Emotions in Personal Alarm Use

Engaging technology for the ageing population

Colleagues at Swinburne
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My background

Diplompsychologe (equivalent to Masters of Psychology)
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Affordances and adoptions
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The availability of technology suitable for an older generation of users is limited.

Technology specifically designed for older users focuses on health and safety issues, such as the design of technologies for monitoring health, providing support for failing health.

While these concerns are important for older people, we propose that feelings of older people and their interests and independence have been neglected.

“We've put more effort into helping folks reach old age than into helping them enjoy it.” (Frank A. Clark).
Collaborations with Ageing Lab

Swinburne
Engineered ideas around technology use

iRobot ConnectR™
Virtual Visiting Robot

Stay close to those you love—no matter where you are!

iRobot ConnectR allows you to virtually visit with family, friends, and pets any time you want. Using proprietary iRobot Virtual Visiting software, a PC, and the robot's audio and video, you can access ConnectR via the Internet and drive the robot around your home to see, hear and interact with whomever and wherever you want.

Whether working late, traveling, living afar, or just checking in, ConnectR is the ideal way to stay connected and involved when you can't be there in person.

Sign up for email updates ↗
Collaborations with HCEC
Life long learning
Technology integration and adoption in the homes of older adults

Swinburne
Integrating technology in life context

Swinburne
Motivations to use technology
Social interaction: Intergenerational play
Collaboration with City of Wyndham – Games in a group setting
Collaboration with City of Wyndham – Games in a group setting
Collaboration with City of Wyndham – Memory training – clients with dementia
“I am a very active woman, so when my son told me I needed a medical alert alarm, I was very insulted. But two days after he connected it, I slipped in the shower. The floor was so slippery, I couldn’t get up. Thank goodness I was wearing my MediPendant™. I pressed the button and the operator called my friend to come over and help me up. Now I keep my medical pendant necklace on at all times ... just in case! And not only that, it's like medical jewelry - I get compliments on it all the time.”

Source: http://medipendant.com

-- Lillian, FL
Emotional Goals
Self trial
Field study
Objectives of our research

Questions to be answered:
What are the greatest **barriers** to realising the benefits of personal alarm use for older adults?

What qualities and emotions do older people **appreciate** in personal alarm use?

How do older adults **want to feel** when using personal alarms?

How can these qualities and emotions be **integrated** in an innovative modern personal alarm?
1. **Functional Goals** describe what a software system shall do, eg store data, open an audio channel, send a signal when button pressed.

2. **Quality Goals** also know as Non-Functional or Soft Goals describe what a software system shall be, eg usable, reliable, secure.

3. **Emotional goals** describe how the software shall feel
Alarm pendant with button - what do users see?
Affective goal
how it feels

Functional goal
what it does

Quality
how it should be
Results field study - overview
“So we did have the discussion and essentially she sort of admitted that she didn't want to wear it and she didn't think that she should and she understood the risks and she was prepared to take the risks and that she didn't want to upset me and she didn't want me, to feel like she wasn't cooperating with me. And so she said [mimicked aunts voice] 'so at least I wore it some of the time'. You know so these times when she wasn't wearing and when someone was there and she didn't really need it. But for her, that was her compromise.”

[Description of non-use and family discussion – Joe]
Home set up

THE LIVING ROOM

NOTE TO SELF

TAKE NIGHT PILLS.

TO THE BEDROOM.

FAMILY PHOTOS

ME PAC

BENCH WITH NEWSPAPERS.

FLOWERS.

BATHROOM.

OUTSIDE

PHOTOS.
Next steps

Motivation Layer

System Design Layer

Deployment Layer