
Lesson 2

What do users want ?

• Group 6 •

CCU 2015/2016

Questionnaires and Interviews



The respondents ...

Elderly

- Age
- Level of educational qualifications
- Health problems

Volunteers

- Worked with the elderly before ?
- Age
- Level of educational qualifications
- Health problems

The questionnaire ...

Previous contact with IT

- Frequency of using a computer
- Different appliances to access the internet
- Place where one accesses the internet and reason for it
- common problems with these devices
- Does one need help ? How is that help delivered ?

User profiles

To find the problems and analyse the end user.

To create a pattern inside our focus groups, enabling us to get key points to our project.

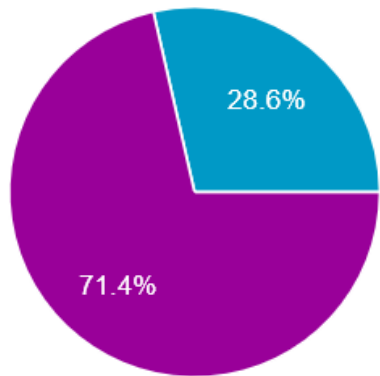
Elderly people

General view

Our respondents are:

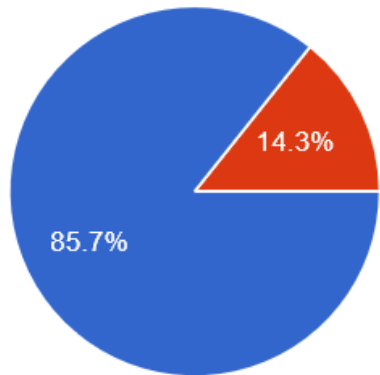
- Mostly among the 70-75 years.
 - Live in their homes.
 - Have, at least, elementary school degree.
-

Faixa etária:



Menos de 55 anos	0%
55 - 59 anos	0%
60 - 64 anos	0%
65 - 69 anos	0%
70 - 74 anos	71.4%
Mais de 75 anos	28.6%

Local de residência:

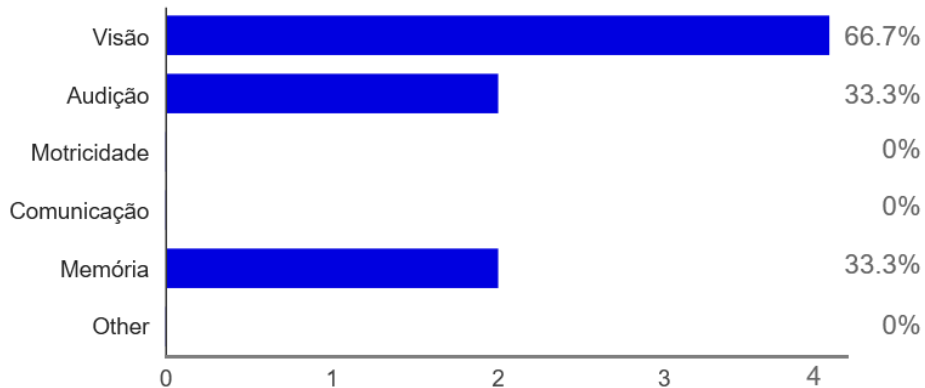


Casa própria	85.7%
Casa de familiares	14.3%
Casa de assistentes	0%
Lar de 3ª idade	0%
Other	0%

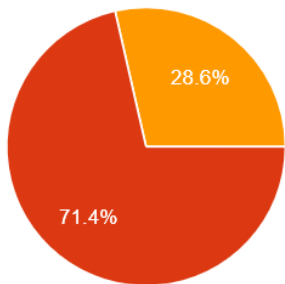
User Profile

- Mostly among the 70-75 years.
- Live in their homes.

Dos seguintes problemas de saúde, indique qual/quais se aplicam:



Habilitações literárias:

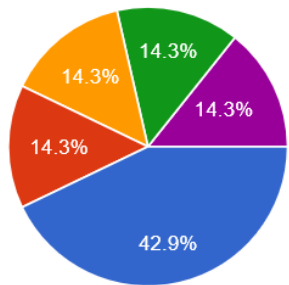


Ensino básico	0%
Ensino secundário	71.4%
Ensino superior	28.6%
Iliterado	0%

User Profile

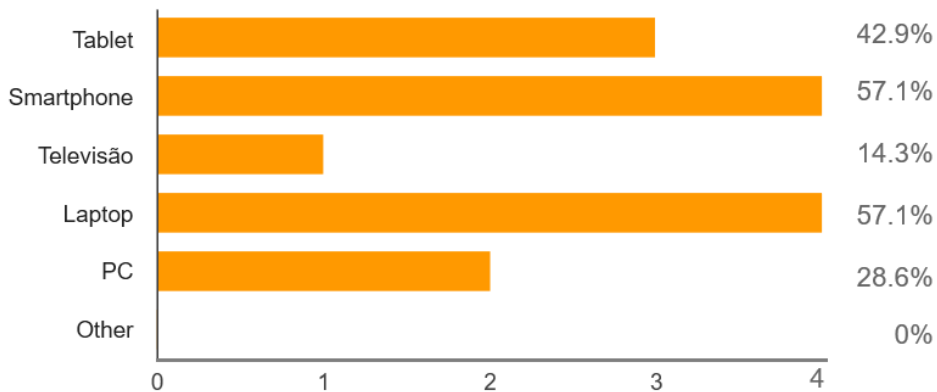
- Have vision problems.
- Have, at least, elementary school degree.

Com que frequência utiliza equipamentos informáticos?



Diariamente	42.9%
Semanalmente	14.3%
Mensalmente	14.3%
Ocasionalmente	14.3%
Não utilizo	14.3%

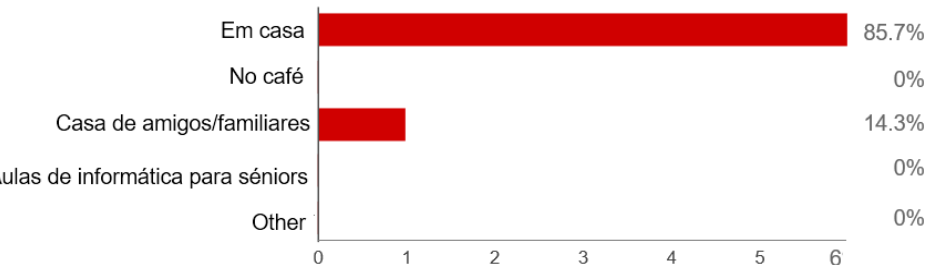
Dos seguintes equipamentos, indique qual/quais utiliza para aceder à Internet:



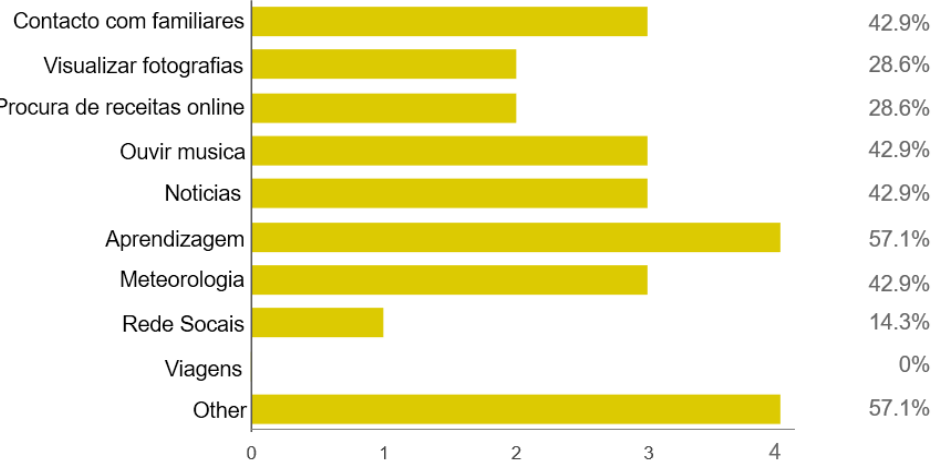
Prior contact with IT

- Almost half use electronics daily.
- All the respondents use mobile devices to browse the web.

Em que locais que costuma aceder à Internet?



Indique o(s) motivo(s) para aceder à Internet:

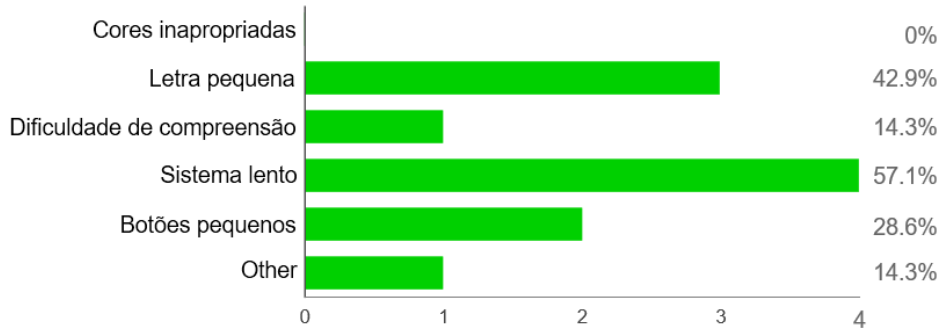


Prior contact with IT

- Home local use.
- More than half use IT to learn.

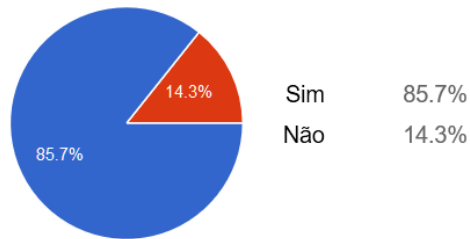
Prior contact with IT

Que problemas costuma encontrar nestes dispositivos?

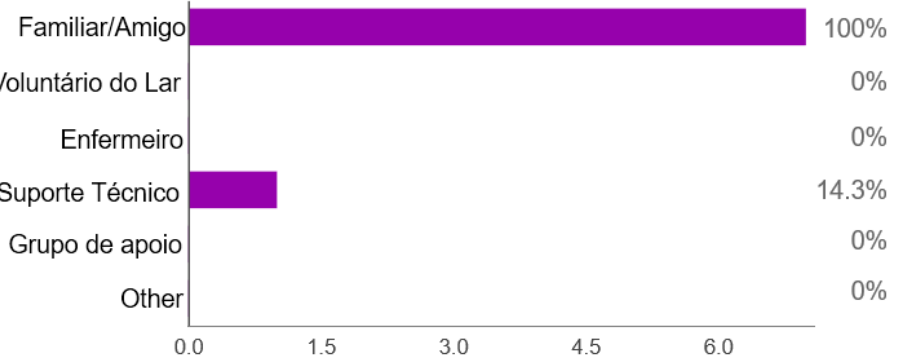


- About half complain about the small fonts.
- More than half complain about the slow system.
- More than ¼ complain about small buttons.
- Most feel autonomous.

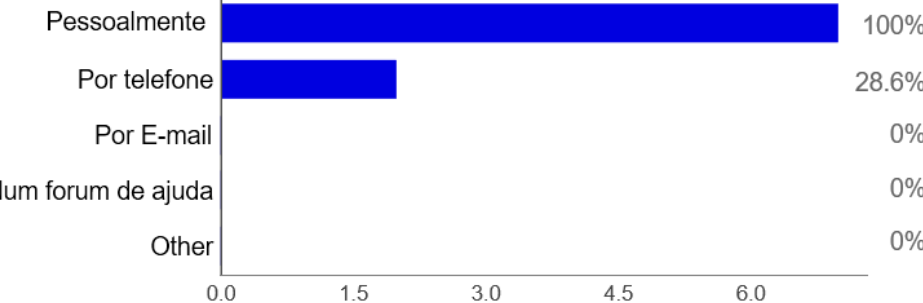
É autónomo(a) quando acede à Internet?



Quando precisa de ajuda, quem é que o/a ajuda?



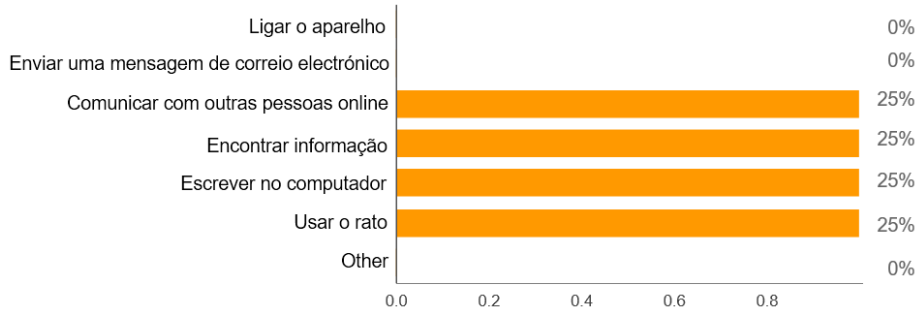
De que forma é feita essa ajuda?



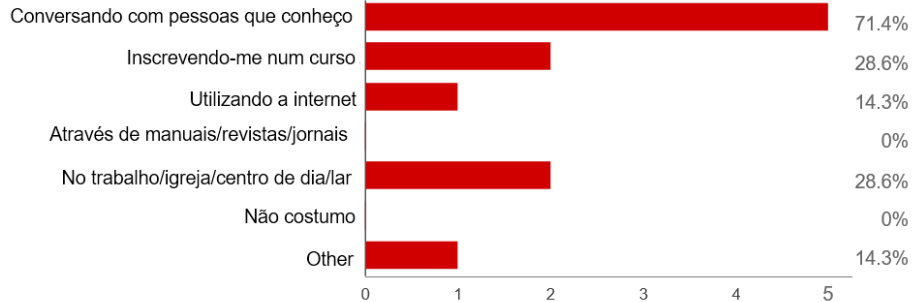
Prior contact with IT

- Get support mostly from their family, in person.

Que tarefa(s) costuma ter mais dificuldade a desempenhar?



Como costuma obter novos conhecimentos sobre equipamentos tecnológicos?



Prior contact with IT

- About $\frac{3}{4}$ get knowledge talking to each other.
- More than $\frac{1}{4}$ get knowledge through a course.
- More than $\frac{1}{4}$ get knowledge on work, church, etc...

Volunteers

Profile

Our respondents :

- Worked with the elderly.
 - Mostly among the 18 to 30 year old.
 - Assist the elderly at their home.
 - Have, at least, elementary school degree.
 - Have no health problems.
-

Volunteers

Care and assistance

- Provide full-time assistance to very few people
 - Up to 1 hour of continuous assistance
 - The elderly person depends almost entirely on them
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Volunteers

IT knowledge

- Never fixed a computer
 - Some call tech support
 - Are comfortable using VoIP applications
-

Focus Group

Elderly

- 70-85 year old
 - Have at least an elementary school degree
 - Live alone or with family
 - Have health problems (eye sight and audition)
 - Use technology frequently and to learn/get informed
 - Ask for help when necessary
-

Conclusions

Elderly

- Usually just do the most simple tasks
 - The most common activities are related to learning new subjects or getting informed about something
 - Most of them showed interest in enrolling classes on courses for the elderly
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Needs

Elderly

- They want simple systems that are intuitive, very easy to learn
- They want a system that provides useful information, so that they can learn something practical
- The font and buttons must have a big size
- The system should always ___provide its state