

Older Adults’ Need for Feedback within the Historytelling Platform

Torben Volkmann, Michael Sengpiel, Nicole Jochems



Introduction and Context

The goal of the Historytelling project is the human centered design of a cooperative interactive website for older adults to share life experiences. This poster describes the evaluation with older adults to answer research questions

that had emerged from earlier interview and workshop sessions: Which kind of feedback motivates older people to post more stories? How will older users feel appreciated after contributing a personal story?

Scenario

This is Carol Mayer.

She has experienced a lot in her lifetime.

Sadly, there is never enough time to talk about old times.

A friend told her about Historytelling.

Here, she can write stories and link them to places...

... and periods of time.

She likes to talk with others about her stories.

Even her grandchildren can give feedback...

... in a way they feel both comfortable with.

The thing she likes best is to look at other people stories.

Evaluation of Feedback Components

Subjects	6 female		4 male		57 years	Ø 66,8	70 years
Evaluated Feedback components	Pick-A-Mood Emoticons 18 Emotionsreaktionen Fahren Sie über die Bilder um mehr zu erfahren.		Written Feedback Ich bin total begeistert von dem, was du geschrieben hast. Erzähl mir mehr! MichaelGestern		Auditory Feedback MichaelAbspielen0:00 / 1:48Vor 42 Min.		Video Feedback Michael
Results	<ul style="list-style-type: none">Best for quick and simple feedback (to show that a story had been read)This form of feedback alone does not suffice		<ul style="list-style-type: none">Good, personal way of getting feedbackServes as a dialogue openerPossibility to reply		<ul style="list-style-type: none">Benefit depends on the context of useOften hard to understandTakes more time because skimming is impossibleHearing somebodies voice triggers emotions		<ul style="list-style-type: none">Similar to audio feedbackGreater importance of the emotional closeness to the recipient

Conclusion

A clear preference in feedback could not be identified, further research must be conducted to pinpoint the exact variables. Nonetheless, first implications emerged during the evaluations, such as:

- (1) When stories are provided publically, speech and video feedback intrudes too much into the older user’s comfort zone and provides too little anonymity.
- (2) The recipients should decide which feedback is appropriate and respond properly.
- (3) The participants prefer a variety of feedback mechanisms for the Historytelling project.

Further Reading

Volkmann, T., Sengpiel, M., & Jochems, N. (2016). Historytelling: A Website for the Elderly A Human-Centered Design Approach. In *Proceedings of the 9th Nordic Conference on Human-Computer Interaction* (p. 100:1–100:6). New York, NY, USA: ACM. <https://doi.org/10.1145/2971485.2996735>

Volkmann, T., Sengpiel, M., & Jochems, N. (2017). Participatory Human-Centered Design of a Feedback Mechanism Within the Historytelling System. In *International Conference on Human Aspects of IT for the Aged Population* (pp. 159-169). Springer, Cham.



UNIVERSITÄT ZU LÜBECK
INSTITUT FÜR MULTIMEDIALE
UND INTERAKTIVE SYSTEME

More information found at:
www.historytelling.net

Contact:
Torben Volkmann, M.Sc.
Institut für Multimediale und Interaktive Systeme
University of Luebeck
Ratzeburger Allee 160
D-23562 Luebeck, Germany
volkmann@imis.uni-luebeck.de