

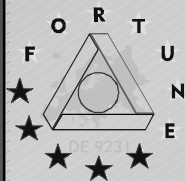


Forum of User Organisations Training for Usability and Networking in Europe

Support to user oriented R&D

DE 9231

Prof. Dr.- Ing. Christian Bühler, FTB



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Overview

- ◆ Introduction to FORTUNE
- ◆ Networking
- ◆ Training
- ◆ Methods
- ◆ Pilots
- ◆ 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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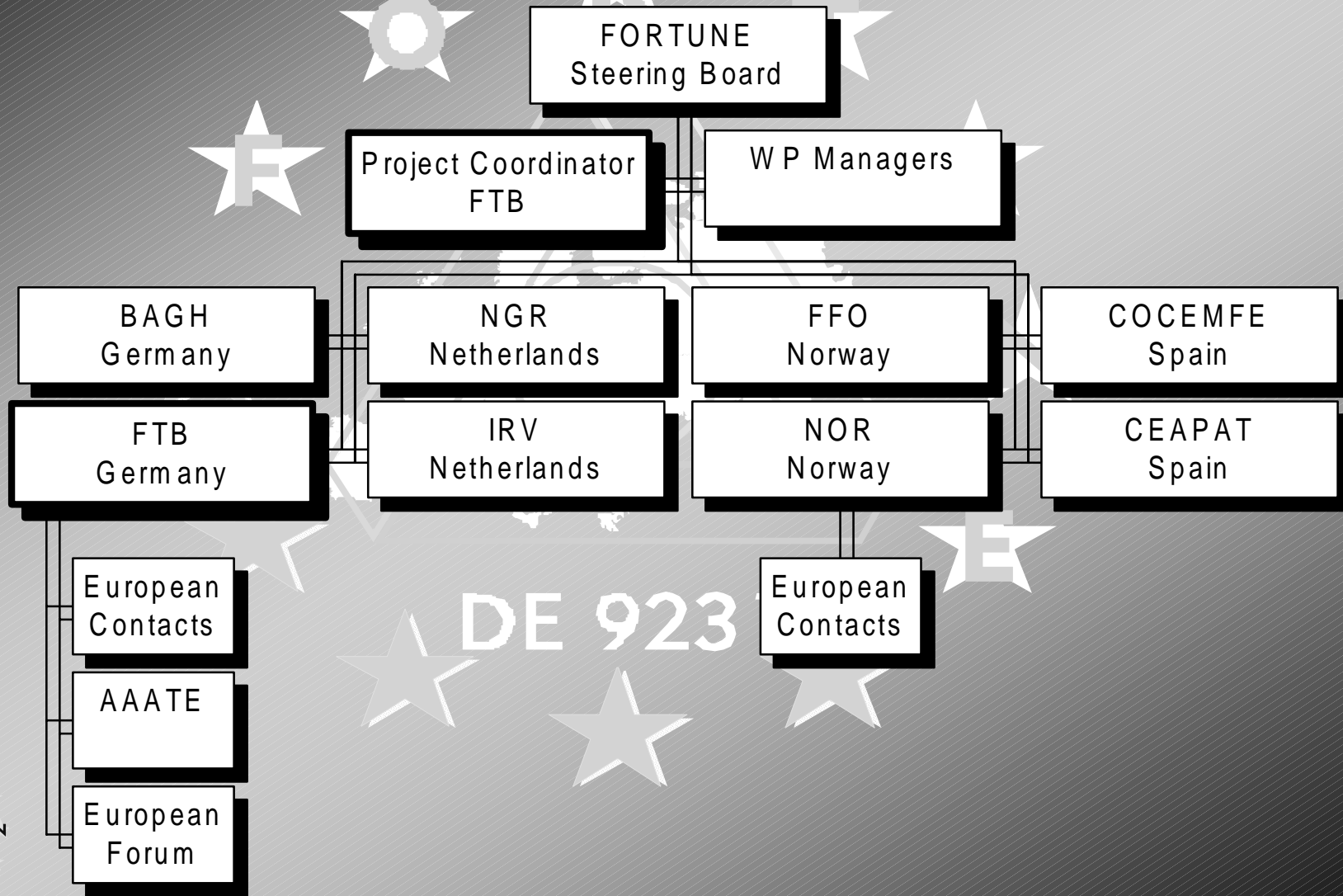
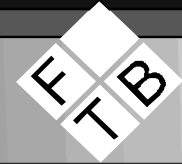
Objectives

- 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





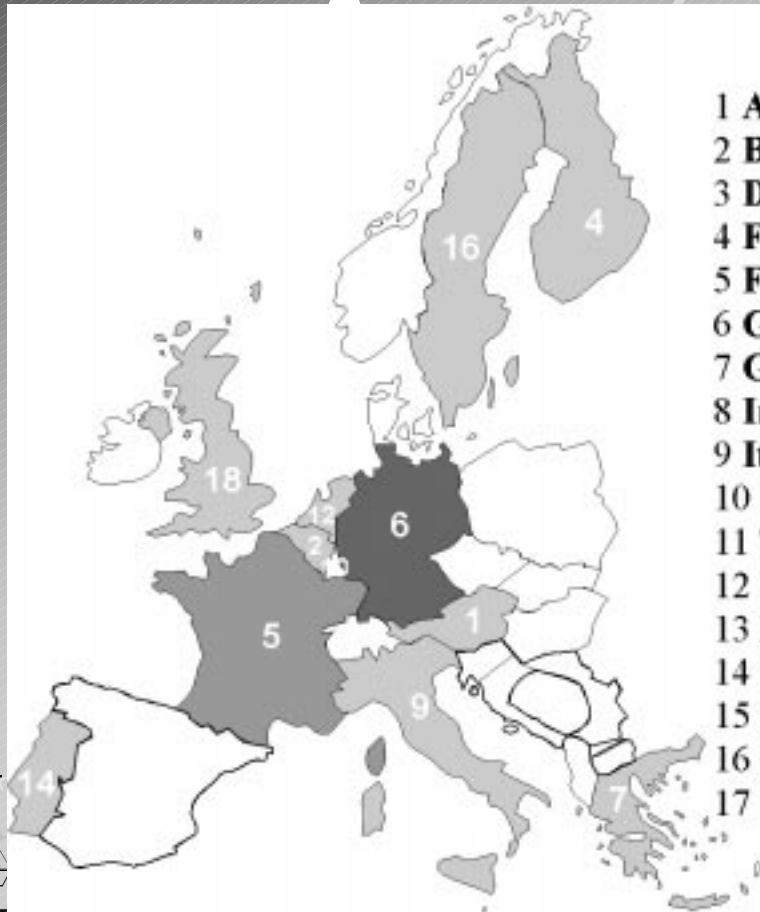
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Networking



- 1 **Austria:** FORTEC, Vienna
- 2 **Belgium:** VLICHT, Heverlee
- 3 **Denmark:** DANISH CENTRE, Taastrup
- 4 **Finland:** STAKES, Helsinki
- 5 **France:** N.N.
- 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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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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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							
		<i>Problem definition</i>	<i>Functional specification</i>	<i>Prototype development</i>	<i>Preliminary testing</i>	<i>Final design and production</i>	<i>Final testing</i>	<i>Marketing and sales</i>	
User Participation Methods									Remark
Creativity processes	Brainstorming		▨	▨		▨			Note the value of user participation in the planning process irrespective the method chosen!
	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								▨	

Explanation:

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



Opportunities for Co-operation

- **Cooperation with TAP projects**
 - Assessment support by trained users
 - end 1998
- **FORTUNE Network**
 - immediately **DE 9231**
- **Participation in Concertation**
 - exchange and dissemination of the **FORTUNE** concept



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Pilots

- ▶ Practical experience and feedback for the FORTUNE concept
- ▶ Support of ongoing projects
- ▶ Evaluation

Please indicate your interest
!! now !!

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Information

- Project Flyer
- Contact Indication (TAP-projects)
- Expression of Interest (Users)
- Poster during TIDE Congress
- Homepage:

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



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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

● FTB

- **Forschungsinstitut Technologie -Behindertenhilfe**

- **Prof. Dr. Christian Bühler**

✉ **Grundschoöttelerstr 40**

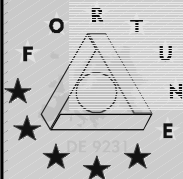
✉ **D-58300 Wetter, Germany**

☎ **++49 23 35 / 96 81 - 0**

☎ fax **++49 23 35 / 96 81 -19**

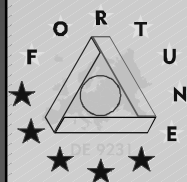
💻 email: **fortune@ftb-volmarstein.de**

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Acknowledgement:



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