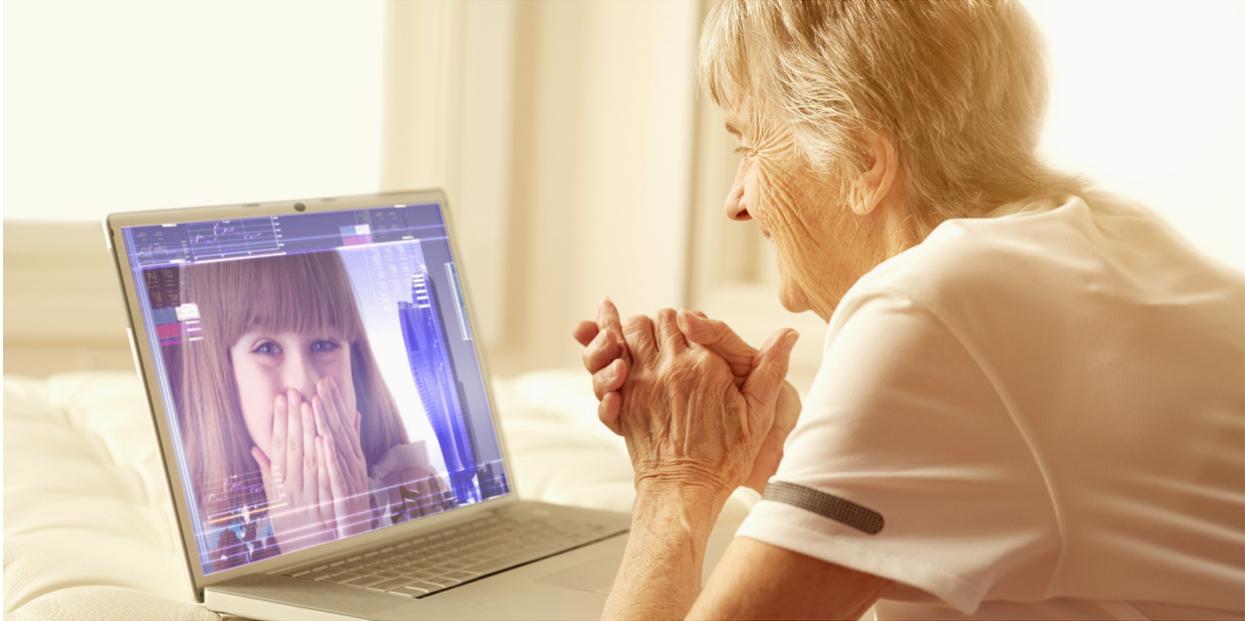


Let Us Connect You!

Use our app, connect with your loved one, and get paid!



Summary

Researchers at Simon Fraser University are looking for families, and particularly for grandparents and young grandchildren, to participate in research about remote communication between grandparents and young grandchildren over distance. In this research we ask families to use our app for a few weeks. Our app is particularly designed for children and older adults. This summary should be enough to give you some ideas but if you want to know our full story, here you go.

Background

We started our research on connecting grandparents and young grandchildren in Summer 2012. We extensively studied research in this area as well as the majority of research and commercial products developed for grandparents and grandchildren. Our goal was understanding the expectations and needs of grandparents and grandchildren that were not addressed in these systems. We ran different studies, talked to several families including grandparents, parents and children coming from different backgrounds and a variety of family situations who are separated over

distance either in close cities or across the world to understand the challenges and the barriers they face in their communication. This knowledge guided us to design our current app. In this app we are trying new design ideas to understand how well they work.

Why this research matters?

Studies show that the grandparent-grandchild bond is an important emotional relationship in humans life that can benefit grandparents, parents and children. However, if you are reading this, most likely you are either a grandparent or parent and you probably don't need scientific facts to believe how important it is for you to be connects to your grandchildren or for your children to be connected with their grandparents.

Not long ago, most families had more chances to live close by and enjoy building emotional bonds. Look at these pictures and you probably recall memories of the time you spent with your grandparents and how you cherish these moments.





However, nowadays it doesn't seem that simple. Families are living further apart due to job or life opportunities and there is often less chance to spend time with extended family members in person.

Yes, all sorts of telecommunication apps are enormously helpful to keep us connected ...

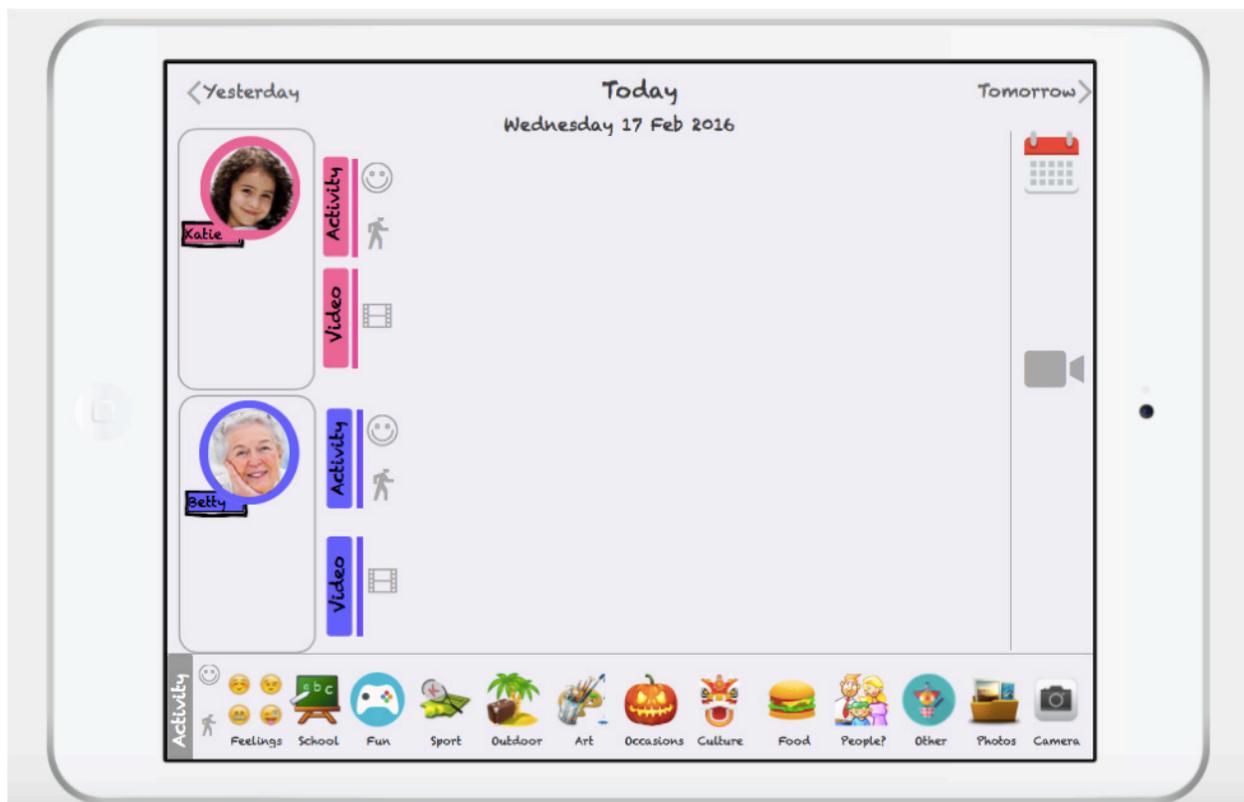


... but many are not easy for young children or older adults to use.

Over the years of doing this research, we studied children's and older adult's needs as well as expectations and challenges of building this relationship remotely over distance.

About the App

Our app is an interactive communication system where distance separated grandparents and grandchildren can update each other about their daily feelings/activities/status by using stickers and emojis. They can also initiate communication by sending video messages back and forth to catch up regularly or to follow up about the activities added to the system. The main *goal* of the system is to engage children to update their remote grandparents about their daily life and get updates about their grandparents' life.



Your Contribution matters

We had our families, children and our colleagues use our app and, based on their feedback, we iterated it to satisfy user needs even more. However, it is important for us to try it out with a broader set of families so we can further learn how to best design technology to support the needs of grandparents and grandchildren. We know that families have different values, family situations, needs, and expectations.

Your contribution would be a great help for us to reach our goal of learning more about how to design technology for grandparents and grandchildren.

Are you a good fit?

You are a good fit for our study if

You are a **grandparent** and:

- Have at least one grandchild between the ages of **5** and **12** years old whom there is no issue to connect with
- Have at least very basic knowledge of computers (or have somebody who can help you)
- Your grandchild's family and the child themselves are willing to take part in this study with you

You are a **parent** and:

- Have at least one child between the ages of **5** and **12** years old who has at least one grandparent living in a different household
- Your child and the grandparent are willing to take part in the study
- Your child and the grandparent have at least basic knowledge of computers or have somebody who can help them
- Your child and the grandparent have no issues in being connected

Study Procedure

We can provide you with a tablet to dedicate to the study app if you are living in Greater Vancouver Area. We will help you setup the app on your device or

ours. We will be available to help you in person (if possible), over the phone, video chat or email.

We will have a short interview with you before the study starts, in the middle of the study, and at the end of the study and will ask you to answer some questions. We might also ask you to send us your experience of using the app as a weekly diary or another form that you are comfortable with.

Gratuity

The compensation will be \$250 in total (\$125 grandchildren's family and \$125 grandparents' family). In case you are interested to take part in the study but you or your study partner do not have tablet (or extra ones) or it would be cumbersome to ship a tablet to your location for the duration of the study, we can provide you a new tablet instead of cash as your compensation.

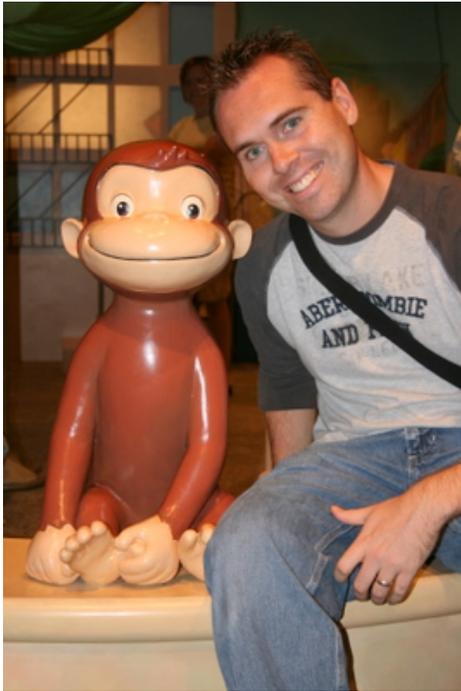
About the Researchers



Azadeh Forghani is a PhD candidate at the School of Arts and Technology, Simon Fraser University. Her background is in software engineering and video game research. She joined the Connections Lab in 2012 when she started her PhD about connecting grandparents and grandchildren over distance through technology. Since then she has been working on different research projects on technologies for families. She has several years of work and research experience including working as a user experience researcher at Microsoft Research and Google.

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Dr. Carman Neustaedter is an Associate Professor in the School of Interactive Arts and Technology at Simon Fraser University. He is the director of the Connections Lab, an interdisciplinary research group focused on the design and use of technologies for connecting people through technology. This includes design for families and friends, and bringing people together through pervasive games. Dr. Neustaedter was formerly a Research Scientist at Kodak Research Labs and Adjunct Professor in the Department of Computer Science at the University of Rochester, NY.

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