
User trial - implementation and reporting

Date

Persons in charge of trial

User trial environment

User trial time

Company contact person

CONCLUSIONS AND RECOMMENDATIONS

TRIED / TESTED PRODUCT / SERVICE

DESCRIPTION OF SOLUTION (Purpose of the product/service, technology used)

USER GROUP / USER GROUPS (Target group of the product)

SERVICE PROMISE

OBJECTIVE OF THE USER TRIAL / TESTING

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 minimum 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

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?

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

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