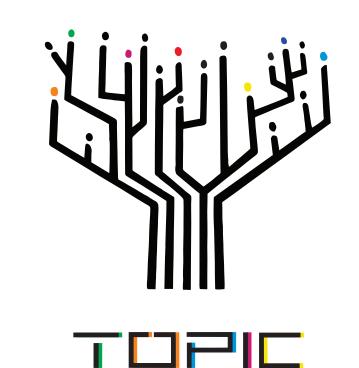


Seeing the World through the Eyes of Informal Caregivers with Cultural Probes



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actimoClock with Colour Legend

- For some users it was a duplication of the detailed daily schedule written in the diary.
- For some users it was a very good supplementary combination with the diary.
- Interesting to see and compare how users categorised their tasks and activities.
- Gives detailed insight into the daily schedule of the users.

- Items of the cultural probe kit of the TOPIC project
- Feedback of the users
- Feedback of the researchers

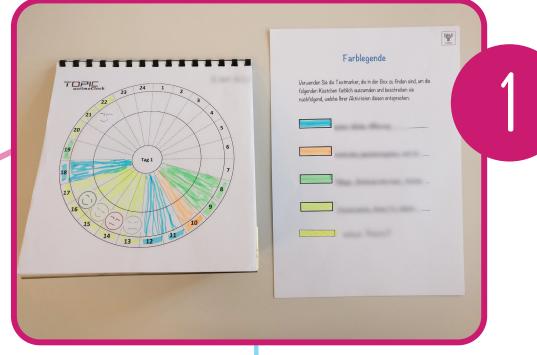
Picture Cards

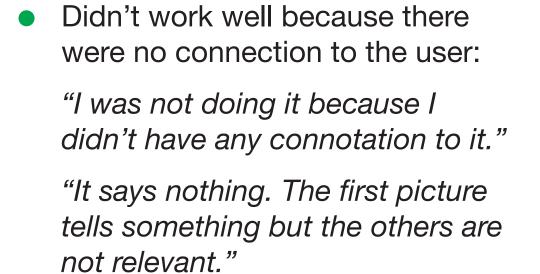
- Didn't work as it was planned.
- Obviously not the right way to confront users with care situations.
- But during final interviews they acted as a hook.
- Most of the users came along.
- One user would have preferred to have smaller time slots (< 1 hour).
- Self-reflecting task for users about spending their time: "Well, during summer I never left her before 9pm. [...] Because then it was bright as day until 9:30pm or 10:00pm. [...] And now, now I am already at home around 7pm or 8pm. [...] Yes and in the past I went outside in between and then went back in. Now you cannot sit outside."

Polaroid Camera

Self-identification of important situations or things for the user. We needed more time to talk about.

- Worked well for the users.
 - Liked it to have the photos immediately developed.
 - Some even wanted to keep these photos.



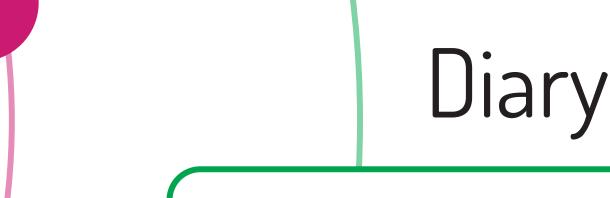






Soziale Landkarte





- Well accepted by most of the users.
- Some loved it: "It was for me a little bit like writing it off my chest. It was like a therapy."
- Some found it time-consuming: "My husband said that I am spending a lot of time on the diary."
- Some found it hard to write things down: "Yes, I did not write that much in it. During the Christmas holidays I am more stressed then when the child is not here."

Worked well for the users.

- Used them not only for the actimoClock but also for the diary.
- Some created new emoticons like "I am tensed up" or "I am stressed".
 - Intended to be used for the actimoClock: Able to extract tasks with negative and/or positive feelings.
 - But users also used it in the diary: Written words were strengthened, feelings could be communicated easier.
- Despite an introduction, it was not clear for every user. It wasn't filled in or in a wrong way.
- Self-reflecting functionality: Some users were surprised about how less but others about how many contacts they have.
- Rich material: How many tasks during a day, which activities/situations causes the most stress, feelings/problems/burdens they have to handle ...
- Additional information that was not discussed during interviews or informal talks.
- Things could be adressed while roughly going through the diaries.
- Pros: User can decide about time, place and duration while using the diary; free of any observation and therefore of any bias related to researcher; user were able to stand back from situation and reflect on it.

Emoticons

actimoClock and Colour Legend

- Clock with 24 hours.
- Illustration of activities and duration on a daily base.
- Tasks/activities with different colours chosen by users and defined in colour legend.

Information about social environment was already discussed in interviews or informal talks.

Added new information only in rare cases.

Social Map

Polaroid Camera



- Delivered with two photographic films.
- Could be used to take photos of important, special, nice, burdensome, etc. situations.
- Could be added to the diary.

Diary



- Notepad (size A5).
- Suggested to be written on a daily basis: What was their day like? Which tasks did they carry out? Which problems did they have to deal with? With whom did they have contact? ...

Social Map



- Could be filled out at the end of the 14-days-period.
- Shows how many contacts to which persons the users have and how frequently the contact is.

Emoticons



- Sticker with smileys showing different emotions.
- Could be added to actimoClock to show mood or mood change of the users.
- Blank stickers to offer possibility to create own emoticons.

Picture Cards



- 14 pieces
 - Show various situations in a care context.
- User can write about their thoughts and feelings when looking at them.