power) (30 quotes) Overall, participants reported that they had no concerns about the risk of violation in power of interpretation. One major argument was such misuse would be technically not possible as long as stories cannot be downloaded by others and used out of context *"I do not have any concerns. Changing the story (on the recording tool) is technically not possible. If others could download the stories, they of course would be able to change them (...) but how authentic would that be?"* (67 years old, male). Participants also pointed to the responsibility of the storyteller to make the meaning of a story as clear as possible *"One could misunderstand the story. It is the storyteller's own fault if there are misunderstandings."* (67 years old, male). Participants asked themselves how exactly a

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story should be under risk to be modified, as they perceived that no one would gain something from doing such thing.

Additionally, feedback on agency was assessed quantitatively in the post-questionnaire. The **sense of agency (SoA)** is defined as "the registration that I am the initiator of my actions". The SoAS seems to isolate people's general beliefs in their agency from their perceived success in obtaining outcomes. The scale from Tapal et al. (2017), which was adapted for the HiStory context, dissociates between positive sense of agency (posSoA) and negative sense of agency (negSoA). Due to inconsistencies in the data, data from KWP groups had to be excluded from this analysis. Figure 19 shows mean ratings and standard deviations for each item per group and overall. Participants answered on a 7-point Likert-scale ranging from 1= "do not agree at all" to 7= "strongly agree". Overall OA felt well in control of what they did in HiStory (M=5,85; SD=1,76) as well as of the becoming of their Stories (M=5,39; SD=1,77).

For **RQ3** we wanted to see how the OA perceive agency in relation with the HiStory process of generating and sharing personal stories. We expected that the perceived agency would be above average. This was supported by the data as the overall perceived sense of agency was above average in all groups with 95% of users having an above average score (without KWP users).
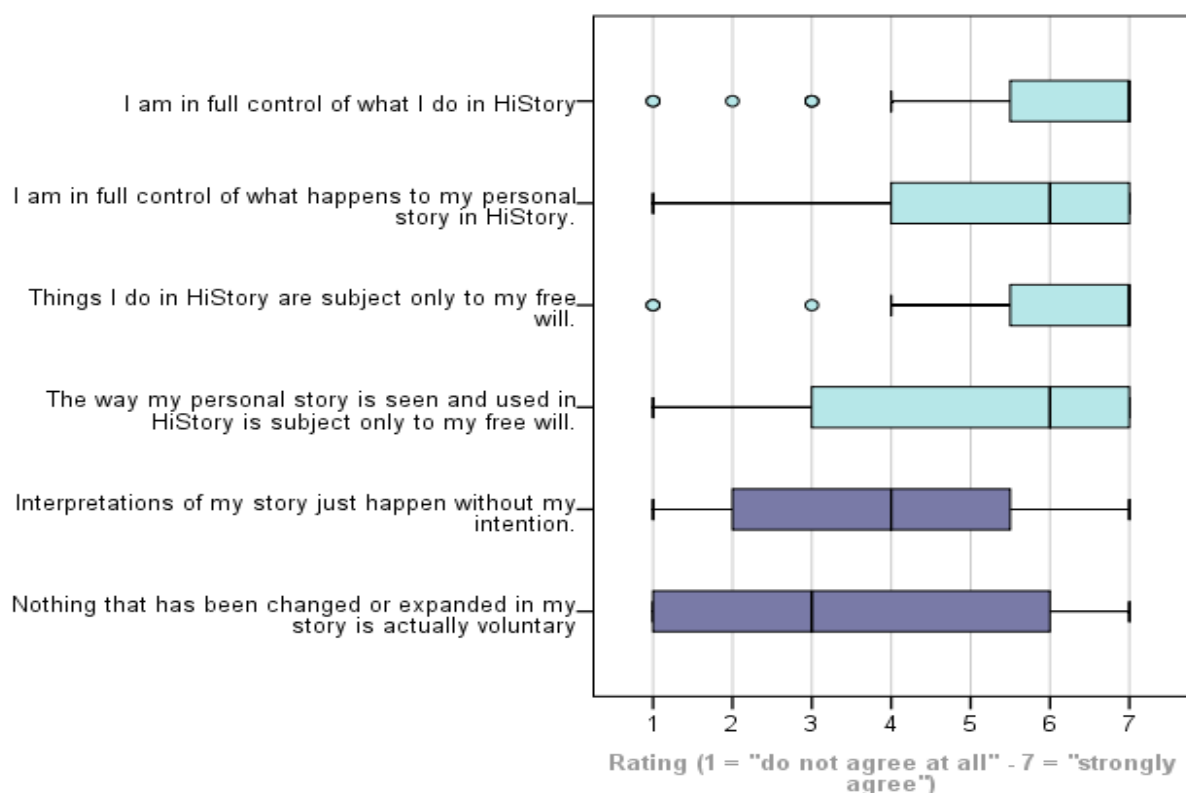
Figure 19. Overall mean ratings on perceived agency per item, KWP groups excluded (N=49)

5 Summary and Implications

In the following chapter the outcomes from second field trials are summarized from a project view, results from quantitative impact assessment are summarized and contrasted to predefined project KPIs (see Chapter 5.1). Finally, based on qualitative data, field trials results were reflected towards improvement of the HiStory service and components that were elaborated within collaborative work sessions in the consortium and reflected towards further improvement and advancement potentials of the HiStory service and components (see Chapter 5.2).

5.1 Impact Assessment

The intended objectives of the field trials were reached. Most importantly all research questions related to the target project KPIs as defined in the Description of Work and the proposal could be answered according to claimed metrics.

The targeted sample size of 120 OA participants could not be reached, mainly due to Covid-19 related restrictions in all countries and OA reservations to attend social gatherings. There were 87 team members overall of which 79 finalized the field trial. The pandemic also affected openness and resources from the side of associated organisations and facilitators. That was also the reason that some groups had to be facilitated by representatives of the consortium partners in all countries.
Overall 13 storytelling projects were realized with 87 members. Eight of them were moderated by an external FA.

Engagement in digital storytelling
In the course of these projects 114 stories were recorded with a total duration of 354:10 min (5 hrs. 54 min.) of recorded audio. Overall recordings lasted on average 03:01 min., the longest with 08:11 and the shortest with 00:43 min. duration. In the majority of projects OA used their private smartphone for story recording and listening (8 groups) as an indicator for engagement, while in 5 projects FA took over the handling of the recording tool on a tablet. About 50% of stories were shared with the team, however, much less were set to be released to the Capsule. Altogether through successful use of HiStory a considerable number of OA could be engaged in social interaction and storytelling activities.

Loneliness, Quality of Life of OA and social connection
Reportings on loneliness decreased after having participated in the HiStory trial. Although this result might be somehow related to the methodological effect of having participated in the HiStory project as a social activity, many other influential factors – not addressed in these field trials (e.g., specific social aspects, personal life incidents, changes in Covid-19 related restrictions) – can have influenced it.

Regarding self-assessed satisfaction with life as reported in pre compared to post questionnaires, ratings in general were relatively high, however with a slight decrease with time. Similarly, ratings on overall satisfaction with social interaction were relatively high as well as slightly decreased with time before (compared to after having participated in the HiStory project). However, these differences were not significant. Of course, they can also not be seen exclusively in relation with HiStory, as numerous other influential factors could have caused that decrease (e.g., factors related to the pandemic).

Altogether, interpretation of these results has to be done with care. During the field trials the perspective that longer periods of restrictions might be decided by the governments might have had an influence on user feedback and behavior. Given the current situation with and after the pandemic, Beam and Kim (2020) recommend prevention efforts to keep young adults and old-old adults socially connected throughout all Covid-19 measures. Regarding social participation and connection, results on attitude toward the team revealed promising insights on social aspects of the HiStory approaches. As such, HiStory has been proved in field trials to well contribute in its intended way.

Technology design
Regarding user experience and usability feedback (UMUX), 82% of the participants had an overall UMUX rating at or above average, in congruence with our targeted KPI. Overall acceptance of HiStory in terms of mean ratings of perceived usefulness (PU) and behavioural intention to use the system again (BI) and user satisfaction were above average. As another positive outcome, the level of affinity to technology did not significantly influence the acceptance of HiStory. Given that less affine users perceived HiStory as acceptable as more affine OA stands for high usability and ease of use of HiStory supporting its suitability for a broad range of (OA) users with varying affinity levels and digital competences.

Main usability issues were encountered with registration via QR-code and poor audio quality of recordings. Beside these issues, main suggestions for improvement concerned ways to enhance user experience of collaborative listening: on the one hand OA would prefer to see story details, teller name, story photo („Something to look at") when listening to a story/ individually listening (recording tool). On the other hand, FA wished for a way to play the stories directly from the presentation (capsule progress slide) when showing the progress to the team.

In these trials people of different age were involved. The youngest participant was 62 years old, the oldest 95 years. Based on our findings age had no influence on the acceptance of HiStory (neither chronological age nor age-related self-concept had a negative effect on PU and BI of the HiStory System). HiStory was similarly accepted by people of all ages in our sample letting us conclude that the service can be suitable for all of the involved age groups. These results show that HiStory can be suitable for different groups of storytellers and facilitators, i.e., multiple application contexts can be anticipated to be followed in future and post project activities.

5.2 Implications for Process Refinement

Based on findings in the field trials a refinement of the overall HiStory process and session procedures including materials provided especially to FA should be prepared. The goal of the process refinement should be 1) allow flexibility in constituting sessions, groups, device contexts and 2) avoid redundancy and reduce complexity of the overall process.

Process refinement
To allow different ways of use and set up a HiStory capsule with regard to varying resources and circumstances, freedom and modularity for individual process design based on best practice default suggestions should be provided. Main implications for improvement included a proposal for the refinement of the HiStory process and related documents (Manual, Cards, Booklet). The FA portal should be positioned as the main working environment (self-explanatory), the Manual kept in a simplified version available in the portal. The project should not be set up around a fixed amount and structure of sessions but provide guidelines on essential activities that are needed for collaborative storytelling with the HiStory tooling, main categories for activities would comprise:

- SET UP & START (process related)
- TELL, RECORD & REFINE STORIES (content related)
- LAUNCH & DISTRIBUTE CAPSULE (result)

With the refined process FA should be free to choose about how many sessions to conduct, which devices to use for recording, whether or not to use presentations slides on a projector. FA can choose among the different building blocks (warm up, learn how to record, …).

Manual
Elaborations in the consortium after the field trials and resulting implications led to the update of the FA manual which can be found in report "D5.2 User Training and Manual".

Session Presentation Slides (Portal)
For session moderation support (presentations) a pool of slides should be offered to FA, who should be able to freely choose and order slides from a default slide set, with all slides optional to be used. The default slide set should correspond to the best practice and recommended variant for conducting a storytelling project with HiStory. The following table lists a first selection for these activities per category (highlighted in Green, yellow, blue). Detailed suggestions and proposed text for slide notes as additional support for FA can be found in Appendix 10.

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DEFAULT
- Welcome!
- What are we going to do?
- NEW: How will the final Capsule be shared?
- Who are you?
- How to connect to the Capsule?

- What´s our topic?
- Start telling stories
- Explore stories and give feedback
- Record a story
- Share your story
- Capsule progress

- Launch and share capsule
- See you next session!
- Thank you and goodbye!

OPTIONAL
- Build smaller storytelling teams
- Record a story (individual device)
- NEW: Renew and improve stories
- NEW: Listen to stories from others
- NEW: Group reflection
- Find an object!

Table 9. First suggestion for refined slide set (default, optional) based on available slides and process structure

Cards

Cards were sometimes used, sometimes they were perceived as rather distracting or too demanding. As main implication showing the cars should not be a mandatory but optional activity. Furthermore, the cards should be included in the Booklet to make them a more integrated part of the storytelling tips. This implies that every participant has the 'cards' already in the Booklet and the facilitator does not have to print/cut them, which lowers the preparation and set up effort.

Booklet

The Project Booklet would need an update of the overall procedure (roadmap) that should be visually strong, consistent in all. Wording and text should be adapted with the latest refinements. The informed consent page should be updated, with consent information regarding field trials involvement should be deleted.

Leaflet

The registration link should not exceed one text line to avoid errors for copy and paste. The link should be visually highlighted and clickable (affordance).

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<u>Website</u>
The Website should provide demo and best practice example of one or more Capsules in all languages.

6 Conclusion

As final project activity addressing active user involvement in the project, in the second field trials the improved HiStory prototypes were used and evaluated with OA and FA under real-world circumstances. Insights from gathered user feedback were summarized and presented to the consortium partners on a regular basis (stakeholder calls). Separate work sessions and communication with the tech team (HSL, IJS, NOUS) were held to align technical development with findings from user involvement and expert feedback from user partners (VIC, NFE, ZUT, AIT).

Final implications were presented and discussed in the final Consortium meeting being held om March 10th 2022 in Zutphen, NL. Respective documentation of the realized improvements until project end can be found in "D5.2 User Training and Manual" for the FA manual, in "D3.2 Platform Version 2" and D4.2 "App Version 2" for technical development as well as for privacy aspects in "D2.4 Ethical Guidelines and Data Protection Plan".

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8 Appendix A

8.1 Invitation and information flyer AT

Projekt HiStory – März 2021

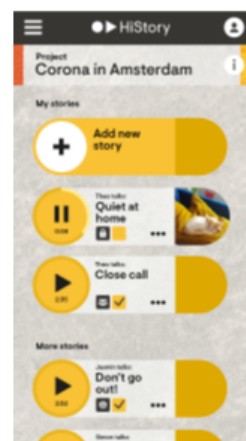hi▸story

Worum geht es bei HiStory?

Ältere Menschen haben interessante Geschichten zu erzählen. **Erinnerungen mit anderen Menschen zu teilen,** kann einen Beitrag dazu leisten, **sozial integriert und kognitiv aktiv zu bleiben,** das **Selbstvertrauen und Selbstwertgefühl älterer Menschen zu stärken** und so **Gefühle der Einsamkeit zu reduzieren.**

- HiStory bietet **Werkzeuge und Prozesse, die älteren Menschen ein digital-unterstütztes Geschichtenerzählen ermöglichen,** um deren soziale Integration zu fördern.
- HiStory ermöglicht es Organisationen, eigene **Storytelling-Projekte für ältere Menschen** zu realisieren und so genannte **HiStory Zeitkapseln** zu erstellen. Zeitkapseln umfassen eine Auswahl persönlicher Geschichten zu einem bestimmten Thema, die gemeinsam erarbeitet und digital aufgezeichnet wurden.
- HiStory umfasst **Leitfäden und Materialien für Moderator*innen,** die helfen, Menschen zusammenzubringen, Storytelling-Veranstaltungen zu organisieren und durchzuführen sowie die Geschichtenerzähler*innen bei dem gesamten Prozess zu unterstützen.

Wie funktioniert HiStory?

In mehreren aufeinanderfolgenden **Storytelling-Treffen** (Face-to-Face oder online) kommen kleinere Gruppen älterer Menschen zusammen. Im ersten Treffen können Anekdoten zu dem ausgewählten Thema ausgetauscht werden. Mit Hilfe der **HiStory-Inspirationskarten** können die eigenen Geschichten beim zweiten Treffen reflektiert und diskutiert werden, bevor sie mit der **HiStory-App** beim dritten Treffen oder zuhause aufgezeichnet werden. Am Ende des Projekts, beim vierten Treffen, entsteht die **HiStory-Zeitkapsel,** eine Sammlung ausgewählter persönlicher Geschichten, die mit der Familie oder Freunden geteilt oder für kulturelle, touristische oder andere Zwecke genutzt werden kann. Auf diese Weise werden Erinnerungen zu einer Quelle neuen Wissens für andere Menschen, zum Beispiel jüngere Generationen.

Ein Storytelling-Projekt wird von einer Moderator*in Abstimmung mit der auftraggebenden Organisation initiiert und organisiert. Mit Hilfe der **HiStory-Webseite** und den zur Verfügung gestellten **Leitfäden und Materialien** zur Durchführung eines Storytelling-Projekts arbeitet die Moderator*in daran, Geschichten zu sammeln und auszuwählen, um die HiStory-Zeitkapsel zu erstellen. Diese kann entsprechend bestimmter Kriterien (z.B. Zeitfenster, Ort) auf der HiStory-Webseite veröffentlicht werden.

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Wie erstellt man ein HiStory-Projekt?

Ein Storytelling-Projekt besteht aus circa **vier Treffen** (die genaue Anzahl der Treffen kann adaptiert werden) mit einer ausgewählten Gruppe älterer Menschen und sollte in etwa **vier bis sechs Wochen** dauern. Nachdem Sie sich mit den HiStory-Services und -Materialien, die auf der HiStory-Webseite zur Verfügung stehen, vertraut gemacht haben, umfasst sind ein HiStory-Projekt für Sie als Moderator*in folgende Schritte:

- Wählen Sie ein Thema aus und **legen Sie auf der HiStory-Webseite ein neues Storytelling-Projekt an.**
- **Finden Sie Geschichtenerzähler*innen** und laden Sie sie dazu ein, sich Ihrem Projekt anzuschließen und beim ersten Treffen teilzunehmen.
- Mit Hilfe des auf der Webseite bereitgestellten Handbuchs **bereiten Sie die Treffen vor.**
- **Führen Sie die Storytelling-Treffen** (jeweils ca. 2,5 Stunden) durch, in denen persönliche Geschichten erstellt, aufgezeichnet und adaptiert werden. **Leiten Sie die Teilnehmer*innen dabei an** – vom ersten Kennenlernen über verschiedene Tipps beim Geschichtenerzählen bis hin zur Einführung in die HiStory-App zur Aufzeichnung der Geschichten.
- Verwalten Sie die Aufnahmen und Rückmeldungen auf der Webseite, um am Ende des Projekts eine **HiStory-Zeitkapsel** zu erstellen.
- Führen Sie eine Abschlussveranstaltung durch, um die **Fertigstellung der HiStory-Zeitkapsel** und den **Abschluss des Projekts zu feiern.**

Wie kann man an der HiStory-Pilotstudie teilnehmen?

Wir laden Ihre Organisation dazu ein, ein HiStory-Pilotprojekt durchzuführen, bei dem ältere Menschen als Geschichtenerzähler*innen teilnehmen können. Dieses Pilotprojekt ist **Teil einer groß angelegten Pilotstudie**, die in Österreich, den Niederlanden und der Schweiz durchgeführt wird. In dieser Pilotstudie sollen das entwickelte Storytelling-Konzept und die Materialien unter realen Bedingungen evaluiert werden, um herauszufinden, was gut funktioniert und was verbessert werden muss. Die Pilotstudie ist für den Zeitraum von April bis August 2021 geplant und **ermöglicht es Ihrer Organisation, die HiStory-Services kostenlos zu nutzen, um eigene Storytelling-Projekte durchzuführen** (evtl. auch im Rahmen bestehenderAngebote oder Veranstaltungsreihen).

Um ein Pilotprojekt durchzuführen braucht es

- interessierte ältere Menschen, die gerne teilnehmen möchten und persönliche Geschichten erzählen und teilen wollen
- eine Person in oder außerhalb Ihrer Organisation, die das Projekt als Moderator*in leiten möchte.

Gerne unterstützt das HiStory-Projektteam Sie und Ihre Moderator*in auf dem Weg, interessante Geschichten zu erstellen und diese in einer HiStory-Zeitkapsel zu veröffentlichen. Wir werden die Zufriedenheit und die Rückmeldungen der Teilnehmer*innen in verschiedenen Phasen evaluieren, indem wir die Teilnehmer*innen einladen, Online-Umfragen auszufüllen oder Telefoninterviews durchzuführen. Diese Ergebnisse liefern einen wichtigen Beitrag für unser Forschungsprojekt und werden ausschließlich für diesen Zweck verwendet.

Sind Sie daran interessiert, ein Geschichtenerzählprojekt zu veranstalten, und so ein Mittel gegen die Vereinsamung älterer Menschen zu erproben?

Dann kontaktieren Sie bitte Markus Garschall unter

Tel.: +43 664 88964934   oder E-Mail: markus.garschall@ait.ac.at

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8.2 Informed Consent (English, including CoVID19-specific measures)

Data Privacy Information and Declaration of Consent

1. Introduction

You have been invited to participate in this workshop as part of a AAL research project *„HiStory – Sharing your stories of your heritage"[2]*. Within the *HiStory* project, a technical solution will be developed that supports recording and collecting personal stories not only for private purposes but also for usage in certain contexts, such as e.g. for knowledge transfer in school projects or in museum exhibitions.

2. Conditions of participation and procedure

Individuals participating in this study must meet the following criteria:
- As project facilitator: Age: over 18 years; interest in planning and implementing a narrative project.
- As workshop participant: Age: 65 years or older; interest in telling or experiencing life stories; willingness to participate in three workshops and share personal experiences with the app and narrative formats through interviews and written feedback.

Participation in this scientific study is on a voluntary basis.
In this field study the mobile app and the developed narrative formats will be tested in a series of storytelling workshops. You were invited to participate in two to four workshops taking place in September and October 2020. Before you agree to participate, please read all information carefully and do not hesitate to ask questions about the study or about possible benefits and risks.

3. CoVID19 specific measures

The following basic principles apply during the study:
- A minimum distance of 1.5m should always be maintained at all time, if possible. If the minimum distance cannot be maintained, participants must wear a mouth and nose protector (MNP).
- Before entering the study site, all persons must disinfect their hands.
- Study facilitators wear an MNS for the duration of the study and regularly disinfect their hands.
- The study site is ventilated regularly and sufficiently.

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[2]   **http://www.aal-europe.eu/projects/history/**

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- Sufficient breaks are planned in the study (hand disinfection, hand washing, airing, etc.)
- All objects used during the study and all surfaces touched during the study are disinfected before and after the study.

4. Contact Tracing

If you are diagnosed with CoVID19 up to and including 10 days after participating in the study, you agree to notify the local study facilitator by phone (+43 664 889 64 933) or e-mail (**stephanie.schwarz@ait.ac.at**) immediately. AIT will pass on your contact data to official authorities within the scope of contact tracing, to the extent legally permissible.
In case of illnesses of persons involved in the study, participants will be informed in accordance with the legal requirements and in coordination with the responsible authority. Anonymized information about diseases of other participants in the workshop will be passed on to all participants.

5. Possible risks

Safety of the participants is our highest priority. AIT Austrian Institute of Technology GmbH and its project partners will carefully take the recommended hygiene and precautionary measures (see point 4 CoVID19 Specific measures) that are suitable to minimize risks of infection with Sars COV2.
However, I expressly acknowledge that despite careful adherence to these measures, the risk of infection with COVID-19 cannot be completely excluded and there is a (albeit small) possibility that I may become infected with COVID-19 despite observing all due diligence measures.

6. Purpose of processing your personal data

The aim of this study is to further develop and improve the mobile app and narrative formats of the HiStory System on the basis of the impressions and experiences of the participating test persons* collected in this study.
The information collected in this study will appear in reports on this research project or in scientific articles in the form of statistical evaluations or scenarios, without mentioning personal information. Your identity cannot be traced from reports or contributions at a later date. As far as graphical material is processed by you, it will also be made anonymous and published at the earliest 6 months after recording. Your personal data will only be processed within the framework of this research project if you give your consent.
Following the research project, your data will be stored for the purpose of proving compliance with guidelines to ensure good scientific practice. In addition, your data may also be processed by AIT for other scientific research purposes in connection with the development of assistive systems to improve social inclusion, if such research does not aim to achieve personal results.

7. Processed data

The following data might be collected from you:

- Name
- Gender
- Date of birth
- Contact details (telephone number, e-mail address)
- Interview transcripts
- Questionnaire data for self-assessment of e.g. digital competences, attitudes
- App accesses
- Photo documentation from the workshops
- Texts, audio recordings and comments written by you in the course of using the app.

8. Duration of data storage

Your personal data will be stored following the research project for as long as is necessary to prove that good scientific practice has been safeguarded in accordance with current guidelines. Currently[3], research data must be retained for a period of ten years. Should this period change in the future, your data will also be stored for a correspondingly shorter or longer period.

9. Recipients of your personal data

The following recipients have access to your data processed in the context of this study:

- NFE Nationaal Ouderenfonds, Smallepad 30 E, 3811 MG Amersfoort, The Netherlands
- Gemeente Zutphen, Postbus 41, 7200 AA Zutphen, The Netherlands
- IJsfontein, Gebouw 024C, Kattenburgerstraat 5, 1018 JA Amsterdam, The Netherlands
- iHomeLab, Technikumstrasse 21, 6048 Horw Luzern, Switzerland
- AIT Austrian Institute of Technology GmbH, Giefinggasse 2, 1210 Vienna, Austria
- NOUS Wissensmanagement GmbH, Ullmannstraße 35, 1150 Vienna, Austria

10. Your rights and contacts

You are entitled to request information about your processed data; to ask for incorrect data to be corrected or deleted. You are also entitled **to withdraw your consent at any time** and **to object to the processing of your data.** In this case, your data will not be used in the subsequent phases of the research project. Please note that documents already published or project results obtained using your data before you withdrew your consent cannot be altered. Please also note that your data may have to be further processed to prove compliance with the guidelines of good scientific practice.

If you require further information, have further questions, or wish to exercise your rights or abort the study, please contact <name, address, E-Mail, phone number>.

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[3]   Status 10/2017.

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11. Declaration of Consent according to data protection law

I have read and understood the Declaration of Consent. By signing this declaration, I agree that <responsible project partner name> and those specified in section 9 may process my personal data for the purpose(s) as specified in section 6.

With my signature I further confirm that <responsible project partner name> and the recipients listed in section 9 receive the rights of use (note: this is an exclusive right of use) for the linguistic works I have generated within the framework of the HiStory project in all existing and future forms of exploitation. This right includes in particular the right to edit, distribute, reproduce, adapt for use in various media and also make them available to third parties.

☐ I hereby agree that <Activity leading project partner> may use photos, audio recordings, video material or parts thereof, for marketing, advertising and public relations for the research project and may publish these materials to achieve the above purposes.

☐ I hereby agree to take part in this field study conducted within the research project *HiStory*. I was informed about the project and its goals as well as the procedure and all of my questions have been answered to my satisfaction. I know whom to contact in case of any questions or other requests regarding the *HiStory* project. My participation in this scientific study is voluntary and I know I can end my participation at any time.

I, the undersigned, hereby declare that at the time of signing this Declaration of Consent,
☐ I am of full age and legal capacity.
☐ I am not of full age and/or legal capacity. I therefore require the consent of my legal representative to be able to participate in the study.

I have received a copy of the Data Privacy Information and Declaration of Consent.
I know that I can revoke given consents at any time - even partially - by sending a message to the contact address mentioned under point 10.

_____

FIRST NAME AND LAST NAME IN BLOCK LETTERS

_____

Date, place and signature

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8.3 OA Pre-Questionnaire (English)

Please answer the following questions about yourself. Once again, we would like to point out that all data collected within the scope of these studies are treated anonymously and confidentially.

Demographics	Please fill out this questionnaire. If you have any questions do not hesitate to ask the person who handed out this questionnaire to you.	
Demographics	Please enter your project pseudonym?	_____
	How old are you?	_____ years
	What is your gender?	weiblich, männlich, prefer to self describe:_____
education		
	What is your highest completed education?	○ No school attainment
		○ Elementary school attained
		○ High school attained
		○ University attained
work status	What is your work status?	working
		not working
relationship status	What is your living situation?	living alone
		living with friends or other relatives
		living with family (e.g. parents, children, partner)
	How many people live with you in a household, your person included?	_____

	Do you own a smartphone?	○ Yes ○ No
	Do you use a smartphone?	○ Yes ○ No
	If yes: How often do you use a smartphone?	At least once per hour
		At least once a day
		At least once a week
Technology / smartphone use		Less often
		Never
	How long have you been using a smartphone?	_____ year(s)
	Have you already downloaded apps on your smartphone?	○ Yes ○ No
	Do you use social apps such as Facebook or WhatsApp?	○ Yes ○ No
	(If yes:) How often do you use these social apps?	At least once per hour

		At least once a day
		At least once a week
		At least once a month
		Less often

	In the following questionnaire, we will ask you about your interaction with technical systems. The term "technical systems" refers to apps and other software applications, as well as entire digital devices (e.g., mobile phone, computer, TV, car navigation).	**Affinity for Technology Interaction (ATI) Scale, Deutsche Version) Franke, Attig, & Wessel (2018)**
https://ati-scale.org/	Please indicate the degree to which you agree/disagree with the following statements.	completely disagree
ati01	I like to occupy myself in greater detail with technical systems.	largely disagree
ati02	I like testing the functions of new technical systems.	slightly disagree
ati03	I predominantly deal with technical systems because I have to.	slightly
ati04	When I have a new technical system in front of me, I try it out intensively.	largely
ati05	I enjoy spending time becoming acquainted with a new technical system.	completely agree
ati06	It is enough for me that a technical system works; I don't care how or why.	
ati07	I try to understand how a technical system exactly works.	
ati08	It is enough for me to know the basic functions of a technical system.	
ati09	I try to make full use of the capabilities of a technical system.	

Life Satisfaction	Beierlein, Constanze & Kovaleva, Anastassiya & László, Zsuzsa & Kemper, Christoph & Rammstedt, Beatrice. (2014). Eine Single-Item-Skala zur Erfassung der Allgemeinen Lebenszufriedenheit: Die Kurzskala Lebenszufriedenheit-1 (L-1).	
satis1	How satisfied are you with your life in general?	
	Not satisfied at all (0) - Completely satisfied (10)	

8.4 OA Post-Questionnaire (English)

UMUX questionnaire	HiStory capabilities meet my requirements.
Effectiveness	Using HiStory is a frustrating experience.
Satisfaction	Overall HiStory is easy to use.
Efficiency	I have to spend too much time correcting things with HiStory.

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Agency	for History adapted from Tapal, A., Oren, E., Dar, R., & Eitam, B. (2017). The sense of agency scale: A measure of consciously perceived control over one's mind, body, and the immediate environment. *Frontiers in psychology*, *8*, 1552.
	Answers: 1 (strongly disagree) to 7 (strongly agree)
Sense of Positive Agency	1. I am in full control of what I do in hiStory.
	2. I am in full control of what happens to my personal story in hiStory.
	3. Things I do in HiStory are subject only to my free will
	4. The way my personal story is seen and used in HiStory is subject only to my free will.
Sense of Negative Agency	5. Interpretations of my story just happen without my intention.
	6. Nothing that has been changed or expanded in my story is actually voluntary.

8.5 OA Interview Guideline (English)

OA Interview (after session 3, week 3)

1	**Meeting up with people for storytelling**
1.1	What was your motivation to take part in our storytelling project?
1.2	How do you feel about exchanging stories with people, some of whom are strangers?
2	**Satisfaction with storytelling process, please answer on a scale from 1=do not agree at all to 7= completely agree**
2.1	It was entertaining to attend a digital storytelling activity.
2.2	I would like to take part in a different activity with digital storytelling.
2.3	I will encourage my other friends to participate in the activity of digital storytelling.
2.4	I have developed my digital skills.
2.5	Do you have any other comments?
3	**Usability, satisfaction, behavioral intention**
3.1	What´s good? What´s not?
3.2	What can be improved? What is missing?
3.3	Under which circumstances would you like to use HiStory again? (facilitator, team, location)
4	**Agency & privacy**

4.1	To what extent do you feel you are in control of your personal stories regarding who has access and where will they end up?
4.2	Do you have any concerns about other people changeing the story content? If yes, which ones?
4.3	Do you have any concerns about publishing your stories to a broader audience? If yes, which ones?

8.6 FA Interview Guideline (English)

FA Final interview (after final session/ capsule launch)

1	**Manual**
1.1	Did the manual provide the right information and tone to motivate/enthuse the participant?
1.2	Did the manual provide the right information to inform the participant about the tasks of a facilitator/what is expected of him/her? (Tasks, timeline, spent hours,…)
1.3	What was positive in the manual?
1.4	What was missing?
1.5	Suggestions for improvement?
2	**Portal**
2.1	Did the portal meet your requirements?
2.2	How easy to use was the Portal?
2.3	What was positive about the Portal?
2.4	What was missing?
2.5	Suggestions for improvement?
3	**Record tool**
3.1	Did the app meet your requirements?
3.2	How easy to use was the app?

3.3	What was positive about the app?
3.4	What was missing?
3.5	Suggestions for improvement?
4	**Process / FA Tasks**
4.1	How well did HiStory support you as FA to reaching your goals in realizing a storytelling project?
4.2	What were the major issues and challenges?
4.3	How well did History materials support you as a FA in terms of:
4.3.1	1. starting a project and prepare the sessions (incl. invitations, etc.).
4.3.2	2. finding answers to the questions I have.'
4.3.3	3. understanding the tools and know how to use them.'
4.3.4	4. feeling comfortable to invite the people (incl. OA) and start the sessions!'
4.3.5	5. understanding how to use the slides and they can help me structure the sessions.'
4.3.6	6. understanding how to use the analogue tools and how they can help me in the process and how they can stimulate towards better end results.'

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9 Appendix B

9.1 Result tables

9.1.1 Social interactions

	AT				AT_KWP				NL				CH			
	Pre		Post		Pre		Post		Pre		Post		Pre		Post	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Evaal36	4,31	,75	4,31	,75	4,39	,50	4,22	,65	4,28	,46	4,07	,47	4,25	,62	4,14	,90
Evaal37	4,38	,77	4,38	,65	4,26	,73	4,44	,51	4,17	,51	3,87	,92	4,18	,60	4,29	,49
Evaal38	4,46	,66	4,31	,95	4,17	,71	4,17	,79	4,11	,47	4,00	,55	4,17	,72	4,43	,53
Social interaction mean scores	4,38	,68	4,33	,65	4,37	,45	4,28	,56	4,19	,45	4,05	,41	4,15	,60	4,29	,59

Table 10. Means and standard deviations of Social Interaction items before and after HiStory

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9.1.2 Loneliness

	Overall				AT				AT_KWP				NL				CH			
	Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
How often do you feel that you lack companionship?	1,44	,59	1,38	,56	1,15	,38	1,38	,51	1,50	,61	1,39	,61	1,65	,70	1,53	,64	1,33	,49	1,00	,00
How often do you feel left out?	1,32	,53	1,12	,32	1,23	,44	1,08	,28	1,30	,47	1,17	,38	1,39	,70	1,07	,27	1,33	,49	1,14	,38
How often do you feel isolated from others?	1,19	,44	1,11	,38	1,08	,28	1,08	,28	1,15	,37	1,06	,24	1,35	,61	1,20	,56	1,17	,39	1,14	,38
Overall loneliness score	3,89	1,34	3,58	,89	3,46	,78	3,54	,66	3,89	1,08	3,61	,92	4,22	1,96	3,73	1,03	3,83	1,03	3,29	,76

Table 11. Means and standard deviations of loneliness items and scale before and after HiStory

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9.1.3 Satisfaction
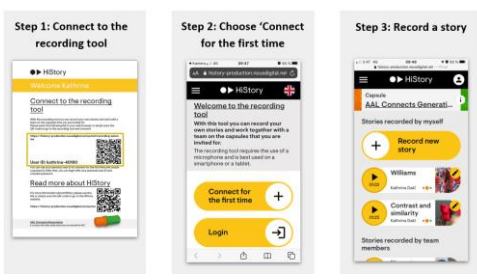
	Overall				AT				AT_KWP				NL				CH			
	Pre		Post		Pre		Post		Pre		Post		Pre		Post		Pre		Post	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Satisfaction	8,46	1,31	8,11	1,49	8,69	1,38	8,85	1,07	8,45	1,70	8,06	1,76	8,44	1,04	7,67	1,29	8,25	,87	7,86	1,57
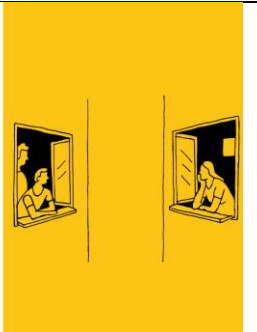
Table 12. Means and standard deviations for satisfaction before and after HiStory
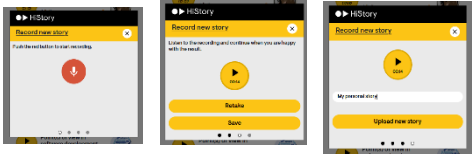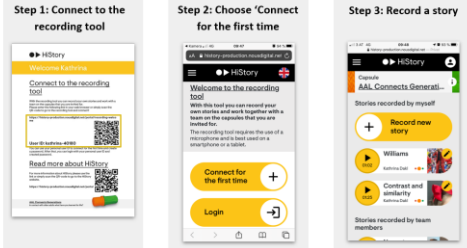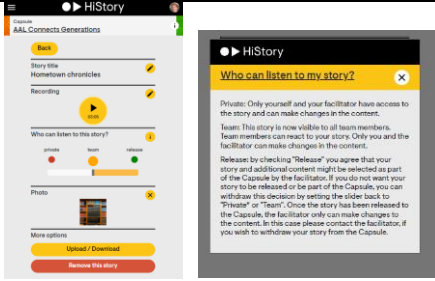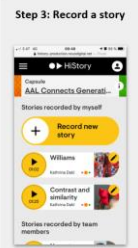
10 Appendix C
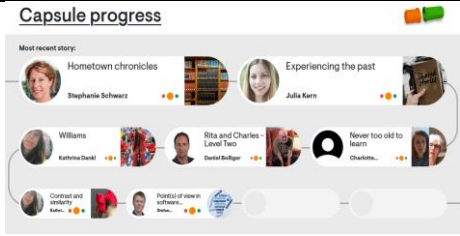
HiStory Process Refinement: Slides and presenter notes - suggestions for improvement:
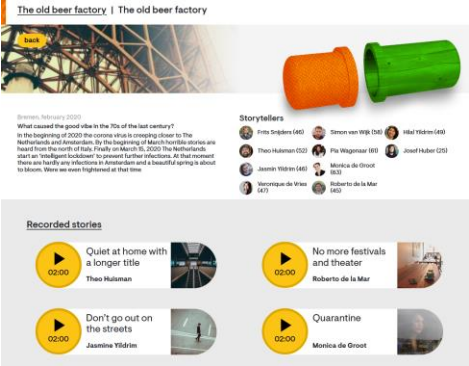
SET UP & START (process related)		
Slide title (bold), text, illustration detail	**Slide note**	**illustration**
Welcome! • PO slide 87 • Remove session number	Welcome all the participants and tell them who you are and what is your role Tell them about the rules of the location and of the group Introduce yourself and your role as moderator in the process of creating a story collection/capsule	
What are we going to do? • Illustration: illustration of the HiStory process (see example) show example capsule → with redirect to website, listen to a story • Text: tbd – see slide note	<u>Process</u>: We are going to fill our capsule with stories that address the project question! We will meet in Storytelling sessions, where you are going to create a capsule as a team. Announce planned dates/amount of sessions (if already defined) <u>End result</u>: At the end the created capsule will be published online like these examples"	
How will the final Capsule be shared?	The Capsule will be published on the website, the team needs to agree who to give access to. <u>Audience</u>: "Keep in mind that in the future your capsule should be published" • Discuss the topic and target audience for the capsule. • "Do you have a clear idea on who the future visitor of the capsule will or should be?" Explain the Code lock: "A visitor can open the capsule by entering a specific code"	Slide todo – show code lock, generic illustration for audience

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Who are you? • Illustration: use neutral illustration for both cases (introduction round with / without icebreaker) • Text: keep	Let team members introduce themselves, e.g., with Name, Age, Use Icebreaker questions to build trust and get everyone in the right mood (Start with introducing yourself), possible questions: • "What´s the reason I joined this storytelling activity?" • "What is my guilty pleasure?" • "Lately I have been engaging in a new hobby/interest…"	
How to connect to the Capsule? • Show screenshots	• Introduce the leaflet and let participants connect to the registration page (via QR Code or weblink), select a password and open the capsule • Show on screen (if possible). • Explain what the consent form is and why it needs to be checked. User should read carefully	
See you next Session!	Date, Time, location information from the portal are automatically displayed here	
Thank you and goodbye!	Announce next session	Thank you and goodbye!
TELL, RECORD & REFINE STORIES		
What´s our topic?	Make clear that it is about telling personal stories, based on their own experienced, not how it once used to be. If the topic is not yet set or needs refinement additional time for	Slide todo <Topic details displayed if already set (content from portal) otherwise blank>

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	discussion is recommended (refocus, subtopics, related questions)	
Start telling stories S	Process: Explain the storytelling process • "we will now start with storytelling. You have all been introduced to the topic and perhaps already have some stories in mind you might want to share. We are giving you the time to get to know each other better by introducing the stories you want to tell. After that switch roles." • Introduce the timeline and point out to the group when they have to switch	Start telling stories
Build smaller storytelling teams	<u>Create pairs or smaller groups</u> by either 1) assigning people randomly or 2) create matches in advance if you consider it important to bring specific people together to make them feel comfortable or 3) let people choose their own partner <u>Working on stories</u>: Explain the way the pairs/groups will continue to work on their story	Slide todo
Explore stories and give feedback	Offer the group the space to share their feedback on what they find inspiring in the (new) stories. <u>Cards</u>: introduce and explain to the participants how they can be used. Show cards enlarged	Explore the stories
Renew and improve stories	Participants can record improved versions of stories based on feedback or add new stories to the collection. Feedback cards can be used again. Recordings can be done in the group or more privately if preferred and possible.	Slide todo

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Record a story	The group can now start with telling stories and giving feedback. Depending on the available time frame a person should have at least 10 minutes per person should be foreseen.	Slide todo – show Generic illustration (in case stories are recorded on a shared device by FA)?
Record a story (individual device)	Explain participants how to record a story The group can now start with telling stories and giving feedback. Depending on the planned time frame at least 10 minutes per person should be foreseen.	 How to record a personal story?
Share your story	Discuss together (and find out) if there is still consensus on selected restrictions to access the capsule • "Do you want the capsule to have restricted access for future visitors?" Explain code lock once more: • "A visitor can (only) open the capsule by entering a specific code" Explain slider: • If you want other participants to be able to listen to your story, set the recording (this is part of the homework) to "My Team" so the whole team can listen to them. If you want to keep them for yourself for now, set them to private. • Can be done at home vs. during a session)	
Listen to stories from others	Listen to new recordings: can be done together in the group, in small groups or individually at home	

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Capsule Progress	Show the live status of the capsule and point out what the uploads look like and how they can be listen to. Look if there have been any new stories added since the last time and discuss the status with the group.	
• Play stories from progress board • Enlarge elements (no smaller sizes…)		
Group reflection • Room for reflection and thoughts: overall topic, personal purpose, telling, group setting … (foster group cohesion)	Let participants share their experiences on working on the stories. Help them to express themselves e.g., "Let's evaluate how you've experienced telling and recording your story for the first time and how it felt to give or receive feedback. Questions to open up the conversation: • How did it feel to make a recording of your story? • How was it to tell your story to an audience of 3 or 3 other people? • How did it feel to receive feedback on your story? • How did it feel to give feedback to somebody else's story? • Was there anything that felt uncomfortable? • Was there something that was very enjoyable? • Was there a personal learning or new perspective you would like to share?	Slide todo – e.g. show questions on the screen?
Find an object • Keep it more generic: "For the next session…"	Introduce homework assignment, e.g., • ask to bring an object or a picture next time that is important to their story. Next session they will tell more about the object they have brought. • Instruct participants the can continue to work on their stories at home and record new ones, using e.g. the booklet for note taking.	Find an object
LAUNCH & DISTRIBUTE CAPSULE (result)		

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| Launch capsule · Receive the access code · Inform how to share and distribute capsule (code) | Summarize previous steps and explain remaining procedure > global outline of this session - Explain goal of project · "We filled our capsule with stories about the project topic!" Explain the choosen criteria for the capsule Show end result (preview) | |