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CAMEO Project, WP5

Pilot report from Austria

Compiled by Wolfgang Michalek and Stefanie Stadlober, ZSI
March 2016

What was the preparation to the pilot?

During autumn 2015, ZSI started with on-line research of potential testing persons, both in public and private organisations. Also in the course of the two public presentations made by ZSI in autumn 2015, the upcoming pilot testing activities were advertised and interested persons identified. At the end of the day, 52 older ICT workers are recorded in the ZSI internal contact database.

In the course of personal invitations to the pilot testing (on the two conferences) it became clear, that the potential testers wouldn't take the time to come to a pilot-kickoff-meeting. They clearly stated they would prefer an online instruction on how to deal with the pilot testing, instead of a face-to-face meeting.

Before starting with the invitation activities, the development of clear step-to-step instructions for the testing was needed. While preparing these guidelines it turned out that still some work has to be done towards more user-friendliness. Thus, some bugs, misleading translations, misleading features and (for the testing) irrelevant functionalities and others were reported to the technical partner in a number of loops.

On the 14th December 2015, the identified older ICT workers were invited to the pilot testing per email. As around half of the invited testing persons were identified in face-to-face settings, a personal note was given in the invitations instead of using a standardised letter. On the 12th January 2016, a second round of invitations was sent. However, around 15 persons received up to 7 reminders to the pilot testing. To conclude, intensive efforts were required to achieve the targeted number of testing persons.

Final number of participants/questionnaires: 11

However, apart from the filled in questionnaire, ZSI received some additional, qualitative feedbacks. See Annex 1 and Annex 2.

Sketch a summary (conclusions) of the most important recommendations (key points)

- The unattractive layout / user interface of the platform was considered a major obstacle in using it.
- Typos should be sorted out.
- There are too many scrollbars
- At the end of each module there is the non-functioning button 'next'
- Related to multiple choice quizzes: there is the answer 'not correct', but it is not shown which answer was incorrect
- In Module 1 there is no audio.