



Easierphone

App platform to enable and empower seniors with smartphones

D2.1 End User testing Plan for 1st pilot program

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Executive Summary

In pilot program 1 three semi-structured interviews were conducted using three consecutive interview guidelines with 10 test participants in Switzerland and 10 test participants in the Netherlands. 9 Participants participated in Pilot 1 in Poland. The interviews were audio-recorded, the most relevant parts protocolled, and then forwarded to the app's developers to facilitate an iterative development approach. During the first interview the app was installed by the interviewers and instructions were given to the test participants. Within the following interviews the test participants were questioned about their opinion on positive aspects of the app, challenges they faced while using it as well as wishes and needs for further development.

In this deliverable you can find the interview guidelines for the 1st, 2nd, and 3rd interview with participants of the pilot program 1.

1st interview guideline

<https://docs.google.com/document/d/11Wwa0w359kSYBuKJtcCuoriVDWuxwOYpiHFLMEk4SPM/edit?usp=sharing>

Easierphone / interview guideline No 1

Objectives of the first time of survey:

Signing the consent form

Introductory questions about the smartphone: current use, purchase process

Installation: Should be completed by the time of 1st interview. Feedback on the installation process (positive / negative experiences; open questions)

Instruction for use (with installation manual)

Handing out & explanation of notebook/test diary

Preparation

- Pad, pen for notes
- Documents: Guide, supplementary sheet for collecting socio-demographic information, information sheet, 2 x consent form, installation manual,
- voice recorder, spare batteries
- Test diary

Interview start: *Brief explanation of the contents on the information sheet; clarify any open questions; indicate the approximate duration of the interview; Have the consent forms signed; switch on voice recorder; indicate without obligation that the smartphone may be placed on the table.*

A. Introduction - general questions

... about motivation:

- What motivated you to take part in the test?
- What are your expectations of the Easierphone app?

... To the smartphone:

- Which device do you have?
- Which Android version are you using?
- What do you mainly use your device for?
- What do you find particularly practical about the device? (PHOTO Homescreen)
- What are you having difficulties with? (can be anything: haptic, logic of individual apps, too many apps on the screen, etc.)

- What is missing from the device, what would be useful for you?
- How do you charge your phone, is this easy for you?

... about currently used apps:

- Which apps do you use regularly? (have it shown & listed)
- Describe the advantages and disadvantages of the individual apps.
- What is easy about app XY in terms of usage?
- Where does usage cause problems?

... On the purchase process:

- For how long have you had your device?
- Can you still remember how it came about? For what reasons did you buy exactly this model? (e.g. old devices were taken over from children / grandchildren)
- Who advised / supported you in the purchase process?
- Looking back, what kind of support would you have wished for?
- Have you already dealt with the topic of "senior telephones"?
- What do you think about it? Would that be an option for you? (why yes, why no...)

In tandem, questions to assistants:

- To what extent did you support the user in the process of purchasing the device?
- What made you decide to get him / her a smartphone?
- Did you know Easierphone before we reached out to you?
- What other solutions to simplify smartphone use have you looked at or are you using currently?

... about the subscription (Tandem: ask assistants, too):

- Do you know which provider you have subscribed to or what type of subscription you have? (e.g. monthly subscription or prepaid)
- Do you know how high your subscription costs are?
- Is the use of data in the subscription included or is this charged according to usage?
- How does the subscription affect the way you use your smartphone?
- Landline telephony: Do you prefer the landline network at home over the mobile phone? If yes, why? If not, why?

B. Download & installation process (will be done together with participants)

Ask both the test person and the assistant:

- Description of download/installation process: which problems and questions arise?
- Was the installation manual useful?
- Would you like to make suggestions for improvement?

C. About the product and the application / explanations

Explanation of the app & the individual functions

- What is your first impression of Easierphone?
 - Have you already tried the app after downloading / installing it?
 - Which functions have you already used?
 - Explanation of the individual functions or exploring together (click through). *At Tandem: Have the assistant explain the app to the end user.*
 - Set tasks for the next appointment: Please explore the individual functions of the app and use the ones that are useful for you personally as often as possible.
- Diary**
- The diary is there to document the individual experiences with the app in the test phase, since small things are often forgotten, but these are very valuable and important for the developer. Please make continuous notes (if possible with dates) if you notice something while trying it out. (e.g. if you use the app and you have trouble using it or how to solve them, or if you find something especially handy, when you miss certain functions, etc.)

| D. Socio-demographic data-use | | assistants |
|--|---|------------|
| Age | | |
| Gender | | |
| Sexual orientation | | |
| career | | |
| Living situation (single, married, etc.) | | |
| Migration background / ethnicity | | |
| Highest level of education | | |
| Income before retirement | <2000mtl, <4000mtl, <8000mtl,> 8000mtl CHF | |
| Income after retirement | <2000mtl, <4000mtl, <8000mtl,> 8000mtl CHF | |

- For the next appointment**
- Appointment for interview 2
 - Leave business cards (with reference to telephone availability)
 - Hand over questionnaires (quantitative survey; neurodiversity , SUS (openness to technology), self-assessment of social inclusion → instruments in progress)
 - *Questions about pricing and information channels in the 3rd interview*

2nd interview guideline

https://docs.google.com/document/d/1dldZ9tg13q4O2NQ-yODJoCCd3bOdRWYyKlgRiDD_P4s/edit?usp=sharing

Easierphone / Interview guideline No. 2

Objectives of the second interview:

Feedback on all app functions used (what is positive / simple / practical; where are problems / challenges / questions / suggestions)

Document problems with photos (take pictures of the screen)

Discuss diary entries

Close gaps (questions interview 1 : smartphone in general; purchase process)

Collect quantitative questionnaires

Preparation / take away

- Notebook, pen
- Documents: Guideline 2
- Voice recorder, spare batteries
- Installation manual

A Individual functions of the app

... general:

- View diary entries and have them explained
- Did the app work & were you able to use the app regularly?
- How often have you used the app? (daily, weekly, irregularly ...)
- Which functions did you use more often, which less?
- Which functions are missing or which would be useful for you?
- Is there anything that caught your eye in particular? (positive and negative)
- Were there any problems/challenges? Which? How did you solve this?

... Home screen / Settings:

- Have you added apps to the home screen (of the app)? If so, which ones?
- Did you remove apps from the home screen (of the app)? If so, which ones?
- Were there any ambiguities in the settings?
 - (a) Easierphone settings
 - (b) Android system settings
- If you have used the settings, what have you set?
- Were you able to make the adjustments you wanted?
- Suggestions for improvement?
- *If this function has not yet been used, ask as a task for the 3rd interview*

... Telephone

- To what extent did you use the «Telephone» function? (explanation)
 - Did you make a call via Easierphone?
 - Have you added “Favorites” to the phone list?
 - If not, what phone app is your default phone App?
 - Were there any challenges? Which? How were these resolved?
 - How do you rate this function?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?

... Contacts

- To what extent did you use the «Contacts» function? (explanation)
 - Have you entered contacts in the address book? Whom?
 - Did the import of existing contacts work?
 - Do you find the automatic import useful or would you have preferred to select some?
 - Were there any problems? If so, which? How were these resolved?
 - Have you edited the contact entries?
 - Did you start a phone call from the address book?
 - How do you rate this function?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?

... News:

- To what extent did you use the «News» function? (explain)
 - Have you sent / received messages?
 - Were there any problems? Which? How did you solve them?
 - How would you rate this function?
 - How would you rate the use of this function? (including font size, contrast, etc.)
 - Suggestions for improvement?
 - Did you use Easierphone Messages as the default SMS app, or did you use another SMS app as default?
 - If another app was used as the standard messaging app: which app and what are its advantages over the Easierphone messaging function?

... Camera:

- To what extent did you use the «Camera» function? (ask for explanation)
 - Did you take photos?
 - Were there any problems? Which? How did you solve them?
 - How else do you take photos? (with smartphone, with digital camera etc.)
 - How do you rate this function?
 - How do you rate the use of this function? (Also ask about font size, contrast etc. ...)
 - Do you use the Easierphone camera or another camera app? If others, which ones?
 - Suggestions for improvement?

... Pictures (gallery?):

- To what extent did you use the “Pictures” function? (ask for explanation)
 - Have you looked at pictures?
 - Have you sent pictures?
 - Have you deleted pictures?
 - Were there any problems? Which? How did you solve them?
 - How do you rate this function?
 - Do you use Easierphone pictures (gallery) or another app to view pictures? If others - which ones and what are the advantages of the other app?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?

... Lupe:

- To what extent did you use the "Magnifier" function? (explanation)
 - Did you use this function?
 - In what situation?
 - How do you rate this function?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?
 - If you use another, similar app, what are its advantages?

... Alarm clock:

- To what extent did you use the “Alarm clock” function? (explanation)
 - Did you use this function?
 - What for?
 - Were there any problems? Which? How did you solve these?
 - How do you rate this function?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?
 - If you use another, similar app, what are its advantages?

... Web:

- To what extent did you use the «Web» function? (explanation)
 - Did you add any website URLs?
 - Were there any problems? Which? How did you solve these?
 - How do you rate the clarity (interface, e.g. arrangement, legibility (colors, font, contrasts ...))
 - To what extent has the use of your frequently visited websites changed?
 - How do you rate this function?
 - How do you rate the operation of this function? (Also font size, contrast etc.)
 - Suggestions for improvement?
 - If you use another, similar app - what are its advantages?

... Emergency:

- To what extent did you use the «Emergency» function? (explanation)

- How do you react in an emergency? Give an example
- Have you entered emergency contacts?
- Which procedure in the event of an emergency have you set in the app (defined by telephone, SMS etc.)
- Were there any problems? Which ones? How have you solved them?
- Have you already tried the function (pressing the emergency button)?
- How do you rate this feature?
- How do you rate the operation of this function? (also on font size, contrast etc.)
- Suggestions for improvement?
- If you are using another, similar app - what are its advantages?

... Play Store

- To what extent did you use the “Play Store” function? (ask for explanation)
 - Did you use this function?
 - What for?
 - How do you rate this function?
 - How do you rate the use of this function? (also font size, contrast, etc.)
 - Suggestions for improvement?
 - Were you able to successfully download apps from the Play Store and later add them to the Easierphone home screen?

... Add app

To what extent did you use the «Add app» function? (explanation)

- Did you use this function?
- Which app did you add?
- How do you rate this function?
- How do you rate the use of this function? (also font size, contrast, etc.)
- Suggestions for improvement?

... Open other apps

- To what extent did you use the “Open other apps” function? (explanation)
 - Did you use this function?
 - What for?
 - How do you rate this function?
 - How do you rate the use of this function? (also ask about font size, contrast, etc.)
 - Suggestions for improvement?

B Questions about assistant function / need for support

- In which situations did you support XY with the use of Easierphone? When was it necessary?
- Describe the framework in which this support took place. Where (most often), how, what type, etc.?

- In the next version of Easierphone, the assistant will be able to edit apps and data of the main user directly after an invitation has been issued in order to support him / her in the event of problems. Would that be useful to you?
- How do you feel about the fact that, as an assistant, you could have access to all of the main user's data stored in the app?

C About user guide

- Were there any other things that were unclear/times where you got stuck while using Easierphone?
- Where did you encounter challenges?
- To what extent would you like a user guide?

D Closing the gaps ...

- If the topics of general use of the smartphone, the purchase process, and sociodemographic data could not be dealt with in the first interview, they should be addressed here.

For the next appointment

- Make an appointment.
- Tasks for the 3rd meeting:
 - Try out functions that have not yet been used (test emergency call ...)
 - Try out settings: e.g. personalize the app (select font size ...)
- *Questions about pricing and information channels in the 3rd interview*

3rd interview guideline

<https://docs.google.com/document/d/1KBviaksgG0tNXKzN8s7xQdv6De0w9ua4qEr8eck-aZk/edit?usp=sharing>

Easierphone / Interview guideline No 3

Objectives of the third interview:

Questions about pricing (subscription vs. one-off purchase costs)

Questions about searching for information on new apps, services, devices

Conclusion on all functions of the app (what is positive / easy / practical; where are problems / challenges / questions / suggestions) & feedback on the manual

Discussing diary entries

Changing in smartphone usage

Closing the gaps

Preparation

- Pad, pen for notes
- Documents: Guideline No 3
- Voice recorder, spare batteries
- Instructions

Questions about pricing

- Do you know which apps you have bought and which you have installed free of charge? Can you give examples (including price if possible)?
- Have you ever regretted buying an app? If so, why?
- Have you ever not installed an app due to cost considerations? Can you give examples (price / subscription and function of the app)?
- **Easierphone:** Would you prefer to buy the app (one-time decision) or would you prefer to pay a monthly fee (subscription)? Explain.
The price for Easierphone: Euro 40.- as a one-time purchase or Euro 10.- per year (subscription). Which model would you prefer?
- Do you have an idea of an “appropriate” price for Easierphone?

Questions about information search / information channels regarding technology / services / apps

- Apps: How did you know that there is App XY (based on aforementioned examples)? (For example, recommendations from family members, from media: get a precise description of where information comes from)
- How do you learn about new technical devices / services in general? (For example, recommendations from family members, from media, in shops: get a precise description of where the information comes from.)
- Which of the sources of information mentioned are particularly trustworthy in your opinion? Why?
- Have you already had bad experiences with certain sources of information? (Name an example)
- In your opinion, is there a lack of access to information on new services?
- How could this be fixed?
- **Easierphone:** Where should such an app be advertised? How would the information best reach the target group?

A Individual functions of the app / conclusion

... in general:

- View diary entries & have them explained
- Did the app work & were you able to use the app regularly?
- How often have you used the app? (daily, weekly, irregular ...)
- Which functions did you use more often, which less?
- Is there anything that caught your eye in particular? (positive and negative)
- Were there any problems? Which? How did you solve them?
- Easierphone home screen vs Android home screen: advantages / disadvantages?

... Telephone:

- Have you used this function since our last conversation?
- Problems & Solution?
- How do you rate this function? (Advantages and disadvantages)
- Suggestions for improvement?

... Contacts:

- Have you used this function since the last conversation?
- Problems & Solution?
- How do you rate this function? (Advantages and disadvantages)
- Suggestions for improvement?

... Messages:

- Have you used this function since our last conversation?
- Problems & Solution?
- How do you rate this function? (Advantages and disadvantages)
- Suggestions for improvement?

| |
|---|
| |
| <p>... Camera:</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Pictures (gallery?):</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Lupe:</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Alarm clock:</p> <ul style="list-style-type: none"> ● Have you used this function since our last call? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Web:</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Emergency:</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this function? (Advantages and disadvantages) ● Suggestions for improvement? |
| <p>... Link to Play Store</p> <ul style="list-style-type: none"> ● Have you used this function since our last conversation? ● Problems & Solution? ● How do you rate this link? (Advantages and disadvantages) ● Suggestions for improvement? ● What other (non-easierphone) Apps do you use? |

... Add app

- Have you used this function since our last conversation?
- Problems & Solution?
- How do you rate this function? (Advantages and disadvantages)
- Suggestions for improvement?

... Open other apps

- Have you used this function since our last conversation?
- Problems & Solution?
- How do you rate this function? (Advantages and disadvantages)
- Suggestions for improvement?

B Questions about the assistant function

- In which situations would you have needed support from an assistant?
- Describe the framework in which you would have liked this support. Where (most often), how, what type, etc.?
- How would you rate this function?
- Were / are there any concerns about the privacy of your own data in the event of "external access" (= remote support from assistants)?

C About the User Guide (in case not asked in interview 2)

- Were there any other things that were unclear/times where you got stuck while using Easierphone?
- Where did you encounter challenges?
- To what extent would you like a user guide?

D Questions about changed smartphone use

- To what extent would you describe the use of your smartphone compared to the start of the test?
- Has anything changed? What has changed? (Duration, frequency, which functions were used, etc.)
- Did the app meet your expectations? (ask for an explanation, compare the first interview with questions on expectations)

E One Touch Call/Communication

- Please describe the current ways of getting in contact with your loved ones when you feel the strong need to reach any of them.
- Which tools/devices have you been using so far?

- How would you rate the quality and effectiveness of those?
- Is there anything that you'd wish for to make it easier for you to stay in touch?
- Is there any need to facilitate a shared schedule?

F Close the gaps...

- Take a photo of the home screen, if you haven't already done so.
- If the topics of general use of the smartphone, purchase process, subscription options, and socio-demographic data could not be dealt with in the first or second interview, address them here.

G Conclusion on the test

- How did you experience participating in the field test?
- What should the researchers change / improve in the future?