Older Adults' Need for Feedback within the Historytelling Platform

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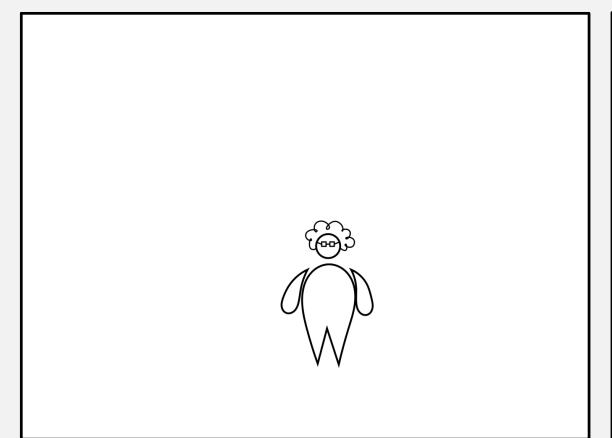


Introduction and Context

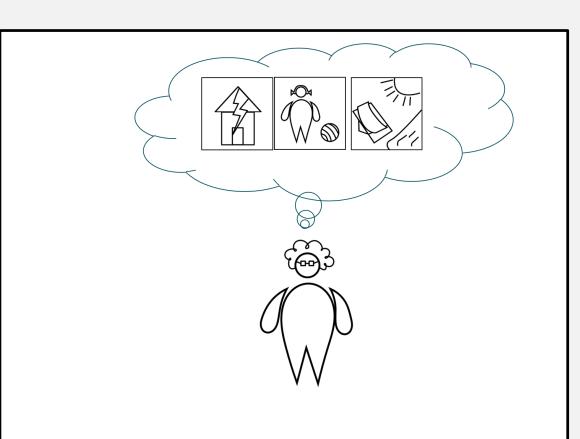
The goal of the Historytelling project is the human centered design of a cooperative interactive website for older adults to share life experiences. This poster describes the evaluation with older adults to answer research questions

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?

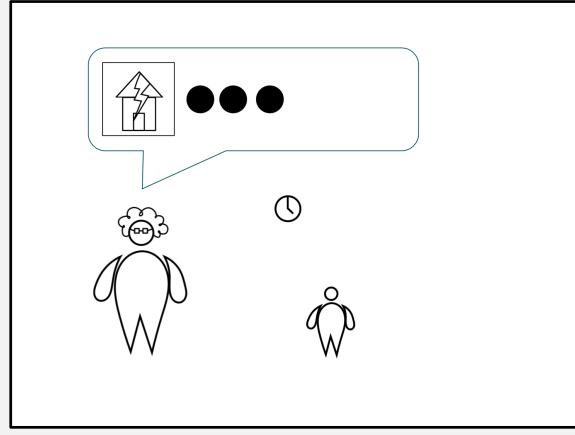
Scenario



This is Carol Mayer.



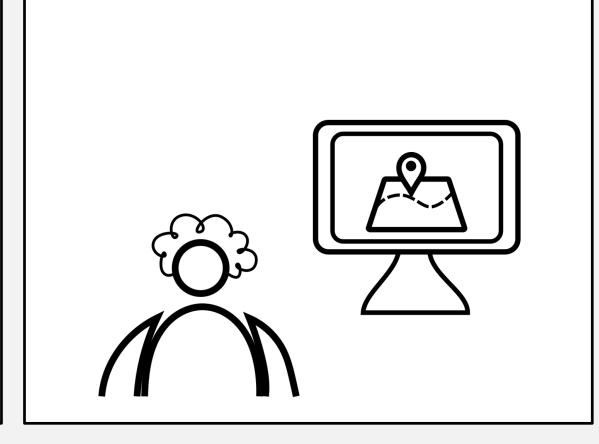
She has experienced a lot in her lifetime.



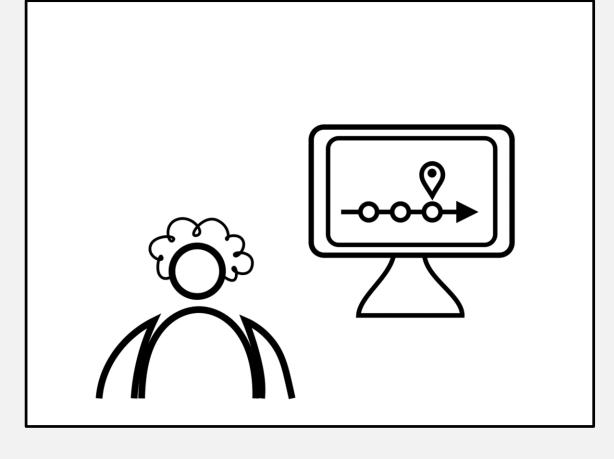
Sadly, there is never enough time to talk about old times.



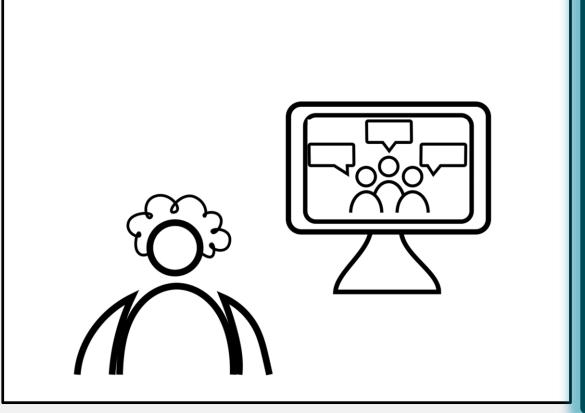
A friend told her about Historytelling.



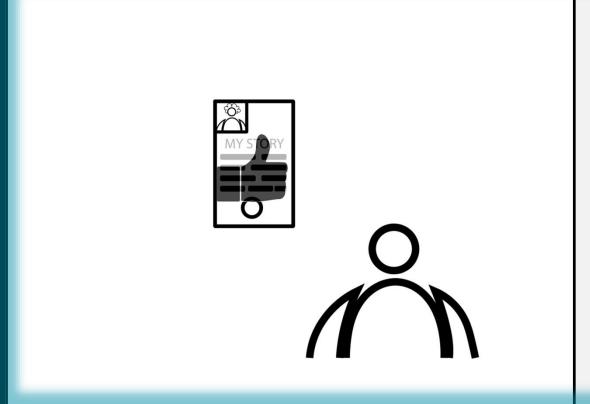
Here, she can write stories and link them to places...



... and periods of time.



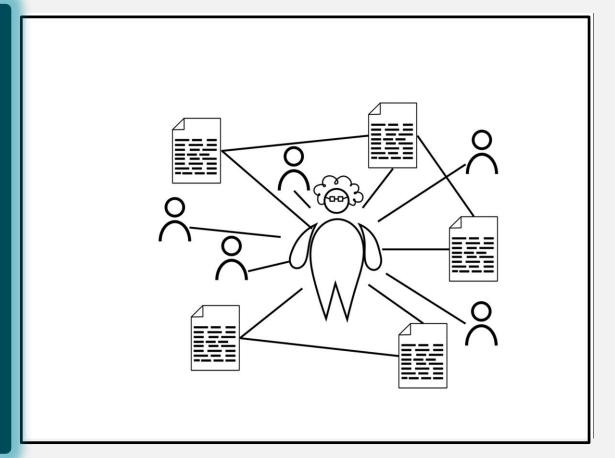
She likes to talk with others about her stories.



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

Results







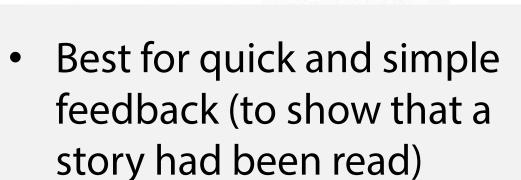




Evaluated Feedback components

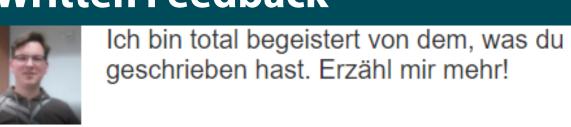
Pick-A-Mood Emoticons





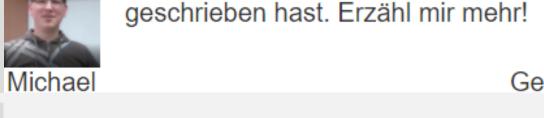
This form of feedback alone does not suffice

Written Feedback



Good, personal way of

Gestern

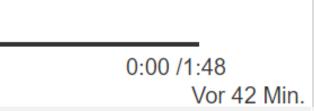


- getting feedback Serves as a dialogue opener
- Possibility to reply

Auditory Feedback











- context of use Often hard to understand
- - Takes more time because skimming is impossible

Benefit depends on the

Hearing somebodies voice triggers emotions

Similar to audio feedback

Greater 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.



More information found at: www.historytelling.net

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