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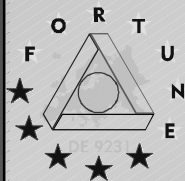


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A EUROPEAN PROJECT TOWARDS EMPOWERMENT OF USERS' ORGANISATIONS IN R&D

DE 9231

Prof. Dr.- Ing. Christian Bühler, FTB, Germany



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Overview

- ◆ Introduction to FORTUNE
- ◆ Training
- ◆ Methods
- ◆ Pilots
- ◆ Networking DE 9231
- ◆ Dissemination

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Introduction to FORTUNE

Quote from TIDE pilot phase evaluation:

•"the most successful projects had the enthusiastic and active involvement of established, formal user organisations".

Therefore it recommended, to make skilled resources available to the projects, by future horizontal actions and concertations.



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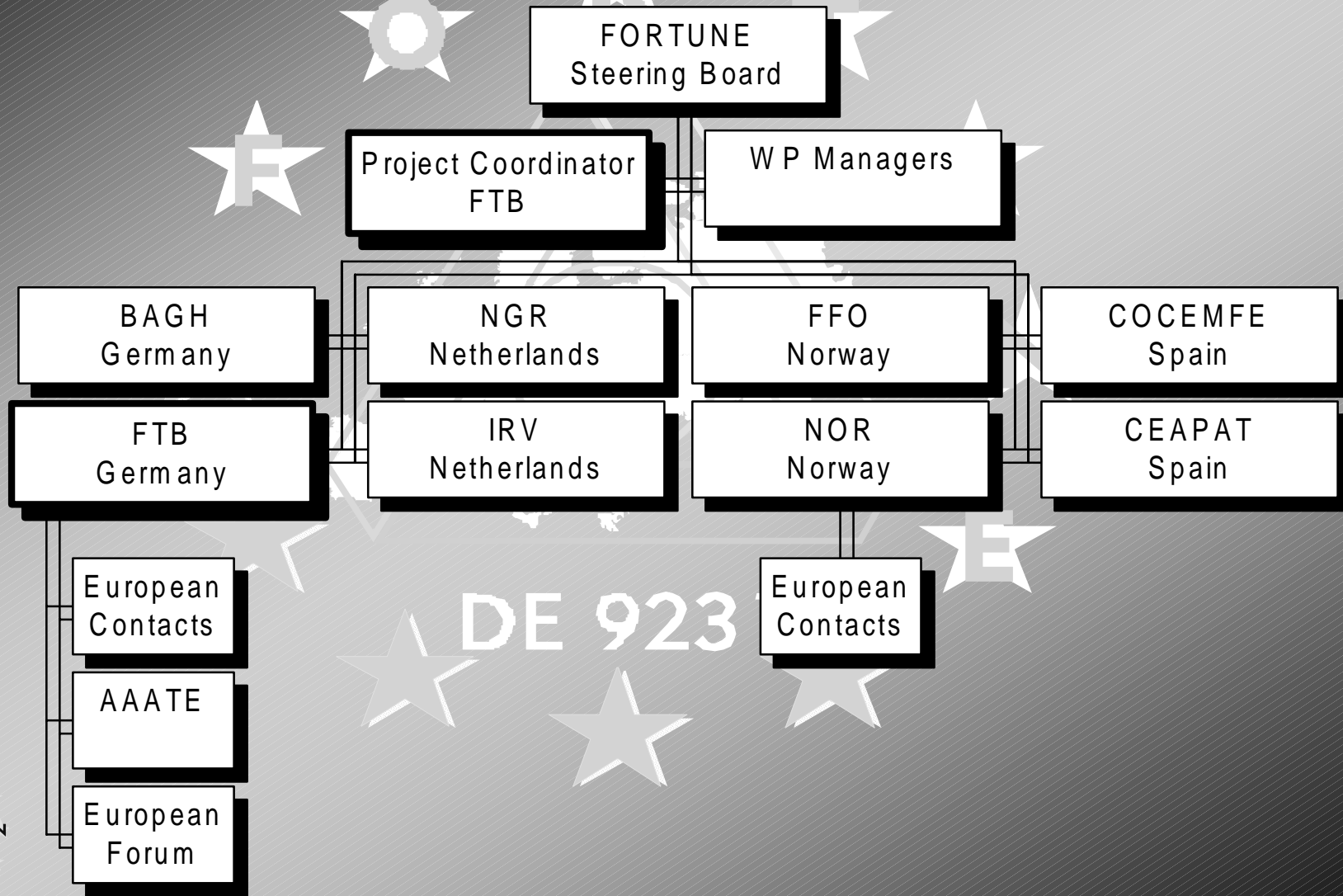
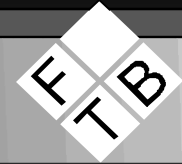
Objectives

- empowerment of user organisations ↔ better qualify users for R&D
- participation in R&D ↔ curriculum for training
- support of projects ↔ offer to TAP - pilots
- telematics uptake ↔ dissemination
- exchange of experiences ↔ networking





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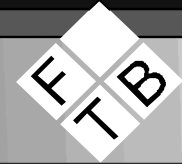
Framework for participation

- Users should take part on an equal basis as everyone else.
- Users should share responsibility for, and influence on the project.
- Appropriate methods and frameworks need to be chosen for the involvement.
- Users should be paid on an equal basis as everyone else.
- Users should represent groups, not only his/her own case.
- Users, as everyone else, must respect the inherent culture in R&D.





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Training

- **Selection of candidates**
 - by user organisations
- **Curriculum development**
 - priorities
 - training methodology
- **Materials**
 - students
 - trainers
- **Mailed materials**
- **National Seminars**
- **International Seminar**
- **Co-operation with pilots**
- **Evaluation**
- **Refinement**



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Curriculum (1/3)

- **Terminology**
 - key terms in discussions and consequences
- **Role identification in R&D projects**
 - identification of different roles including users' role and consequences
- **Methods for user involvement**
 - knowledge about concepts and their implementation



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Curriculum (2/3)

- **Understanding of disability**
 - translation of own situation into more general terms
- **Implementation of Assistive Technology**
 - impact of AT, main actors, critical issues in S&D, design for all vs. special design
- **Basics of the Value Chain**
 - steps of product lifecycle



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Curriculum (3/3)

- **R&D, processes and work**
 - R&D goals, programmes, frameworks
- **Project work**
 - Organisation and management of projects
- **European Context of R&D**
 - EU, and EU programmes

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Aspects on Methods

- X Concept of user participation**
 - X Roles**
 - X Organisational constraints**
- X Value chain - project phases**
- X Tools and Methods**
 - X Userfit-Handbook**
 - X Empowering potential**



		THE VALUE CHAIN							Remark
User Participation Methods		Problem definition	Functional specification	Prototype development	Preliminary testing	Final design and production	Final testing	Marketing and sales	
Creativity processes	Brainstorming								
	Creative Problem Solving (CPS)								
	Wizard of Oz								
Task analysis									
Direct observations									
Activity Diary									
Expert Opinion									
Questionnaires									
Interviews									
Group Discussions									
Focus Groups									
User Panels									
User Trials									
Field Trials									
Simulation Work									
Usability Testing									

Note the value of user participation in the planning process irrespective the method chosen!

Explanation:

- No/small relevance
- Possibly relevant
- Some relevance
- Very relevant





Opportunities for Co-operation

- **Cooperation with TAP projects**
 - Assessment support by trained users
- **FORTUNE Network**
 - immediately
- **Participation in EU Concertation**
 - exchange and dissemination of the **FORTUNE** concept





Information

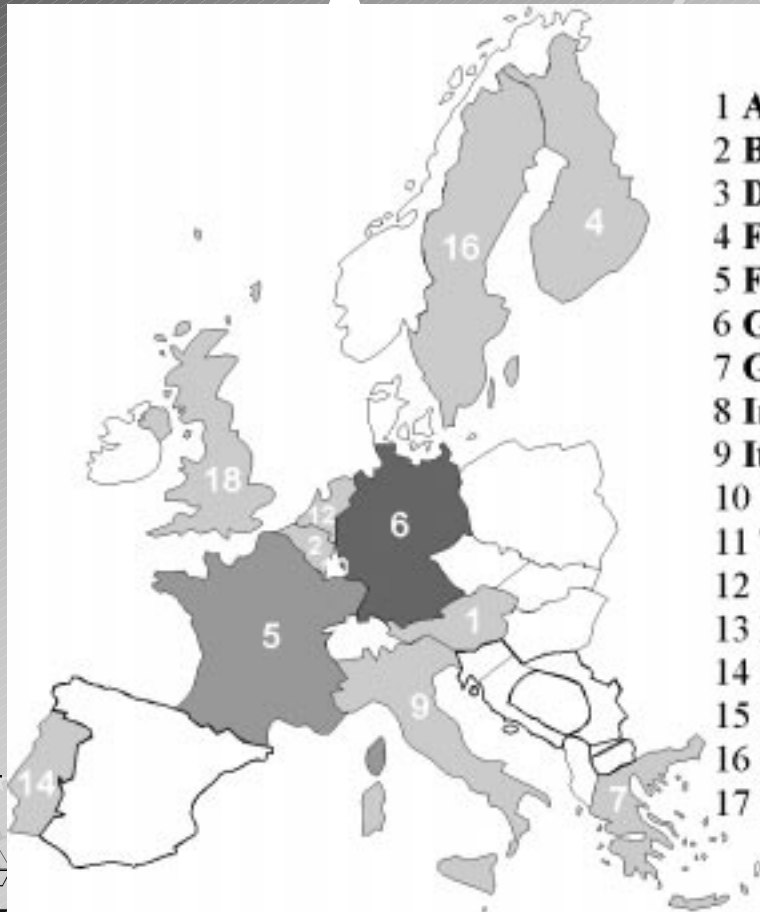
- **Project Flyer**
- **Contact Indication (TAP-projects)**
- **Expression of Interest (Users)**
- **Homepage:**

www.fernuni-hagen.de/FTB/fortune/



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Networking



- 1 Austria: FORTEC, Vienna
- 2 Belgium: VLICHT, Heverlee
- 3 Denmark: DANISH CENTRE, Taastrup
- 4 Finland: ISAK, Helsinki
- 5 France: Unapei, Paris
- 6 Germany: BAGH, Düsseldorf
- 7 Greece: ICS-FORTH, Crete
- 8 Ireland: DISABLED FEDERATION of Ireland, Dublin
- 9 Italy: SIVA, Milano
- 10 Luxembourg: ADAPTH
- 11 The Netherlands: IRV, Hoensbroek
- 12 Norway: FFO, Oslo
- 13 Portugal: FORMEM, Lisboa
- 14 Spain: COCEMFE, Madrid
- 15 Sweden: HSO, Stockholm
- 16 Switzerland: FST, Neuchâtel
- 17 United Kingdom: CoRE/ King's College, London
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Dissemination

Stimulation of uptake of FORTUNE
concept

- the approach
- the curriculum
- the course material
- the exchange of experience
- FORTUNE database





Project Contact

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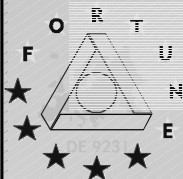
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