kompott

telepresence through a robotic agent

BA PROJECT // ZHdK Zürich

Nino Cometti / Florian Wille

07th of march 2010

MAPPING

- current stage of the project
- social study - methodology
- interviews
  - Jakob & Claire
  - Rose Marie
  - Magdalena
  - Annelies
  - Guy
- collected findings
- valuable input
- potential partner

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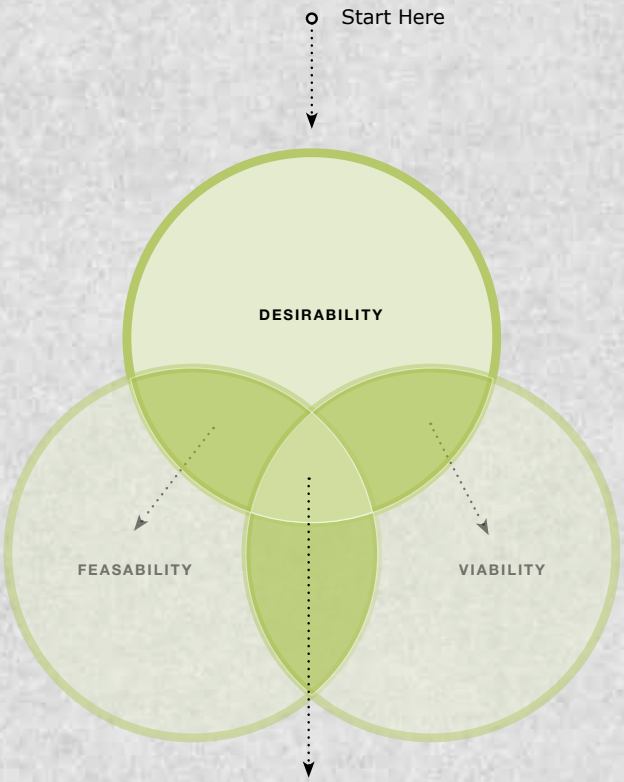
currently working on

We are learning about our users, to find out what they desire in a communication robot. Therefore we are conducting a social study.

We are mapping our date trying to make sense of it.



The solutions that emerge at the end of the Human-Centered Design should hit the overlap of these three lenses; they need to be Desirable, Feasible, and Viable.

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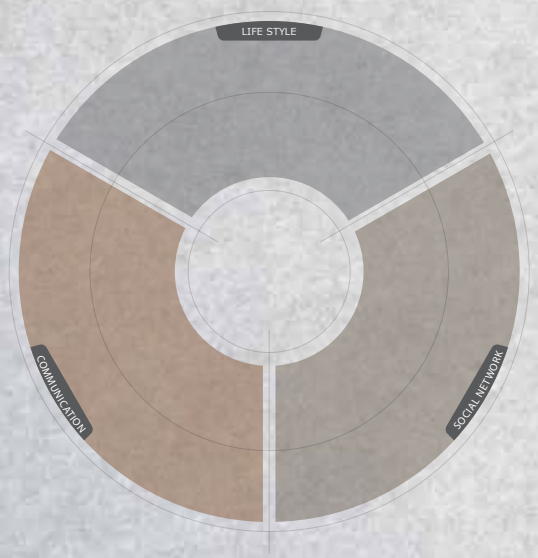
social study

We conducted five interviews, learning about communication habits of senior citizens.
We called retirement homes, asking the managment to help us getting in contact with elderly people (65plus).
To build trust we send our candidates a letter introducing our interviewing technique and askinf for permission to take pictures.

We used the following matrix to structure the outcoming of the interview.



COMMUNICATION: asking about the channels of communication our candidates are using.

SOCIAL NETWORK: mapping the social network and linking it with the channels of communication.

LIFE STYLE: very loosely structured part of the interview. Letting candidates talk about their life, hobbies and passions.

PHOTOS: taking pictures of the living space. We tried to map materials, style, comminication devices and interfaces they use in everyday life. We also tried to get to know how their social network manifests itself physically (photos, images, etc.).

At the end of the interview we introduced our candidates to our project (showing the slides of deliverable 0) - to ask them where in their living space they would place kompott and what their requirements for a communicaton robot are.

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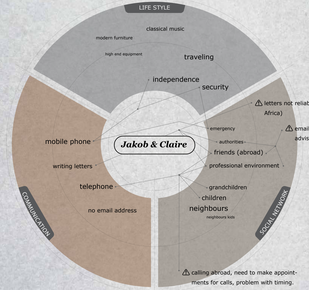


⚠ letters not reliable (cousin in South Africa)

⚠ emailing would be feasable for his advisory activity as architect

⚠ calling abroad, need to make appointments for calls, problem with timing.

pan sideways →

findings

↗ keen in modern channels of communication - but scared of technology

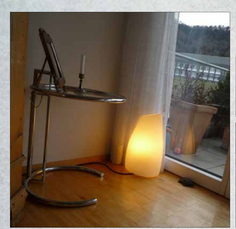
↗ interface usable for people with bad eyesight

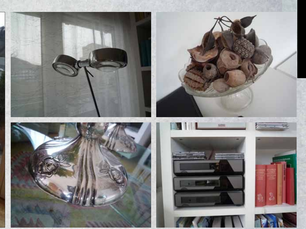
travelling - collecting coasters from all over the world; ornitology, long walks in the woods.

passions

as Clair's eysight got worse the size of keys on their phones increased. the mobile is phone equipped with an emergency button on the backside.

communication devices / interfaces



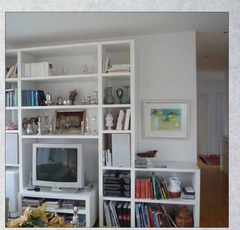


a mix of chrome and warm materials (leather , wood, translusent fibre glass)

materials

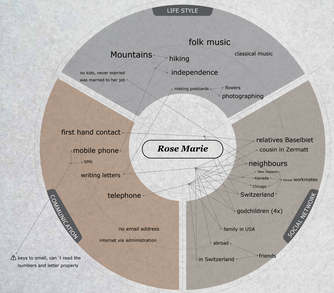
No photos of their children, grandchildren or friends. Only reminder - a selfportrait of their son when he was 12.

physical manifestaion of relation ships



where would you place kompott?

"If it ' s well designed we would place it where our old telephone was."



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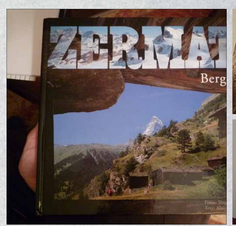
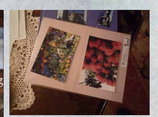
pan sideways →

findings

- finding the keys on mobile phones too small
- likes to share images





passions

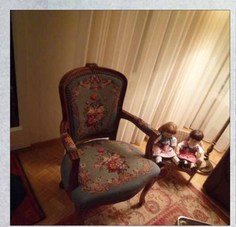
hiking, mainly in Switzerland

taking pictures, creatig own postcards

communication devices / interfaces

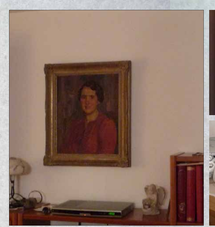
wireless phone.

taking good care of things; the old Nokia and a Pentax from the eighties in good condition; „as long if´s working fine I won´t buy a new camera"



materials

rustically furnished; traditional patterns, dark wood & self made puppets



physical manifestaion of relation ships

Oil painting of stepmother

...and many photographs distributed over the flat.

where would you place kompott?

"Somewhere where I could sit near by"

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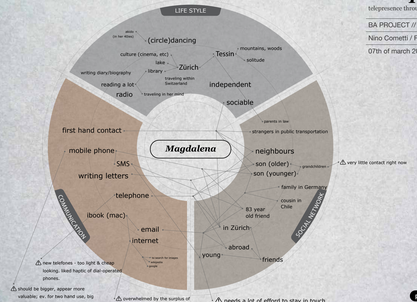


pan sideways →

findings

↗ is using modern ways of communication, would like them to be appear more valuable.
↗ wants a simple, customizable UI, to be able to kick out all options she doesn't need.
↗ would love to have a device she could operate by speaking to it.

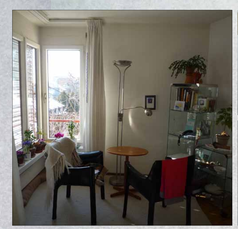
the selfmade clay dragon

practising Aikido for more about ten years, but not any more.

passions

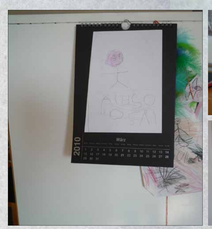
a digital senior, using multiple channels of communications: phone, mobile, SMS, email.

communication devices / interfaces



a combination of bright wood, dark leather and glass. A lot of handmade pottery and plants. Homely atmosphere without appearing stuffy.

materials



hardly any pictures, but a lot of memorabilia - pieces of art by friendlies artists.

physical manifestaion of relation ships

where would you place kompott?

most probably in the „communication corner, where there is also the telephone and notebook standing.

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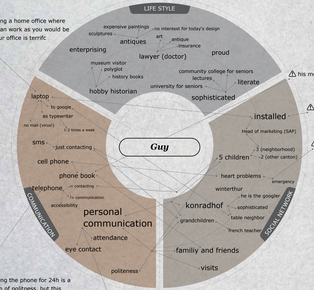


heaving a home office where you can work as you would be in your office is terrific

his mobile phone is his phonebook

he probably has an email account on his computer; however, he would never use it

he got his mobile phone from his son, thereby he is able to call emergency

answering the phone for 24h is a question of politeness, but this should be the only device you should be attainable anytime.

using technology to communicate is replacement treatment "(eine Ersatzhandlung)

pan sideways →

findings

- is interested in modern ways of communication, yet if someone will talk to him he sould contact him by phone and meet him in person
- nobody should see him through a video chat
- if his family would live abroad, he would prefere a easy way to get pictures

well informed; read up on a subject and then finding a discussion partner.

very interessted in history

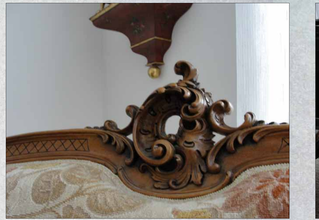
passions

phone is just used to make appointments; no long calls - very important to meet others in person.

uses mobile phone as a phone book;
just family and close friends are saved - everybody else is in the phonebook.

proud of beeing able to use technical devices.
using the internet for research, big fan of google.

communication devices / interfaces



dark wood, antique furniture, a lot of art.

materials

where would you place kompott?

next to the TV.

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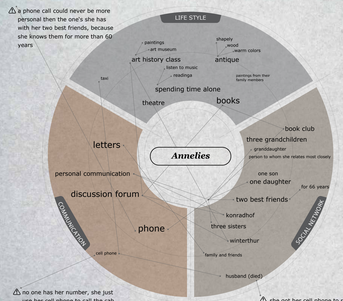


pan sideways →

findings

↗ her husband was in charge of the technical part
↗ she is very afraid of modern ways of communication
↗ her husband was navigator for swissair, as a result they spent a lot of time separeted. They where not able to communicate and she thinks this was verry valuable for their relationship (married for 56 years)

listening to music - alone. loves solitude

oil paintings on every wall.

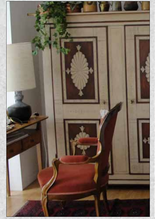
a book she made herself, to honour her ste-pfather, a reknown conservator.

passions

phoning a lot; long calls;

„no one knows my mobile number - I don´t want my phone to ring while I am in the theather."

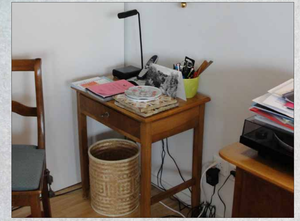
communication devices / interfaces



antique fruniture, warm materials, oild paintings, red woolen carpets. carefully choosen colour combinations.

present from her daugher.

materials



where would you place kompott?

in the corner; want´s to hide the technical objects

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findings

- keen in modern channels of communication - but scared of technology
- share information, music and images
- seniors often get modern communication devices from their kids
- they also take very good care of their devices and wouldn`t buy a new one, as long the old one is working
- are proud of every technical device they are able to use
- often don`t like the cheap looks of todays electronics
- would place kompott where their phone is right now.
- communicate at a slower pace (e.g. check their email account only twice a week)

kompott should be

- elegant
- cute like mini cooper or alfa romeo mito
- portable
- ensure privacy

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valuable input

Some valuable input we got from our candidates

physical appearance

Magdalena wants kompott to be cute, handy and feasable. Something she can grab, and has big buttons.

status message

For elderly people it is crucial to communicate that they are allright. A missing status message indicates that something is wrong.

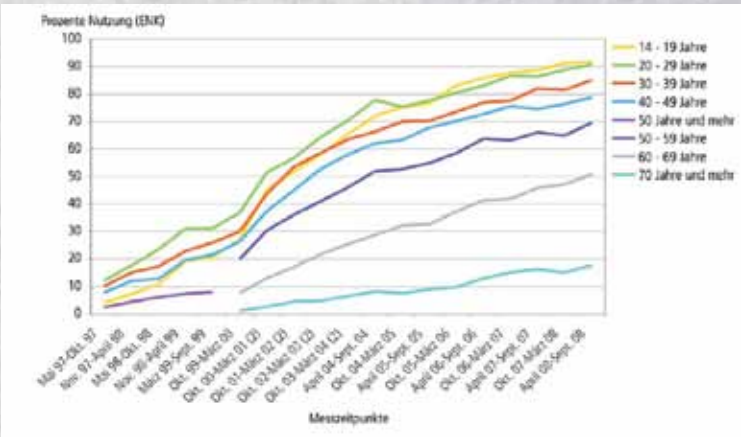
a potential partner

Pro Senectute is a non profit organisation, founded in 1917, aimed at helping and servicing aged people. Just recently PS ordered a study about the internet usage of aged people. We are in contact with their press office.

Just last year they launched a campaing to encourage young people to call elderly people. And this year they published a study about the internet usage of the generation 65plus.
The study revealed that less then 20% of people older than 70, and about 50% of people in their 60ies use the internet.

↗ old people are often lonely and cut off
http://www.youtube.com/watch?v=MzUxBnAqjrI

↗ according to the study many old people are scared by the technology, and therefore don`t use the internet.



Internetusage in Switzerland according to age, from 1997-2008

Hans Rudolf Schelling and Alexander Seifert, Internet-Nutzung im Alter, Zürich 2010