## User trial - implementation and reporting Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Persons in charge of trial \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User trial environment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

User trial time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company contact person \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_   
CONCLUSIONS AND RECOMMENDATIONS

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TRIED / TESTED PRODUCT / SERVICE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DESCRIPTION OF SOLUTION (Purpose of the product/service, technology used) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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USER GROUP / USER GROUPS (Target group of the product) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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SERVICE PROMISE  
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OBJECTIVE OF THE USER TRIAL / TESTING

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EXTENT AND DURATION OF THE USER TRIAL / TESTING

**\_\_\_Small:** Product/service is tried/tested with the help of simulation or standardized environment. Students, end users and staff are involved. (Testers: a few users, duration: max 1 day) [Product: Prototype or other presentation of the idea]   
**\_\_\_Medium**: Product/service is tried/tested in standardized or authentic environment, e.g. home, activities or service centre. Students, end users and staff are involved. (Testers: a few users, duration: 1 day-3 weeks) [Product: Product or service meets the minímum criteria]  
**\_\_\_Large:** Product/service is tried/tested in an authentic environment, e.g. home, activities or service centre. Both end users and staff are involved. (Testers: several users, duration: more than 3 weeks) [Product: Product has been tested by users before]

OTHER TESTING: If none of the descriptions above fits, please describe the extent of trial/testing here:  
  
TESTING IMPLEMENTATION METHOD   
\_\_\_\_\_ functional testing in a lab environment  
\_\_\_\_\_ co-creation  
\_\_\_\_\_ testing in standardized/authentic environment  
\_\_\_\_\_ user trial in authentic environment

DATA COLLECTION METHODS  
\_\_\_\_\_ data collected by product  
\_\_\_\_\_ observation  
\_\_\_\_\_ questionnaire   
\_\_\_\_\_ interview  
\_\_\_\_\_ focus group interview   
\_\_\_\_\_ co-creation  
\_\_\_\_\_ other, please specify

COMMENTS   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NUMBER/USERS  
\_\_\_\_\_\_\_ /Resident, customer  
\_\_\_\_\_\_\_ /Family member  
\_\_\_\_\_\_\_ /Voluntary worker  
\_\_\_\_\_\_\_ /Employees, professional titles\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_ /Students  
\_\_\_\_\_\_\_ /Others, please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMMENTS  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NUMBER/FEEDBACK PROVIDER  
\_\_\_\_\_\_\_ /Resident, customer  
\_\_\_\_\_\_\_ /Family member  
\_\_\_\_\_\_\_ /Voluntary worker  
\_\_\_\_\_\_\_ /Employee, professional titles\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
\_\_\_\_\_\_\_ /Students  
\_\_\_\_\_\_\_ /Others, please specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

COMMENTS  
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USEFULNESS OF PRODUCT/SERVICE TO THE USERS   
  
1 Completely useless, does not improve coping in everyday life at all  
2 Almost useless, improved coping in everyday life fairly little  
3 Fairly useful, improved coping in everyday life to some extent  
4 Very useful, product/service improved the user’s coping in everyday life very much  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Usefulness | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS, please describe the benefit of the product to the user  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

SUITABILITY AND FUNCTIONALITY OF THE PRODUCT/SERVICE   
  
1 Solution was not suitable to the target group at all  
2 Solution was fairly unsuitable to the target group   
3 Solution was fairly suitable to the target group   
4 Solution was very suitable to the target group   
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Suitability | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS, were there any specific product features that affected its suitability to the user?  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
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EFFECTIVENESS OF THE PRODUCT/SERVICE ON THE USER’S QUALITY OF LIFE AND JOB SATISFACTION

How does the product/service help the user to live a meaningful life and improve the user’s quality of life and job satisfaction?

1 The solution did not help or improve the user’s quality of life and job satisfaction at all

2 The solution helped or improved the user’s quality of life and job satisfaction a little   
3 The solution helped or improved the user’s quality of life and job satisfaction to some extent  
4 The solution helped or improved very much the user’s quality of life and job satisfaction  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Effectiveness | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DID THE PRODUCT/SERVICE KEEP THE SERVICE PROMISE  
  
1 The solution did not keep the promises at all  
2 The solution kept the promises fairly poorly  
3 The solution kept the promises fairly well, but not entirely  
4 The solution kept the promises very well  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Keeping the service promise | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS   
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DESIRABILITY OF THE PRODUCT/SERVICE  
1 Users did not want to use or did not like the solution at all  
2 Users wanted to use the solution or liked it fairly little  
3 Users liked the solution and want to use it to some extent  
4 Users liked the solution very much  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Desirability | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

USABILITY  
1 The solution was very difficult to use   
2 The solution was fairly difficult to use or needed instructions   
3 The solution was fairly easy to use, but still requires development   
4 The solution was very easy to use  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Usability | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

INSTRUCTIONS OF THE PRODUCT/SERVICE  
1 Instructions were very poor or they were missing  
2 Instructions were unclear or difficult to access  
3 Instructions could be somewhat developed or their accessibility somewhat improved  
4 Instructions were very clear and easily accessible  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Instructions | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS  
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EFFICIENCY OF THE PRODUCT/SERVICE  
1 Using the product/service did not save any time or effort at all  
2 Using the product/service saved a little time or effort  
3 Using the product/service saved some time or effort  
4 Using the product/service saved very much time or effort  
NT Not tested

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Target group | Product/service saves time or effort | | | | |
| 1 | 2 | 3 | 4 | NT |
| Users living at home |  |  |  |  |  |
| Customers of daytime activities |  |  |  |  |  |
| Residents of the assisted living unit |  |  |  |  |  |
| Staff members |  |  |  |  |  |
| Family members |  |  |  |  |  |
| Voluntary workers |  |  |  |  |  |
| Others |  |  |  |  |  |

COMMENTS  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_