



# User Centred Design

## **Group 10**

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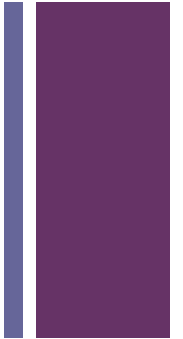
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## Laboratory 1

How are the users



# Identification of stakeholders 1/2



## ■ Users

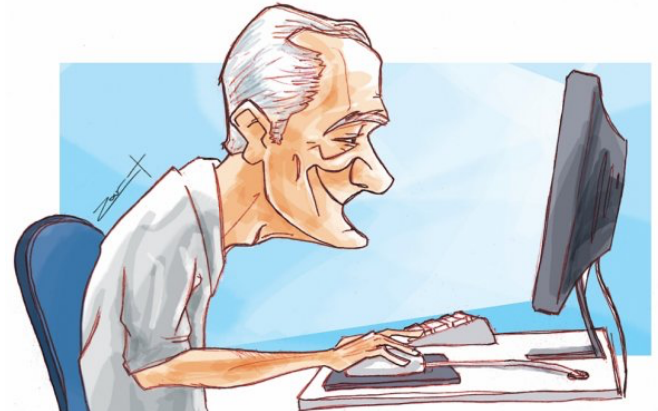
- Elderly
- Nursing Institutions
- Teachers

## ■ Developer Team

- Webmaster
- Teachers
- Test Team

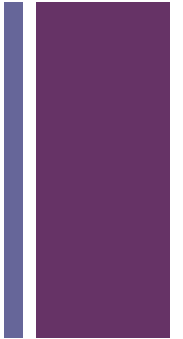
## ■ Satellites

- Family
- Friends
- Nursing Institutions
- Companies/Institutions





# Identification of stakeholders 2/2



## ■ Legislators

- Scientific and Pedagogic Departments
- Financial Managers

## ■ Managers

- Webmaster/manager
- Maintenance Team

## ■ Marketers

- Entertainment/Marketing companies
- Social Network
- Users
- Satellites

## ■ Bank

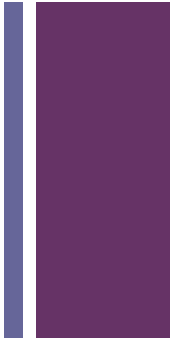
- Virtual or physical financial institutions





# Description of the users profiles

1/2

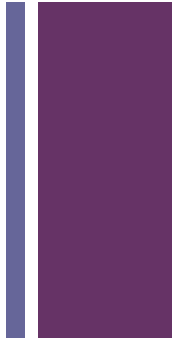


<b>Profile Characteristics</b>	<b>Elderly Technophobe</b>	<b>Elderly Committed</b>	<b>Elderly Experienced</b>
Interest	few	some/a lot	a lot
Dynamic	few	some	a lot
Experience in online curses	none/few	few/some	a lot
Dependency	a lot	few/some	none/few
Technological knowledge	none/few	some	a lot



# Description of the users profiles

2/2



<b>Profile Characteristics</b>	<b>Inexperienced teacher in online courses</b>	<b>Experienced teacher in online courses</b>
Responsibility	responsible	responsible
Certification	yes/no	yes/no
Teaching experience	few/some	a lot
Technological knowledge	few/some	some/a lot

# + Monitoring Group

- 6 elderlies, with none, few or some experience in the technological knowledge, covering the three profiles described early.
- 2 or 3 employees of nursing institutions.

