

SoCaTel

**A multi-stakeholder co-creation platform for better
access to Long-Term Care services**

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EXECUTIVE SUMMARY

This deliverable describes the SoCaTel co-creation pilots carried out in the four pilot sites (Finland, Ireland, Spain and Hungary) focusing in particular on methods and results. Before the pilots, we held two internal workshops: a) a test of the co-creation method and b) an internal acceptance test carried out by all SoCaTel partners.

The core of the deliverable includes the analysis tools and results obtained through the four co-creation pilots. First, all stakeholders' opinions and suggestions about their experiences using the SoCaTel platform along with the external observers' reports. Second, moderators' feedback on the following features: usability, accessibility, efficiency, friendliness, and security. Third, the ideas co-created during the pilot (some of which were later digitalized at the hackathons). The pilot process has been crucial to improving the SoCaTel platform and identifying ways to extend its impact. The moderator has been a key element in the process. We will explore the moderator's role in greater depth in the upcoming phases of exploitation and platform roll-out.

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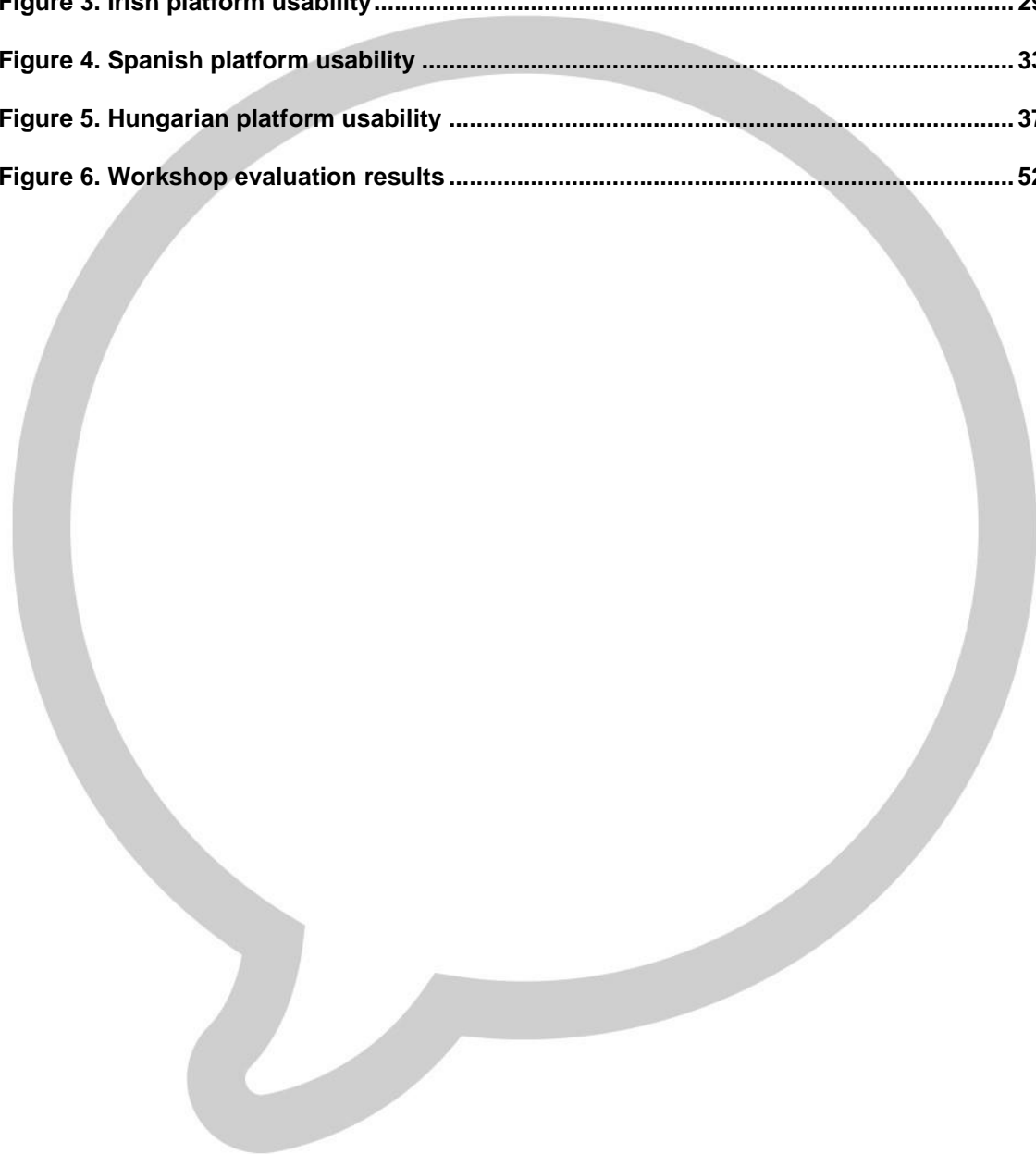
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GLOSSARY

Term / Abbreviation	Definition, if required, and as used in the SoCaTel project
Buddy	A Buddy (who may also be a carer) provides assistance to participants during the co-creation process to reduce the computer literacy gap.
Carer	Carers (formal and informal) provide care to beneficiaries they can also be intended end-user for specific co-created services (indirect service users) and a stakeholder in the co-creation process. A carer may also act as a Buddy (see above).
Co-creation pilot	A trial of the multi-module/multi-stakeholder platform, involving service users, government authorities, universities and the public and private sector, using on/offline co-creation techniques.
End Users	See definitions for Platform End-Users and Service End Users.
Facilitator	A supervisor of co-creation processes
Hackathons; SoCaTel	<p>SoCaTel hackathons are sprint-like events in which people involved in software development (web developers, UI/UX designers, data analysts, etc) will meet to engage in collaborative computer programming, and compete in teams to design and develop the best prototype of the LTC service co-created and shortlisted within the platform. The winning team will be awarded a 3-month contract by SoCaTel to turn the prototype into a production-ready web application through co-design with end-users within the platform, which will be eventually published on the Ozwillio app marketplace and piloted by the pilot site's end-users who co-created the innovative LTC service.</p> <p>SoCaTel hackathons do not serve the purpose of co-designing the platform nor will they be an obligatory component of the SoCaTel life-cycle after the project. They are merely a tool available and used in the project to find software programmers and designers to implement a co-created digital LTC service. SoCaTel hackathons could also be used by service providers to conceptualise ideas through prototypes as a final validation step before engaging further costs in developing the full-fledge application.</p>
Knowledge Base	Researchable information available for the ideation process, spanning from legal information, social need aggregated from OSN platforms and open data statistics, existing process, etc.
Kotitori	A Finnish platform for service integration. Customer guidance at Kotitori listens to the needs of customers and creates a service solution together with the customer. It can include both public and private sector services and in that sense it is a co-creation platform. Kotitori is constantly being evaluated and developed with feedback from the city and customers.
Moderator	A moderator is a SoCaTel operator with special permissions, to approve, moderate and overall guide the (online) co-creation group. The moderator helps the participants to feel at ease, and facilitates the interaction between group members on the platform. A platform-moderator should be distinguished from an (offline) co-creation moderator /facilitator.
Needs	Issues and /or specific needs that users have identified and want to solve through a co-creation process.
Older Adult / Older Person	Citizens who are 65 years of age and over.
Pilot sites	The four project locations in Europe portraying diverse Welfare States (Finland, Ireland, Spain and Hungary) where the platform is to be tested and services will be developed.

Term / Abbreviation	Definition, if required, and as used in the SoCaTel project
Platform End Users	Individuals who freely participate in the SoCaTel platform and contribute to the co-creation process of specific service design by joining a group (or groups) that are of interest to them. In theory these can be Service Users (direct and indirect), Service Providers and other relevant stakeholders such as policy makers.
Policy Makers	People who are authorised to choose to embrace SoCaTel's co-creation approach, to participate in and to accept and adopt its results.
Preliminary co-creation workshops	Co-creation pilot workshops carried out in M11-M12 by the four pilot-sites prior to the final co-creation pilots with the goal of testing the first mock-up of the platform, testing the co-creation methodology, unifying all pilot sites and working on the needs identified in the previous 'discussion group meetings' (Focus Groups).
Prototype	An early sample, model, or release of a product built to test a concept or process or to act as a thing to be replicated or learned from. It is a term used in a variety of contexts, including semantics, design, electronics, and software programming.
Public service professionals	A range of public service profiles may be involved in the LTC service provision, depending on the configuration of each welfare system.
Quadruple Helix	A Quadruple Helix is a model where government, industry, academia and civil participants work together to co-create the future and drive structural changes far beyond the scope of what any one organization or person could do alone. This model also encompasses user-oriented innovation models to take full advantage of ideas' cross-fertilisation leading to experimentation and prototyping in real world settings.
Service End Users	Older adults in receipt of the services that have been co-created on the SoCaTel platform. These can be Service Users (direct and indirect) or citizens previously unknown to the service provider and others such as experts in the field of telehealth solutions.
Service Provider	Social Services providers including public, private and 3 rd Sector (NFP) organisations, government authorities.
Service Users	Direct service users are the target beneficiaries of LTC benefits and in Socatel's case primarily older adults. Due to frailty in some older adults, families, peers and caregivers, (indirect service users) become an important link in the service provision value chain and are included in all pilots (per GA). (See also definitions for; Service End Users, Platform End Users).

1. INTRODUCTION

SoCaTel is a project whose aim is to co-create a platform for digitalizing co-creation processes with the involvement and participation of all stakeholders. The services to be co-created are long-term care services to improve the quality of life of older adults and to build a tool and a methodology to face the demographic change that will affect Europe and the rest of the world in the years to come.

Co-creation pilots were held in four pilot sites in Europe (Finland, Ireland, Spain and Hungary), representing different welfare state models and diverse contexts, so as to better test the co-creation of long-term care services on the SoCaTel platform. The first aim was to test the platform and receive feedback from all groups of stakeholders about its friendliness, usability, flow and adequacy for co-creating services. It was also important to determine the role and responsibility of the role of the moderator. The second aim, was to co-create ideas for long-term care services, which would later be digitalized at the hackathons taking place at each pilot site and Fontys, Eindhoven (to be detailed in D5.3).

The four co-creation pilots went smoothly, and ideas for services were co-created with the platform at each pilot site. Despite some technical adjustments and the limited time for co-creation (10 days after the workshop), the goals were achieved.

The role of moderator was also tested and the pilots revealed his/her importance for co-creating using the SoCaTel platform. Not only in guiding and supervising the process but also in keeping people motivated and engaged.

The content of this deliverable is structured as follows:

First, we describe the tasks carried out at a meeting in Nice, where we reviewed the co-creation method and conducted internal acceptance testing; Second, we describe the co-creation pilots in each pilot site using the following instruments of analyses: the First Diary, observations of users' flow, evaluation and the SoCaTel Diary; Third, we offer the feedback gathered about the platform at each pilot site, including the moderators' feedback; Fourth, we present the final ideas co-created in each pilot site; Fifth, we draw some overall conclusions about the piloting process. Engagement with stakeholders is not discussed in this document as it has already been addressed in in D1.2, D6.1 and D6.2.

2. PILOTING OF THE SOCATEL PLATFORM WITHIN THE CONSORTIUM

From 2nd to 4th September a SoCaTel Consortium Meeting was held in Nice organized by OZWILLO. The meeting held two main workshops, one organized by Fontys on co-creation methodology, and another one, by OZW, to test the platform within the consortium. The first workshop was an internal workshop for testing the co-creation method with all the SoCaTel pilot site partners, before holding the real co-creation pilots at each pilot site over September. This first-day workshop covered in detail the mechanics of the co-creation pilot. This workshop served as a simulation prior to the co-creation pilot to be carried out the following weeks at each pilot site. Consortium members had the possibility to answer questions and resolve doubts. Partners adopted different roles (participants or observers) and conducted a simulation of the co-creation pilot.

A second workshop, led by Ozwilllo, consisted of presenting and testing the first version of the SoCaTel platform (a version of the SoCaTel platform to be evaluated in the September co-creation pilots). The workshop was an internal acceptance test of the SoCaTel platform performed by the members of all consortium. Participants explored step-by-step the different features and functionalities of the SoCaTel platform, such as login, suggest topics and ideas. The aim was to test user-friendliness and ease of use.

This time was used to interchange ideas, ask questions, and provide feedback and suggestions. Subsequently, the four moderators: Leena-Kaisa Nikkarinen (Finnish pilot), Lauren Swan (Irish pilot), Josep Maria Ranchal (Spanish pilot), and Regina Thék (Hungarian pilot) met briefly to clarify their responsibilities and activities during each country's co-creation pilot.

At the end of the session, each participant responded to a questionnaire on the two aforementioned workshops (please see the template in Appendix A) to collect information on possible risks and remedial actions for the real co-creation pilot workshops, as well as to provide feedback on the co-creation method and the SoCaTel platform tested.

2.1 Information gathered through Nice questionnaire

The information gathered through the questionnaire helped us to:

- 1) Check if the role of the moderator was clear enough for each pilot site.
- 2) Think in advance about the possible risks and remedial actions for the co-creation pilot at each site.

- 3) Provide brief feedback to the technical team so that the appropriate changes could be made before the co-creation pilots took place.

THE MODERATOR ROLE

At the Nice meeting, the WP leaders and partners realized that the moderator could be a crucial figure during the co-creation process. A meeting with all the moderators for each pilot site was carried out in Nice to clarify ideas about the moderator's role, to solicit suggestions, and to ensure that all moderators were on the same page before holding the co-creation pilots at each site.

After this Nice meeting, the role of the moderator during the co-creation pilot was clarified and standardised among all the pilot sites. Three important topics were identified and to be developed over the platform role out:

- Moderator's role and responsibility: The Knowledge Base is a tool which provides information about the existing services in the community to all participants and can be useful for better moderating and selecting the ideas to be validated for co-creation.
- Moderator's availability: A moderator will not be online 24/7. However, topics should be accepted quickly by the moderator. Otherwise, there is the risk that a topic can drop to the bottom of the online discussion. People do not like to wait too long for an answer.
- We do not really know if the co-created services will be better than previous services - how, where and by whom will this be evaluated? The effectiveness of the services can be re-proposed as a topic on the platform, for further discussion and co-creation.

RISKS AND REMEDIAL ACTIONS RELATED TO THE CO-CREATION PILOT

The following table shows the possible risks related to the co-creation pilot detected by the pilot sites at the Nice meeting:

RISKS	REMEDIAL ACTIONS
Few forthcoming ideas from participants.	Have prepared potential topics for co-creation to guide participants where necessary.
Not enough people to generate a wide range of ideas during the 10 days.	Moderator can suggest some possible ideas.
Technical issues.	Test the platform in advance and alert to technical team members about the date and time when the workshop is taking place.
Methodological issues: observation table (the logistics of closely observing so many people and also the risk of affecting people's behaviour by observing them; retrieval of diaries after the 10 days).	Provide distinct and easily identifiable diaries to people, together with addressed and stamped envelopes.

If people have problems using a computer, they will be confused by the platform.	Observers have to help them during the face-to-face workshop, so that they will be able to use the platform alone at home for 10 days.
Since there are not too many topics already in the platform, participants could easily get bored.	Moderator should encourage participants to use the platform.

Table 1. Co-creation pilot risks and remedial actions

2.2 Changes made in the platform after the Nice Meeting

The technical team received all the comments and created a to-do list. The main focus was on adding notifications and feedback messages for users to understand what was happening on the platform and what they were doing wrong. Having the platform tested by users who had no knowledge of how the platform function, highlighted some areas for improvement and demonstrated the need for better instructions on the platform and a more intuitive design? Due to the limited time available (10 days leading to the September workshops), this was the main focus on technical improvements, along with other software development work on the features themselves. The partners tackled matters of design after the co-creation pilots and incorporated these changes into the next version of the platform.

3. CO-CREATION PILOT

Co-creation pilots consisted in a one-day workshop where stakeholders (older adults, healthcare professionals, service providers, researchers and policy makers) were invited to test the SoCaTel platform in each pilot site (Tampere, Dublin, Tarragona and Budapest). The program consisted in a brief presentation of the project to all participants followed by different phases to test the platform. Methodologically, participants had to use the platform without any indication by organizers, so as to test the flow and usability of the platform by participants during this first approximation to the platform use.

Therefore, after the presentation, all co-creation pilots were following the methodology detailed in D5.1 and divided into three steps (see D5.1 p. 91). Step 1 and Step 2 took place at a workshop:

Step1: Face-to-face session, 1 hour to collect first impressions of the platform. During this step participants opened the Explore page and created a SoCaTel account with no help. The goal of this exercise was to find out if the purpose of the platform, as well as the registration process, was clear. At the end of this step, participants were invited to fill in a short questionnaire, called “First Diary” (see section 6).

Step 2: Face-to-face session. After step 1, the second phase lasted around 2 hours. During this phase observers noted the participants’ actions, impressions, problems and questions (see section 7). Their objective was not to help them during the co-creation process, but rather to observe their behaviour. Before the end of the co-creation pilot, participants were invited to focus their attention on services. During this phase SoCaTel members could answers participants’ questions.

Step 3: Online at home for 10 days. Participants tested the platform and co-created service ideas. We asked them to describe their daily activities in the SoCaTel diary (see section 10).

The following pictures illustrate this first presentation phase and the atmosphere and interest of participants in getting to know the platform and in using it. For detailed description of the different workshops development see section 5: external observers’ feedback and for the agenda of each pilot please see the template in Appendixes N, O, P and Q.

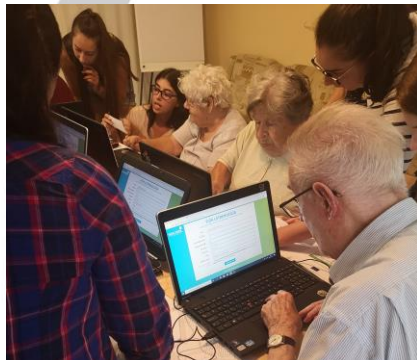
IRISH PILOT



FINNISH PILOT



HUNGARIAN PILOT



SPANISH PILOT



Figure 1. Figure 4 pilot sites

4. THE SELECTION AND ENGAGEMENT OF STAKEHOLDERS

The first table shows the stakeholders' number, gender and profile for each pilot site during face-to-face co-creation pilots (step1 and step2):

	Finnish		Irish		Spanish		Hungarian		Total
N° of participants	20		22		20		20		82
Gender balance	13 F	7 M	16 F	6 M	11 F	9 M	17F	3M	57F 25M
N° of Policy makers	2		5		2		2		11
N° of Academia members or researchers	1		5		3		4		13
N° of Private Sector members	4		5		6		/		10
N° of Society members	12		7		9		14		42
N° of Older adults (Society)	3		2		2		6		13
N° of health and social professional (Society)	4		5		6		8		23

Table 2. Co-creation pilot participants

The second table gathers all data related to the use of the platform throughout the co-creation pilot: registration entries, step 1 entries, ideas and step 2 contributions by each pilot site. The number of people registered is higher than the pilot's participants because SoCaTel members and people who helped during the workshop are included as well.

	Finland	Ireland	Spain	Hungary
Registered users	23	45	38	30
N of groups created	14	24	23	23
Step 1 contributions	82	113	76	50
Step 1* ideas	28	15	17	25
Step 2* contributions	37	23	12	0

*we are referring to step 1 and step 2 process within the platform (not the co-creation pilot steps). Step 1 is the first phase: comments and possible solution to a topic. Step 2 is when some idea have been voted and pass to the second phase

Table 3. Registration and contribution data

5. EXTERNAL OBSERVER FEEDBACK

Observation is a qualitative technique that can be participant observation (researcher interacts with participants) or observation without participation (researcher watches without interacting). It has been widely underlined that an ethnographic approach can uncover aspects that in quantitative research would go completely unnoticed (Del Rincón, 1997; Hollway, and Jefferson, 2000; Padgett, 1998; Pujades, Comas-d'Argemir, Roca, 2010; Schwartz, and Jacobs, 1984; Sayer, 1992; Valles, 2005).

Each pilot site team invited an observer trained in ethnographic observation to its co-creation workshop. At the Hungarian and Finnish sites, the observers were not anthropologists but they received some training in these techniques beforehand. The observers used observation without participation. In observation without participation, the researcher observes the group on which his/her attention is focused without exchanging information with them. The external observer registers, classifies and interprets what s/he has seen and heard during the session, as a record of how the workshop was carried out.

We informed participants in advance that there would be an external observer at the session. At the end of the session, the external observer described some of his/her observations to the participants.

What is the role of the external observer at SoCaTel pilot workshops?

- Observe the organization of the workshop: time and interactions of organizers with participants
- Observe non-verbal language
- Observe group dynamics
- Observe signs of participants' satisfaction or frustration when using the platform (e.g., smiling, shrugging shoulders, throwing up hands, etc.)
- Interaction among participants off-line
- Describe and capture the workshop's atmosphere
- Describe observations to participants at the end of the session (15 minutes).
- Provide a report of his/her observations to organizers in a week's time.

All reports written by each external observer of each pilot site provided information that was very useful for understanding how participants reacted to the co-creation process. Observers at all pilot sites highlighted the positive and friendly atmosphere. They also noted participants' enthusiasm for interacting with each other and participating in the process of co-creating long-term care services. Although some participants had difficulty using the platform, and technical problems occurred at some of the sites, the overall evaluation was very positive.

The observer reports describe each session in more detail as follows:

5.1 Finnish pilot site external observer feedback

Observer: Mari Lahtinen, Development manager, City of Tampere

Workshop participants	All the 20 computers were in use, which means that 20 participants were present + 1 via skype. There were both male and female participants, age range 30-75 years.
Organizers: timing and interactions of organizers with participants	There was a short presentation of the organizers and a programme of the afternoon, a brief introduction of SoCaTel project, research study and ethical issues, and concepts as co-creation, platform and customer forum were explained. There was time for questions and answers. Then there was an introduction what was expected from the participants, and how to find and register on SoCaTel platform, and all the participants started to explore it in the same time. The facilitator encouraged participants to speak loud out and make their own notes during the trial. Timing was precise as it was in the programme.
Non-verbal language	Encouraging, friendly.
Dynamics that occur in the group	Participants seemed to give help to each other, even they did not seem to know each other before. They asked many questions from the facilitator.
Participants' feelings (satisfaction, frustration etc.)	In the beginning of the workshop, the participants seemed to be very interested in the platform. After opened the platform, some of the participants seemed to be frustrated and they seemed to need help. They seemed to be uncertain what was expected them to do. Some others seemed to find it easy to register and start to navigate on the platform.
Workshop's atmosphere	There was a good, lively discussion during and after the step 2. Everyone could give one's opinions and ideas in a friendly atmosphere. They all seemed to be very interested in the issues introduced in the workshop.
Other comments and descriptions	Participants were feeling happy to have been invited in the workshop. It is important for them to have opportunities to take part in an interactive co-creation sessions like this workshop.

5.2 Irish pilot site external observer feedback

Observer: Ittay Mannheim, PhD Candidate at the EuroAgeism Innovative Training Network, Fontys University, Intern at AGE Platform Europe

Workshop participants	22 participants, 16 female
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<p>Organizers: timing and interactions of organizers with participants</p>	<p>First of all free try to use platform → 1st questionnaire → animation project video → Discussion → creating profiles & more interaction with the system → lunch → more interaction with the system → summary</p> <p>First task – “explore for 15 min” no instructions “this isn’t a test”. Some participants start creating a user profile. One even asks if they “should already”, to which the facilitator replies “just explore”.</p> <p>Some users are looking into topics and some are reading general information of the website. It seems that most participants are concentrating on their own computer and barely talking to each other.</p> <p>One user is in the topic page and it seems she is trying to find out what to do. She clicks on some icons that don’t give any reply and she looks surprised.</p> <p>One participant asks for assistance. At this point many participants are trying to create a profile. They all experience the same error in the platform (ERROR:SERVER ERROR) while trying to save their profile. After a couple of minutes, most users are experiencing these problems and start to talk with the staff about this and start to talk among each other, half amused half confused.</p> <p>Austin tells everyone to stop 10-15 min into the task and asks them to fill in the first questionnaire according to the experiences they did have. In the meantime, IT are trying to solve the issue.</p> <p>All participants are engaged in the questionnaire now. Those who finish start using their cell phones.</p> <p>After a few minutes, participants are able to refresh the web page and re-access the platform. One participant tries to complete his profile again but receives the same error. That said, it could be specific rubrics as it shows that 75% of the profile is completed. But trying to fill the gender rubric and second language rubric crashed the system. One participant asks why in the language rubric he can’t put certain languages such as French.</p> <p>11:02 – start showing the animation film about the co-creation platform.</p> <p>Anne asks for impressions after seeing the film. Participants’ comments (it’s hard to hear some of the participants and I didn’t write all that was said):</p> <ul style="list-style-type: none"> - Seems her niece (younger) would be more able to use it. - Age alliance has been involved in a different project with tablets. I think many people see tablets as more intuitive than PCs. Also is there an ethical issue of a tech designer from a for-profit company as part of the platform? - It’s a good idea I think. I did think it was very text overwhelming (too much text) for an older adult. Too much text on the screen. - When reopening a window it seems that this is something different; is there a message (prompts that shows that you are moving to a next step. - Should there be some moderation of the content? - Austin – indeed, you can’t post a topic until a moderator approves the content. - I think this is brilliant but maybe for older people now it could be easier to access with a family member or carer. Maybe for the new generation of older adults it would be easier to access alone.
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	<ul style="list-style-type: none"> - There are two different groups regarding trust.... (didn't get this all) but there is discussion about crediting people and organizations for ideas and also protection and GDPR issues. - Austin: how do you feel about engaging in multi stakeholder communication? - Participants: I think it is great to bring everyone together. But if for example there are care providers and some are more represented in the discussion maybe this creates imbalance. - You have to realize that people that are hospitalized, it happens at once. And some people age. Some say they don't want to sit in front of the computer but all have a cell phone... for me it seemed too busy. I prefer to be asked do you prefer this option or the other. I prefer to see the choices. I think the chat is more about companionship. I'm new to this though. - A lot of people are afraid to break the internet. Some people would also prefer to be a little bit more anonymous instead of engaging in the whole conversation. Also where do you get the list of what to put into the discussion? - Let's say someone is looking for a food service and something happens with the service provided. Where is the downfall? - Text heavy. But for people with disabilities that are at the moment experiencing health problems it's already hard. - Simpler. Need to keep it simple. - Participants are talking now about the interface, that they would imagine it more visual, simpler, less text. - It would be useful to have a menu option. - The elephant in the room is resistance to change. - My mom engages with technology only because she wants skype. I think the design of the platform needs to be attractive. - I like the simplicity of 3 tabs (people agree) but would like a forth tab of services (people agree again). - It seems from the crowd that this platform might be seen or perceived more about getting information (rather than discussing solutions). <p>Moving on to the next phase – trying to use the platform again.</p> <p>One participant creates a topic but then cannot see it – we then understand that the moderator needs to confirm it before its visible.</p> <p>One participant wades into the conversation to see what other people are doing and to see if he needs any clarification from them. He indicates that he was wandering about the profile completion % bar – indicating that he felt less comfortable with it because the subtext was “Give us more information about yourself”.</p> <p>Most participants are engaging now in the system (there appear to be no crashes). Many participants are now writing comments and replying.</p> <p>12:20 – several computers go to ERROR again – Break for lunch.</p>
Non-verbal language	Please see above

Dynamics that occur in the group	<p>General remark about the size – there is a vibrant discussion after the short animation film. But it seems that maybe smaller groups could be more efficient.</p> <p>Additional remark about participants – it seems like a very homogenous group culture wise</p>
Participants' feelings (satisfaction, frustration etc.)	I can't look at all the content but it would be interesting to analyze if the conversation is "co-creative" in nature or more "informative" nature of questions & answers. The feeling I get is that much of the discussion is more informational. Perhaps this should be considered in the role of the moderator also as a group facilitator that can direct the conversation to the co-creation level by posing questions or suggesting votes, etc.
Workshop's atmosphere	<p>Sitting in a big room, two long tables with computers.</p> <p>The participants turn on the computers during the introduction and everyone has the platform in front of them. Some seem to already try and discover things on the platform before asked to.</p>
Other comments and descriptions	After lunch – another session of using the platform, now all researchers observe the participants (hence I didn't observe anymore)

5.3 Spanish pilot site external observer feedback

Observer: Montserrat Soronellas Masdeu, Department of Anthropology, Philosophy and Social Work

Workshop participants	The session included 20 participants + 1 buddy, who had been invited and who was helping an older adult with intellectual disabilities. The participants were from the different stakeholder groups: potential users (older people, people with a disability...); social service professionals; service providers; employees of the local or regional administration; university professors; and members of the SoCaTel research team. The team members who organized the session participated in it, as did the observers.
Organizers: Timing and interactions of organizers with participants	The organizers presented the project to the participants and also explained that they wouldn't help them with the platform—not because they didn't want to, but because of the research methodology. They apologized for this fact. The organization was excellent in terms of timing and preparation in all aspects. The people who were invited there arrived punctually, despite the distance they had to travel, thanks in large part to the foresight of the organizers who had arranged transportation for the people coming from further away. From the first moment, the workshop space facilitated the establishment of interactions between people from different places and stakeholder positions. Although the participants tended to sit with people they knew, the time dedicated to questions and comments and the coffee break made it possible for people to establish contact and interact with the other

	<p>participants and with the organizing team. The workshop was a space for getting to know each other and for establishing trust between the organizing team and the participants, who were able to see, on one hand, the scope and rigor of the project, and on the other hand, the importance of the contribution of each participant.</p>
Non-verbal language	<p>The atmosphere of the session was relaxed, even though each person had a particular role. The participants paid attention to the tasks that were set before them. For this reason, there were many moments of silence in which participants expressed their commitment to the workshop and to the task assigned: trying out the application to contribute to improving it before the definitive version. The silence and the posture of the participants expressed this commitment and dedication. Toward the end of the workshop, when the server went down and it wasn't possible for them to keep browsing the application, the participants showed disappointment at not being about to continue with the task assigned to them, especially after having understood the functioning of the platform, its features, and, especially, the logic of the system.</p>
Dynamics that occur in the group	<p>The group dynamic was one of willingness and collaboration with the organizing team. There was a sense of responsibility about the assigned task. Faced with the initial difficulties in accessing the application, the participants sought the support of the people seated near them. In some cases they knew each other and in others they didn't. In this sense, small alliances and complicities were formed through this mutual support. The background music and the presence of the members of the organizing team (who stayed in the background to avoid interfering in the pilot test) contributed to maintaining a relaxed dynamic and atmosphere. The coffee break allowed participants to interact with each other and brought into contact members of different groups, such as users, technicians, companies and public employees, who were made aware of their role of mutual participation in the project. This was useful because it made the project more concrete and real for the participants.</p>
Participants' feelings (satisfaction, frustration etc.)	<p>When the participants arrived, they were excited about their role as co-creators of the platform. They began work eager to contribute their experiences in the piloting of the application and to make their personal or professional trajectory useful to improving the system. This initial eagerness turned into a sense of responsibility when they began browsing the platform. There was effort and concentration in the attitude of the participants, who wrote down the incidents and their opinions about the adequacy of the system and the resources that the platform offers. They were very satisfied to participate and grateful for the high organizational quality of the session. During the second part of the session, the server fell and it wasn't possible to continue the activity. At that moment, the participants had already begun using the platform and not being able to continue caused them a certain bewilderment. However, their attitude was always positive (the server fell at the end of the workshop), and they committed to continue deepening their knowledge and the piloting of the platform from their personal computers.</p>
Workshop's atmosphere	<p>The atmosphere of the workshop was friendly and relaxed, although at the beginning everyone was expectant and a bit on guard, because they were concerned about whether they would be able to correctly carry out the task assigned to them. That is to say, the atmosphere started out colder and became warmer and friendly as people relaxed while doing their work, after</p>

	they had overcome the initial difficulty of accessing the platform. This same dynamic was extended to moments when participants were invited to discuss their experience in the workshop. At first, the atmosphere was cooler and people had a hard time revealing themselves and giving their opinions. But after this initial moment, participants got to know each other and the discussion was very productive.
Other comments and descriptions	The participants were able to reveal their questions to the organizing team and those responsible for the project. One question shared by more than one participant, and which sometimes revealed itself through nonverbal language, was about the final meaning of the platform and co-creation. It was positive that the participants wanted to move beyond the main objective of the session (to pilot the platform) to take advantage of the session to exchange impressions with the organizers with respect to the overall purpose of the project. In this sense, the session was also positive because the participants shared their questions with the people responsible for the project and these people had the opportunity to argue their point of view in a group and have at their disposal a forum for discussing the project.

5.4 Hungarian pilot site external observer feedback

The face-to-face workshop required the participation of different age groups and social background. It was not possible to have a workshop for all participants at the same place at the same time (because of mobility problems, and cognitive problems). That's why in Hungary they had three workshops instead of one:

- one for elderly people living in old people's home – because they needed much more attention and a different schedule (they needed much more time to understand the tasks), moreover, it was not possible for some of them to leave the nursing home.
- one for nurses in old people's home, because they could attend the workshop during their working hours and there was no time to transfer from the old people's home and back.
- and one for every other attendant in the GFC

Observer: Henrietta Kiri, tender assistant in Gál Ferenc College (she attended all the workshops)

Workshop participants	<p>In Hungary 20 people participated in the pilots. The participants are</p> <ul style="list-style-type: none"> • of different age groups (from 20 to 80 years old), • from different cities (small cities, capital city), • different social strata / occupation.
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	<p>The only remarkable difference in the usage of the platform is – not surprisingly – is that the younger the user is, the more confident s/he was with the computer.</p> <p>The pilot took part in 3 workshops.</p> <p>Workshop 1 (6 elderly people)- Szent Erzsébet nursing home. Újkígyós, Hungary 17.09.2019.</p> <p>Workshop 2 (6 nurses)- Szent Erzsébet nursing home. Újkígyós, Hungary. 17.09.2019</p> <p>Workshop 3 (8 participants)- Gál Ferenc College. Gyula, Hungary. 20.09.2019</p> <p>Most participants were interested and open-minded. There were a few people who said “they don’t like computers” and they were rather passive.</p>
Organizers: timing and interactions of organizers with participants	<p>The timing was right. Participants had time to take every action what they needed to but did not have time to get bored and confused (not knowing what else they could do).</p> <p>During the workshops there were an observer next to each participant.</p> <p>Different amount of interaction was needed on the workshops. On the workshop with elderly people students (observers) helped the participant kindly and politely so they didn’t get distracted. On other workshops much less interaction was needed.</p>
Non-verbal language	<p>Observers: professional but kind.</p> <p>Participants: variable:</p> <ul style="list-style-type: none"> • Some were confused (especially at the beginning) • Some were interested • Some were bored.
Dynamics that occur in the group	<p>In the workshop done in old people’s home with nurses there were interactions among participants (they were colleagues, so they knew each other well). In other workshops everyone communicated only through the computer or in some cases with the observers standing next to them.</p>
Participants’ feelings (satisfaction, frustration etc.)	<p>At the first 15 minutes (when there were no instructions given) most participants were confused, even frustrated. At the end of the workshops most of them were satisfied.</p> <p>Elderly people were a little bit confused during the whole workshop, but they seemed happy to learn something new.</p>
Workshop’s atmosphere	<p>The workshops had a relaxed atmosphere. In the workshop done in old people’s home with nurses was livelier.</p>

6. FIRST DIARY (STEP 1)

The objective of the First Diary was to understand if the purpose of the platform was clear and if participants needed help with registration. The First Diary was developed by TCD from material provided by Fontys (see Appendix B). Even though, it seems more a questionnaire than a diary, this terminology is the one used in co-creation.

After the compilation of all information in the First Diaries, the percentage of participants who immediately understood the purpose of the platform varied between 60% and 75% depending on the pilot site. The main reasons why the users did not grasp the aim of the platform are the following:

- The platform is still in its preliminary phase, i.e. it is almost empty of content and there are only few topics for co-creation
- Some pages or text are still in English
- The time was too short

Even though the purpose became clearer during the workshop, some users suggested that the purpose could be given more clearly on the Explore page.

At the Irish site, 23% of participants needed help while browsing the platform, compared to 25% in Spain, 45% in Finland and 55% in Hungary. The high percentage at the Hungarian pilot can be attributed to the fact that the team decided to involve many older adults with little or no experience using the Internet. Some participants needed help registering because of technical problems: they did not receive the confirmation email required to access the platform after registering. At some sites, the platform crashed. Participants noted that there had not been enough time at the workshops to co-create.

Above all, users needed help to understand the aim/purpose of the platform. This has been highlighted as being one of the main problems which needs to be tackled. Even experts in LTC and ICT assure us of this, as is illustrated in the graphs below. All detailed answers from the First Diary are gathered per pilot in the following tables and figures:

6.1 Finnish pilot site first diary

The following graphics summarize participants' first impression of the platform regarding usability (Finnish site). The need for expressing more clearly the purpose of the platform is also mentioned.

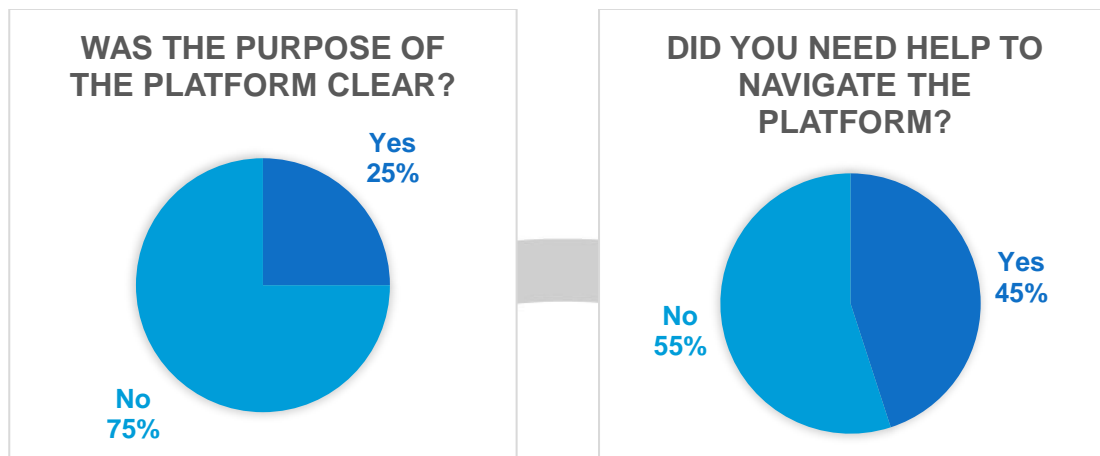


Figure 2. Finnish platform usability

If we look at the profile of participants who answered this, the aim of the platform was unclear even to experts with experience in the field and with ICT knowledge

Profile of participants who answer that the purpose was not easy to understand (Finland)		Profile of participants who need help to navigate (Finland)	
Profile	Number	Profile	Number
Customer supervisor	3	Experience expert	2
Other worker of LTC	1	Social worker	1
Experience expert	2	Relative of a homecare customer	2
Expert	2	Expert	1
Social worker	1	ICT company representative	1
Relative of a homecare customer	2	Volunteer worker, decision-maker	1
ICT company representative	1	Decision-maker	1
Other: Service developer	1		
Decision-maker	1		
Other	1		

Table 4. Profile of Finnish participants with an unclear view of the platform

The table below gathered all the information collected in the First Diary by the Finnish site

User ID	Gender	Institution	Profile	Helix	Was the purpose of the platform easy to understand?	Why the purpose is not clear?	Did you need help to navigate the platform?	What kind of help did you need?
1	F	Public	Customer supervisor	Society	No	In the beginning I thought I was going to test a ready platform. However, the platform was in its' infancy stage.	No	
2	F	Private, public	Nurse, customer supervisor	Society	No	Guidelines are in English.	No	
3	F	Public	Other worker of LTC	Society	No	15 minutes is too short time to understand the purpose of the platform.	No	
4	F	/	Older adult	Society	No	The purpose of the platform got clearer during the day.	Yes	So that I could understand the purpose of the platform, Help to log in
5	F	/	Older adult	Society	No		Yes	Help to navigate through different pages
6	M	Unemployed	ICT -company representative	Private	Yes		No	
7	F	Public	Social worker, nurse	Society	Yes	The idea of the platform is very good and important! We really need this sort of a platform! It might be that the testing was a little challenging due to the lack of content on the platform.	No	
8	F	Public	Expert	Society	No		No	
9	F	Public	Social worker	Society	No	Challenging to use since I don't know what I should do on the platform.	Yes	So that I could understand the purpose of the platform
10	M	/	Older adult	Society	No	My English language skills are not good enough to use the platform.	Yes	Help to navigate through different pages
11	F	Public	Expert	Society	No	More information about the purpose of the platform in the beginning.	Yes	So that I could understand the purpose of the platform

12	M	Private	Relative of a homecare customer	Society	No	The purpose of the platform is not that clear. Gets clearer in few minutes.	Yes	So that I could understand the purpose of the platform
13	M	Private	ICT -company representative	Private	No	This left me with a messy picture. Numerous issues related to usability messed up the page. Why is this platform being developed?	Yes	Help to navigate through different pages
14	M	Private	Other: Service developer	Private	No	Without registering, I didn't understand what I could do on the platform.	No	
15	F	-	Volunteer worker, decision-maker	Policy-maker	Yes		Yes	Help to log in, Help to navigate through different pages
16	M	Public	Researcher	Academia	Yes		No	
17	F	Private	Customer supervisor	Society	No	It took a while to understand the purpose of the platform, because no discussions were yet started.	No	
18	M	Public	Social worker, ICT-company representative, nurse, expert	Private	Yes		No	
19	F	Public	-	-	No	Doesn't have concrete things. Hence, the evaluation of the platform is dependent on your imagination.	No	
20	F	Public	Decision-maker	Policy-maker	No	I couldn't find the topics straight away. Didn't let me through to check others suggestions	Yes	Help to log in, Help to navigate through different pages

Table 5. Finnish First Diary

6.2 Irish pilot site first diary

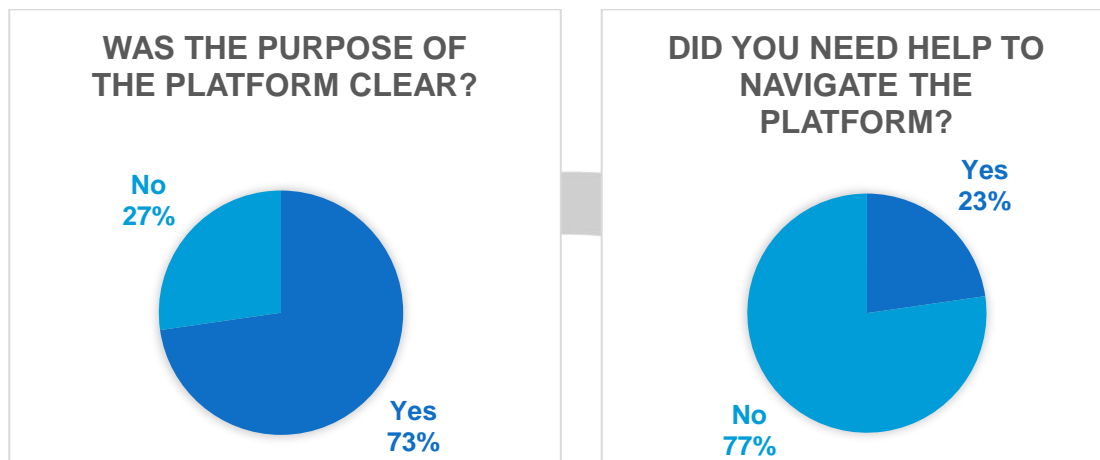


Figure 3. Irish platform usability

In Irish site the policy makers are those who have major problems in understanding the purpose of the platform

Profile of participants who answer that the purpose was not easy to understand (Ireland)		Profile of participants who need help to navigate (Ireland)	
Profile	Number	Profile	Number
Policy	3	Society	1
Academia	2	Policy	1
Society	1	Academia	2
		Unknown	1

Table 6. Profile of Irish participants with an unclear view of the platform

The table below gathered all information collected in the First Diary by the Irish site:

User ID	Gender	Institution	Profile	Helix	Was the purpose of the platform easy to understand?	Why the purpose is not clear?	Did you need help to navigate the platform?	What kind of help did you need?
1	F	3rd Age Agewell	Programme Manger Older People 3rd Sector	Policy maker	Yes		No	
2	M	For-profit Home Care Agency	National Private Agency	Private Sector	Yes		No	
3	M	3 rd Sector agency	SME Personal Alarms	Private Sector	Yes		No	
4	F	HSE Primary Care	Public Health Nurse	Society	Yes		Yes	Difficulty in computer switching off.
5	F	Age Friendly University	Older adult	Society	Yes		No	
6	M	3 rd Sector agency	3rd Sector Care Agency Carer	Society	Yes		No	
7	F	HSE Digital	National digital team	Policy maker	No	It is difficult to understand what you are being asked to contribute. The steps in the co-design process are confusing.	No	
8	F	Advocacy	National advocacy team	Policy maker	Yes		No	
9	M	Age and Opportunity	Providers of Educational	Academia	No	Clarify over-arching aim (broad stroke) before	No	

		Education Courses for Older Adults	courses for older adults			highlighting individual issues (brush strokes)		
10	F	University	Social Work Student	Academia	Yes		No	
11	M	Men's Shed/Community	Older adult	Society	No	It [platform] was missing a few bullet points i.e. cost example, multi-functional assistance.	No	
12	F	HSE Health and Well Being	Health Promotion and Improvement Officer CHO 9	Policy maker	Yes		No	
13	F	Irish senior Citizens parliament	Older Persons National Policy representative	Policy maker	No	I found it confusing. Purpose not clear. The 'need to register' button almost hidden. System crashed.	Yes	(For 2 a) Yes on first page only)(For 2 b) Need to register not clear.(For 2 c) Did not get to that stage(For 2 d) Options all seemed to be equal. Most important should stand out.
14	M	Education Courses for Older Adults	Providers of Educational courses for older adults	Academia	Yes		Yes	(For 2 d) [Needed help to navigate the platform]...because it crashed
15	F	3 rd Sector agency	SME Personal Alarms	Private Sector	Yes		No	
16	F	Non-profit Home Care Agency	3rd Sector Care Agency Manager	Society	Yes		No	
17	F	HSS Client's relative	Family Carer	Society	Yes		No	Austin's verbal explanation was extremely clear so when I looked at the opening page, it fell into place.

18	F	University Hospital (teaching hospital)	Social Worker	Society	Yes		No	
19	F	not for profit agency	CEO	Private Sector	Yes		Yes	Would be beneficial to have a short online training video to show users how to navigate (especially people not accustomed to PCs).
20	F	University	Social Work Student	Academia	No	The DASHBOARDS on the "timeline" were not congruent with my understanding of what the platform was about	Yes	I couldn't verify my email to successfully register an account
21	F	not for profit agency	Staff	Private Sector	Yes	Platform gave a summary at the top of each area of its purpose / expectation.	No	
22	F	University	Social Work Student	Academia	No	I was not sure if it was meant to be just a questions and comments forum on certain topics or meant for further use	No	

Table 7. Irish First Diary

6.3 Spanish pilot site first diary

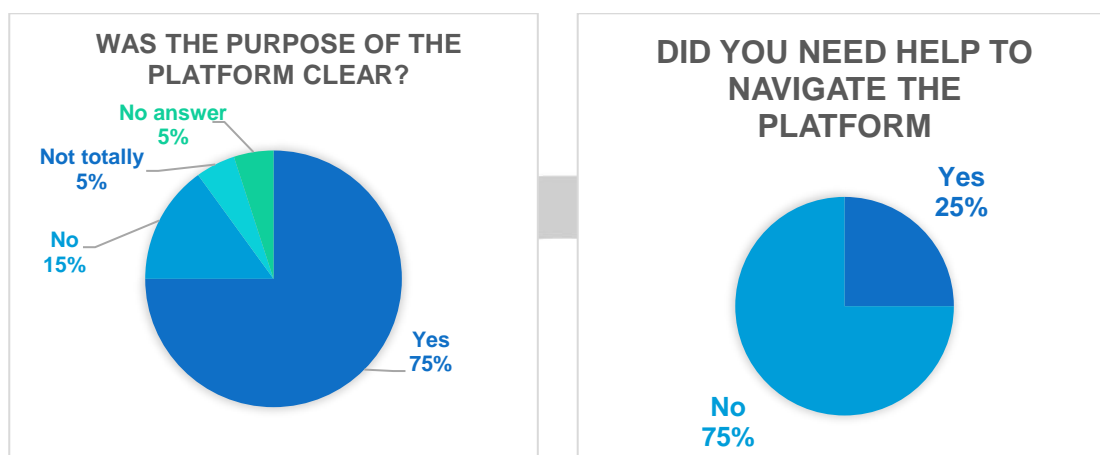


Figure 4. Spanish platform usability

In the Spanish pilot older adults involved have understood the purpose of the platform but they need help for navigating on the platform.

Profile of participants who answer that the purpose was not easy to understand (Spain)		Profile of participants who need help to navigate (Spain)	
Profile	Number	Profile	Number
Society Older adult with intellectual disability	1	Society (older adult)	2
Society (LTC service manager)	1	Society (LTC service manager)	1
Society (Social worker)	1	Private Sector	2

Table 8. Profile of Spanish participants with an unclear view of the platform

The table below gathered all information collected in the First Diary by the Spanish site:

User ID	Gender	Institution	Profile	Helix	Was the purpose of the platform easy to understand?	Why the purpose is not clear?	Did you need help to navigate the platform?	What kind of help did you need?
1	F	Friends of Elderly in Catalonia	NGO Social Worker	Private sector	Yes	/	No	/
2	F	Government of the Province of Barcelona	ICT LTC Consultant	Policy makers	Yes	/	No	Server connection and response difficulties. for example when saving some sections or information on my account there was no information that could be accessed, for example, "see my data"
3	F	Government of the Province of Barcelona	Public home care manager	Society	No	The time was too short so I was unable to complete the task. There was no content, so I was unable to see what I needed to do.	Yes	Logging in
4	M	/	Older adult	Society	He did not answer	Registering was difficult for me, because there were too many steps.	Yes	/
5	F	Multiservice Centre - La Plataforma (Vilanova i la Geltrú)	Social worker	Society	Not totally	I think the goal should be framed more clearly, but once I got it, I understood it better.	No	
6	M	Independent Life Centre	NGO LTC ICT Developer	Private sector	Yes	/	No	/

7	F	Independent Life Centre	NGO LTC Manager	Private sector	Yes	/	No	/
8	F	Institute of Robotics for Dependency	NGO LTC ICT Developer	Academia	Yes		No	
9	M	Institute of Robotics for Dependency	NGO LTC Manager	Private sector	Yes	/	No	/
10	F	Garrotxa Social Action Council	Public home care manager	Society	Yes	/	No	/
11	F	Garrotxa Social Action Council	Public LTC manager	Policy makers	No	I don't understand if it is just a platform for discussing issues. The purpose of it isn't clear enough.	No	/
12	M	AISSA. Integrated Social and Health Assistance	LTC services provider manager	Private sector	Yes	/	Yes	Logging-in: I have registered for the SoCaTel website, but they correct it to SoCaTel co-creation
13	M	Barcelona municipality	ICT public researcher and developer	Academia	Yes	/	No	/
14	F	AOC. Catalan Open Administration	ICT Social Services solutions Manager	Society	Yes		No	
15 + buddy	M	/	Older adult	Society	No	The language has caused us to change it	Yes	Logging-in Navigating across pages was different.

16	F	SAGGID (Girona Municipality)	Public LTC manager	Society	Yes	/	No	
17	M	Villablanca Foundation	Psychologist	Society	Yes		No	
18	F	Villablanca Foundation	LTC services provider manager	Private Sector	Yes	/	Yes	
19	M	Garraf Health Consortium	Gerontologist	Society	Yes	/	No	/
20	M	URV	Professor and Researcher	Academia	Yes	/	No	/

Table 9. Spanish First Diary

6.4 Hungarian pilot site first diary

The following graphics illustrate the first impression of the platform regarding usability (Hungarian site):

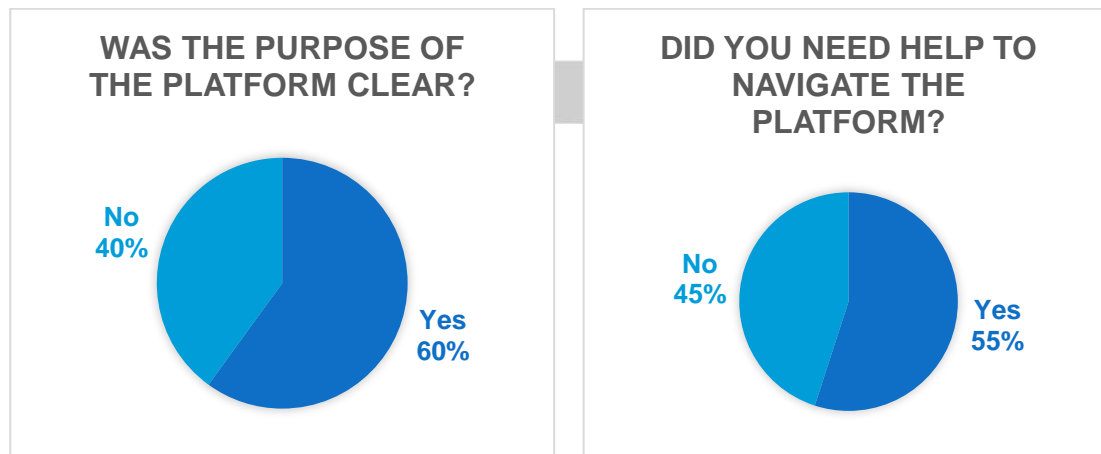


Figure 5. Hungarian platform usability

Six older adults could not use the computer by themselves. They needed help to use the computer, due to their computer illiteracy. Nevertheless, they were able to co-create with the help of a buddy.

Profile of participants who answer that the purpose was not easy to understand (Hungary)		Profile of participants who need help to navigate (Hungary)	
Profile	Number	Profile	Number
Society (Older adult)	1	Society (Older adults)	6
Policy makers	2	Policy makers	2
Home care provider	2	Home care provider	2
Student (learning on social field, man)	1	Nurse in old people's home	1
Nurse in old people's home	2		

Table 10. Profile of Hungarian participants with an unclear view of the platform

The table below gathered all information from the Hungarian site First Diary:

User ID	Gender	Institution	Profile	Helix	Was the purpose of the platform easy to understand?	Why the purpose is not clear?	Did you need help to navigate the platform?	What kind of help did you need?
1	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	Yes	Since they could not use the computer, observers had to help them. They had to give them instructions as well.	Yes	In everything
2	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	No		Yes	In everything
3	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	Yes		Yes	In everything
4	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	Yes		Yes	In everything
5	M	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	Yes		Yes	In everything
6	M	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Older adult	Society	Yes	/	Yes	In everything
7	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	No	Not an expert user of computer/internet	No	/

8	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	Yes	/	No	/
9	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	Yes	/	No	/
10	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	Yes	/	No	/
11	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	Yes	/	No	/
12	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Nurse	Society	No	She said: "There should be more information on the home page about the platform. There is not indication that the user should register so s/he can use all functions."	Yes	To understand the purpose
13	F	Semmelweis University	Researcher	Academia	Yes	/	No	/
14	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Home carer	Society	No	She said: "Some parts of the platform were in English. There was no indication that I should register on the platform so I can write comments or add topics".	Yes	Logging in

15	F	Gál Ferenc College	Researcher	Academia	Yes	-	No	/
16	F	Sándor Bálint Diocesan Charity Service of Szeged- Csanad Diocese	Home carer	Society	No	She said: "She had no idea what should she do with the platform"	Yes	To understand the purpose and usage
17	F	Gál Ferenc College	Student	Academia	Yes	-	No	
18	M	Gál Ferenc College	Student	Academia	No	He said: "There is not enough information about the platform to understand it"	No	/
19	F	Elderly Council	Policy maker	Policy maker	No	She said: "There should be a more detailed description on the home page about the purpose of the platform and who it was made for.	Yes	To understand the purpose
20	F	Directorate-General for Social and Child Protection	Policy maker	Policy maker	No	She used her computer for limited purposes. Did not understand what should she do on the platform	Yes	To understand the purpose and usage

Table 11. Hungarian First Diary

7. OBSERVATION (STEP 2)

During the co-creation pilots, several observers (mainly SoCaTel members and students) took notes on the steps followed by participants their comments and reactions. We had previously identified 21 steps involved in co-creating on the platform (see observation table below). The observer chart to be filled in by each pilot was written by Fontys (WP1 leaders). The observers' task was to note:

- If the user performed correctly the required action (1 in the observation table)
- If the user did not perform the required action (0 in the observation table)

If the user did not take the required action due to technical problems (i.e. the platform crashed), this was indicated with the symbol /.

Ideally, there should have been an observer for each participant or at least every second participant. This was followed in each pilot site, with the exception of the Finnish pilot.

In the Finnish case there were fewer observers than participants. Therefore, only the key participants were observed. For this reason, the Finnish team gathered the observers' notes in written form, instead of using the observation table as their means of analysis.

This difference is not crucial, because all user tracking information collected by the Hotjar¹ programme (see section 8). The observations made during the workshop were only used as supplementary information, so as to check that all functionalities were clear and working properly.

Regarding the scores obtained in the other pilot sites, taking into account that the maximum was 21 (21 steps correctly performed), the highest scores at each site were the following: Irish 19, Spanish 17, Hungarian 18. The lowest scores at each site were the following: Irish 5, Spanish 10, Hungarian 5.

As technical problems occurred during the pilot, the link between score and user profile became irrelevant. At the Spanish and Hungarian pilots, the platform crashed, impeding participants from testing all of its functions during the face-to-face workshop.

All detailed information gathered by each pilots' observers is described in the text and tables below.

¹ Hotjar is a tool that reveals the online behavior of users, by combining both Analysis and Feedback tools.

7.1 Finnish pilot site observation

In this section we summarize the general observations collected by the observers of the following participants: 1 (customer supervisor), 2 (nurse), 3 (LTC professional), 4 (older adult), 7 (social worker), 8 (expert), 9 (social worker), 10 (older adult).

All the participants were confused about how to proceed from the front-page. The participants who use a computer in their daily work/studies proceeded better, but some among them had difficulties due to confusing language and images.

The two older adults among this particular observation group were performing the following: one participant found the explore button more quickly than the other, who struggled throughout the pilot testing. Despite these initial struggles, the latter participant eventually completed more steps than the former. However, the latter chose not to continue with the 10-day trial and diary process, because the platform was too confusing and frustrating. This participant reported that it did not meet her needs or spark her interest at the moment. The former participant agreed to the 10-day trial.

Selecting the topic of interest and sorting results according to criterion seemed somewhat confusing. However, the majority of participants of this observed group managed to search thorough topics and click on “explore subject”. Six participants tried to submit a reply or contribution, clicked on a pop-up to register, filled in required information and clicked to create an account. Not all six registered or created an account at that initial moment, because they were uncertain of the privacy terms of the account. At this point, some participants decided not to take the risk and create an account.

The majority of participants observed managed to navigate to the dashboard page and four of them managed to create a profile and communicate with the moderator. These same four proposed a new subject but one of them (10) had difficulties and repeatedly received an error notification. During the second phase there was no interest in voting, but the participants read the whiteboard (some read aloud) and proposed and discussed ideas aloud in the classroom (not on the platform). The lack of interest in voting or searching for an idea in phase 2 or 3 boiled down to the platform’s lack of user-friendliness. When we asked participants why they didn’t proceed to the next steps, they all responded that the platform needs to develop a lot further to be user-friendly and provoke interest. The majority of participants explicitly stated that the platform is boring at the moment. The fact that the platform is only for text and there is no way to post videos or pictures makes it uninteresting and cumbersome, according to the participants. However, they also reported that the platform has the potential to become a valuable tool after it is developed further.

7.2 Irish pilot site observation

Us er id	1 She scroll s on the hom e page	2 Clicki ng on Explo re	3 Tick an interest ing theme.	4 Search throug h differe nt topics	5 Click on explo re the subje ct	6 A pop up appear: "To contrib ute to this topic sign in or register "	7 She clicks on the butto n regist er	8 She fills in log in informa tion	9 She clicks on "crea te now"	10 She has to confirm her email address by clicking on the link present in the welcome email. She clicks on the link and she's automatically redirected to the dashboard	11 She manag es her profile / submis sions / commu nicatio n with modera tor	12 She set notifi cation s	13 She propo ses a new subjec t follow ing given indica tions	14 She clicks on "sign in" on the home page	15 She enter s her crede ntials	16 She sees how many users are onlin e.	17 She upvote s other people' s testimo ny (the one she agrees with)	18 She down votes ideas	19 She wants to explore other topics in the platform. She clicks on the top menu on "explore". She finds a topic she's interested in which is in co- creation phase 2.	20 She contrib ute s to the prop osed ideas	21 She looks at the whit eboa rd and read respo nses there	TO TA L
ID 1	1	1	1	1	1	0	1	1	1	1	1	1	0	1	1	0	0	0	1	1	0	15
ID 2	1	1	1	0	1	1	0	0	/	0	0	0	/	/	/	/	/	/	/	/	/	5
ID 3	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	0	0	0	0	0	15
ID 4	1	1	1	1	1	0	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	19
ID 5	1	1	1	0	1	1	1	1	1	0	1	/	1	1	1	0	0	0	/	1	0	13
ID 6	1	/	1	0	0	1	0	0	/	0	1	0	1	0	1	0	/	/	/	/	/	6
ID 7	1	1	1	0	1	1	0	0	0	1	0	0	1	1	0	0	0	0	0	1	0	9
ID 8	1	1	1	0	0	1	0	0	0	/	/	/	/	0	0	0	1	0	0	1	1	7
ID 9	/	1	1	1	1	1	1	0	1	1	0	0	1	1	1	0	0	0	0	1	/	12
ID 10	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0	0	0	1	/	17
ID 11	1	1	1	/	1	/	/	/	/	1	1	1	/	1	1	1	0	0	/	1	1	12
ID 12	1	1	1	0	1	1	1	1	1	1	0	0	0	0	0	0	0	0	1	1	0	11
ID 13	1	1	1	1	1	1	0	1	1	1	1	0	1	1	1	1	0	0	1	1	1	17

ID 14	1	1	1	1	1	1	1	1	1	1	0	0	1	1	1	0	0	0	1	1	0	15
ID 15	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	0	0	0	1	1	17
ID 16	1	1	1	1	1	1	1	1	1	1	1	1	0	0	/	/	0	0	1	1	0	14
ID 17	1	1	1	1	1	1	0	0	0	1	0	0	1	1	0	1	1	0	0	1	0	12
ID 18	1	1	1	0	/	1	/	/	/	0	0	0	1	0	1	/	/	/	/	/	/	6
ID 19	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	/	20
ID 21	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	0	0	1	1	18

Table 12. Irish Observation

7.3 Spanish pilot site observation

Us er id	1 She scroll s on the hom e page	2 Clicki ng on Explo re	3 Tick an interest ing theme.	4 Search throug h differe nt topics	5 Click on explo re the subje ct	6 A pop up appear: "To contrib ute to this topic sign in or registra r"	7 She clicks on the butto n regist er	8 She fills in log in informat ion	9 She clicks on "crea te now"	10 She has to confirm her email address by clicking on the link present in the welcome email. She clicks on the link and she's automatically redirected to the dashboard	11 She manag es her profile / submis sions / commu nicatio n with modera tor	12 She set notifi cations	13 She propo ses a new subje ct follow ing given indica tions	14 She clicks on "sign in" on the home page	15 She enter s her crede ntials	16 She sees how many users are onlin e.	17 She up votes other people testimo ny (the one she agrees with)	18 She down votes ideas	19 She wants to explore other topics in the platform. She clicks on the top menu on "explore". She finds a topic she's interested in which is in co- creation phase 2.	20 She contrib utes to the prop osed ideas	21 She looks at the whit eboa rd and read respo nses there	TO TA L
ID 1	1	1	1	1	1	1	1	1	1	1	/	/	1	1	1	/	1	0	0	1	0	15
ID 2	1	1	1	1	1	1	1	1	1	1	1	/	1	1	1	0	0	0	0	1	1	16
ID 3	1	1	1	1	1	0	1	1	1	1	1	/	1	1	1	0	0	0	0	1	0	14
ID 4	1	1	/	1	1	1	1	1	1	1	0	1	/	1	1	/	1	0	0	0	0	13
ID 5	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	0	0	0	0	0	0	14
ID 6	1	1	1	1	1	1	1	1	1	1	/	/	1	1	1	/	1	0	0	1	0	15
ID 7	1	1	1	1	0	1	1	1	1	1	/	/	1	1	1	0	0	0	1	1	0	14
ID 8	1	1	1	1	1	1	1	1	1	1	1	/	/	1	1	0	0	0	0	0	0	13
ID 9	1	1	/	1	1	0	/	1	1	1	1	/	/	1	1	0	0	0	1	1	0	12
ID 10	1	1	1	1	1	1	0	1	1	1	1	/	1	/	/	0	0	0	0	1	0	12
ID 11	1	1	1	1	1	1	/	1	/	1	1	/	/	/	/	/	0	0	0	1	0	10
ID 12	1	1	1	/	1	/	1	1	1	1	1	/	1	1	1	/	1	0	0	1	0	14
ID 13	1	1	1	1	1	0	1	1	/	1	1	1	1	1	1	0	0	0	1	1	0	15

ID 14	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	/	1	0	0	1	0	16
ID 15	1	1	1	/	1	1	1	1	1	0	0	0	0	1	1	0	0	0	0	0	0	10
ID 16	1	1	1	/	1	1	1	1	1	1	/	1	1	1	1	0	0	0	0	1	0	14
ID 17	1	1	1	1	1	1	1	1	1	0	/	/	/	/	/	0	0	0	1	0	0	10
ID 18	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	/	0	0	1	1	0	17
ID 19	1	1	1	1	1	1	1	1	1	1	1	/	/	1	1	/	1	0	0	1	0	15
ID 21	1	1	1	/	1	1	1	1	1	1	/	1	1	1	1	0	0	0	1	0	1	15

Table 13. Spanish Observation

7.4 Hungarian pilot site observation

Us er id	1 She scroll s on the hom e page	2 Clicki ng on Explo re	3 Tick an interest ing theme.	4 Search throug h differe nt topics	5 Click on explo re the subje ct	6 A pop up appear: "To contrib ute to this topic sign in or register "	7 She clicks on the butto n regist er	8 She fills in log in informat ion	9 She clicks on "crea te now"	10 She has to confirm her email address by clicking on the link present in the welcome email. She clicks on the link and she's automatically redirected to the dashboard	11 She manag es her profile / submis sions / commu nicatio n with modera tor	12 She set notifi cations	13 She propo ses a new subje ct follow ing given indica tions	14 She clicks on "sign in" on the home page	15 She enter s her crede ntials	16 She sees how many users are onlin e.	17 She up votes other people testimo ny (the one she agrees with)	18 She down votes ideas	19 She wants to explore other topics in the platform. She clicks on the top menu on "explore". She finds a topic she's interested in which is in co- creation phase 2.	20 She contrib utes to the prop osed ideas	21 She looks at the whit eboa rd and read respo nses there	TO TA L
ID 1	1	1	/	1	1	0	1	1	1	1	1	1	/	1	1	/	/	/	1	1	/	14
ID 2	1	1	1	1	1	0	1	1	1	1	1	/	1	1	/	/	/	/	1	1	1	15
ID 3	1	1	/	1	1	0	1	1	1	1	1	1	1	1	1	/	/	/	1	1	1	16
ID 4	1	1	/	1	1	0	1	1	1	1	1	/	/	1	1	/	1	/	1	1	/	14
ID 5	1	1	1	1	1	0	1	1	1	1	/	/	1	1	1	/	/	/	/	/	/	12
ID 6	1	1	1	1	1	0	1	1	1	1	/	/	/	1	1	1	/	/	1	1	/	14
ID 7	1	1	/	1	1	0	1	1	1	1	/	/	/	1	1	1	/	1	/	/	/	12
ID 8	1	1	1	/	1	0	1	1	1	1	/	1	1	/	1	1	/	/	/	/	/	12
ID 9	1	1	/	1	1	0	1	1	1	1	/	/	/	/	1	/	1	/	/	/	/	10
ID 10	1	1	1	1	1	0	1	1	1	1	1	/	1	1	1	/	/	/	/	1	/	14
ID 11	1	/	/	/	/	0	1	1	1	1	/	/	/	1	1	/	1	/	1	/	/	9
ID 12	1	/	/	1	1	0	1	1	1	1	/	/	/	1	1	/	/	/	/	1	/	10
ID 13	1	1	/	1	1	0	1	1	1	1	/	/	/	1	1	/	/	/	/	/	/	10

ID 14	1	/	/	/	/	0	1	1	1	1	1	1	/	1	1	1	1	1	/	/	/	12
ID 15	1	1	/	1	1	0	1	1	1	1	1	1	1	1	1	1	1	/	1	1	1	18
ID 16	1	1	1	1	1	0	1	1	1	1	1	/	/	1	1	/	/	/	1	1	/	14
ID 17	1	1	/	1	1	0	1	1	1	1	/	/	/	/	/	/	/	/	/	/	/	8
ID 18	1	1	/	1	1	0	1	1	1	1	/	/	1	/	/	/	/	/	/	1	/	10
ID 19	1	1	1	1	1	0	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	5
ID 21	1	1	/	1	1	0	1	1	1	1	/	/	/	1	1	/	/	/	1	1	/	12

Table 14. Hungarian Observation

8. USER FLOW

As discussed in Deliverable 7.1 “Impact Assessment Framework”, we used the tracking tool called HotJar² to reveal the online behaviour of our users and assess the platform’s usability.

In particular, we used heatmaps of the users’ interactions with the platform to understand what the users do on the application by visually representing their clicks, taps and scrolling behaviour - which are the strongest indicators of visitor expectations and understanding of the feature sets presented to them. We collected these heatmaps to complement the work of the observers who documented the behaviour of the users, including emotional reactions and points of confusion.

The tool was enabled for the main pages of the platform. The following reviews some general insights gathered; more details will be given in Deliverable D7.2 “SoCaTel Impact report”.

Homepage

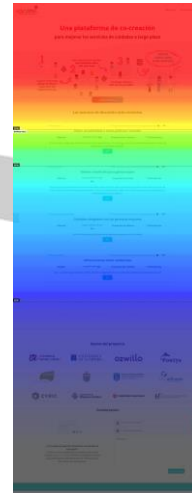
An objective of the UX work was to get the users to explore the platform before registering for an account, so they could see the value and engage willingly in a second step. Indeed, very often visitors do not want to create accounts before seeing what an application can do for them and leave before engaging. The heatmaps show that many clicks have been registered on the Explore buttons in throughout the homepage, which link to pages showing on-going discussions on



² <https://www.hotjar.com/>

various topics. These calls to action are therefore considered a success.

The second information gathered from Hotjar shows that visitors did not really scroll down to the bottom of the page, meaning that we possibly provided too much content on the homepage. An effort will be made to reduce the page length to focus on key content for first-time visitors.



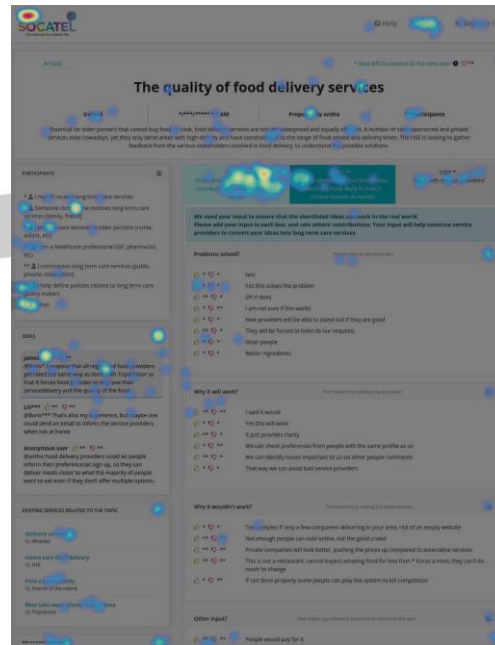
Explore page

The Explore page allows users to find topics of interest. We can see that many clicked directly on the recommended topic without passing through the search bar, while other did use the search bar for discovering other topics. This confirms that recommending relevant topics works and that users will click on recommended topics if relevant.



Topic page

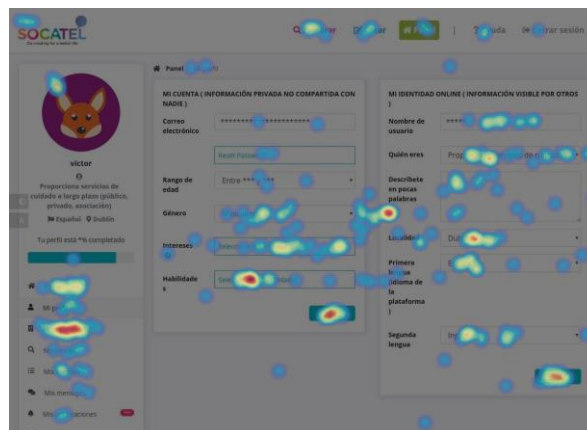
The Topic page is where the phases of co-creation happen. The heatmap shows that users interact with all features of the page, meaning that all information shown is relevant. Some clicks on the participant's list, which are currently not enabled, show that users want to know more about who is contributing to the discussion. This is food for thought for possible changes to the platform interface.



Profile page

The heatmap of the profile page shows that users have shown interest in updating their profile information. This is good sign, as more detailed profile information opens the door for better recommendations by the Knowledge Base.

The left menu also seems to be well understood as users have used it frequently to move between various functionalities.

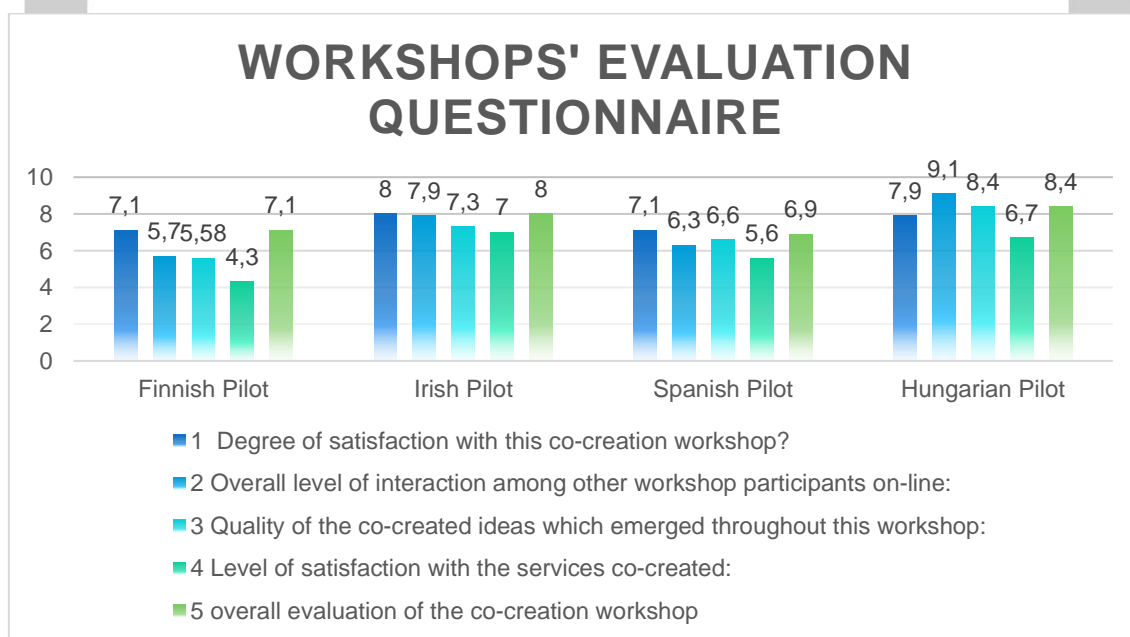


9. WORKSHOPS EVALUATION QUESTIONNAIRE

At the end of the co-creation pilot an evaluation questionnaire (see Appendix D), we asked participants to fill out a questionnaire to assess the face-to-face workshop.

In general, participants were very satisfied with the workshop organization and with the platform, but they lacked sufficient time for co-creating service ideas. This is because technical problems prevented the development of concrete service ideas. Moreover, in the majority of the pilot sites co-creation is very new to participants and they need time to understand it. As we anticipated the need of time, participants were given the opportunity to keep co-creating for the 10 days after each workshop, which was even not enough. Another aspect highlighted was the level of satisfaction with the interaction amongst workshop participants. Participants were particularly interested in talking with each other to exchange experiences and ideas about care issues. The workshops became a space of face-to-face communication among different stakeholders, something they do not have in their day-to-day lives.

The figure below shows the comparative result for each pilot site

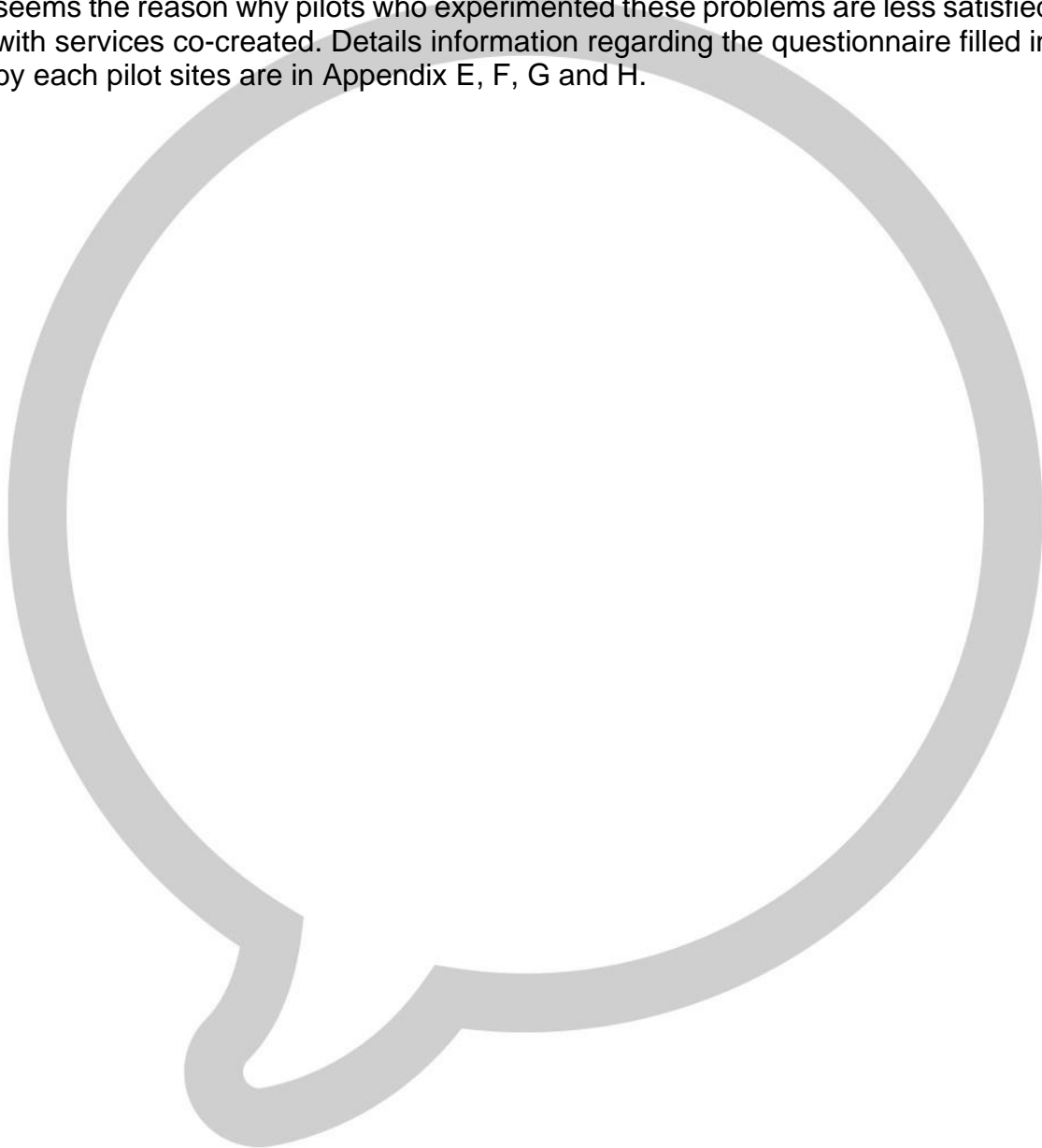


* with 10 indicating very satisfied and 0 unsatisfied

Figure 6. Workshop evaluation results

In the 4 sites, participants were particularly satisfied with the workshop organization (range between 7,1 and 8) and the overall evaluation of the workshop (range between 6,9 and 8,4). Regarding the interaction between

participants the evaluation changed significantly depending on the site. The Hungarian pilot collected the highest score (9.1). They had 3 workshops with people grouped homogenously, according to their profile. This could be an interesting data to be taken into account for future implementation. As far as quality of the co-created ideas is concerned, some pilots had technical problems during the workshop that limited the navigation on the platform. This clearly seems the reason why pilots who experimented these problems are less satisfied with services co-created. Details information regarding the questionnaire filled in by each pilot sites are in Appendix E, F, G and H.



10. SOCATEL DIARY

A 10-day diary booklet was provided after the face-to-face workshop so as to better understand how participants interacted (or not) with the platform during the co-creation process. In some cases where participants had requested so, a soft copy of the diary was sent to them by email.

The Diary was adapted by TCD from material provided by Fontys (WP1 leaders) following the co-creation method. It consists of 10 sheets (one for each day) (see Appendix I). The diary was designed to measure changes in participants' attitudes towards the co-creation process and the platform. During the first days, the purpose was principally to familiarise the users with the platform. Participants only had to mark in the Diary when they logged in and express their opinion about the usability of the platform (from 1 to 5). Later on, the Diary focused on interaction with other participants in order to co-create a possible service for the Hackathons and asked users if they had contributed to any on-going discussions. There was an open-ended section where participants could provide feedback on their own words about any issues, comments or concerns they had. This input has been collected and added to the section Feedback on the platform.

We observed that the Diaries were not used very much by users at home. The majority started to fill it in but discontinued after 5-6 days (users who stopped to use the Diary are highlighted in blue in the diary tables). This is a common element across all of our pilot sites. This likely happened because people are extremely busy and could not allocate more time to this task. This could also indicate that people might need encouragement to contribute and participate in order to keep the momentum going. It is clear from the findings that initially the role of the moderator may have been underestimated. The moderator not only needs to monitor the content posted but is also required to lead discussions and encourage people to participate. Especially, in those cases where people are not participating because they might feel they do not have the expertise, knowledge or qualifications to contribute to the discussion.

During the 10 days after the workshop there wasn't much incentive to participate in discussions because there were no new ideas to be discussed and voted on. We think this is why people stopped logging into the platform after a few days. To remedy this situation, during the last days of the pilot, moderators started to dynamize the discussions and engage participation especially in the case of topics followed by many people and with many comments. This remedial action was not enough to generate new debates and engagement, but we are now conscious that this problem must be discussed and solved before the end of the project. Despite this limitation, the Diary provided us with key information related to the platform (see section 11). For all pilot sites, multiple people highlighted that the platform is a nice and useful concept.

The following section briefly illustrate what happened during the co-creation at home and how the SoCaTel Diary was used at each pilot site (see Appendix J, K, L and M for detailed information on the Diary)

10.1 Finnish pilot site SoCaTel Diary

The majority of users contributed to some topics during the co-creation pilot. They were not sure about their degree of satisfaction, especially because they felt the platform was in an early stage of development. The highest number of people to log in on a given day was 6 people and the lowest was 2.

10.2 Irish pilot site SoCaTel Diary

The Irish pilot registered the highest activity of all pilots. The decrease during the 10-day period were related to technical problems with the platform that frustrated people, lack of motivation and momentum and some people feeling inadequate (in comparison to professionals) in order to contribute to discussion. Twelve users logged in during Day 1; however, after day 4 the number of users decreased.

10.3 Spanish pilot site SoCaTel Diary

In the Spanish pilot participation at home was considered by them satisfactory. Participants showed a lot of interest in and satisfaction with the platform during the face-to-face workshop, but participation dropped off at home. This was due to other commitments and workload more than to a lack of interest. The highest audience reached in a given day on the platform was 8, but the number of users decreased after day 4 in this pilot, too. The last 3 days the moderator dynamized the discussions providing comments and ideas, but people were not really engaged for the reasons mentioned above.

10.4 Hungarian pilot site SoCaTel Diary

In the Hungarian pilot site, the older adults involved were residents of nursing homes. Most of them were computer illiterate. As a consequence, they needed help using the computer, and they needed a buddy to help them to fill in their Diaries for the 10 days. This was the main reason why the diaries were incomplete, even though all resources for accomplishing this were established beforehand.

The highest audience was 7 but the contribution level was very low. As in the other pilot sites, people liked the idea, but they needed encouragement and motivation to interact with the platform.

11. FEEDBACK ON THE PLATFORM

This section presents all feedback and suggestions provided by co-creation pilot participants gathered in relation to the platform. The information was collected from different sections of the documents already presented:

- Diary 1 (Q3 select relevant comment related to the tags)
- Observation document (user track) comments collected by observers during the face-to-face workshop
- SoCaTel Diary (section “any additional comment you want to make” and page 12-13)
- Questionnaire: (comments related to the platform)

Once all the information from each pilot site was collected, a report with all feedback, suggestions and insights was forwarded to the technical team so that they could improve the platform accordingly.

11.1 Overall comments on the platform

The first section contains the overall feedback, suggestions and questions about how the platform functions per pilot site.

Participants found the platform useful for learning about different points of view, sharing experiences, contacting other stakeholders and creating more fine-tuned responses to needs. As seen from the SoCaTel Diary, the negative aspects are lack of engagement and the lack of incentives for contributing.

All the feedback on the platform gathered per pilot is in the following table:

	Feedback on the Platform		
	Positive comments	Negative comments	Suggestions
Finnish pilot site	Co-creation with older people is a good idea, but I'm not sure whether it works digitally with a platform. How are co-creation processes on the platform integrated with the political decision-making processes?	The platform looks messy. Lots of different kinds of menus.	
	Discussion and development forum is a good idea, but challenging in practice. As a channel of influence, this sort of	The platform needs more colours	

	platform is for younger people, not for older ones		
		From the perspective of testing, the platform is too much in its' infancy phase still.	
	Pictures on the front page are nice	I was wondering and a bit of afraid of the registration.	
		I believe that the idea behind the platform is beautiful, but, once again, the main efforts have been somewhere else than in developing usability	
Irish pilot site	Good, clear layout.	The navigation changes across the site, making it difficult to find what you are looking for. The text is difficult to read when centre-aligned.	It may be helpful to have the 'subscribe' button on the comments section highlighted.
	The platform is useful to see others' viewpoints. Can/ will changes be made based on popularity of certain topics?	There are no real incentives to contribute- discussing things is easy, implementing changes in the real world is much more difficult. The moderation process isn't explained – why would one idea be chosen over another? Waiting for ideas to progress also slows down the process; you then lose interest in the process	There are some layout and accessibility issues with the site that can be easily fixed. The moderation process may need some explaining. Some of the language used could be simpler.
	It is a nice concept.	Prompts or navigation could be clearer.	I would like to see an area showing the current amount of online users so I can get information quicker. Review the left-side bars on the topics section as it is very busy looking – simplify digital signage. Unsure how to move to step 2 – overall, I love co-creation forum.
	I really like the concept, giving people the platform to share ideas, issues and coming up with an effective solution. I found the platform user friendly and clear to navigate.	The platform was 'unwieldy' not 'user friendly'; the front page is too busy should be more simplified – have some pictures – steps not clear	COMMENTS appeared to become IDEAS. I feel COMMENTS should be separate.

	Very positive project and platform. I look forward to see how it develops. I really enjoyed testing it and exploring some of the topics put forward.		
Spanish pilot site	Moving around the site to register and create a profile is clear and intuitive.	There is little mobility on the platform.	It could be useful to create closed communities with a moderator who is a member chosen by the community.
	I think it's a platform through which I can contact other professionals that have concerns very similar to mine.	I'm wondering what can be done to make sure that the ideas evolve, rather than being a debate about which idea is best.	More than a moderator, it should be a "solver" that links ideas and seeks solutions. It should have an informational aspect, also an orienting one. Only very exceptionally should it be for the creation of new services, if they have to be paid for with public money.
	It's possible to share experiences, share ideas, so that they can be developed in the future. You're raising awareness in the community. Mutual exchange among all actors.	In being so open with open participation, the risk is that it ends up being a platform/space for opinions.	Make clearer the objective of the session and the platform. Maybe there should be a support function that could guide the platform user on the journey through or the use of the platform.
	It can be very enriching to define the needs in a co-creative way before thinking about solutions.	Some aspects should be improved. I think it's necessary to improve the identification of the challenge before making proposals.	The participants should be guided more. And try to avoid the possibility that someone will dump in anything they're worried about, or undefined topics. Maybe the scope should be limited to care for people with long-term needs.

	Especially useful for semi-dependent people who can't leave home regularly. I think that more and more we'll be drawing from these kinds of platforms. It allows you to stay connected with the service network.	I think the task of moderation is difficult. The moderator approved one of my topics and "censored" another. The one that was censored "home care services," later I saw that he had approved it for another participant (same title). Maybe it would have been better to merge them? Maybe he didn't have time? This needs work.	Where can I view the names of users and profiles in order to look at them? I find it useful to be able to know about or search for specific users.
	Interesting topics emerge, and professionals that can solve problems. The public administrations can respond to a lot of questions in a quick and effective manner. It would prevent caregivers from wandering around without getting the answer we're looking for.	Still, I think that there's little interaction... I think that the participant should see more "movement"... when you make a proposal, it's true that you get a message saying that you've participated, or proposed something... but if no one interacts, the topic is left "dead"...	
	To learn about existing services, to connect directly with services, but also to find out what other services/professionals think about how the services function.	I think it's much more feasible for organizations and companies from the third sector to take advantage of this than private homes, since they don't have access to the management of ideas. But we can't lose sight of the opinion and needs of the individual.	
	It can give a more fine-tuned response to needs. Building and learning about real experiences and proposals by the people who suffer them.	I have the impression that from the original idea that someone proposes, the responses end up too far from the specific proposed aim. I think this doesn't help us reach concrete ideas.	
Hungarian pilot site	According to the feedbacks in the diary people appreciate that they could ask and share information with professionals.	<p>There is not enough information on the page to make it possible for a regular user to use the platform without help.</p> <p>She did not like platform's look. She suggested that the topic finder should be a drop-down list as new users do not know what kind of topics are there on the platform.</p>	<p>There should be a short pop-up message describing shortly the</p> <ul style="list-style-type: none"> • purpose of the website • how to use the platform • what happens to the co-created ideas

Table 15. Overall comments on the platform at the four pilot sites

11.2 Qualitative information on the platform

This section is focusing on the different pages of the platform considering the following items:

- Usability
- Accessibility
- Friendly Environment
- Efficiency
- Security

The following tables have gathered all information per pilot site:

11.3 Finnish pilot site platform feedback

Page	Tag	Comments
Home	Accessibility	Participant gets confused because cannot find the Finnish language button and guidelines are in English
	Usability	Participant looks at the main page and does not understand what is the point of the platform
	Usability	Participant is confused about what the platform is about. Declares that a good platform should tackle only one simple job and do it well. This platform seems to do many things and is complicated.
	Usability	From where can I get back to the main page?
	Friendly Environment	Pictures on the front page are nice
	Usability	More information on the purpose of the platform at the beginning
	Accessibility	Terms of the service are in English Privacy policy is in English

Page	Tag	Comments
Log-in	Usability	The participant has big challenges in registration. He is very slow in understanding what is happening. Does not understand that confirmation message was sent to email address. Does not understand what should be inserted as the username
	Usability	Participant is confused about registration <ul style="list-style-type: none"> ○ What does it mean? ○ Where is the privacy policy?
	Usability	Participant feels irritated since the registration needs to be confirmed through personal email address

		<ul style="list-style-type: none"> ○ Cannot find the confirmation email in the email inbox
	Usability	Registration stages could be removed
	Efficiency	I took a long time to receive the confirmation message for the registration
	Efficiency	Confirming the password did not work, I couldn't register.
	Security	I was wondering and a bit afraid of the registration.

Page	Tag	Comments
Explore-Find topic	Usability	Participant gets confused about existing topics. Why in English? Why other countries' topics?
	Efficiency	What keywords should I use to find topics?
	Efficiency	Change the cursor on the "thumbs up" button. Now it looks like you are going to write new text.
	Usability	Removing own comment is not possible I guess
	Usability	"Find now" button is named oddly. Find what?
	Usability	"Services related to the topic" link doesn't lead anywhere

Page	Tag	Comments
Create a topic	Efficiency	Participant is confused about the fact that the moderator chooses when to proceed with a topic
	Usability	"Show" button doesn't work in the discussion groups

Page	Tag	Comments
Co-creation process(Step 1: Ideation)	Usability	Textboxes were used for discussions in groups
	Usability	"phase 1", "phase 2", "phase 3" doesn't do anything.

Page	Tag	Comments
My profile	Security	Participant recognizes that last update of the platform was in May 2015 (text on the platform)
	Usability	Participant tries to update the profile page -> "Internal error".

	Usability	When I tried to save information, an error occurred. Adjusting the profile doesn't work -> error occurs
	Usability	Guidelines for creating an account doesn't exist
	Usability	Background information in own account does not work
	Usability	Remove your account feature cannot be found.

Page	Tag	Comments
Help	Usability	Guidelines are in English. The sentences don't really mean anything, gibberish.

Page	Tag	Comments
Log-out	Usability	The platform logged me out automatically after a short time

11.4 Irish pilot site platform feedback

Page	Tag	Comments
Home	Friendly Environment	Opening page nice and clean. Understood what the platform was about. I like the 'explore now' button.
	Friendly Environment	What I saw of the platform until now was easy to use and not overly complicated.
	Friendly Environment	Limited number of cases [topics] to view. Did not know whether to register at this point.
	Friendly Environment	This quick view appeared to be an online chat room for multidisciplinary teams and the community. It appeared to be user friendly and open to all persons. *Flagging the not secure on top of the search bar. This was a red flag for me.
	Friendly Environment	Thank you for putting this [co-creation workshop] on, I found it very interesting. My main suggestion would be to make it very CLEAR what co-creation means and what the PURPOSE of the platform is. I think end-users in particular might get confused, thinking that the platform is a place to go to search for EXISTING services rather than being about co-creating new services, finding new solutions.
	Usability	Clearer instructions on how the site works.
	Usability	'Log-in' not immediately apparent in the home page

	Usability	Going back to home page not easy. The only way I worked out was to go into 'find bar' top screen and delete dashboard. Front home page –good clear-purpose when- you then go to your dashboard-clear tabs.
	Friendly Environment	'Participants' and 'related topics' could be a little smaller on left of screen – just a little distracting.

Page	Tag	Comments
Log-in	Efficiency	Found it easy to do
	Friendly Environment	Sign in dashboard easily navigated. Interaction on topics easy to navigate.
	Usability	'Log-in' not immediately apparent in the home page
	Usability	I had to re-register. I assumed the registration from yesterday [workshop day] would still be applicable.

Page	Tag	Comments
Explore-Find topic	Usability	Can't find this
	Efficiency	Crashes when putting information in
	Efficiency	'Sort by' function only sorts by date and population. Not by user's subscriptions (which would be of greater interest)
	Efficiency	Tried to do a search for a topic (HCP) which featured in comments text; this did not come up under 'search' function, seems 'search' function only captures terms in topic heading, which is a limitation
	Efficiency	Search bar too generic
	Efficiency	Found this simple to navigate
	Usability	Did not know how to use search bar. When shown search bar was able to explore subject
	Efficiency	Search bar too generic
	Efficiency	Difficult to see how many users were online at the same time

Page	Tag	Comments
Create topic	Usability	Tried to put a new idea but by mistake put it as a comment. Participant said it was not possible to edit comment. She wanted to delete comment and put it as an idea

	Usability	Easy to do and sent to moderator and re-approved as intended
	Efficiency	Couldn't easily find where to contribute
	Usability	There is no character count on the topics.
	Efficiency	Cannot sort topics on date?? Comment I posted did not appear at first. System hung. Comment then appeared on forum.

Page	Tag	Comments
Co-creation process(Step 1: Ideation)	Efficiency	Can only up & down vote if individuals have the idea symbol on their comment. Unable to acknowledge as read.
	Usability	Could not find her reply immediately but after scrolling, it was possible
	Efficiency	Had not noticed this [up or down vote] was an option & had to explain what it meant
	Efficiency	There is no direct way to go back or cancel [contribution] if you do not want to contribute to a topic once you have clicked on it
	Efficiency	When replying to a comment and box appears 'tick if this is a new idea you are proposing' it is difficult to understand and the page gets very complicated
	Usability	Proposes a new topic but topics are very informational in nature
	Usability	Comments: the way they [reply/contribution] are presented is not intuitive. The most recent on top
	Efficiency	[give input to proposed ideas] but no one responds to any replies. Still not sure how the flow between reactions works
	Efficiency	No cancel button for reply
	Efficiency	Unclear which comments/solutions are being put forward [to be voted]
	Efficiency	Unclear how to up-vote. Tick the box or comment
	Usability	Should be able to like own ideas

	Usability	While the purpose [of the platform] is very clear, how to contribute to the co-creation is less so ³
	Usability	I am not sure how to 'vote', for what I think is a good idea, unless the thumbs-up symbol is already there.
	Efficiency	I would like to see greater sub-division of topics e.g. health, care, social activities, so that I can focus on the ones I am interested in
	Efficiency	Users' section on sidebar was not responding to vote.
	Friendly Environment	I'm not sure what moves a topic on from step 1 to step 2 to step 3. I am aware the moderator does this- but what are the deciding factors to move to the next step?
	Usability	The problem is – not everyone that put up an idea ticked the correct box to make it an idea. I advised [name redacted] to contact moderators to make his idea into an idea on the platform under communication between different service providers.
	Efficiency	My vote for a few different things wasn't acknowledged on the platform despite clicking on the vote button. I proposed a new topic yesterday but it is still not visible on the platform
	Usability	I am unable to vote on some ideas proposed, as they must not have ticked the box when submitting it. Perhaps this needs to be made a bit clearer
	Usability	If I hit reply on someone's comments, I am unable to cancel that reply if I then decided not to. Only option is to contribute
	Usability	How many votes before an idea goes to phase 2? This is not known.
	Usability	How to know which phase (1, 2 or 3) are we in?

Page	Tag	Comments
Co-creation process (Step 2: Validation)	Efficiency	Got to step 2, computer crashed
	Efficiency	Not possible to go to step 2 or 3

³Later on that day! Spoke with Lauren [moderator], I had searched with google and was on the information site [SoCaTel website] . Oops! My bad!

	Efficiency	Not able to get into step 2 or 3. Moderator was busy doing the observation sheets [during workshop] and could not approve topics
	Efficiency	There was no option to press on step 2 & 3
	Efficiency	Error on step 2
	Friendly environment	It would be good to understand how and when a topic moves to step 2 and then on to step 3.
	Usability	I was unsure what exactly progressed a theme from stage 1-stage 2. Found the 'going back' to themes very cumbersome; there should be a list of themes automatically created and easy to choose from.
	Efficiency	I am a little unsure as to who has created/the suggestions shortlisted in step 2, is this the moderator? Do I add more suggestions at this stage?
	Friendly environment	It is difficult to find topics that are active
	Efficiency	There are some great ideas in the 3 sections picked by Austin – however, because the person who submitted the idea didn't click the button to submit as an idea then one can't vote on it – can moderator change this?
	Efficiency	I am a little unsure as to how things are being co-created. Some users just giving opinions on things but I do not see where that is going, highlighting need for moderator perhaps.
	Friendly environment	Was a little unsure at times how I could vote for an idea that wasn't formulated into an idea on the platform.

Page	Tag	Comments
My profile	Efficiency	Some of English translation is poor. Grammatical errors
	Efficiency	Crashed when trying to describe yourself in a few words
	Efficiency	Dashboard is too text heavy. More visual
	Usability	Did not know dashboard was her profile. Finds it simple enough to use
	Usability	Did not know that dashboard contained her profile
	Usability	All set up to a 100% on her profiles, topics of interest picked
	Efficiency	Profile was 87% completed. To set to 100% completed profile, had to fill in 'second language' from the list of SoCaTel project languages. None of which are this person's second language. It caused confusion and embarrassment

	Security	Not sure he wants to give so much information
	Efficiency	75% complete profile but doesn't tell you what you need to fill in
	Usability	Although the dashboard on the home page didn't make much sense to me, when I clicked into the actual discussion boards, they made more sense and were in line with what I understood the platform to be about
	Usability	It was very easy to create a profile and easy to see which topics you had already looked at, which was good
	Usability	Skills section is quite basic i.e. I ticked 'teacher' but I consider myself a 'trainer' and group facilitator
	Usability	Tried to edit profile with new email address – wouldn't allow an edit!
	Efficiency	It wasn't immediately apparent that the site was looking for profile info on user. The 'add' option needs to be highlighted.
	Usability	Dashboard very clear and I can navigate it easily enough. I didn't receive a notification that someone replied to a comment that I posted.

Page	Tag	Comments
My topics	Usability	Easy to navigate and has read through the comments in response to her subject
	Usability	Found it easy to do but was wondering how long it would take to show up in the topic search
	Usability	What is ABS? Participant not sure who decides about the categories [for topics]
	Usability	Tried to subscribe to 'indoor bowling' and 'error 200 request processing failed'
	Efficiency	I find it difficult to see what topics have been updated. Under 'My Topics' in the dashboard, could a last updated date and time be included?

Page	Tag	Comments
My messages	Security	Was able to add comment after she realised, she hadn't signed in. Have to be signed in to reply and comment

Page	Tag	Comments
My notifications	Usability	Got notification that moderator had moved submission to next step. Set up her interests on her profile

	Efficiency	Notified by email when receiving messages. All 3 notifications set
	Efficiency	Configured that he wants to set notifications but didn't go into new ones
	Efficiency	Suggests notifications should be default on
	Efficiency	Wondering why users have to go to dashboard to see notifications, could these just pop up?
	Usability	A pop-up box kept coming up asking you to subscribe but I could not find a subscribe button and kept disappearing when I tried to click on it.
	Usability	There appears to be a notification for me that I can't access. Accessed 5 out of 6!

11.5 Spanish pilot site platform feedback

Page	Tag	Comments
Home	Usability	I found it to be intuitive and with an attractive design.
	Friendly Environment	The home screen is a bit overloaded with images and this can be confusing when you're trying to find what you have to do.
	Friendly Environment	The design is very "clean" and it's easy to move around the platform.
	Usability/ Efficiency	When you enter you can't read the comments, but the platform doesn't warn you that to see them you have to register.

Page	Tag	Comments
Log-In	Efficiency	In "create account" you can only select the location of the 4 pilots.
	Accessibility	Registering is complicated.
	Efficiency	I haven't been able to register because I haven't received the email to create my account.

Page	Tag	Comments
Explore-Find Topic	Usability	I'm missing an option for seeing active discussion topics, without using the search engine. I haven't been able to find

		any, and even when I created one, I wasn't able to search for it.
	Friendly Environment	Less text and more images.
	Usability	Difficulties in searching for topics; the list doesn't appear.
	Efficiency	When you go back, it goes to the homepage, not to the page you were on before.
	Usability	You can't find the topics easily to be able to comment on them; the system is impractical.
	Usability	The buttons for sorting by date and popularity don't work.
	Usability	I can't open attachments (videos, etc.) or add them.
	Usability	The content of the topics doesn't load. A constant error that makes it revert to the homepage.
	Efficiency	I think the topics could be grouped. Being able to search for ideas or issues by topic rather than looking for tabs.
	Usability	The first day I searched by name for a proposed topic that I knew existed and the search engine didn't tell me that it existed (I'll check tomorrow). I conducted another search by name for an issue and it tells me there's no topic by that name.

Page	Tag	Comments
Create topic	Usability	It would be good to have an example of co-creation or to have access to the different topics created from the beginning.
	Usability/ Efficiency	The participant has to propose a new topic to see the existing ones.
	Usability	I think the topics are very generic and there should be subtopics.

Page	Tag	Comments
Co-Creation process (Step 1: Ideation)	Usability/ Efficiency	My contribution to the platform has not been saved.
	Usability/ Efficiency	I've managed to create the comment, but I can't see it, I can't find it, it doesn't appear on the board.

	Usability	I think it would be useful to have an option to be able to edit already-published text to correct mistakes.
	Usability/ Efficiency	It would also be good to be able to convert a comment already posted into an idea, in case you have neglected to mark the idea checkbox. Because if it's not marked as an idea, it can't be evaluated during step 2.
	Usability/ Efficiency	Of the votes cast with the hands icon, I only see those I cast (one vote for each idea). I don't know if the rest of the people aren't voting, or there is a technical problem.
	Accessibility	Green and red can't be identified well by a person who is colour-blind.
	Efficiency	I have the sense that the first step needs more work. I think that participating in the specification of needs is very enriching. I think the ideas for possible solutions belong more to the second step.
	Usability	I don't really understand the section that says "select this box if this is an idea that you're proposing." I don't know what this implies. I think it should be clarified.
	Usability	I don't know how to vote or give a like.

Page	Tag	Comments
Co-creation process(Step 2:Validation)	Usability	It's not clear what happens in step 2 and how you get to step 3. It's hard to get a sense of how a topic will evolve during steps 2 and 3, and how they're related to the comments and ideas that we publish in step 1, and to the voting for these ideas that's done with the hands icons. Although I understand the purpose of the platform, I feel that I lack a more overall vision of how these issues evolve.
	Usability/ Efficiency	I evaluated the first idea (of user A) during step 2, everything was perfect. But when I selected the second idea, that of user B, and I wanted to evaluate what it would work for, the message was posted automatically to the first idea. I'm not sure if the platform is supposed to work that way, or if it's an error.

Page	Tag	Comments
My profile	Efficiency	I opened an account easily but when I completed my profile I was unable to save the changes. Error 403.
	Friendly Environment	I didn't identify with any of the profiles; I chose a profile by the process of elimination. It's important to add the socio-health profile in the Spanish/Catalan version.

	Efficiency	Today I have been exploring the English issues that exist in the region of Ireland and I found it interesting. I think it would be useful to be able to choose more languages in my profile (for example, Catalan, Spanish, and English) and offer a more convenient way to explore the topics of other countries too (without having to change the original region in my profile).
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Page	Tag	Comments
My notifications	Usability	If I select the option "be notified when a topic proposed by me is published" but I don't select e-mail, where do I receive the notification?
	Usability	I received a notification on the platform saying that a topic to which I subscribed has moved to step 2. I think it would be good to receive this notification by email too.
	Usability	I think it would be more useful if it told us if there has been a new contribution to one of the topics we have proposed or one we've participated in. More useful than informing us that we've made a contribution, since we already know that because we make it ourselves.
	Efficiency	I liked it a lot that I got a notification of a new comment on a topic that I've participated in. It must be said that I got it because I configured it. I think it would be good to explain a little bit on the platform how it works or how to do it.

Page	Tag	Comments
My History	Usability	On the user panel where my history is located, it would be good if when it refers to a topic, it would link to the topic.

Page	Tag	Comments
Help	Efficiency	Help should be available in all the languages that can be chosen.

Page	Tag	Comments
Contact	Usability	In the page that opens when you do the web search, before logging in, at the end there's a section called contact us. I asked a question and the message doesn't send (I wanted to check if it worked and also I had a question).

11.6 Hungarian pilot site platform feedback

Page	Tag	Comments
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Home	Efficiency	People do not watch carefully / do not understand the figure on home screen and don't know what the aim of the platform is.
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Page	Tag	Comments
Log-in	-	-
Registration	Accessibility	A 'see my password' option would be useful, because some users misspelled their password for the first or second time (so the two passwords were not the same) and they had to start the process over.

Page	Tag	Comments
Explore-Find topic	Efficiency	Users do not know which keywords can be found. Usually they try to search for things that are on the platform but with other keywords so there is no result.
	Usability	There is no warning that users must log in to contribute.
	Friendly environment	According to the feedback in the diary, some users don't understand that under the ideas there is a voting function, not only a like or dislike.
	Usability	According to the feedback in the diary some users don't understand what the "steps" for the topics are.

Page	Tag	Comments
Create topic	a Efficiency	Users usually try to create topics that were on the platform already (moderator did not accept them).

Page	Tag	Comments
Co-creation process(<i>Step 1: Ideation</i>)	Usability	Some simple comments are marked as ideas. The difference is not clear for some users.

Page	Tag	Comments
My profile	Friendly Environment	Users liked the profile pictures option.
	Efficiency	People did not set second language, though it would be useful.

Page	Tag	Comments
Help	Friendly Environment	The help page is still in English. A lot of users clicked on it and got frustrated.

12. MODERATORS' FEEDBACK

Some functions were visible only to moderators. For this reason, we asked them to note problems, suggestions and questions related to the platform and the moderation. The table below shows the feedback provided by the 4 moderators and forwarded to the technical team.

Situation	Tool	Problem description	Actions to take
Problem	<ul style="list-style-type: none"> Completed my organisation's activities Compiled and saved the organisation information. 	When the user saves the data the page crashes. Showing an internalError: null http://platform.socatel.eu/organisation	The error needs to be urgently corrected.
Suggestion	The moderating tool needs to be sorted by language.	When the moderator goes to the moderation board all topics are shown e.g. English, Finnish, Hungarian and Spanish and so on. http://platform.socatel.eu/moderator	Sort the topics by language or location in order to facilitate the moderators' tasks.
Problem	Moderating tool: deleted topics	When moderator approves a topic and makes an error there is no chance to delete it. This function is described in D1.1 (Req 30, page 52). http://platform.socatel.eu/moderator	Provide a delete topic tool.
Problem	Moderating tool: deleted contributions	Moderator cannot delete any contribution (for example duplicate replies). Req 31 (page 54) D1.1.	Option to delete comments is already implemented, but when it is clicked on nothing happened. Error needs fixed urgently .
Suggestion	Moderating tool: group messages	With the aim to inform all topic participants or revitalize conversation. http://platform.socatel.eu/topic.html/XXX	There is need for an option to send group message on the topic to participants by the moderators.
Suggestion	Moderating tool: group messages	With the aim to inform all of the community about important notices or advices, including ads, sponsors, collaborations and use http://platform.socatel.eu/moderator	There is need for an option to send group messages to the overall community by the moderators.
Suggestion	Explore the page as a default page after log-in.	After login the participants are moved to the dashboard. http://platform.socatel.eu/topic-find	Show dashboard after sign-up the first time, then show always Explore page.

Suggestion	Change contributions timeline.	Natural surfing starts on the top of the page, then participants are able to scroll down. http://platform.socatel.eu/topic.html/XXX	Change contribution timeline showing first contributions on the top and latest contributions on the bottom.
Problem	Co-create button is not running when you click on the “Services available in your area” in topic-find page.	http://platform.socatel.eu/topic-find	Send the user message to sign-up/log-in page or explore page if they are already logged on.
Problem	There is no invite to group option	In D1.1 Req 27 (page 51) refers to an invite someone to join option, into a topic or group.	Therefore, provide an invite tool.
Question	Server time zone	There are 3 different time zones piloting the platform: CET -1 (Ireland), CET (Spain and Hungary) and CET +1 (Finland)	What is the server time zone?
Suggestion	Moderating tool: view latest activity	Users can view new topics, new organizations, but they can't view latest contributions (comments, ideas, etc.).	Need for a new option in the moderators' section where it allows them to view the latest activity.
Suggestion	Subscription tool	Users could subscribe to new private messages, topic accepted or all notifications.	Provide a new tool: receive an e-mail containing new messages on subscribed topics.
Suggestion	Moderating Tool	The moderator currently is not able to edit any comments or topics posted. Currently, they can only accept/reject or delete	Add an option to edit comments for moderator
Suggestion	Comment Edit Tool	Participants cannot edit their comments.	Add an option to edit comment for users
Suggestion	Convert comments into ideas (moderator tool)	The moderator did not have the ability to change comments posted under topics into 'ideas'.	Add feature to convert comments into ideas
Problem	Register page	If you have a capital letter in your email address then “wrong format” appears	Error to fix
Problem	Register page	When setting up a password if the passwords do not match and you correct this, the message	Error to fix

		"passwords do not match" does not disappear despite the passwords now being correct	
Suggestion	Explore page additional feature	Before signing into the platform, if you explore some of the topics it does not explicitly state that you need to create an account to comment.	Add a box saying that you have to create a profile
Problem	Language.	The text on the Finnish platform is a mix of Finnish, English, jargon and other languages. http://platform.socatel.eu/topic.html/31	Use a professional translator (human). The grammar of Finnish (and Hungarian) is very different from the grammar of English Translate the whole thing, all content, very carefully and professionally before launching the next version.
Problem	Drawing tool.	Drawing tool using cookies. What is its relation to GDPR? Relation to SoCaTel platform? How to translate everything into Finnish? Guide what to do on the drawing board? What is the value of this tool for the users? Value to the service providers? Value to someone? http://platform.socatel.eu/topic.html/31	Make every single part ready before translating and launching the next version.
Problem	Moderator's role.	A moderator has very much dominion over the participants. Can make arbitrary decisions and accept or reject topic suggestions, or raise a topic to a next level of co-creation. A moderator may not be the right person to evaluate if the suggestion is good or not.	Make everything simple and safe. Need to have several online facilitators who are experts and can lead discussions about different topics.
Suggestion	Moderator's view.	A moderator can't see how many users there are online on the platform, or who are active users.	Make a list of all active users' usernames visible at one glance.

Suggestion	Moderating tool	When moderator accepts a topic s/he has to scroll through all existing topics on the platform. http://platform.socatel.eu/moderator	Moderator should see a list of the topics in the given category before s/he accepts a topic, because it is hard to keep all of them in mind.
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13. FINAL IDEAS CO-CREATED PER PILOT TO BE DEVELOPED AT THE HACKATHONS

13.1 Finnish pilot site final ideas co-created

They received the SoCaTel platform to be translated into Finnish language no earlier than a week before the pilot day, and it was not possible to translate it with high quality within the time available. Also, the 'Privacy Policy Agreement' and 'Terms and Conditions' were still unfinished and thus they could not be translated.

Description of Core Topics

Summary of Needs Identified:

- more hands: more nurses, more time for care, household and conversation
- nurses should be always the same, not too many personnel changes, to be familiar with a patient
- nurses should speak Finnish
- more accuracy with the medicines
- home food cooking with an older person (client)
- getting out for a walk together
- loneliness:
 - o company in the sauna
 - o more visits in the Day Care Center
 - o someone to talk with
 - o safety wrist button with nice design
 - o a trip to Spain together with friends
 - o more visits from close relatives and friends
 - o move to a nursing home

Most of these topics need either personnel or voluntary resources, and they may be solved through a change management in the service processes of the City of Tampere.

TOPIC	DISCUSSION/CHALLENGES	TOPIC SUGGESTED
1) A customer forum for the home care customers	/	We didn't get <u>any</u> possible or concrete ideas, because the platform was incomplete and no co-creation happened. The participants seemed to leave the platform after the fifth co-creation day. There were some trials to ideate what and how to work on the platform, but no reliable discussions, votes or decisions.
2) A spontaneous leisure activity group for the older persons:	A suggestion was made for a "SeniorTinder". In Finland we have several similar applications, where people can find social groups, neighborhood help, volunteer help, companion, etc. The idea of SeniorTinder is not new, but it is a digital application and could be connected to the theme of loneliness. However, it is not co-created and thus would have needed much more ideation.	
3) Coffee-man"	A business model for a coffee-man service. Sumppi-Seppo's services could include: monitoring / listening - maintaining digital gadgets, television, radio or other technical equipment - other light talk stuff - political debate over coffee and buns. - Other social issues. Buns are brought by Sumppi-Seppo - quick shopping if something necessary is forgotten	
SELECTED SERVICE IDEA FOR HACKATHON	<p><i>New visions on ageing well at home? Service ideas and concepts that help 'grandmas' and 'grandads' beat their loneliness and activate their social lives meaningfully.</i></p> <p>Even though no concrete topic arose during the co-creation pilot, we chose this topic relying on previous workshops. Loneliness is always a big issue for older persons. Their abilities to participate in social life may be reduced due to many reasons. This is why we chose a loneliness-related topic for the hackathons.</p>	

13.2 Irish pilot site final ideas co-created

Description of Core Topics suitable for Hackathon

Summary of Needs Identified:

Overall lack of person-centred services resulting in a system in which older people have to fit into the 'mould' of care that it suits service providers rather than one which allows them to live their lives in their own way. This results in a multiplicity of issues in relation to access to information, co-ordination and integration of services. We have prioritized three core topics from feedback collected at focus groups, workshops and platform piloting: access to information on services; communication between different service providers at the point of care; and integration of services across primary and secondary care.

TOPIC	DISCUSSION/CHALLENGES	TOPIC SUGGESTED	POSSIBLE SERVICES
1) Co-ordination of services in the home	Most participants voiced concerns about the lack of flexibility and continuity of care, which impedes the building of relationships, acknowledging that when it comes to care 'one size cannot fit all'. Lack of an integrated information system and the multiple and unnecessary stages in the communication channel between carers, nurses and managers all brought about a lack of 'real-time' communication affecting the continuity and quality of care. Nurses considered that technology could provide a solution to bridge the gap in communication, particularly in the case of vulnerable older adults or those needing	Topic proposed by Participant: As an advocate for my mum I find it difficult to share relevant information between all the various carers, professionals and even family members that need to know about change. I end up having to make different phone calls and write notes in diaries that may or may not be read.	An application that is safe and secure to Improve communication and co-ordination of care in the home and reduce the links in the chain of communication. This application would promote real time information across primary and social care agents and families in the community – wrapped around the care of one

	<p>simultaneous home support and direct nursing interventions such as wound care or pressure injury prevention. Since the introduction of formal Home Supports services instead of spending time on direct nursing interventions they spend a lot of time mediating between older people, families and the HSS and ever-more time recording and reporting incidents. Some of the care agencies have developed ad hoc responses to alert team members when a care task has not been done (e.g. a prescription for medication had not been collected) by “using a WhatsApp group for each and every client”. However this solution does not provide a link to others engaged in home care services and cannot safely share information with PCT members and GPs.</p>	<p>Yes I believe it would be great to have a safe secure community ‘patient’ management system / app that could be accessed by all stakeholders. Updates to a persons’ health status, meds, as well as HCP details, stakeholder contact details (PHN, O.T., Physio, S&LT, Home Care Provider, GP, Meals on Wheels etc.) so I’m sure it could be expanded.</p>	<p>individual - saving time and promoting person-centred care. Ideally this would be used for older people with more complex care needs in the home and their family carers. To reduce IR issues this will need buy-in from unions such as the INMO and the development of a comprehensive procedural guideline.</p>
2) Access to information on services	<p>A majority of participants shared the view that there was no ‘single source’ of access to information on services for older people. Lack of more straightforward channels of information and access to services nationally added to the time people spent waiting for services. One family member caring for a relative with Alzheimer’s commented that she found out about services ‘almost by accident’. People wished for a ‘single source of provision’ of services ‘under ‘one umbrella’. Service providers such as social workers and community nurses echoed this sentiment. Many felt that accessing information and services had become so complicated that a dedicated role in the community was required for someone to help navigate access to information and to health and social care services. A comment posted on the communal board during a workshop discussion suggested ‘A job position for one person to connect a lot of services’. Providing a</p>	<p>Topic posted by Participant: I am looking to open an open forum with interested participants on the development of a One Stop Shop.....My concept of a one stop shop catch all app is that 100% of information would be stored in different headings with it..... Imagine you need something for an older adultType key words into a search and the topic is contained in a universal app..... People may say this information is already there on Google. But to be honest Google can be difficult to navigate and seems to be designed to suit the corporate world.</p>	<p>Ability to provide one single source of up to date information on local statutory and other home care services. This information would need to be available based on a persons’ home address and to be accessible by both service providers and service users. Information would be easily updated on the app by the owner when new services were developed and others ceased to operate. And collated in easily searchable files allowing feedback from users.</p>

	physical space or hub offering online access to a dedicated platform with a seven-day customer support service in a local environment such as a shopping centre would provide real-time exchange of information (especially for those lacking internet connection at home). The onus would be on a range of public and other services to keep information in the national repository up to date with customer services supporting older adults and their informal carers to connect to services and be responsible for providing feedback on the accessibility, accuracy and detail of online content.		The App may be used as a stand-alone support or as part of a dedicated Social Navigation role.
3) Integration of services across primary and secondary care	<p>The amount of time needed to facilitate hospital discharge was seen as frustrating by social workers, who recounted their experiences of having to advocate for their clients and against the waste of scarce resources as extended hospital stays are both expensive and can have adverse impacts on the older person.</p> <p>They are also aware that irrespective of the amount of time they invest in putting a case forward they may not succeed in procuring access to timely home supports, particularly in cases where loneliness is the prime concern or where a person's needs are primarily cognitive; 'it gets really tricky in accessing care for the people who are physically really good but cognitively not so good....if it doesn't actually involve some sort of aspect of providing like, physical kind of care, it's very, very difficult to get'.</p> <p>Public health nurses reported their frustrations with the generic system when accepting older people home from hospital identifying challenges to an integrated service when there are significant time delays in implementing</p>	<p>Topic proposed: How can we ensure that older people ready for transfer home from hospital do so in a timely manner and to a safe environment?</p> <p>A live-chat or communication between a dedicated hospital staff member and care agency / public health nurse regarding hospital discharges would improve efficiency and timely communication. The date and time of hospital discharges are dependent on multiple factors and systems within the hospitalit is constantly changing!</p> <p>Using technology to ensure a family member / friend or support person</p>	<p>This application would need to incorporate a valid and reliable assessment tool that would take into account both health and social care needs. Incorporating a system of ranking patient readiness for hospital discharge and displaying the ranked list of patients – removing those that are discharged and adding those progressing towards discharge would be optimum. Alongside this, progress on the sanction and implementation of home care appliances (hospital bed etc.) and family and statutory support services would need to be available so that overall</p>

	recommended social supports at home; 'when the patient comes home there could be a delay of a couple of days. And they don't have any help and that's the difficulty and frustration'.	is at home to oversee the 'transition' (on all levels – physical, emotional, social, psychological) could be of great benefit.	readiness for discharge could be assessed and reviewed at team meetings.
SELECTED SERVICE IDEA FOR HACKATHON	<i>Co-ordination of services in the home</i> The first was chosen as it has the potential to add most value. The second one could be addressed by the Knowledge Base in a mature version at exploitation and therefore the app may in time become redundant. The third is important but if the first is developed it will address some of the issues identified by the third or could even be configured to incorporate the third		

13.3 Spanish pilot site final ideas co-created

Description of Core Topics suitable for Hackathon

Summary of Needs Identified:

Overall lack of person-centred services resulting in a system in which older people have to fit into the 'mould' of care that it suits service providers rather than one which allows them to live their lives in their own way. This results in a multiplicity of issues in relation to access to information, co-ordination and integration of services. Four core topics have been prioritized from feedback collected at focus groups, workshops and platform piloting.

TOPIC	DISCUSSION/CHALLENGES	TOPIC SUGGESTED	POSSIBLE SERVICES
1) Support to family carers at home	Some participants reported that family carers needed information about how to take care of LTC recipients. This is especially crucial for the family carers of people who	Topic proposed by participant: How can family carers share information with each other?	An application to bring support and build a network for informal carers.

	became sick or disabled suddenly. Carers often lack knowledge about diet, mobility or how to bring in personal support for hygiene.	Carers: how we work, how we would like to work for better support and how to avoid stress or abuse.	After an in-depth search, we found an app in the App Store and Google Play about taking care of LTC recipients. The app "SerCuidador" is led by Red Cross Spain.
2) Volunteers for LTC recipients	Some people said is difficult to find someone to do cultural or social activities due to a weak family or neighborhood network. Older people want to participate actively in the different cultural or social activities but sometimes have no one to take them.	Topic posted by participant: promotion of social relationship. To facilitate an active adaptation to the community and avoid isolation.	App to search for volunteers and other LTC recipient to take a walk, go to the cinema, etc.
3) Integrate all information about home services	Some participants talked about the lack of information about home services, such as personal carers. Another difficulty was finding information about social benefits. Information is distributed in different ways and sometimes it is hard to find. Sometimes doctors do not know the social system works and social professionals do not know how the health system works.	Topic posted by participants: to coordinate information about social and health professionals.	This application would integrate all information about personal and home services. After an in-depth search only "Dependencia" App brings part of information about LTC. This app is available on the App Store and Google Play and is led by IMSERSO (a public institute offering services for older people) and developed by Telefonica Soluciones, S.A.U.
4) Adequate home for LTC	Ageing-in-place is one of the main desires of LTC recipients. They want to live at home as long as possible, but sometimes their own homes are not adapted to their conditions. There are many products on the market, but usually they are unknown by the users.	Topic proposed by participants: Functional adaptation at home for home adaptation for LTC carers, people with disabilities and older people.	App with home care support products and store finder. An app to show different products for living at home function: cranes, wheelchairs, bath chairs, automatic stairs, etc.

SELECTED SERVICE IDEA FOR HACKATHON	<i>Integrate all information about home services</i> One of the main social services shortcomings identified was the lack of older adults' access to information about LTC services and benefits for which they are eligible, in addition to the need to overcome isolation and loneliness. Western societies have improved in life expectancy, but they do not provide older people with sufficient social activities, means of transport and community engagement. These factors are key for older people's wellbeing. This service was selected from the other three candidates (searching for volunteers for older adults, searching for instruments for improving mobility and accessibility, and creating a family carers' network) because it addressed some of these other aspects. Also, this approach was new in that it combined all of these resources in one tool.
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13.4 Hungarian pilot site final ideas co-created

Description of Core Topics suitable for Hackathon

Summary of Needs Identified:

Older persons are not given access to leisure and social activities when living in their homes. It would be useful if such activities could be organised in the neighbourhood, so that the local community can register interest and participate. Whether it is drawing/painting classes, book groups, crosswords and memory exercises, playing cards, teaching on various topics, there is an interest from the community for organisations to come and deliver such services nearer to the community (for free or for a fee).

TOPIC	DISCUSSION/CHALLENGES	TOPIC SUGGESTED	POSSIBLE SERVICES
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1) Activities for elderlies	<p>Elderly people living in their own homes are at high risk of isolation. Few programs are organized for them, and only a small fraction of potentially interested people are aware of them.</p> <p>It is important to focus on community programs that provide opportunities for socialization.</p> <p>The issue faces to challenges which need to be solved:</p> <ul style="list-style-type: none"> • There are few programs specifically designed for the elderly. Most potential organizers are not aware of the needs. A site is needed where elderly people can express their needs. • Most older people are unaware of the programs available nearby 	<p>It would be useful for everyone in the neighborhood to be aware of programs in a digital yet accessible and understandable way. What would be the solution?</p>	<p>An application that could allow individuals to register their interest on various topics and organisations to match them with events would create a momentum in the neighbourhood. Because the site is designed for older people (who often have problems with digital devices), more than average attention needs to be paid to ease of use.</p> <p>For example, it must be easy to filter those programs which are nearby.</p>
2) Social catering services rating	<p>Most of the available social catering services offer food for an affordable price, but the quality is very poor, so people rather chose to cook.</p> <p>There is no platform for feedbacks, although it would be very useful, because if service providers would learn that people would pay a little more for better food, they could make the changes.</p> <p>People could find the high rated social catering services near them.</p>	<p>Qualitative, quantitative and other opinions on the food of social catering service providers in the settlement area</p>	<p>A Tripadvisor-like platform for social catering service reviewer.</p>
3) List of medical devices	<p>A lot of people don't know what kind of medical devices are available and they don't know where could they get information about it.</p>	<p>Because of their ignorance very few know what tools are available to make their movement easier and safer, so they can get it without</p>	<p>A website listing the options for treating health issues. Possibly with a feature that elders select from a list what type of problem do they have.</p>

		prescription at an affordable price.	
SELECTED SERVICE IDEA FOR HACKATHON	<p><i>Activities for elderlies</i></p> <p>We chose the 1st topic (Activities for elderlies) because this topic had the highest user activity- many users considered it as an important issue, and have also made constructive comments to solve it.</p> <p>Of the topics above, we saw the greatest opportunity for unique, individual solutions in the 1st topic.</p>		

14. CONCLUSIONS

The SoCaTel platform was ready for piloting at the end of August 2019 (M21). The SoCaTel methodology took this a step further by testing the SoCaTel platform at the same time that services were co-created on it. The platform was piloted in the four sites (Finland, Ireland, Spain and Hungary) with participants representing each of the groups in the quadruple helix.

The workshops demonstrated the great interest that there is in the field of long-term care and how different stakeholders can find an adequate space where to debate topics, express experiences and views, and suggest ideas to be co-created.

The platform, despite some technical issues due to the number of people online at the same time, was used successfully and perceived by participants to provide a friendly environment. Nevertheless, a tutorial on how the platform is used could be useful in getting participants initial engagement and so as to avoid disengagement. The workshop and also the external observers' comments showed the importance of the platform not only as a space for co-creating services, discussing and expressing ideas, but also as a place to form virtual communities. Participants were happy to share their experiences with others and interact with people with an interest in long-term care services. All this atmosphere generated an important space for exchanging experiences, views and networking among participants outside the platform.

Users spent less time than expected interacting on the platform during the 10-day co-creation process. This could be caused for a variety of reasons; participants might lack of time due to work or personal commitments. Furthermore, 10 days was not much time for co-creating and force stakeholders to participate on it. Platform engagement has to be more natural and can fluctuated from different frequencies according to the topics and interest generated by participants. This has put in evidence that to have time for co-creating services and participating in a virtual community are two important factors for fostering SoCaTel platform engagement. This leads us to think that virtual co-creation can be an important tool for people with disabilities so as to be part of a virtual community in an easy way and avoiding the need for transport.

After the co-creation pilots, it is clear that the role of moderator is integral to the process of co-creation, regulating, dynamizing and fostering co-creation between the different participants. The moderator can help to identify relevant topics and good ideas to be co-created. Social workers or healthcare professionals can be ideally performing this role as experts. This will be addressed and developed further in the SoCaTel exploitation plan (WP8).

At the same time, piloting the SoCaTel platform has been a good opportunity to improve its functionalities, to engage more stakeholders in the project and in helping them to networking when discussing about what long-term care services we want and how to be co-designed and co-created.

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16. APPENDIX

16.1 Appendix A: Nice Questionnaire

Partner's name:

Institution:

Pilot site (Irish, Spanish, Finnish or Hungarian):

CO-CREATION PILOT PREPARATION

- 1) Do you have any previous experience in co-creation? If the answer is yes, which kind of experience?

- 2) Is the role of the moderator clear?

Yes ☐ No ☐

- 3) If you answered no to Q3 please explain what is still unclear

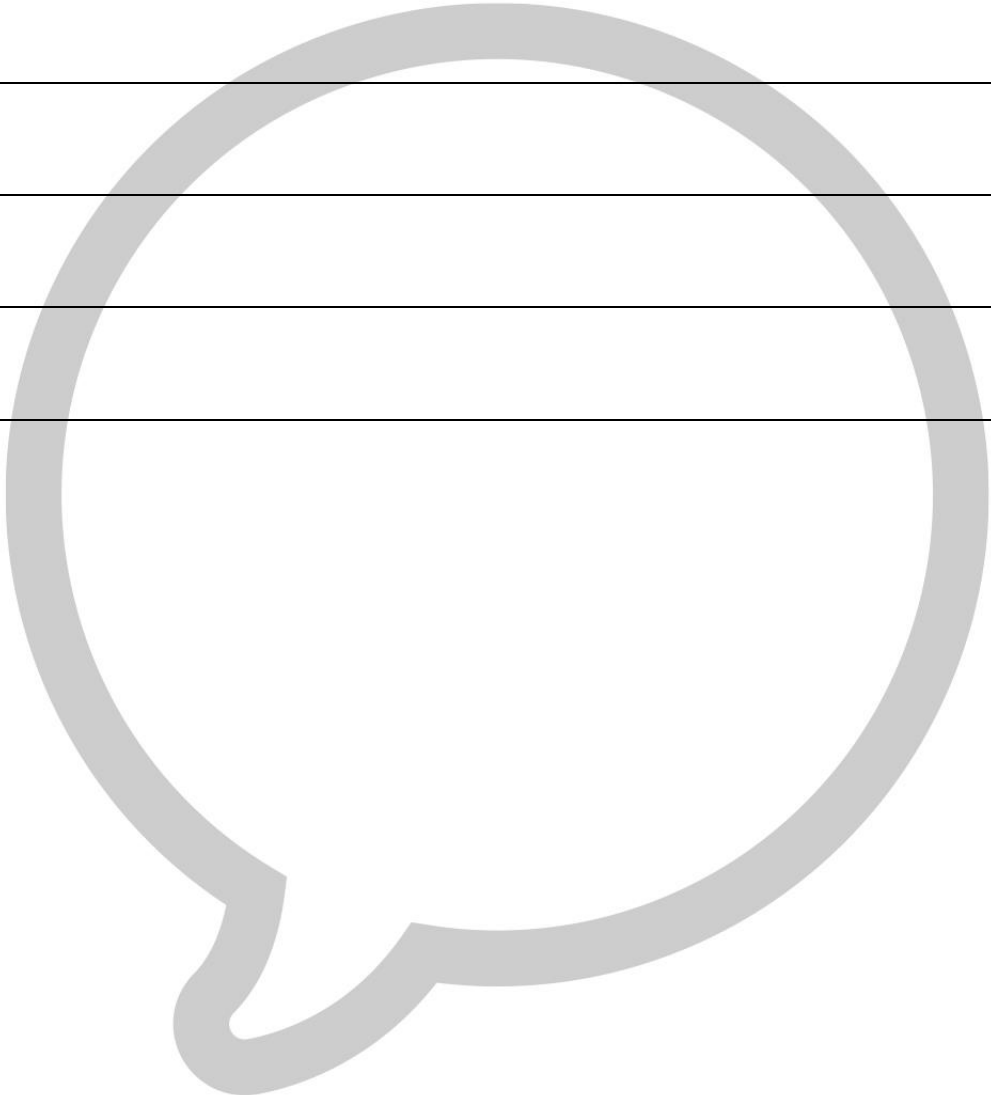
- 4) Who will be the moderator(s) of your pilot site during the co-creation pilot?

- 5) Do you detect possible risks in the development of the co-creation pilot?

6) What are the remedial actions to take to mitigate those risks?

7) Please use the space below to add any other comment referred to the co-creation pilot preparation

-
- 8) Please use the space below to add any other comment referred to the SoCaTel platform (doubts, questions, remarks and suggestions)



16.2 Appendix B: First Diary

*H2020-SC6-CO-CREATION-2016-2017 / CO-CREATION FOR GROWTH AND INCLUSION
Grant Agreement n° 769975*

SoCaTel First Diary

**A multi-stakeholder co-creation platform for better
access to Long-Term Care services**

Start date of project: 01/12/2017
Duration: 36 months

SoCaTel co-creation workshop September 2019

Sensitizing phase questionnaire:

User identification:

Thank you for agreeing to participate in this workshop. For the first exercise, we are asking you to explore the SoCaTel platform. There are no wrong or right answers or actions; we just want to see how people react to the platform upon their first encounter with it. You will have **15 minutes** to explore the platform and the end of this exercise, please complete the questionnaire below and hand it back to a research team member.

1) Was the purpose of the platform easy to understand?

Yes _____ No _____

1.1. If you answered no, please elaborate...

2) Did you need help to navigate the platform?

Yes _____ No _____

1.1 If you answer yes, please indicate what kind of help you needed:

a) Understanding the purpose of the platform

b) Logging-in

c) Navigating across different pages

d) Other, please elaborate _____

3) Do you have any additional comments you want to make?

Thank you! Please hand back this form to a research team member.

16.3 Appendix C: Observation document

User flow for Mrs Smith (before account creation)	1	2	3	4	5	6	7	8	9	10
Desired action	Opens SoCaTel Website	Clicks on the Explore button	Selects a topic of interest	Sorts results according to a criterion	Search through topics	Clicks on explore subject	Try to submit a reply or contribution	Clicks on pop up to register	Fills in required information	Clicks on create account
Actual action										
Remarks										

User flow for Mrs Smith (post account creation)	11		12			13		14		
Desired action	Navigates to dashboard page		Manages her profile/ submissions / communication with moderator			Set notifications		Proposes a new subject		
Actual action										

Remarks		Indicate which one				Indicate which		
Tea/Coffee break								
User flow for Mrs Smith (second visit to the platform)	15	16	17	18	19	20	21	22

Desired action	Click sign in	Enters credentials	Sees how many users are online	Up-votes other people's comments	Down-votes some ideas	Searches for an idea in phase 2 or 3	Gives input to the proposed ideas	Looks at the whiteboard and reads responses there
Actual action								
Remarks			The number is:	Ask why she voted	Ask why she voted	Ask her to search for an idea on phase 2 or 3	Ask her to give input	Ask her to go to the whiteboard and read responses there

16.4 Appendix D: Workshops' evaluation questionnaire

SoCaTel Questionnaire

We would love to hear your feedback on our co-creation workshop. Please can you take a few minutes to complete the following questionnaire.

Please can you indicate whether you are a:

Service User ☐

Service Provider ☐

Other ☐

Please mark the satisfaction level of the following items with 1 being least satisfied and 10 being most satisfied:

1) What is your degree of satisfaction with this co-creation workshop?

1 2 3 4 5 6 7 8 9 10

2) Overall level of interaction among other workshop participants on-line:

1 2 3 4 5 6 7 8 9 10

3) Quality of the co-created ideas which emerged throughout this workshop:

1 2 3 4 5 6 7 8 9 10

4) Level of satisfaction with the services co-created:

1 2 3 4 5 6 7 8 9 10

5) Your overall evaluation of the co-creation workshop:

1 2 3 4 5 6 7 8 9 10

For the next 2 statements please tick the box that best describes your opinion:

6) I would consider using this platform again:

☐ Strongly agree

☐ Agree

☐ Disagree

☐ Strongly disagree

7) I would feel confident logging into the SoCaTel Platform without assistance:

☐ Strongly agree

☐ Agree

☐ Disagree

☐ Strongly disagree

8) Did you contribute to a topic on the platform?

Yes ☐ No ☐

9) If you answered yes to Q8, in what way did you contribute?

Comment ☐

Vote (like or dislike) ☐

Other contribution ☐ please describe _____

10) Did you suggest a topic for co-creation on the platform?

Yes ☐ No ☐

11) If you answered yes to Q10 was the topic you suggested approved by the Moderator?

Yes ☐ No ☐ I don't know ☐

12) Did you find useful information about the things you were interested in?

13) If you answered yes to Q12 did you find this information useful to contribute to new ideas?

14) Do you consider that a Moderator would be needed on such a platform?

Yes ☐ No ☐

15) Do you see a potential use for a co-creation platform in your home / work life?

Yes ☐ No ☐

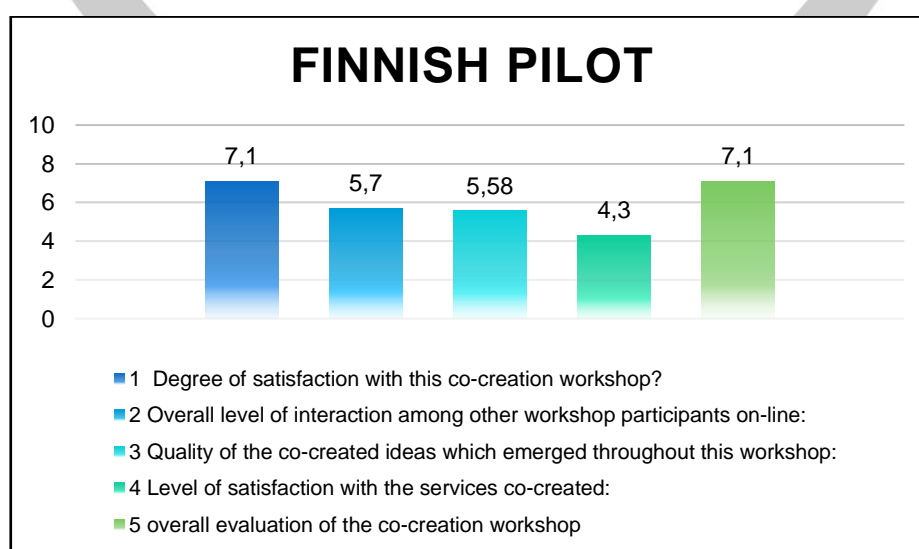
16) If you answered Yes to Q16 please describe the potential uses and how they might be of benefit to you/your community/your organization:

17) Please provide any feedback that you think might be of help to us to improve this session and provide assistance to you over the next 10 days:

Thank You!

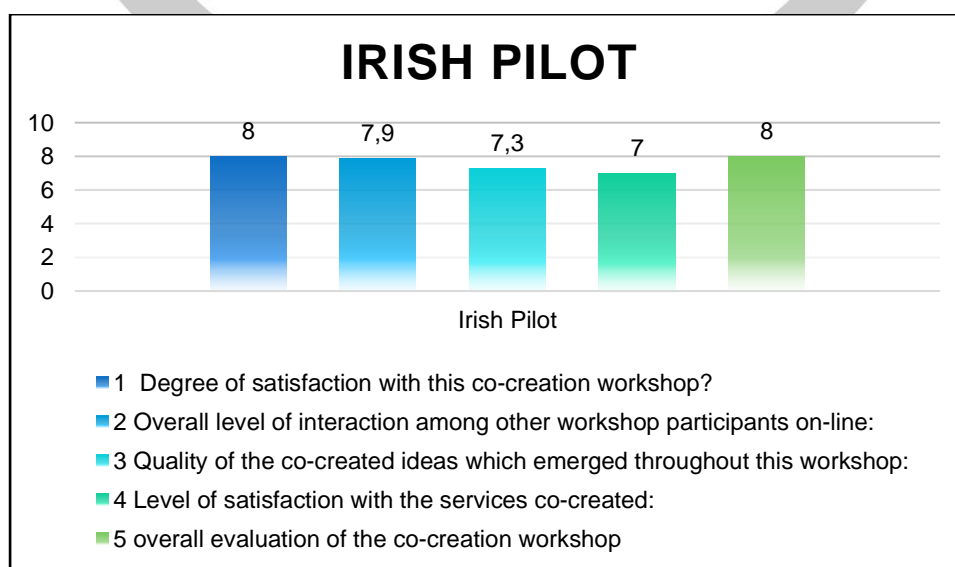
16.5 Appendix E: Finnish pilot evaluation questionnaire

Profile (Service User, Service Provider or Other)	1 Degree of satisfaction with this co-creation workshop?	2 Overall level of interaction among other workshop participants on-line:	3 Quality of the co-created ideas which emerged throughout this workshop:	4 Level of satisfaction with the services co-created:	5 overall evaluation of the co-creation workshop
Other	3	4	1	1	4
Other	7	7	7	7	7
Other	8	3	5	3	8
Other	6	5	-	-	6
Other	8	5	8	6	9
Other	9	10	Can't say	Can't say	8
Service provider	8	8	8	6	7
Other	9	5	2	4	8
Service provider	4	8	7	4	8
Other	7	6	7	6	6
Other	8	8	-	-	8
Other	9	2	7	4	9
Other	8	1	6	4	8
Other	7	8	4	4	6
Other	8	7	7	-	7
Other	6	2	4	2	8
Other	7	8	8	7	7
Other	8	1	6	4	7
Other	5	8	2	2	4
Other	7	8	6	6	7
Average	7,1	5,7	5,58	4,3	7,1



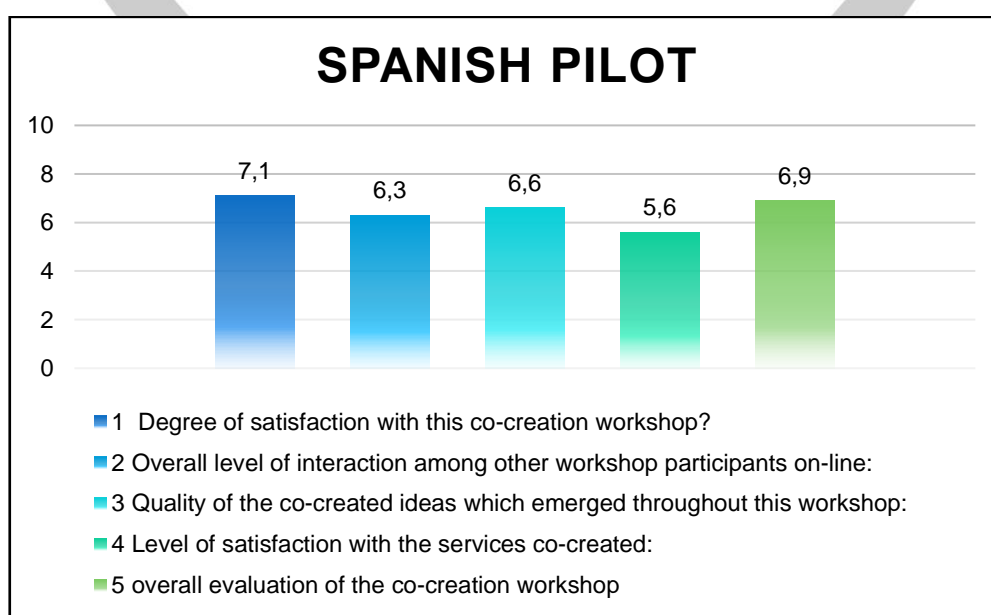
16.6 Appendix F: Irish pilot evaluation questionnaire

Profile (Service User, Service Provider or Other)	1 Degree of satisfaction with this co-creation workshop?	2 Overall level of interaction among other workshop participants on-line:	3 Quality of the co-created ideas which emerged throughout this workshop:	4 Level of satisfaction with the services co-created:	5 overall evaluation of the co-creation workshop
Service Provider	9	7	6	7	9
Other	8	7	7	8	8
Other	8	7	7	6	8
Service Provider	7	7	6		8
Service Provider	8	9	9	8	9
Service Provider	8	6	7	5	8
Service User	7	8	8	7	8
Service User	7	7	8	8	6
Service Provider	8	10	5	5	8
Service Provider	8	10	6	8	7
Other	8	9	8		9
Service Provider	8	9	8	8	9
Service Provider	8	8	8	8	8
Service Provider	8	7	7		7
Other	6	6	5	4	5
Other	10	10	10	9	10
Service Provider	9	7	8	8	8
Other	8	10	8	5	8
Service Provider	8	10	8	7	9
Other	9	8			8
Service Provider	10	8	10	8	10
Other	7	5	5		7
Average	8	7,9	7,3	7	8



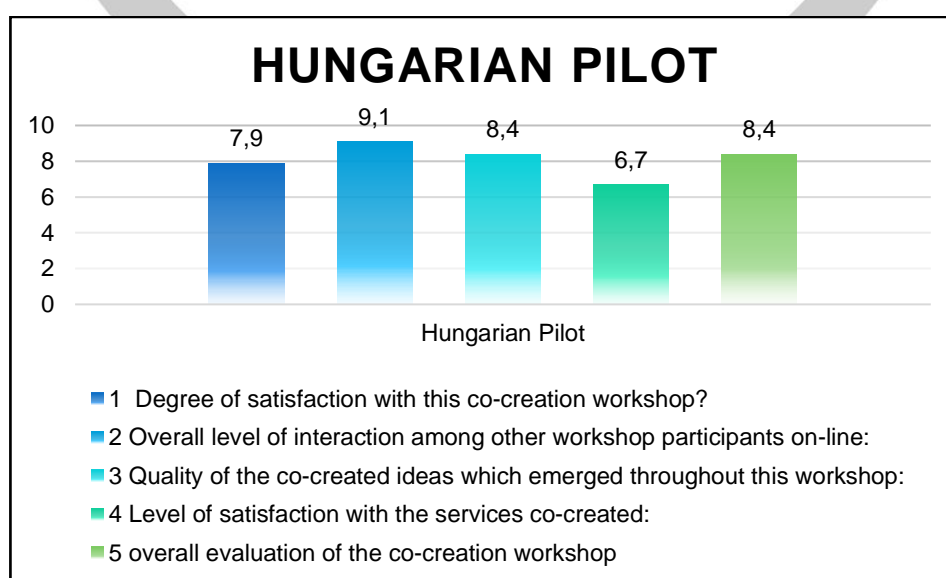
16.7 Appendix G: Spanish pilot evaluation questionnaire

Profile (Service User, Service Provider or Other)	1 Degree of satisfaction with this co-creation workshop?	2 Overall level of interaction among other workshop participants on-line:	3 Quality of the co-created ideas which emerged throughout this workshop:	4 Level of satisfaction with the services co-created:	5 overall evaluation of the co-creation workshop
Service Provider	6	6	6	5	6
Service Provider	7	7	8	6	7
Service Provider	6	7	/	we have not made it	7
Service Provider	9	6	7	7	9
Service User	8	9	9	7	8
Service Provider	8	1	4	we have not made it	8
Service Provider	8	6	7	5	8
Other	7	6	8	8	7
Service Provider	8	9	8	8	8
Service Provider	7	1	8	1	6
Service Provider	7	8	6	6	6
Service Provider	8	8	6	4	5
Other	9	9	9	9	9
Service Provider	7	8	5	4	7
Service Provider	6	4	5	4	4
Service Provider	7	8	7	7	8
Service User	5	5	4	4	6
Service Provider	5	7	6	5	6
Average	7,1	6,3	6,6	5,6	6,9



16.8 Appendix H: Hungarian pilot evaluation questionnaire

Profile (Service User, Service Provider or Other)	1 Degree of satisfaction with this co-creation workshop?	2 Overall level of interaction among other workshop participants on-line:	3 Quality of the co-created ideas which emerged throughout this workshop:	4 Level of satisfaction with the services co-created:	5 overall evaluation of the co-creation workshop
Service User	10	10	10	1	10
Service User	8	10	9	10	10
Service User	9	10	10	1	10
Service User	10	10	10	1	10
Service User	9	10	10	10	10
Service User	10	10	10	1	10
Service Provider	10	10	8	9	5
Service Provider	10	10	10	10	10
Service Provider	5	9	8	5	10
Service Provider	10	10	10	10	10
Service Provider	8	9	8	8	8
Service Provider	10	9	10	10	10
Other	10	Did not answer	Did not answer	Did not answer	Did not answer
Other	1	8	2	10	2
Other	8	10	10	10	10
Service Provider	8	7	8	8	8
Other	8	10	9	10	9
Other	9	9	10	9	9
Other	3	3	4	3	3
Other	2	10	5	3	7
Average	7,9	9,1	8,4	6,7	8,4



16.9 Appendix I: SoCaTel Diary

*H2020-SC6-CO-CREATION-2016-2017 / CO-CREATION FOR GROWTH AND INCLUSION
Grant Agreement n° 769975*

SoCaTel Diary

**A multi-stakeholder co-creation platform for better
access to Long-Term Care services**

Start date of project: 01/12/2017
Duration: 36 months

STEP 3: Diary booklet for the 10 day-period

Evaluation and co-creation phase

Dear platform user

Please complete the following diary of your co-creation journey.

There are 10 diaries, one for each of the 10 days you will be involved in the online co-creation process. If you have provided us with your consent, we will ring/email you on day 5 or 6 to check how you are getting on and provide you with the opportunity to answer any questions or doubts you might have.

If at any moment you are experiencing difficulties with the platform please fill free to contact Anne McDonald (email below) who will put you in touch with our technical team.

Once you have completed the **10 diaries**, please put these in the envelope provided and post it back to us. If you have opted to fill in the diaries on your computer, please email them to Luciana Lolich (email below).

Thank you!

To seek further clarification and information, please contact:

.....

DIARY DAY 1				
User identification:				
At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you log in on the platform?				
YES		NO		
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
Please rate how clear the purpose of the platform is to understand, with 1 being 'not at all clear' and 5 being 'very clear'				
Not at all clear 1	2	3	4	Very clear 5
Any additional comments you want to make.				

DIARY DAY 2				
User identification:				
At what time of the day did you visit the platform?				
Between 9am- 12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you log in on the platform?				
YES		NO		
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
Please rate how clear the purpose of the platform is to understand, with 1 being 'not at all clear' and 5 being 'very clear'				
Not at all clear 1	2	3	4	Very clear 5
Any additional comments you want to make.				

DIARY DAY 3				
User identification:				
At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you propose a new topic?				
YES		NO		
If yes please, indicate which one:				
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
Please rate how clear the purpose of the platform is to understand, with 1 being 'not at all clear' and 5 being 'very clear'				
Not at all clear 1	2	3	4	Very clear 5
Any additional comments you want to make.				

DIARY DAY 4				
User identification:				
At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you vote for any topic?				
YES		NO		
If yes, please indicate which one(s):				
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
Please rate how clear the purpose of the platform is to understand, with 1 being 'not at all clear' and 5 being 'very clear'				
Not at all clear 1	2	3	4	Very clear 5
Any additional comments you want to make.				

DIARY DAY 5
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you make any comments on a discussion?				
YES		NO		
If yes please indicate which one:				
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
Please rate how clear the purpose of the platform is to understand, with 1 being 'not at all clear' and 5 being 'very clear'				
Not at all clear 1	2	3	4	Very clear 5
Any additional comments you want to make.				

DIARY DAY 6
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
Did you make any comments on a discussion?				
YES		NO		
If yes please indicate which one:				
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
To what extent do you feel you are contributing to the ongoing co-creation process?				
Never contributed	Almost never	Occasionally/ Sometimes	Almost every time	Frequently
Any additional comments you want to make.				

DIARY DAY 7
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
To what extent do you feel you are contributing to the ongoing co-creation?				
Never contributed	Almost never	Occasionally/ Sometimes	Almost every time	Frequently
How satisfied are you with the quality of the co-created ideas that are emerging during the co-creation process?				
Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very Satisfied
Any additional comments you want to make.				

DIARY DAY 8
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
To what extent do you feel you are contributing to the ongoing co-creation?				
Never contributed	Almost never	Occasionally/ Sometimes	Almost every time	Frequently
How satisfied are you with the quality of the co-created ideas that are emerging during the co-creation process?				
Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very Satisfied
Any additional comments you want to make.				

DIARY DAY 9
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
To what extent do you feel you are contributing to the ongoing co-creation?				
Never contributed	Almost never	Occasionally/ Sometimes	Almost every time	Frequently
How satisfied are you with the quality of the co-created ideas that are emerging during the co-creation process?				
Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very Satisfied
Any additional comments you want to make.				

DIARY DAY 10
User identification:

At what time of the day did you visit the platform?				
Between 9am-12noon	Between 12noon-4pm	Between 4pm-8pm	Between 8pm-12midnight	Between 12 midnight- 9am
How long did you spend time on the platform?				
10 minutes or less	Between 10 and 15 minutes	Between 15 and 30 minutes	Between 30 minutes and 1 hour	More than 1 hour
How satisfied are you with the quality of the co-created ideas that emerged during the co-creation process?				
Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very Satisfied
How satisfied are you with the quality of the co-creation process overall?				
Very dissatisfied	Dissatisfied	Unsure	Satisfied	Very Satisfied
<p>What did you like most about the platform?</p> <p>What did you like least about the platform?</p> <p>Which features of the platform are most important to you?</p> <p>Which features of the platform are least important to you?</p> <p>Any additional comments you want to make.</p>				

16.10 Appendix J: Finnish SoCaTel Diary

Day 1 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Lo g g e d ?	Time used	Easy to use?
1									
2									
3									
4									
5									
6	Private sector			X			Yes	10 - 15m	
7									
8									
9									
10	Society		X				Yes	15 - 30m	
11									
12									
13	Private sector			X			Yes	10 - 15m	
14									
15									
16	Academia		X				Yes	10 - 15m	
17									
18									
19	/		X				Yes	10 - 15m	
20									

Day 2 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Log ged ?	Time used	Easy to use?
1									
2									
3									
4									
5									
6	Private sector			X			Yes	15 - 30m	
7									
8	Society		X				Yes	10 - 15m	
9									
10	Society			X			Yes	10 - 15m	
11									
12									
13	Private sector								
14									
15									
16	Academia	X					Yes	10 m or less	
17									
18									
19	/			X			Yes	10 - 15m	
20									

Day 3 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Topic s co- creat ed	Time used	Easy to use?
1									
2									
3									
4									
5									
6	Private sector			X			Yes	30-60m	
7									
8	Society								
9									
10	Society		X				Yes	15-30m	
11									
12									
13	Private sector								
14									
15									
16	Academia		X				Yes	15-30m	
17									
18									
19	/								
20									

Day 4 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	To pic s vot ed	Time used	Easy to use?
1									
2									
3									
4									
5									
6	Private sector				X		No	10 - 15m	
7									
8	Society								
9									
10	Society					X	No	10 - 15m	
11									
12									
13	Private sector								
14									
15									
16	Academia		X				Yes	10 m or less	
17									
18									
19	/		X				No	10 m or less	
20									

Day 5 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comm ents done?	Time used	Eas y to use ?
1									
2									
3									
4									
5									
6	Private sector				X		Yes	10 - 15m	
7									
8	Society								
9									
10	Society			X			Yes	15-30m	
11									
12									
13	Private sector						No	10 m or less	
14									
15									
16	Academia		X						
17									
18									
19	/			X			Yes	10 m or less	
20									

Day 7 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf action level
1									
2									
3									
4									
5									
6	Private sector				X		15- 30m	Almost every time	Unsur e
7									
8	Society								
9									
10	Society		X				15- 30m	Almost every time	Unsur e
11									
12									
13	Private sector								
14									
15									
16	Academia								
17									
18									
19	/								
20									

Day 6 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comm ents done?	Time used	Contrib utions?
1									
2									
3									
4									
5									
6	Private sector	X		X			Yes	15- 30m	Almost every time
7									
8	Society								
9									
10	Society			X			No	15- 30m	Almost every time
11									
12									
13	Private sector								
14									
15									
16	Academia								
17									
18									
19	/				X		No	10 m or less	Someti mes
20									

Day 8 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf action level
1									
2									
3									
4									
5									
6	Private sector	X			X		10-15m	Almost every time	Unsu re
7									
8	Society								
9									
10	Society		X				10-15m	Almost every time	Unsu re
11									
12									
13	Private sector								
14									
15									
16	Academia								
17									
18									
19	/								
20									

Day 9 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisfac tion level
1									
2									
3									
4									
5									
6	Private sector		X		X			Almost never	Unsure
7									
8	Society								
9									
10	Society		X				10-15m	Almost every time	Dissatis fied
11									
12									
13	Private sector								
14									
15									
16	Academia								
17									
18									
19	/								
20									

Day 10 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisfac tion level
1									
2									
3									
4									
5									
6	Private sector	X					10-15m		
7									
8	Society								
9									
10	Society			X			15-30m		Unsur e
11									
12									
13	Private sector			X			10-15m		
14									
15									
16	Academia								
17									
18									
19	/								
20									

16.11 Appendix K: Irish SoCaTel Diary

Day 1 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Lo gged ?	Time used	Easy to use?
1	Policy makers		X				Yes	10 - 30m	4
2	Private sector	X					Yes	10 - 30m	3
3	Private sector		X				Yes	10 m or less	4
4	Society			X			Yes	30 - 60m	3
5									
6	Society				X		Yes	15 - 30m	2
7	Policy maker			X			Yes	10 m or less	2
8	Policy Makers				X		Yes	10 - 15m	4
9									
10									
11	Society			X			Yes	30 - 60m	3
12	Policy makers		X				Yes	10 m or less	4
13									
14									
15	Private sector		X				Yes	10 m or less	4
16									
17	Society	X					Yes	15 - 30m	5
18	Society		X				Yes	10 - 15 m	4
19									
20									

Day 3 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Topic s co- creat ed	Time used	Easy to use?
1	Policy makers		X				Yes	10 - 15m	4
2	Private sector			X			No	10 m or less	4
3	Private sector								
4	Society				X		No	More than 1 h	3
5									
6	Society				X		No	10 - 15m	
7	Policy makers								
8	Policy makers	X					No	10 - 15m	4
9									
10									
11	Society		X				No	30 - 60m	3
12	Policy m.		X				No	10 - 15m	4
13									
14									
15	Private sector								
16									
17	Society	X					Yes	10-15m	4
18	Society								
19									
20									

Day 2 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Log ged ?	Time used	Easy to use?
1	Policy maker				X		Yes	15 - 30m	4
2	Private sector		X				Yes	10 - 30m	4
3	Private sector								
4	Society								
5									
6	Society			X			Yes	15 - 30m	3
7	Policy Makers			X			Yes	10 m or less	2
8	Policy Makers	X					Yes	10 m or less	4
9									
10									
11	Society								
12	Policy maker	X					Yes	10-15 m	4
13									
14	Academia		X				Yes	10-15m	5
15	Private Sector								
16									
17	Society		X				Yes	10-15m	5
18	Society								
19									
20									

Day 4 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	To pic s vot ed	Time used	Easy to use?
1	Policy makers		X				Yes	10-15 m	4
2	Private sector		X				No	10-15 m	4
3	Private sector								
4	Society								
5									
6	Society			X			Yes	15-30m	3
7	Policy makers			X			No	10 m or less	2
8	Policy maker								
9									
10									
11	Society		X				No	15-30m	3
12	Policy m.								
13									
14	Academia			X			No	10-15m	5
15	Private sector								
16									
17	Society			X			No	10-15 m	
18	Society								
19									
20									

Day 5 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comments done?	Time used	Easy to use?
1	Policy makers			X			Yes	15 - 30 m	4
2	Private sector	X					Yes		4
3	Private sector		X				No	10 m or less	4
4	Society								
5									
6	Society								
7	Policy maker								
8	Policy Makers								
9									
10									
11	Society								
12	Policy makers								
13									
14	Academia		X					10 m or less	5
15	Private sector								
16									
17	Society	X						10 - 15m	5
18	Society								
19									
20									

Day 6 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comments done?	Time used	Contributions?
1	Policy makers		X				No	15 - 30 m	Almost ev.day
2	Private sector	X					No	10 m or less	Sometimes
3	Private sector				X		Yes	10 m or less	Sometimes
4	Society								
5									
6	Society								
7	Policy maker								
8	Policy Makers								
9									
10									
11	Society								
12	Policy makers	X						10 m or less	Sometimes
13									
14	Academia								
15	Private sector								
16									
17	Society		X					10 m or less	Almost never
18	Society								
19									
20									

Day 7 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contributions?	Satisfaction level
1	Policy makers								
2	Private sector								
3	Private sector								
4	Society								
5									
6	Society								
7	Policy maker								
8	Policy Makers								
9									
10									
11	Society		X				15 - 30 m	Sometimes	Unsured
12	Policy makers								
13									
14	Academia								
15	Private sector								
16									
17	Society		X				10 m or less		Unsured
18	Society								
19									
20									

Day 8 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contributions?	Satisfaction level
1	Policy makers		X				10 -15m	Sometimes	Dissatisfied
2	Private sector								
3	Private sector								
4	Society								
5									
6	Society								
7	Policy maker								
8	Policy Makers								
9									
10									
11	Society		X				10 -15m	Sometimes	Satisfied
12	Policy makers	X					10 -15m	Sometimes	Satisfied
13									
14	Academia								
15	Private sector								
16									
17	Society	X					10 -15m	Almost never	Unsured
18	Society			X			10 m or less	Sometimes	Unsured
19									
20									

Day 9 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisfac tion level
1	Policy maker	X					15-30m	Almost every time	Unsure
2	Private sector								
3	Private sector								
4	Society								
5									
6	Society								
7	Policy maker			X			0m or less	Never contrib uted	Dissatis fied
8	Academia								
9									
10									
11	Society				X		15-30m	Someti mes	Dissatis fied
12	Policy makers		X				10m or less	Someti mes	Satisfie d
13									
14	Academia								
15	Private sector								
16									
17	Society		X					Almost never	Unsure
18	Society								
19									
20									

Day 10 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf action level
1	Policy maker		X				15-30m	Unsure	Unsur e
2	Private sector								
3	Private sector								
4	Society								
5									
6	Society								
7	Policy maker								
8	Policy maker								
9									
10	Academia								
11	Society	X					10m or less	Dissati sfied	Dissati sfied
12	Policy maker			X			10m or less	Satisfi ed	Satisfi ed
13									
14	Academia								
15	Private sector								
16									
17	Society	X					10-15m	Unsure	Very dissati sfied
18	Society								
19									
20									

16.12 Appendix L: Spanish SoCaTel Diary

Day 1 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Log ged ?	Time used	Easy to use?
1	Private sector		Yes				Yes	10-15m	4
2	Policy m.			Yes			Yes	10-15m	2
3									
4									
5	Society			Yes			Yes	15-30m	4
6									
7									
8	Academia			Yes			Yes	10-15m	5
9									
10	Society			Yes			Yes	10-15m	3
11	Policy maker			Yes			Yes	10-15m	2
12	Private sector			Yes			Yes	15-30m	3
13									
14									
15									
16									
17									
18									
19	Society				Yes		Yes	15-30m	3
20									

Day 3 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	To pic s co- cre ate d	Time used	Easy to use?
1	Private sector		Yes				Yes	15-30m	5
2	Policy maker		Yes				Yes	10-15m	3
3									
4									
5	Society				Yes		Yes	30-60m	4
6									
7									
8	Academia			Yes			Yes	10-15m	5
9									
10	Society		Yes				Yes	10-15m	4
11	Policy maker			Yes			Yes	15-30m	2
12	Private sector			Yes			Yes	15-30m	3
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 2 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Log ged ?	Time used	Easy to use?
1	Private sector		Yes				Yes	15-30m	5
2	Policy maker		Yes				Yes	10-15m	3
3									
4									
5	Society				Yes		Yes	30-60m	4
6									
7									
8	Academia			Yes			Yes	10-15m	5
9									
10	Society		Yes				Yes	10-15m	4
11	Policy maker			Yes			Yes	15-30m	2
12	Private sector			Yes			Yes	15-30m	3
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 4 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	To pic s vot ed	Time used	Easy to use?
1	Private sector		Yes				Yes	15-30m	5
2									
3									
4									
5	Society				Yes		No	30-60m	3
6									
7									
8	Academia			Yes			Yes	10 m or less	5
9									
10	Society			Yes			No	10 m or less	4
11	Policy maker			Yes			No	10-15m	2
12	Private sector		Yes				Yes	10-15m	
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 5 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comments done?	Time used	Easy to use?
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia								
9									
10	Society			Yes			Yes	10 m or less	4
11	Policy maker	Yes					No	10 - 15 m	
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 7 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contributions ?	Satisfaction level
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia								
9									
10	Society								
11	Policy maker								
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 6 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Comments done?	Time used	Contributions?
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia		Yes				No	10 m or less	Some times
9									
10	Society								
11	Policy maker								
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 8 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contributions ?	Satisfaction level
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia								
9									
10	Society								
11	Policy maker								
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 9 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Cont ribut ions ?	Satisf actio n level
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia		Yes				Sometimes	10 - 15 m	Satisfied
9									
10	Society								
11	Policy maker								
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society								
20									

Day 10 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Cont ribut ions ?	Satisf actio n level
1	Private sector								
2	Policy maker								
3									
4									
5	Society								
6									
7									
8	Academia		Yes				Frequently	15 - 30 m	Satisfied
9									
10	Society								
11	Policy maker								
12	Private sector								
13									
14									
15									
16									
17									
18									
19	Society				Yes		Sometimes	10 - 15 m	Unsure
20									

16.13 Appendix M: Hungarian SoCaTel Diary

Day 5 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Com ment s done ?	Time used	Eas y to use ?
1									
2									
3									
4									
5									
6									
7									
8	Society				X			10 m or less	5
9	Society		X					10 m or less	3
10	Society			X				10 m or less	5
11									
12	Society							10 m or less	5
13	Academia								
14									
15	Academia								
16									
17	Academia	X						15-30m	5
18									
19									
20									

Day 6 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Com men ts don e?	Time used	Contrib utions?
1									
2									
3									
4									
5									
6									
7									
8	Society			X				10 m or less	Never
9	Society								
10	Society				X			10 m or less	Never
11									
12	Society			X			Yes	10 m or less	Almost never
13	Academia								
14									
15	Academia								
16									
17	Academia			X				More than 1h	Never
18									
19									
20									

Day 7 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf action level
1									
2									
3									
4									
5									
6									
7									
8	Society				X		10 m or less	Never	Unsure
9	Society		X				10 m or less	Never	Satisfied
10	Society				X		10 m or less	Never	Unsure
11	Society			X			10 m or less	Never	Unsure
12	Society		X				10 m or less	Almost Never	Unsure
13	Academia				X		10 m or less	Sometimes	Satisfied
14									
15	Academia								
16									
17	Academia				X		10 m or less	Never	Satisfied
18									
19									
20									

Day 8 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf action level
1									
2									
3									
4									
5									
6									
7	Society				X		10 m or less	Never	Unsure
8	Society			X			10 m or less	Never	Unsure
9	Society		X				10 m or less	Never	Satisfied
10	Society				X		10 m or less	Never	Unsure
11	Society			X			10 m or less	Never	Unsure
12	Society		X				10 m or less	Almost never	Unsure
13	Academia						10 m or less	Sometimes	Satisfied
14									
15	Academia								
16									
17	Academia			X			15-30m	Never	Satisfied
18									
19									
20									

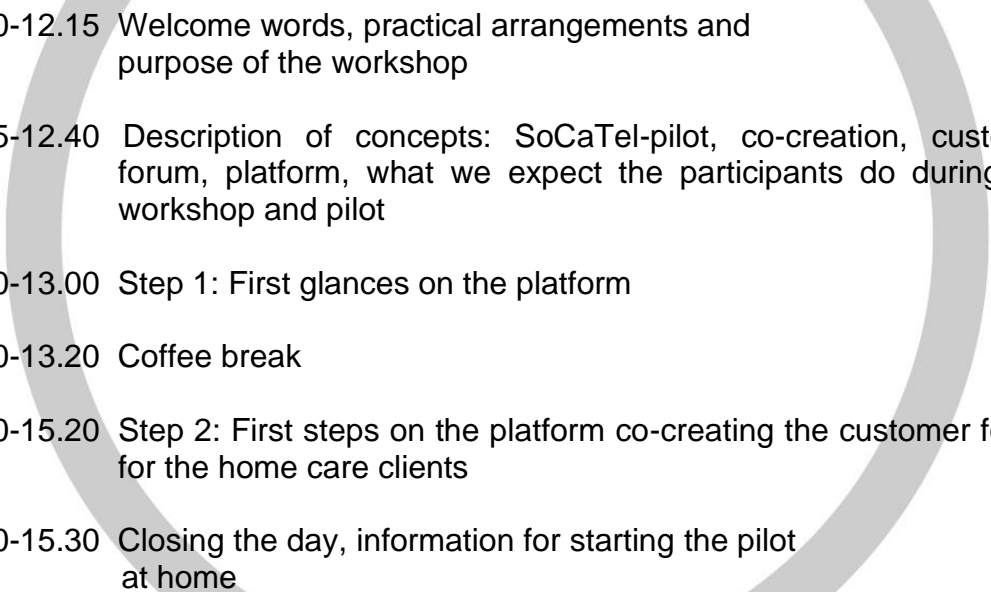
Day 9 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contri butio ns?	Satisf actio n level
1									
2									
3									
4									
5									
6									
7									
8	Society		X				10 m or less	Never	Unsur e
9	Society						10 m or less	Never	Satisfi ed
10	Society			X			10 m or less	Never	Unsur e
11	Society			X			10 m or less	Never	Unsur e
12	Society		X				10 m or less	Almos t never	Unsur e
13	Academia						10 m or less	Somet imes	Satisfi ed
14									
15	Academia								
16									
17	Academia						15- 30m	Never	Satisfi ed
18									
19									
20									

Day 10 User id	QH profile	09 - 12 h	12 - 16 h	16 - 20 h	20 - 24 h	24 - 09 h	Time used	Contrib utions?	Satisf actio n level
1									
2									
3									
4									
5									
6									
7	Society		X				10 m or less	Never	Unsur e
8	Society		X				10 m or less	Never	Unsur e
9	Society		X				10 m or less	Never	Satisfi ed
10	Society			X			10 m or less	Never	Unsur e
11	Society			X			10 m or less	Never	Unsur e
12	Academia		X				10 m or less	Almost Never	Unsur e
13	Society			X			10- 15m	Someti mes	Satisfi ed
14									
15	Academia								
16									
17	Academia				X		15- 30m	Never	Satisfi ed
18									
19									
20									

16.14 Appendix N: Finnish pilot agenda

Workshop Agenda/Tampere

11.9.2019

- 
- 12.00-12.15 Welcome words, practical arrangements and purpose of the workshop
 - 12.15-12.40 Description of concepts: SoCaTel-pilot, co-creation, customer forum, platform, what we expect the participants do during the workshop and pilot
 - 12.40-13.00 Step 1: First glances on the platform
 - 13.00-13.20 Coffee break
 - 13.20-15.20 Step 2: First steps on the platform co-creating the customer forum for the home care clients
 - 15.20-15.30 Closing the day, information for starting the pilot at home

16.15 Appendix O: Irish pilot agenda

Workshop Agenda

Senior House, All Hallows College, Grace Park Road, Drumcondra
17th September 2019 @ 9.45am–3pm

- 9.45** Meet at Reception, Senior House (follow main road in and 1st building on Right)
- 10.00** Room SG13 - Tea & Coffee Signing of Consents
Brief Overview
- SoCaTel Platform – Hands On! Exploring the platform & Short Questionnaire
Socatel Video
- SoCaTel Platform – Create your Profile and find your way around the Platform
- 12.30-13.30** Lunch in Canteen
- SoCaTel Platform – using the platform and co-creating services with others (researchers complete observation table)
Completion of Questionnaire
- 14.45** Close of Workshop
Overview of the next step (10 days of co-creation)
Distribution of 10-day diary bookle

16.16 Appendix P: Spanish pilot agenda

Workshop Agenda

URV, Campus Catalunya
Av.Catalunya, 35, 43002, Tarragona
16th September 2019

- 9.15** Meet at Reception (Sala de Graus. Campus Catalunya, URV) Welcome participants and brief presentation of the SoCaTel project
- 9.45** Presentation of participants
- 10.00** **1st Activity:** testing the SoCaTel Platform (Aula de formació del Crai)

In parallel (observers): observers' task explanation (Room 409)
- 11.00** Coffee break
- 11.30** **2nd Activity:** navigate the SoCaTel platform
- 12.30** **3rd Activity:** service co-creation
- 13.00** Overview of the next step (10 days of co-creation)
Evaluation questionnaire
- 13.30** External observer comments and participants comments
- 14.00** Close of Workshop and Lunch

16.17 Appendix Q: Hungarian pilot agenda

Workshop 1 Agenda

17.09.2019.

10:00 - 10:30	Welcome words, signing necessary documents, presentation of workshop process (for all participants of workshop 1 and 2)
10:30 - 10:45	First glances on the platform (Fill in questionnaire after)
10:45 - 11:00	Description of concepts: SoCaTel – pilot, co-creation, platform, what we expect the participants do during the workshop (coffee served)
11:00- 13:00	Using the platform: registration, co-creation (Fill in questionnaires after)

Workshop 2 Agenda

17.09.2019

13:00-13:15	First glances on the platform (Fill in questionnaires after)
13:15-13:30	Description of concepts: SoCaTel – pilot, co-creation, platform, what we expect the participants do during the workshop (coffee served)
13:30- 15:30	Using the platform: registration, co-creation (Fill in questionnaires after)
15:30-15:45	Closing the day, information for testing at home

Workshop 3 Agenda

20.09.2019

12:30 - 13:00	Welcome words, signing necessary documents, presentation of workshop process
13:00-13:15	First glances on the platform (Fill in questionnaires after)
13:15-13:30	Description of concepts: SoCaTel – pilot, co-creation, platform, what we expect the participants do during the workshop (coffee served)
13:30- 15:45	Using the platform: registration, co-creation (Fill in questionnaires after)
15:45-16:00	Closing the day, information for testing at home