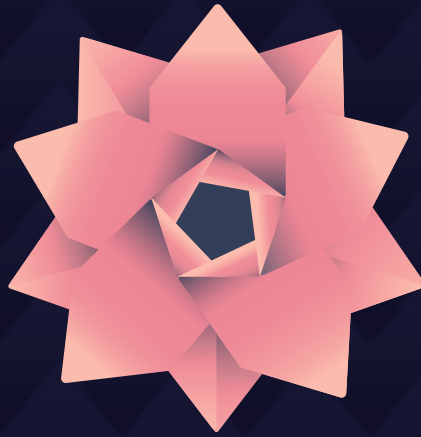




SMARTAGECARE

Toolkit for Caring and Empowering European Older Adults

Ecosystem, Handbook and Digital Platform in Digital Transition,
e-Health and Citizenship

DIGITAL PLATFORM

USABILITY REPORT

Preparation & Testing
Guilherme Vila Maior

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1. Executive Summary

This report presents the results of a usability evaluation of the **SmartAgeCare Digital Platform**, the official online platform of the SmartAgeCare Erasmus+ project. The platform provides access to project information, educational resources, multimedia content, and the SmartAgeCare Toolkit, supporting professionals, organisations, older adults, and other stakeholders interested in healthy and active ageing, digital inclusion, e-health, and citizenship.

The purpose of the evaluation was to assess the effectiveness of the platform's information architecture and navigation by examining users' ability to locate information and complete representative navigation tasks. Particular attention was given to the intuitiveness of the platform's navigation structure and menu organisation, with menu labels being evaluated indirectly through participants' navigation behaviour rather than through isolated terminology testing.

A moderated remote usability test was conducted with **six participants** recruited through convenience sampling. Although the participants did not belong to the platform's primary end-user demographic, several had professional or volunteer experience working with older adults. Each participant completed **nine task scenarios** designed to cover the platform's principal navigation paths and major functional areas, including project information, ambassadors, consortium partners, interviews, ecosystem visualisations, news, advisory board members, and Toolkit resources. During the sessions, task completion and time-on-task were recorded, while perceived usability was measured using the **System Usability Scale (SUS)** questionnaire.

Overall, participants were able to navigate most areas of the platform successfully, although specific navigation paths presented recurring usability difficulties. In particular, tasks involving the **Work Packages** section generated the highest frequency of navigation errors, suggesting that aspects of the platform's information architecture and navigation structure could be improved. Other navigation tasks demonstrated comparatively high completion rates, indicating that most of the platform's content could be located effectively by users.

Platform Evaluated	SmartAgeCare Digital Platform
Participants	6
Task Scenarios	9
Mean SUS score	78,3%
Overall scenario completion rate (✓)	69%
Overall scenario completion with minor errors (●)	15%
Overall scenario completion with major errors (X)	4,8%
Overall scenario completion with alternative path (—)	10,8%
Mean task completion time per scenario	50,6s

2. Introduction

2.1. Full product description

The **SmartAgeCare Digital Platform** is the official digital platform of the SmartAgeCare project, designed to provide access to the educational resources and outcomes developed throughout the project. The platform serves as the central access point for project information, the SmartAgeCare Toolkit, multimedia resources, and supporting materials developed throughout the project.

This usability evaluation assessed the overall architecture of the platform, including navigation and information structure, the Work Packages section, the Toolkit pages and their individual activity pages, and the Ambassadors section, including the ability to locate specific profiles and related content.

The platform is intended primarily for facilitators and professionals working with older adults, including caregivers, educators, senior university staff, community organisations, and family members. It is also accessible to older adults and the general public interested in healthy and active ageing, digital inclusion, e-health, and citizenship.

The platform supports users with varying levels of digital experience and has been designed to follow accessible web design principles, including responsive layouts, appropriate colour contrast, readable typography, and compatibility with assistive technologies such as screen readers. Although accessibility features were considered during development, this usability evaluation focused on general interaction and user experience rather than assistive technology testing.

The platform is intended for use in a variety of contexts, including homes, residential and nursing care facilities, day care centres, senior universities, community organisations, municipal initiatives, workshops, and other educational settings. It is fully responsive and can be accessed from desktop computers, laptops, tablets, and smartphones.

The primary activities supported by the platform include exploring information about the SmartAgeCare project, accessing project deliverables and Work Packages, browsing and downloading toolkit activities and materials, viewing interviews and videos featuring ambassadors and advisory board members, and accessing educational resources for use in activities with older adults.

2.2. Test objectives

The objective of the usability evaluation was to assess the effectiveness of the SmartAgeCare Digital Platform by examining participants' ability to navigate the platform and successfully

locate information and resources. Particular attention was given to the platform's information architecture, navigation flows, and the extent to which menu labels supported intuitive navigation. Rather than evaluating menu terminology directly, menu labels were assessed indirectly through participants' navigation behaviour while completing representative task scenarios.

Throughout the evaluation, participants interacted with the platform's primary navigation menu, internal content pages, downloadable resources, images, external links, and other navigational elements encountered during task completion, including the site footer when used as an alternative navigation route.

The evaluation focused on a representative subset of the platform rather than the complete system. This approach was adopted to maintain a manageable session duration while ensuring that participants interacted with the principal navigation structures and the majority of the platform's key sections.

3. Method

3.1. Participants

Six participants took part in the usability test. Rather than being segmented into formal user groups, participants represented a range of professional backgrounds relevant to the platform's domain: three doctors, one designer, one KYC (Know Your Customer) officer, and one biomedical engineer.

Participants were professionals with domain-relevant expertise rather than representatives of the platform's primary end-user demographic, older adults. Notably, several participants had direct experience with this target population: one doctor practices as a Family Doctor, another doctor volunteers with elderly individuals, and the biomedical engineer also volunteers with elderly individuals, providing indirect familiarity with the needs and behaviors of the platform's intended end users.

Participants were selected through convenience sampling, drawn from the personal and professional network of the test organisers.

The participant sample skewed younger than the platform's target user population, with the oldest participant being 31 years old. This was primarily due to a lack of response from potential participants closer to the platform's actual target demographic. To partially mitigate this gap, the sample included participants with direct professional or volunteer experience working with elderly individuals — a Family Doctor, a doctor who volunteers with elders, and a

biomedical engineer who also volunteers with elders — lending some indirect insight into the target population's needs, even though the test itself was not conducted with elderly participants. All participants reported daily computer use and regular experience using web-based applications.

No participants reported special needs relevant to the test.

P	Sex	Age	Profession
P1	M	[30, 40[	General Medicine Doctor, Elderly Volunteer
P2	F	[20, 30[	Family Doctor
P3	F	[20, 30[	Biomedical Engineer, Elderly Volunteer
P4	F	[20, 30[	Medical Doctor
P5	F	[30, 40[	KYC Senior Officer
P6	M	[20, 30[	Designer

3.2. Context of product use in the test

The usability test was conducted remotely, with both the test administrator and participants using their own personal computers from their own locations; participants were at home, using their personal laptops. This setup closely mirrors the platform's expected real-world context of use, as most users are anticipated to access and explore the platform independently, on their own personal devices. One known difference is that, in some real-world use cases, users may open platform resources on a projected screen to share with a group (e.g. during a presentation or group session) — a context of use that was not replicated or tested in this remote, individual test setting.

3.2.1. Tasks

Nine task scenarios were used in the test, covering the following areas of the platform: locating an ambassador profile (Scenario 1), locating a consortium partner profile (Scenario 2), locating a project interview (Scenario 3), reading data from ecosystem-related charts and graphics (Scenario 4), locating the latest project news (Scenario 5), locating an Advisory Board member and identifying their represented association (Scenario 6), and locating and opening specific

printable Toolkit materials, including a general resource (Scenario 7), a specific numbered activity (Scenario 8), and an activity identified by a distinguishing feature — the use of QR codes (Scenario 9), rather than by name.

The full task scenarios, as presented to participants, were as follows:

Scenario 1 – Ambassadors:

"The website has a section listing all the project's ambassadors. You'll find ambassador Maria Alice de Jesus there."

Scenario 2 – Partners:

"SmartAgeCare is being developed by a consortium of European partners. You may now want to learn more about Pavlos Carrera, a partner from IMS (Cyprus). Find his profile on the website."

Scenario 3 – Interviews:

"During the project's development, interviews were conducted with experts and members of the public to support the piloting of the Toolkit. Find the section and open the interview with Anna Gutowska from Poland."

Scenario 4 – Graphics:

"One of the initial stages of the project involved developing a project ecosystem. The website has a section with charts related to this ecosystem. How many ambassadors does Germany have? How many male ambassadors, in total, are part of the ecosystem?"

Scenario 5 – News:

"I'd like to know what the latest updates are on the project. Find the section where the most recent news is posted."

Scenario 6 – Advisory Board:

"The website includes a list of the members of the project's Advisory Board. Find Mariana Santos Leal Cardoso Carvalho and indicate the association she represents."

Scenario 7 – Toolkit:

"One of the project's main outcomes is the Toolkit. The project makes all the printable materials from this toolkit available on its website so that anyone can access them. Imagine you've already printed everything, but you need to reprint the Photocopy Book from this toolkit. Find and open the PDF of this Photocopy Book."

Scenario 8 – Toolkit 2:

"Now, you've lent the materials for some activities to your family, but you'd like to have the materials for Activity 4.4 so you can do an activity. To do that, you need to download the materials for this activity. Please open the PDF for Activity 4.4."

Scenario 9 – Toolkit 3:

"After downloading the file, you remembered that you had talked about QR codes with some colleagues, but they aren't familiar with them. Now find an activity that uses QR codes and open its PDF."

These tasks were selected through a mix of the team's own analysis and design judgment, combining anticipated frequent user actions (e.g. finding news, locating people) with tasks intended to probe the platform's information architecture and navigation logic more deeply (e.g. locating specific Toolkit materials by different identifying criteria — name, number, and feature). The tasks were developed internally by the project team rather than sourced from external observation studies or product marketing specifications.

The only task data provided to participants was the scenario text itself, as worded above; no screenshots or additional hints were given. Participants were provided with a link to the platform's homepage as the starting point for the test.

Task completion was scored using a four-symbol outcome scale based on the number of errors (deviations from the expected task path) a participant made: ✓ indicates the task was completed correctly with no errors; ● indicates the task was completed with one or two errors; X indicates the task was completed with three or more errors; and — indicates the participant reached the task goal via the site footer, an alternative navigation path not originally anticipated. Because this alternative path bypassed certain intended sub-tasks entirely, the time recorded for those specific sub-tasks does not apply in these cases and was excluded from the corresponding time-on-task calculations.

3.2.2. Test facility

The test was conducted remotely, with no controlled lab environment. Participants completed the test from their own homes, using their personal computers, without on-site supervision by the test administrator.

Two relevant circumstances occurred during testing. During Participant 4's session, their computer experienced a temporary freezing issue; this did not affect the Zoom video call,

which remained stable throughout. The freeze occurred between tasks rather than during one, and the session was resumed shortly after without disruption to the task flow or the collected results. During Participant 6's session, a temporary internet connectivity freeze lasting approximately 40 seconds occurred during Scenario 6. This was purely a connectivity interruption and did not affect the participant's navigation choices or task completion outcome; it did, however, add unrelated delay to the recorded time-on-task for that scenario.

3.2.3. Participant's computing environment

As the test was conducted remotely, participants used their own personal computers, resulting in a mixed computing environment across the sample. Participant 1 used a Mac with the Chrome browser; Participant 2 used a Windows computer with Chrome; Participant 3 used a Windows computer with Microsoft Edge; Participant 4 used a Windows computer with Chrome; Participant 5 used a Windows computer with Microsoft Edge; and Participant 6 used a Mac with Chrome. No specific OS version, computer model, or additional plug-ins were recorded beyond device type (Mac/Windows) and browser.

3.2.3.1. Display devices

Screen size and resolution were not tracked for individual participants, as each used their own personal device in a remote setting. This information is not available and was not standardised or controlled across the test sample.

3.2.3.2. Audio devices

No specialised audio equipment was used. Participants used the standard built-in microphone and speakers/webcam audio of their personal laptops.

3.2.3.3. Input devices

No specialised input devices were used. Participants used the standard built-in trackpad or mouse of their personal laptops; no external peripherals were reported.

3.2.4. Test administrator tools

The System Usability Scale (SUS) was used as the standard questionnaire to assess participant satisfaction. Rather than having participants complete it independently in written form, the

test administrator verbalized each SUS item to the participant at the end of the task scenarios, and recorded their responses directly into a pre-prepared Google Form to facilitate data collection.

No additional software or hardware tools were used to control the test or record data during the task scenarios themselves; the sessions were recorded via Zoom, which also served as the platform for screen sharing and observation.

3.3. Experimental design

The evaluation employed a single-condition, moderated usability test using a within-subject observational design. All participants completed the same nine task scenarios in the same predefined order using the same version of the SmartAgeCare Digital Platform. No independent variables were manipulated, and no control or comparison conditions were included, as the purpose of the study was to evaluate the usability of the platform rather than compare alternative interface designs.

For each participant and each task, the following dependent measures were recorded: task completion outcome, time-on-task, and observational notes documenting navigation behaviour and notable usability issues. Upon completion of all task scenarios, participants completed the System Usability Scale (SUS) questionnaire to provide a standardised measure of perceived usability and overall satisfaction.

3.3.1. Procedure

No fixed time limits were imposed on task completion; the time taken by each participant to complete each task was observed and recorded without a cutoff. Participants were permitted to ask the test administrator questions or request assistance during the tasks if they wished, although this was not explicitly offered or prompted by the administrator. In practice, no participant requested substantive task assistance; the only recurring request was for the task scenario to be repeated or re-read, which was treated as a clarification rather than an assist. Each session followed the same sequence: the test administrator first gave participants an introduction to the test and a brief overview of the project, followed by a request for the participant's consent to proceed and to be recorded. Once consent was given, screen and video recording began, and the participant's consent was reaffirmed and captured on the recording itself. The session then proceeded directly into the nine task scenarios, with no additional warm-up activities or pre-task training beyond the initial introduction, continuing each activity from where the participants find themselves in, not prohibiting free exploration

in-between. Each session was conducted one-on-one, with only the test administrator and the participant present; no additional observers or note-takers took part. Participants took part on a voluntary basis and were not compensated.

3.3.2. Participant general instructions

At the start of each session, participants were given a standardised verbal introduction. They were told that the test aimed to evaluate the usability of the SmartAgeCare project's digital platform – specifically, whether its structure, navigation, and organisation of information were intuitive and allowed users to easily find the content they were looking for. Participants were explicitly informed that the platform, not the participant, was being evaluated, that there were no right or wrong answers, and that any difficulty encountered represented a valuable opportunity to identify areas of the platform for improvement.

Participants were instructed to use the "Think Aloud" technique throughout the session – verbalising their thoughts as they completed each task (e.g., explaining why they were clicking a particular element, or noting when something was unclear) – to help the test administrator understand their decision-making process and identify potential usability issues.

Participants were also informed of their rights prior to the start of recording: that the session recording would include screen sharing and audio, that it would be used exclusively for usability analysis purposes, that all material would be treated confidentially and used only by the research team without being shared with third parties, and that participation was voluntary, allowing participants to interrupt the session or withdraw consent at any time without consequence. Verbal consent was obtained before recording began, and reconfirmed on the recording itself once it had started.

As sessions were conducted one-on-one between the test administrator and the participant, no instructions were needed regarding interaction with other participants or additional persons present.

3.3.3. Participant task instructions

Following the general introduction described in Section 3.3.2, participants were presented with nine task scenarios in sequence, each read aloud by the test administrator using the exact wording detailed in Section 3.2.1. In summary, participants were asked to locate specific content on the SmartAgeCare platform: an ambassador profile, a consortium partner profile, a project interview, information from ecosystem-related charts, the latest project news, an Advisory Board member's represented association, and three separate Toolkit materials

identified respectively by name, by activity number, and by a distinguishing feature (use of QR codes). No additional instructions, hints, or task data beyond the scenario wording itself and the initial platform homepage link were provided to participants during this phase.

3.4. Usability metrics

This section presents the metrics used to assess the platform's usability, in line with the three components of usability defined by ISO 9241-11: effectiveness, efficiency, and satisfaction. Effectiveness was assessed through task completion rate, the frequency and severity of errors, and the use of assists (Section 3.4.1). Efficiency was assessed through the time taken by participants to complete each task (Section 3.4.2). Satisfaction was assessed through the System Usability Scale (SUS) questionnaire, administered at the end of the task scenarios (Section 3.4.3). As no participant required an assist beyond requesting a scenario to be repeated, effectiveness and efficiency metrics did not differ meaningfully between unassisted and assisted conditions.

3.4.1. Effectiveness

Effectiveness relates the goals of using the platform to the accuracy and completeness with which participants were able to achieve them. This was assessed through three related measures: the completion rate for each task (Section 3.4.1.1), the frequency and severity of errors made by participants while attempting each task (Section 3.4.1.2), and the frequency of assists provided by the test administrator (Section 3.4.1.3). Effectiveness metrics were derived from the task completion outcomes defined in Section 3.2.1.

3.4.1.1. Completion rate

For each sub-task within a scenario, the completion rate was calculated as the percentage of participants achieving each of the task outcomes defined in Section 3.2.1. Completion rates are reported separately for tasks completed without errors, tasks completed with minor errors, tasks completed with major errors, and tasks completed through the alternative navigation path. Full completion-rate results for each sub-task across all nine scenarios are presented in Section 4.2.1.

3.4.1.2. Errors

Errors were defined as individual deviations from the expected task path — instances where a participant navigated to an unintended section of the platform before reaching, or failing to reach, the correct outcome. Each deviation was counted individually per participant per task, and this count directly determined the task's outcome symbol: zero errors resulted in a "correct" (✓) outcome; one or two errors resulted in a "minor errors" (●) outcome; and three or more errors resulted in a "major errors" (X) outcome. A separate outcome, "—", was used specifically for cases where a participant reached the task goal via the site footer — an alternative, unanticipated navigation path — which bypassed certain sub-tasks and rendered their associated time-on-task inapplicable.

3.4.1.3. Assists

The only form of assistance provided by the test administrator during the sessions was repeating or re-reading a task scenario at a participant's request. No other form of direct help or intervention was given, and no participant received a substantive assist that altered their ability to complete a task independently.

Because scenario repeats were treated as clarifications rather than substantive assists, and did not involve any direct guidance toward the task's solution, the unassisted and assisted completion rates for all tasks are equivalent; no separate assisted completion rate is reported.

3.4.2. Efficiency

Efficiency relates the level of effectiveness achieved to the quantity of resources expended, and was assessed through the time taken by participants to complete each task. Time-on-task was recorded individually for each sub-task within a scenario, rather than as a single combined time per scenario. For each sub-task, the mean time, standard deviation, minimum, and maximum time across participants were calculated.

Where a participant's recorded outcome for a sub-task was the alternative footer path (—), that participant was excluded from the time calculation for that specific sub-task, as their relevant time is instead reflected in whichever sub-task their alternative path led directly to. Full efficiency results for each sub-task, across all nine scenarios, are presented in Section 4.2.1.

3.4.2.1. Completion rate/mean time-on-task

In addition to reporting completion rate and mean time-on-task separately (Sections 3.4.1.1 and 3.4.2), the two measures will be considered jointly for each task, to characterise the relationship between task success and the time invested in achieving it. This combined view allows for a more nuanced interpretation of the results than either measure alone — for instance, distinguishing tasks that were completed quickly and accurately from tasks that were completed only through a slower, more effortful, error-prone process.

3.4.3. Satisfaction

User satisfaction was measured using the System Usability Scale (SUS), a standardised ten-item questionnaire employing a five-point Likert scale, widely used to assess subjective usability perceptions covering satisfaction, usefulness, and ease of use. As described in Section 3.2.4, the SUS items were verbalised to each participant by the test administrator at the end of the task scenarios, with responses logged via a pre-prepared Google Form. SUS scores were calculated using the standard 0–100 scoring method. SUS scores were calculated using the standard 0–100 scoring method. Individual and overall satisfaction results are presented in Section 4.2.2.

4. Results

4.1. Data analysis

Task completion data were analysed using the outcome classification defined in Section 3.2.1. Deviations from the expected task path (errors) were logged qualitatively, as described in Section 3.4.1.2, and their severity directly determined the completion score assigned. Assists were limited to instances where a participant requested a task scenario to be repeated, as described in Section 3.4.1.3; unassisted and assisted completion rates were scored according to standard CIF practice, as described in that section.

No data points were excluded from the analysis. A technical issue during Participant 4's session (a temporary computer freeze, described in Section 3.2.2) occurred between tasks and did not affect the recorded time-on-task for any individual scenario; accordingly, no exclusion was necessary in that case. A separate technical issue during Participant 6's session (a temporary internet freeze of approximately 40 seconds, described in Section 3.2.2) occurred during Scenario 6 and directly inflated the recorded time-on-task for that task; accordingly, the 40-second freeze duration was subtracted from Participant 6's recorded time for Scenario 6

prior to analysis, to reflect actual time-on-task. This adjustment did not affect the task's completion outcome, as the freeze did not influence the participant's navigation or decision-making.

The statistical analysis applied to the collected data was limited to descriptive statistics, specifically, means, percentages, and standard deviations, calculated across the six participants for completion rates, time-on-task, and SUS scores. No inferential statistical tests were conducted, given the small sample size.

4.2. Presentation of the results

✓ completed without errors;

● completed with one or two errors;

✗ completed with three or more errors;

— task goal reached through an alternative navigation path (site footer).

Scenario 1

Task	Completion						Errors						Time (seconds)						Time Stats (s)			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Click "SmartAgeing"	—	—	—	—	—	●		1		1	1	2	6	40	5	12	20	70	25,5	25,3	5	70
2. Find the name	✓	✓	✓	✓	✓	✓							2	3	2	5	2	3	2,8	1,2	2	5

Scenario 2

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Hover "Consortium"	—	✓	✓	✓	✓	●						1	—	3	2	2	3	19	5,8	7,4	2	19
2. Click "IMS"	✓	✓	●	✓	✓	✓		1					4	2	30	4	3	2	7,5	11,1	2	30
3. Find Pavlo's Description	✓	✓	✓	✓	✓	✓							3	2	4	3	6	4	3,7	1,4	2	6

Scenario 3

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Hover 'Work Packages'	✓	✓	✗	●	✗	✓			3	1	4		3	6	100	13	108	2	38,7	50,8	2	108
2. Click "WP4"	●	✗	●	●	●	✗	2	3	1	2	1	5	100	90	60	110	40	290	115	89,6	40	290
3. Click Anna's "Read Interview"	✓	✓	✓	✓	✓	✓							5	3	4	3	5	3	3,8	10	3	5

Scenario 4

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Hover “Work Packages”	✓	✓	✓	✓	✓	●						1	5	2	3	2	3	21	6	7,4	2	21
2. Click “WP2”	✓	✓	✓	●	✓	✓				1			1	3	5	40	2	1	8,7	15,4	1	40
3. Find “Germany” data	✓	✓	✓	✓	✓	✓							15	17	10	16	8	12	13	3,6	8	17
4. Find “Men” data	✓	✓	✓	✓	✓	✓							7	4	35	5	30	5	14,3	14,2	4	35

Scenario 5

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Click “Impacts”	●	–	–	✗	✓	●	1		1	4		1	30	–	–	90	5	11	34	38,8	5	90
2. Find “News”	✓	✓	✓	✓	✓	✓							1	3	13	2	3	2	4	4,5	1	13

Scenario 6

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Click “SmartAgeing”	●	●	●	●	–	●	1	1	1	1		2	–	–	–	–	–	10	10	–	10	10
2. Click “Advisory Board”	–	–	–	–	–	✓							40	30	17	17	10	2	19,3	13,7	2	40
3. Find “Mariana”	✗	✓	✓	✓	✓	✓							3	7	10	5	12	9	7,7	3,3	3	12

Scenario 7

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Click “Toolkit”	✓	✓	✓	✓	✓	✗						3	3	3	2	3	2	63	12,7	24,7	2	63
2. Click “Photocopies Book”	✓	✓	✓	✓	✓	✓							20	4	12	9	16	22	13,8	6,8	4	22

Scenario 8

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Click "View Activity" 4.4	●	●	✓	●	✓	✓	1	1		1			40	40	20	34	18	5	26,2	14,1	5	40
2. Click "Open PDF"	✓	✓	✓	✓	✓	✓							10	9	15	10	6	5	9,2	3,5	5	15

Scenario 9

Task	Completion						Errors						Time (seconds)						Time Stats			
	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	P1	P2	P3	P4	P5	P6	$\bar{x}$	SD	Min	Max
1. Go back	✓	✓	✓	✓	✓	✓							9	2	1	3	8	2	4,2	3,4	1	9
2. Click to "View Activity" 2.11	●	✓	●	✓	✓	✓	1		1				210	40	70	100	28	60	84,7	66,3	28	210
3. Click "Open PDF"	✓	✓	✓	✓	✓	✓							5	5	8	9	2	5	5,7	2,5	2	9

4.2.1. Performance results

Scenario	Completion Outcome				Time per scenario				Average Errors
	✓	●	✗	–	Mean	SD	Min	Max	
1. Ambassadors	50%	8%	0%	42%	28,3s	25,5	7s	73s	0,83
2. Partners	83%	11%	0%	6%	16 s	11,9	7s	36s	0,33
3. Interviews	50%	28%	22%	0%	157,5 s	71,9	99s	295s	3,67
4. Graphics	92%	8%	0%	0%	42 s	14,3	26s	63s	0,33
5. News	58%	17%	8%	17%	26,7 s	33,4	3s	92s	1,17
6. Advisory Board	33%	28%	6%	33%	28,7 s	9,2	21s	43s	1
7. Toolkit	92%	0%	8%	0%	26,5 s	29,2	7s	85s	0,5
8. Toolkit 2	75%	25%	0%	0%	35,3 s	15,8	10s	50s	0,5
9. Toolkit 3	89%	11%	0%	0%	94,5 s	68,6	38s	224s	0,33
AVERAGE	69%	15%	4,8%	10,8%	50,6s	31s	24,2s	106,7s	0,96

4.2.2. Satisfaction results

Task	Completion (sus converted points)						
	P1	P2	P3	P4	P5	P6	
1. I think that I would like to use this system frequently.	4	3	3	3	4	3	
2. I found the system unnecessarily complex.	4	3	1	4	4	2	
3. I thought the system was easy to use.	3	4	1	4	4	2	
4. I think that I would need the support of a technical person to be able to use this system.	3	3	3	3	4	4	
5. I found the various functions in this system were well integrated.	4	2	2	3	4	4	
6. I thought there was too much inconsistency in this system.	3	3	3	4	4	4	
7. I would imagine that most people would learn to use this system very quickly.	4	3	3	4	3	2	
8. I found the system very cumbersome to use.	3	3	3	4	4	4	
9. I felt very confident using the system.	4	2	1	2	4	3	
10. I needed to learn a lot of things before I could get going with this system.	1	3	1	3	4	4	$\bar{x}$
Total	33	29	21	34	39	32	31,333
*2.5	82,5	72,5	52,5	85	97,5	80	78,333

5. Appendices

The full content of these appendices is presented on the following pages.

Introduction

Hello, and thank you for your willingness to participate in this usability test of the SmartAgeCare project's digital platform.

SmartAgeCare is a European project that aims to promote a new paradigm of healthy and active aging for European seniors through digital empowerment, digital health, citizenship, and the concept of IKIGAI. As a result of the project, a digital platform has been developed that brings together information about the project, its educational resources, and the SmartAgeCare toolkit.

The goal of this test is to evaluate the platform's usability, assessing whether its structure, navigation, and organization of information are intuitive and allow users to easily find the content they are looking for.

Throughout the session, you will be presented with various scenarios and tasks representative of the platform's normal use. It's important to note that we're not evaluating you, but rather the platform. This is not an assessment test; there are no right or wrong answers, it's simply meant to help us identify areas for improvement. Whenever you encounter a difficulty, it represents an opportunity for us to identify aspects of the platform that can be improved.

During the test, please use the "Think Aloud" technique—that is, say out loud everything you're thinking as you complete the tasks. For example, you might say, "I'm going to click here because I think this information will be in this section," or "I don't understand what this option means." These comments are extremely important for us to understand your decision-making process and identify potential usability issues.

Once again, thank you for your participation and contribution to improving this platform.

Before we begin, we'd like to ask for your consent to record the session. The recording will include your screen sharing and the audio of this conversation and will be used exclusively for the purpose of analyzing the usability evaluation. All collected material will be treated confidentially, used only by the research team, and will not be shared with third parties. Your participation is voluntary, and you may interrupt the session or withdraw your consent at any time without any consequences.

After obtaining consent, start recording

Recording has started. Do you confirm that you consent to the recording of the session's screen and audio, and to the use of these recordings for research and analysis of the platform's usability?

Participant

Date

Scenario 1 - Ambassadors

The website has a section listing all the project's ambassadors. You'll find ambassador Maria Alice de Jesus there.

Step	✓	Time	Comments
Click “SmartAgeing”			
Find the name			

Scenario 2 - Partners

SmartAgeCare is being developed by a consortium of European partners. You may now want to learn more about Pavlos Carrera, a partner from IMS (Cyprus). Find his profile on the website.

Step	✓	Time	Comments
Hover ‘Consório’			
Click ‘IMS’			
Find Pavlo’s description			

Scenario 3 - Interviews

During the project's development, interviews were conducted with experts and members of the public to support the piloting of the Toolkit. Find the section and open the interview with Anna Gutowska from Poland.

Step	✓	Time	Comments
Hover ‘Work Packages’			
Click “WP4”			
Click Anna’s “Read Interview”			

Scenario 4 - Graphics

One of the initial stages of the project involved developing a project ecosystem. The website has a section with charts related to this ecosystem. How many ambassadors does Germany have? How many male ambassadors, in total, are part of the ecosystem?

Step	✓	Time	Comments
Hover 'Work Packages'			
Click "WP2"			
Find "Germany" Data			
Find "Men" Data			

Scenario 5 - News

I'd like to know what the latest updates are on the project. Find the section where the most recent news is posted.

Step	✓	Time	Comments
Click "Impacts"			
Find "News"			

Scenario 6 - Advisory Board

The website includes a list of the members of the project's Advisory Board. Find Mariana Santos Leal Cardoso Carvalho and indicate the association she represents.

Step	✓	Time	Comments
Click "SmartAgeing"			
Click "Advisory Board"			
Find "Mariana" & Association			

Scenario 7 - Toolkit

One of the project's main outcomes is the Toolkit. The project makes all the printable materials from this toolkit available on its website so that anyone can access them. Imagine you've already printed everything, but you need to reprint the Photocopy Book from this toolkit. Find and open the PDF of this Photocopy Book

Step	✓	Time	Comments
Click "Toolkit"			
Click "Photocopies Book"			

Scenario 8 - Toolkit 2

Now, you've lent the materials for some activities to your family, but you'd like to have the materials for Activity 4.4 so you can do an activity. To do that, you need to download the materials for this activity. Please open the PDF for Activity 4.4.

Step	✓	Time	Comments
Click "View Activity" 4.4			
Click "Open PDF"			

Scenario 9 - Toolkit 3

After downloading the file, you remembered that you had talked about QR codes with some colleagues, but they aren't familiar with them. Now find an activity that uses QR codes and open its PDF.

Step	✓	Time	Comments
Go back			
Click to "View Activity" 2.11			
Click "Open PDF"			