Handbook

For Peer-Researchers, Researchers, and Developers

Easy Reading

This handbook for peer researchers, researchers and developers were developed by Cordula Edler (D).

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Pictures
Grafics: The NOUN PROJECT – www.thenounproject.com
Fotos: Easy Reading Projekt

English Alan McCaig , Texthelp (UK)

The special about the Project Easy Reading

In the Easy Reading project, people with learning difficulties research and develop as peer researchers.

This is called inclusive research and development.

There are 3 peer research teams

How does Easy Reading Project work?

- Peer-research teams help developers to research and develop **Easy Reading**

- The target group helps to define conditions that are taken into account during each phase.

- This ensures that the outcome of any research and development has been guided by the target group.

- This involvement affects the outcome by creating a product suitable for everyday use.

Table of Contents

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6. Glossary

1. Introduction

Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities states:

Persons with disabilities should participate in the concerns that have something to do with them.

This also includes research that has something to do with them.

They're the experts [2] [9].

What is Research anyway?

The goal of the research is:

To achieve something is being developed or upon improved.

Often this involves technology, new inventions, and ideas.

In research and development, you look i.g. for new realizations and experiences after solving practical problems with the help of technology

The goal of the inclusive research is:

Inclusive research is about academic researchers working with persons with cognitive disabilities as co- researchersor peer-researchers.

These are research topics that are important for people with cognitive disabilities.

The research and the methods used take into account their need for support

What does Collaborative Research mean?

People with learning difficulties work together with scientific researchers and developers [3,4].
Alle zusammen sind ein Forschungsteam.

People with learning difficulties understand the issues we want to solve.

They are experts in their own case [5].

That is why they are also called co-researchers or peer researchers.

Scientific researchers and developers are people who have studied this at a university.

Who can do Research?

Anyone can do research[5].

For example:

- Individuals from the target group.

- People with learning difficulties.

- People in an organisation or self-help group for people with learning difficulties.

- Persons of the target group who already would be trained as co-researcher or peer researcher.

2. Peer Researchers

Who is a Peer Researcher?

A peer researcher is someone like a scout.

Peer researchers are essential for research.

For example:

- The peer researchers ask and observe what is good and right for them.

- They can also ask and observe other people with learning difficulties, what issues they have or changes can be made to help them with their disability.

- They have an understanding of what issues or changes can be made to help with their disability.

When and why do we need peer researchers?

Research should be relevant to people with learning difficulties.

Peer researchers tell researchers and developers what they need.

For example:

- They tell them what support people with learning difficulties want to use for **Easy Reading.**

The researchers and developers work together with peer researchers to find solutions.

- All together test and evaluate the solutions and the collaborative activities.
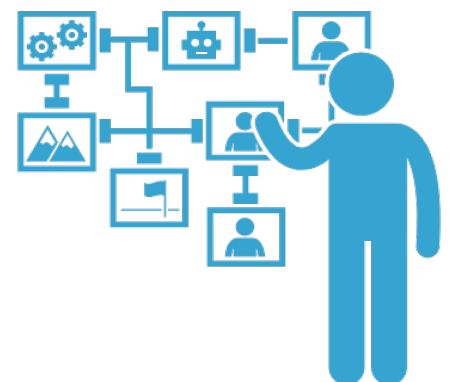
What Peer Researchers do?

Peer researchers can inform scientific researchers and developers:

For example:

- What works well
- What else should still be to covered?

They can discuss the problems with the developers.

For example:

They suggest possible solutions and improvements.

Later

- They try out the founded solutions.
- They are also involved as peer researcher and let others test the solution.
- At the end of the project they contribute to the research report.

The Research Team

- The peer research groups work together with the scientific researchers and developers in a team.
  This we call a research team.

- The research teams work in couples or small groups.
  In this way, the exchange between the researchers is best.

- Peer researchers bring a different view of a topic.
  Therefor research demands specific methods and attention.

Tasks of the 3 Peer Research Groups

Proqualis (Austria)

- Development and adaptation of research and analysis methods
- Wish list (requirement analysis)
- Implementation of research and analysis methods
- Eye-tracking
- Easy language customization

PIKSL (Germany)

- Wish list (requirement analysis)
- Implementation of research and analysis methods
- Evaluation

Dart (Sweden)

- Recruitment adjustment
- Wish list (requirement analysis)
- Implementation of research and analysis methods
- Evaluation

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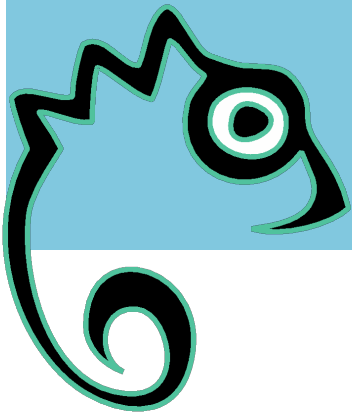
3. Recruitment and Preparation

How to find a Peer Researcher Team?

The selection of peer researchers may vary.

The researchers and developers team must decide if a potential peer researcher has the right interests, experience, and skills for the project.

To get, to know, and understand each other's goals, various methods can be used.

For example:

- a questionnaire

- an interview

- through a workshop

Information about the Project

People with learning difficulties have to be informed about the goals and conditions of their work as peer researchers.

- The research subject of the study should be made clear for people with learning difficulties.

- They receive easy and understandable information about the project.

They can be informed in a conversation together.

Information should also be supplied in written form.

The peer researchers must be informed about all rules.

Requirements for Participation

The person must be interested
in the project.

- The person should sign a consent form to
  join in.

This is called
informed consent.

That is important:

- participation must always be voluntary.

- that they respect the privacy and
  security of others and the rules during
  the project;

- that their needs and requirements are
  considered from the beginning;

The Informed Consent

The consent form should be signed by all participants.

Before signing, they must fully understand the details of the research project.

The following will be ensured by answering questions regarding the content of the informed consent.

The consent form is required for participation as a peer researcher in the project.

[7] [8] [18]

**With your signature, you say,
that you are an expert,
and you are responsible
for your affairs,
and the outcome of the project.**

Information to the **Informed Consent** for Peer Researchers

The informed consent

This is a declaration of consent that all participants have to sign.

Before you sign you have to know and understand the details of the research Project **Easy Reading.**

The informed consent is a prerequisite to the participation as a peer researcher within the project.

Please read this writing carefully before you sign it!

What is the Project Easy Reading about?

Many people cannot understand the information on the internet.

They find it difficult
- Because they cannot read well.
- Or they are slow in reading.
- Or quickly lose overview.

On the Project Easy Reading peer researchers and developers research how to help people to a better understanding of the internet.
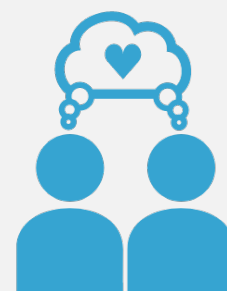
For example:
- We ask questions concerning problems on the internet.
- We look for new applications for the internet.
- We test these new devices.

    In other words, the collection of data.

Your cooperation

Participation in this project is voluntary.

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Your personal data

People who want to take part in this project
allow the use and collection of personal data.

For example:

personal information
- name, sex, age
- or questions about using the computer
- or footage of personal discussions, pictures and videos

Your name will not be used public.

But pictures of you are allowed to be shown.

And videos of you are allowed to be shown.

Each participant is allowed to revoke this permission at any time.
You are allowed to get to know,
which of your data within the project are saved or being used.

You are allowed to delete or put them right.
In doing so you have no disadvantages.

What is important for Peer-Researchers?

This is important:
- The Peer-Researchers are supposed to understand everything;
- They are really supposed to be entitled to have a say in the sense of participation;
- They are supposed to be discreet:
- Everything that is a matter of the project must **not** be let out.
- The peer researchers promise, that they keep everything confidential.

TOP SECRET

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Did you understand this information?

1. Some people have problems on the Internet.

    Name a problem: …………………………………………..………………….………….

2. What is being researched in this project? Where we are looking for?

………………………………………………………..……………..…………..…………..

3. What are personal data?

    Name an example: ………..…………..…………..………………..………………….…..

4. Are you allowed to talk about details of this project?

    YES ☐   or NO ☐

Informed Consent

My Agreement:

I agree to participate in the Research **Project Easy Reading.**

I provide my data,

included pictures of me ☐

included videos of me ☐

which are produced during the project.

………………………………………………………………………………………………..
(place, date)

………………………………………………………………………………………………..
 (signature)

………………………………………………………………………………………………..
 (if necessary signature legal representative)

For peer researchers: What does responsibility mean?

Peer researchers take responsibility for the research project

• Responsibility for themselves and others,

• Responsibility for the problem and the tasks.

For example:

• everybody should trust each other,

• everybody has to do well,

• you participate carefully in the meetings.

Rules for good research with other people

These rules apply to everyone involved in the project.

The research team should discuss these rules again and again.

1. Discretion and Confidentiality
This means not everything that happens in the project can be told to other people.

2. Honesty
Honest is when you tell the truth.

3. Directness
That means, saying clearly, whatever you think.

4. Trust
That means you can rely on others.

5. Politeness and Respect
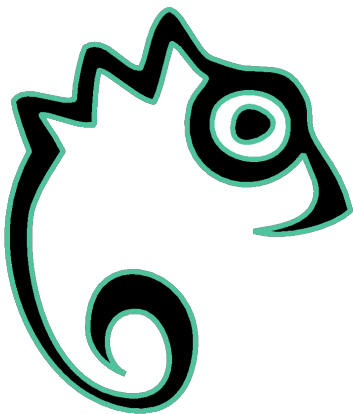Working together responsibly and with respect.

6. Helpfulness
Helping when you see someone who needs help.

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In case of difficulties, ask your research team for help.

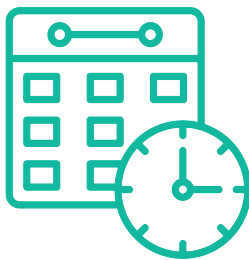# *Tool list and Researchers Backpack*

What belongs in the backpack?

The iPad is a key tool for the Peer researcher

Addresses

All members of the research team (with picture, e-mail address, phone number, working hours, Skype address)

Calendar

- This can be seen for all on the Internet.

- Everyone leads to his work calendar.

- Reminders, changes, and apologies should be sent to the e-mail list.

Information and documents about the project

- flyer about the project

- test plans,

- manual printed,
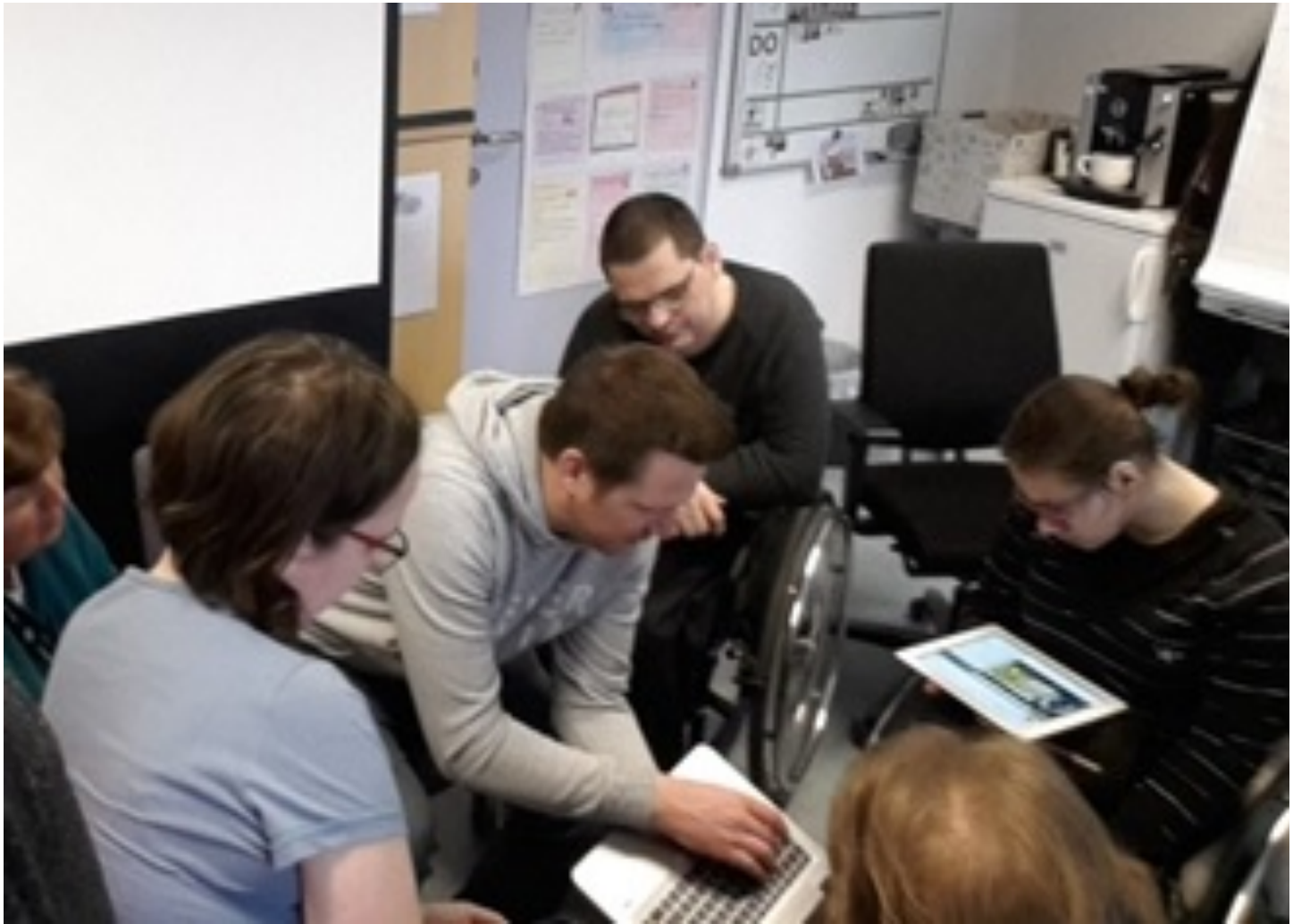
- and everything else you need.

Communication

General information:

- We use easily understandable language and pictures.

- We use different ways to communicate:
    - e-mails,

    - phone calls,

    - skype or

    - Whatsapp.

4. Research Methods

Identifying Research Questions

First of all, research requires a question or an aim.

The answers to this question should be new and also important.

This can also be called research interest.

Research questions should be developed with a goal in mind.

The following questions are important:

What? Why? How?

What? Why? How?

What do you want to do?

- The research question states the following of what research is all about.

- It defines the research topic.

Why do you want to do research?

- Does it help better to understand a topic?

- Is there any interest in new knowledge?

- Is there any interest in the reasons and effects?

How?

- Is the research question clear and understandable?

Research means to answer the research question.
To answer questions, you need information.
Sometimes you have to search for this information for a long time.

How can a peer researcher answer questions?

How can peer researchers collect information? How can they find solutions? [4]

For example they can:

- observe something

- ask someone

- or measure something

There are different methods and techniques in research:

Observing, asking and measuring: These are called research methods.

Research Methods

Here research methods are explained.

The list of methods is not complete.

For each project, the right methods have to be chosen and possibly adapted.

Possibly further methods will be developed and found.
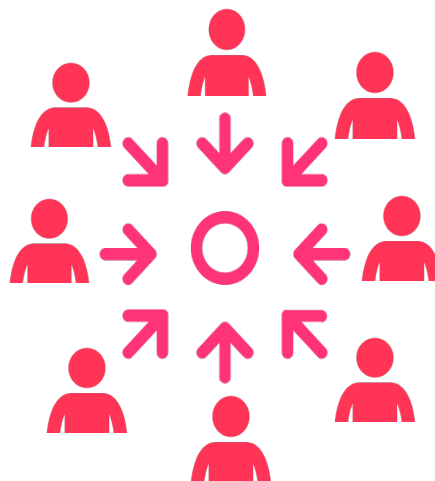
Method Focus Group

A focus group is a guided group discussion

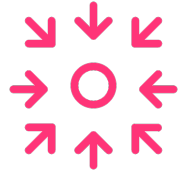In a focus group, a number of people discuss a topic

Topic = Focus.

- The topic is defined in advance.
- There is always a moderator in the focus group. The question to a focus group is about what is important.
- A discussion will take 1-2 hours.

Focus-Group

In the Easy Reading project, the focus group consists of the peer researchers.

A focus group will be organised to find out what peer researchers think about the research.

At the beginning of the project

- to get an idea of the everyday life of the group;

- to find out the needs of a group;

During the project

- to select research and test methods
- to decide on test cases,
- to review the concept and to discuss the research results and test results of a development step,
- to develop further new ideas for project work,
- to re-examine the draft;

At the end of the project

- to evaluate the results of a development

- and to investigate the impact;
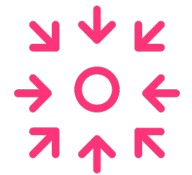
Example:
Focus group for evaluating results,
called analysis.

The focus group is formed to analyse and discuss the research results and test results of a each development step.

e.g. the results of:

- Storytelling Method
- Screen Method
- Card sorting Method
- …

Then the developers, designers and peer researchers plan together what can or should be done further.

Analysis means:
The result is broken down into individual parts and then sorted, examined and evaluated.

Method Observing

Observing means:

to take a close look at something.

It can also be called observation.

- You can observe people, for example, what they do and how they do it.

Exact observation is difficult!

- For careful observation, you should consider in advance what you would like to pay attention to.

- Than you take notes for your observation.

  With the notes you can easily compare two or more observations.

- Sometimes you only see things you think are important. Other things you do not see.

.

Example: Observing

Sometimes you just see things you figure are important.
Other things you don't see.
Sometimes you only see things that are unique. Sometimes you have prejudices.
Then you no longer look closely.

For example:
You see an old woman.

She wears old clothes and you think she is old-fashioned.

That may be wrong.

Maybe the old woman is poor.
She cannot buy new clothes.

That is why it is important to take a close look.

And to talk to people about it or discuss it within the research group (focus group).

Observing during meetings or tests

Please film, photograph or write down what you see:

- How was the task performed?

- What worked well, what didn't work well?

- What needs to be changed?

- What things in the environment were distracting (noise, irritation and more)?

Method Questioning or Interview

For a research project, information is relevant.

You ask another person for his or her opinion, knowledge or attitude.

That is known as a survey or interview.

Both can be done verbally or in written form.

When conducting an interview, you should keep the following in mind:

- Involve as many people as possible.
- Try to encourage the participant.
- Take some time and wait for the answer.

Interviews and questionaire should be well prepared.

You can record with the mobile phone or iPad/ tablet.

The Questionaire

You can use a questionnaire:

A questionnaire is mostly used to collect attitudes, opinions, interests or ratings

For example:

How satisfied were you?

A. Project satisfaction				
The presentation of the project was:	excelent	good	not so great	bad
• of the project itself	☐	☐	☐	☐
• the introduction of the project	☐	☐	☐	☐

Questioning Technique

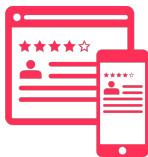**People should answer the questions of the questionnaire.**

- They can mark their answers with a cross or write them down.

- They can answer and the answer will be record via voice recorder.

- A questionnaire can be made on paper or on the computer.

- A questionnaire can also be sent out via mail.

All answers remain under data protection.

The Interview

In an interview, there is one interviewer and one person interviewed.

You are always the same questions. That's why you use a questionnaire.

It's called a guided interview.

Interviews can take place in various forms.

For example

- You can interview people face to face, at a meeting.

- You can conduct an interview via phone.

An interview should be written down or recorded so that you later can understand who said what.

In an interview you get information for example:

- You can learn more about a person.

- To explore the personality and or difficulties the other person may have.

- To clarify a point.

You can record with the mobile phone or iPad/ tablet.

The interview guide

You can use a guide:

These means ask pre-defined questions.

The questions can openly be answered.

For example:

Interview Guide to the Topic Peer Research

- *What was relevant for your research?*
- *What do you need as a peer researcher?*
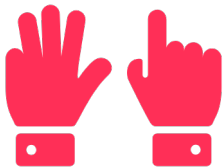- *How satisfied were you?*

Using the answers

This is called analysis.

There are 2 types of analysis

• Data analysis and

• Content analysis.

In data analysis:

The same responses are counted and then compared with the total number of responses.

In content analysis:

You look at the answers by content and sort and evaluate them.

What does the answer tell us?

Method: Collecting Ideas or Brainstorming

Brainstorming is a technique to collect ideas or wishes.

- This could be done alone or in a group.
- You meet to generate new ideas and solutions around a specific area of interest.
- You collect ideas spontaneously.
- Everyone can say whatever comes to his mind.

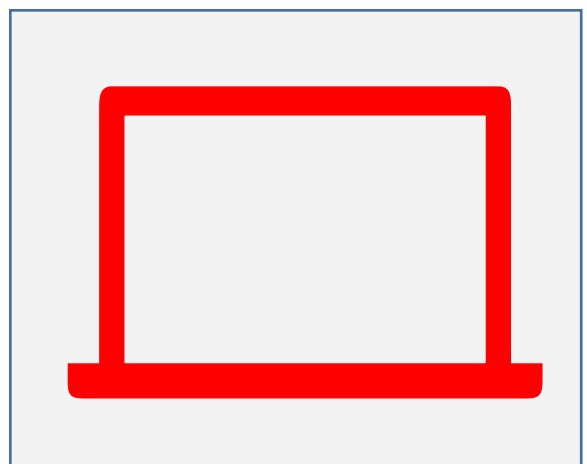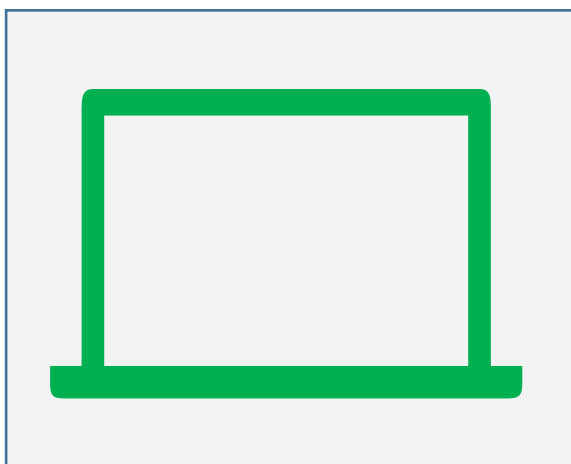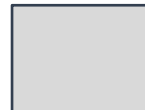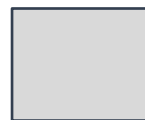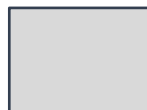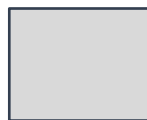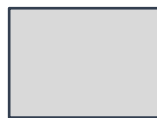The ideas are written down or collected on cards.
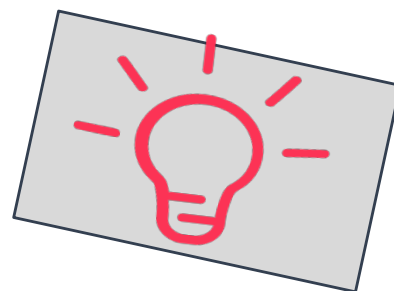
Preparation

- You prepare cards on which you can write down or draw something.

- Later these cards are used for card sorting.

- You create two cardboard screens from photo cardboard. Than the cards can be glued to it.

- Fix them temporarily with Blu-tac (a pasty mass). Later stick them on.

Wishes and Requirements

The requirement analysis is the starting point in the development of new software.
New ideas, thoughts and requirements are collected.

The first step is to determine the wishes, and requirements of the target group.

The second step is to structure and to check what works and what does not work.

Requirement- List
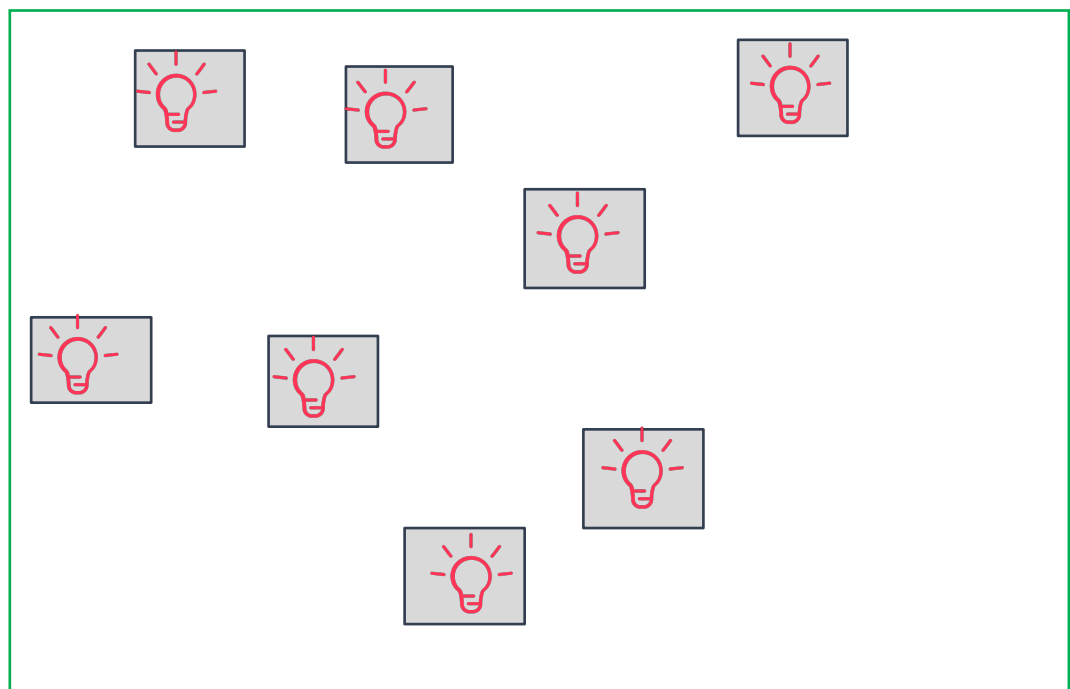
Method: Card Sorting

Steps for Cardsortimg

1. View and rate the cards:

What is important?
What is possible?
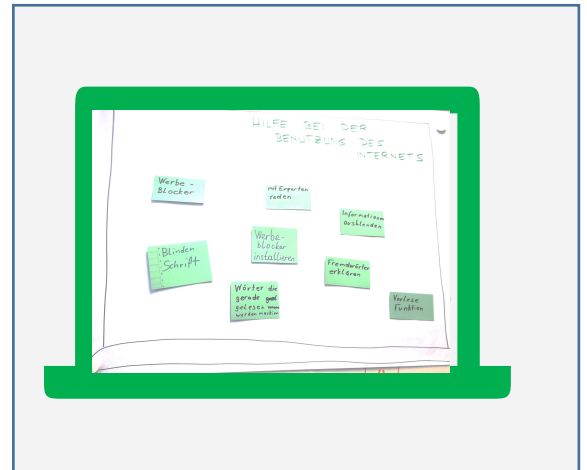
What is not relevant?
What is not possible?
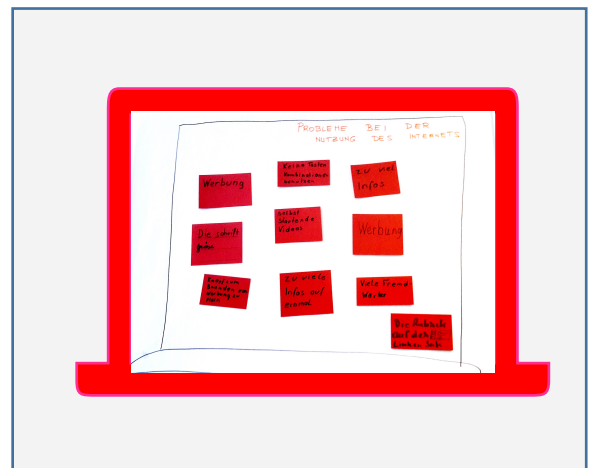
2. Afterward, you plan together:

What shall be done?

What can be done?

Peer Researchers working for Card-Sorting
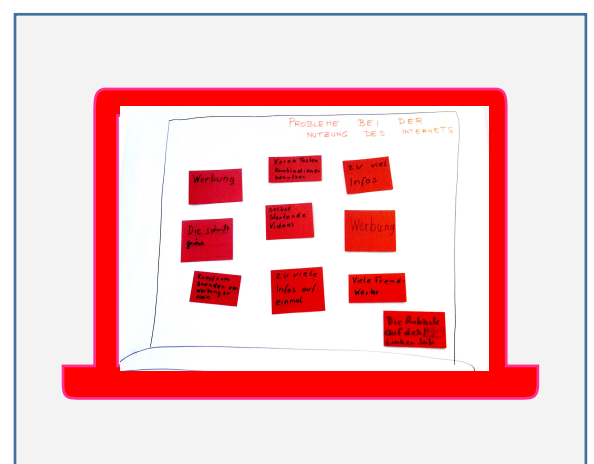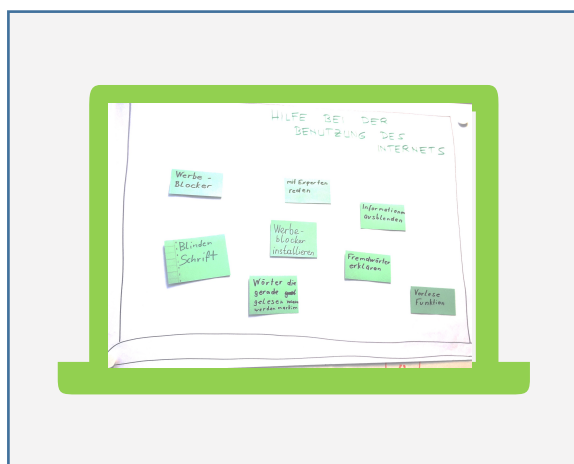
Collecting Information

Sometimes you need to collect a lot of information for a project.

The action of investigating or searching for information is also called research.

You will find information:

- in newspapers
- in books
- on the web
- in film-documentaries
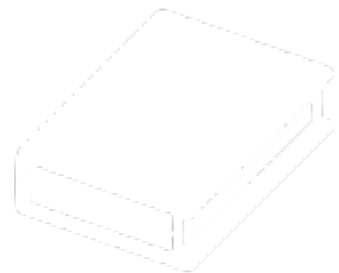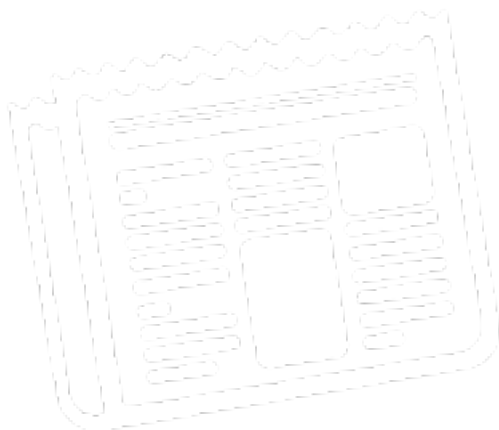
Documentation and Photo and Video Elicitation
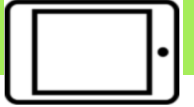
Documentation is the material that provides information.

These are records and serve as evidence.

For example:

- written as text, like a diary

- as photograph

- as video

- as audio
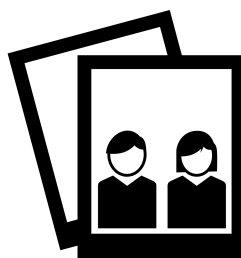
Diary

Everything important is written down in a research diary.

It is written down:

- Who was there that day?
    - Peer researchers,
    - developers,
    - researchers,
    - other participants;
- What have you done?
- How have you done anything?
- What has worked well?
- Where there have been problems?

But also:

"How's it going with me in the project?"

(my personal views and feelings)

5. User Testing

User Test?

A user test is an examination of something like an object, a tool or a program.

The test is about:

• functionality,

• usability

• and accessibility.
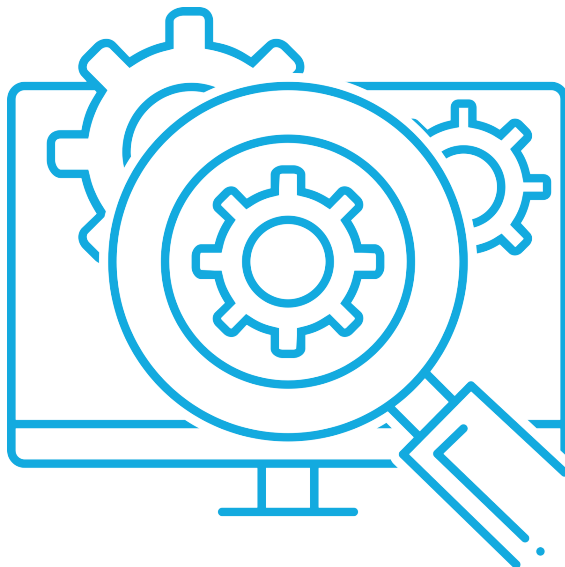
What is a User Test?

- The Easy Reading tool is first tested and evaluated by the peer researcher. They are experts.

- We try to find out if the Easy Reading Tool is useful, usable, accessible and desirable.

- The user tests are based on a test plan (why, how, which function is tested exactly and, when etc.)
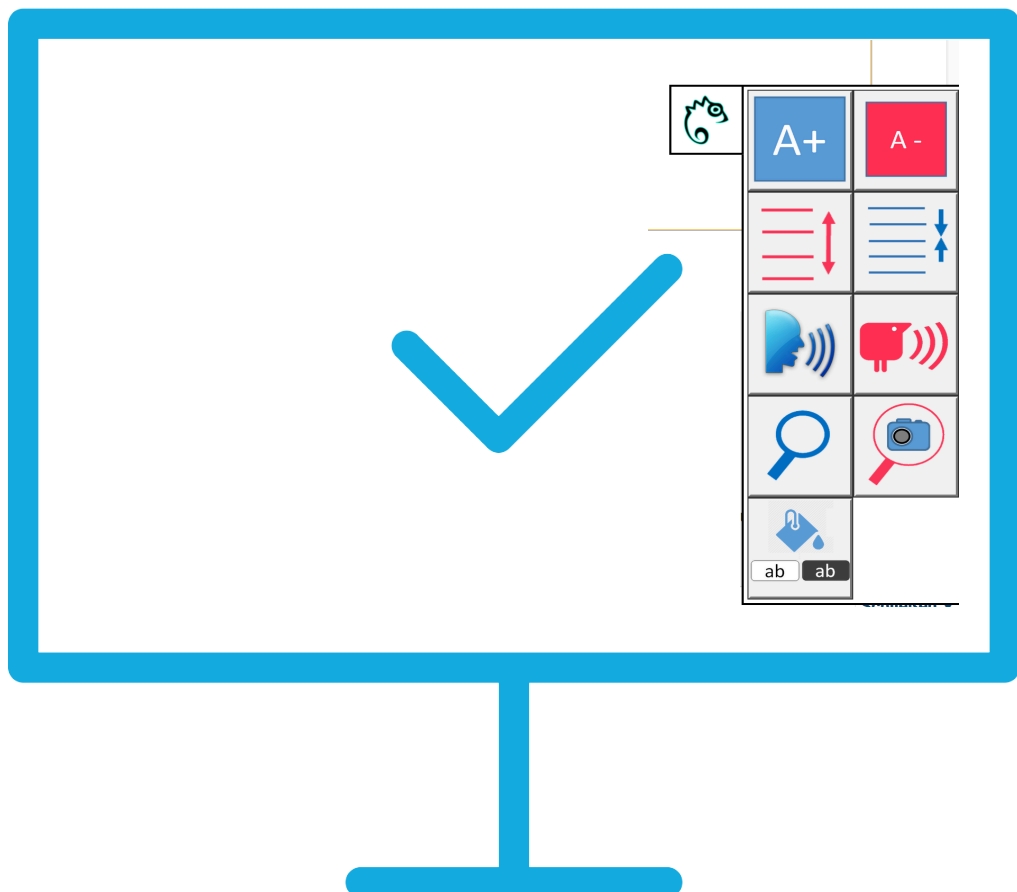
Checklist for User Testing

1. *Usertesting Preparation*
2. *Test Procedure*
3. *The Bug Report*
4. *During the Test*
5. *During and after Testing*

All participants get to know the object or program being tested.

1 Preparation User Testing

The developers

- They have to think about the most relevant test

- have to choose the test method.

- The developers must describe the test cases or a walkthrough.

1 Preparation User Testing

The research team

A peer researcher and an assistant work as research teams

- The research team supports each other.

- The research team knows the program to be tested well.

- The research team receives the test questions with the test cases from the developers.

- The questions should not be too difficult.

- The state of research determines who has what role.

- The speaker (test moderator) is determined.

- The research team explains the tasks to the test participants.

1 User Testing Preparation

The Test Participants

- First: Sign the informed consent to participate in the test.

- There must be an introduction for all test participants,

  that means:

  - All participants get to know the object or program being tested. (here: Easy Reading)
  - The method of the test or examination must be explained before
  - The Informed Consent must be explained and signed.

Important: (announce in advance)!

The test participants can't do anything wrong.

- The difficulties they may have with the tool are not because they don't understand or can't understand something - It's usually because the tool still needs to be improved.

- It is not about testing the skills of the test participants, but about investigating how well Easy Reading is done.

2 What must be taken into account when testing?

The researchers should pay attention to certain things.

- Research should not make anyone feel bad.

- Research should not harm any person!

- The test person know what it is all about; she or he is informed.

- They should voluntarily participate in the research. You always have to ask:
    - Do you want to be a part of the research?

- People can say at any time:
  "I don't want to do it anymore."

- It's also okay if someone doesn't want to participate.

3 Test Procedure

Part 1: "Warm Up"
The research team introduces itself briefly and explains the roles. (Who does what)

They explain again briefly what is this about?

- What is the user test anyway?
- Why is it important?
- What do we do with the result? etc.?

Important: Is the informed consent signed?
Creating a pleasant atmosphere

Part 2: "Main part"
Start of the test procedure with the test cases
- Note
- Observation
- Filming
- But if possible, do not help or act.

Important: it must be clear HOW the state of research is working together.

Who moderates ?

Who's filming?

Who is taking notes?

3 Test Procedure

Part 3: "Cool down"

- Final questions to the test participant:
  - What are the general impression?
- Now is time to formulate wishes to the tool or development team
  - Formulate wishes, suggest improvements

The research team would like to thank you for your cooperation.

3 Test Procedure

General

- Ensure a quiet atmosphere during the test.

- Ask if a break is needed.

- Test should not take more than 30 minutes.

Test Cases

- Test cases shoud be clear, short and realistic.

- Do not ask questions, that influence the test user.

Test-Participants

- Make sure the question is understood.

- Invite the participant to, "think out loud".

Common research:

- Enable the participant to have positive experiences.

- Keep a careful observation protocol.

3 Test Procedure

Important for a good Test Procedure

- People with learning disabilities sometimes say that they have understood the task, although this is not the case.

  It is therefore necessary to ask questions and repeat the challenge in your own words..

- Each test participant has a test name or a 'nickname' so that later you don't know who the person was (make it anonymous).

4 The Bug Report

What is the Bug Report?
A bug report is a report about the bugs and problems that are noticed during testing.
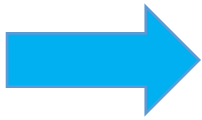
Important for a good Bug Report

Structuring the test

- Carefully testing according to plan!

- Test the test cases one after the other!

- Use plain simple words/language!

- Write down carefully what is noticeable!

5 Important for a valid Bug Report

For Reporting

Only describe relevant information (leave out useless information).

    For example:

    It is reported, when the participant finds a function correctly.

    It will not be reported if a pencil falls or what the participant is wearing.

Capture the test errors correctly

Report in understandable language
Use plain simple words / language

5 Important for a valid Bug Report

For Quality

Exactness

- describe exactly how and when the error happened.

Reproducibility

- Is it possible to repeat the mistake?

Generalisation

- Test the Easy Reading tool on another internet page and compare the results.

Neutrality
- The Research-Tandem is neutral and without prejudices.

   That means:
   - o During the test the test researcher are not allowed to influence the participants or to betrayed results.

   - o The test researcher describe the problem without own rating.

5 *Important for a valid Bug Report*

At the end

Wishes and Needs

- Which wishes and needs have test participants?
- Is it possible for developers to do something easier or better?

Review and Report

The research team makes sure

- Did everything work?

- Is everything relevant in the report?

- Is the only relevant information contained in the report?

- They give the developers a report with all errors and new requirements.

6. Glossary

Informed Consent

- Consent means to agree with something.
- Informed consent means that participants agree and understand what is at stake
- A signature proofs that one has understood and agrees.

Consent often means signing something.

- The signature proves that the participant agrees and has understood everything.

For Example:

Before a surgery there is an informed consent.

The doctor informs the patient and the patient agrees to the operation.

Everyone must sign an informed consent that he or she agrees, that his or her data, photos and videos are being used for the research project.

Assistant

An assistant is someone who is helping another person.

For example:

an employee or a mate.

- A caregiver for people with disabilities can also be an assistant.
- Here you see a peer researcher with her assistant.

There are also web-based assistants.

For Example:

Alexa is an assistant that can remind you of meetings.

Client

A client is:

- a person,
- one company,
- or an organization,

They are making a deal with someone.

For Example:

Making deals means,

- To buy something, e.g. a smartphone;
- To rent something, e.g. a flat;
- To use a service, e.g. a nursing service;
- To hire someone, e.g. a craftsman.

A client pays with money.

But he can also make a deal by exchanging something.

Moderator

A moderator is a speaker.

- The moderator speaking is engaged to moderate.

- There are different types of moderators.

  For example:

  - A person who conducts or leads a conversation is a moderator

  - There are presenters on television who read the news.

  - There are moderators on the Internet who moderate a chat.

  - During the user tests, there is a moderator who tells the participants what to do.

Hardware

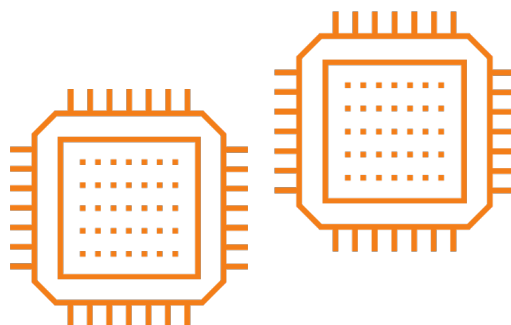**All parts of a computer that you can touch are called hardware.**

- Hardware is a collective term for all touchable parts of computers, tablets, and smartphones.

- Computer mouse, keyboard and monitor are also hardware.

- Also, the many small components inside the computer belong to the hardware.

  For example:
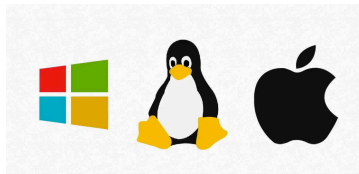 the motherboard, the graphics card, and the memory card.

Software

Software is a collective term for programs that can be used on the computer.

There are different types of programs

- The most important software is the operating system.
- The operating system gets a computer up and running.

- The best-known software is MS Office

    This is a a package of programs

    - Word is a text program for writing
    - Excel is a table program to create tables
    - PowerPoint is a presentation program to create presentations
    - Outlook is an e-mail program for writing e-mails

- Other software are games or apps for the computer.

Framework

A framework is a scaffold for a web-page.

For example:

A programmer uses a framework to create an application or software.

Application

An application is a different word for program.

- The short term for application is app.

- There are web apps and mobile apps.

- Web apps means one can use an app on the Computer.

- Mobile-app means one can use the app on a mobile device.

- One can download apps from the app store.

For example:

- Facebook and Whatsapp are apps.

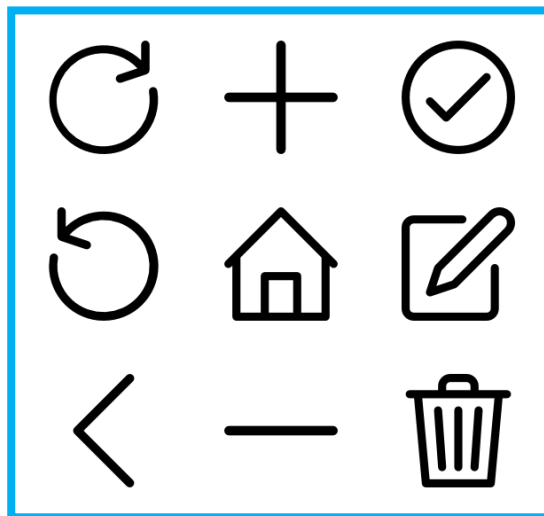- One can use Facebook or Whatsapp as a mobile app on a smartphone or as a web-app on the computer.

Icon

An icon is a symbol or a sign.

- An symbolexplains something, with an image, without text.

There are many icons on the internet.

For example:

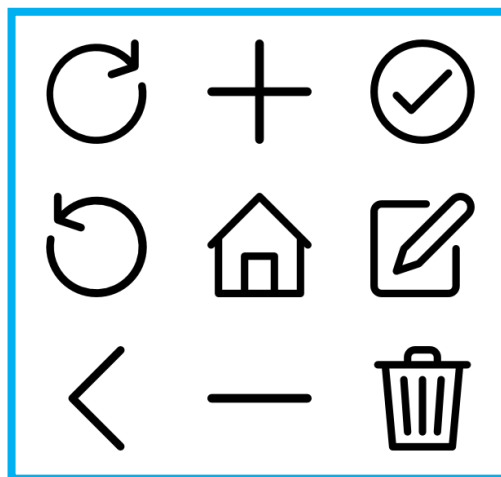This means to send something.

Action Button

An action button is a button you can press.

It can be a real switch or a button on the screen.

The action button is a button to start or stop something, for example.

On a web page, an icon can also be an action button.

For example:

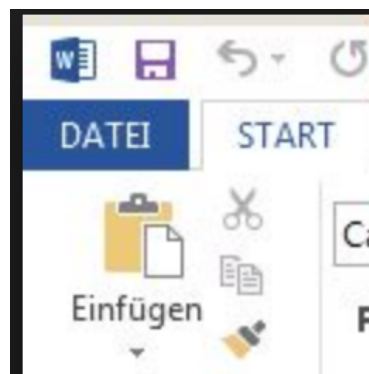You can open or close a program with an action button.

Toolbar

The application toolbar in a computer program or on the Internet:

It is a horizontal or vertical bar mostly with small icons.

For example:

At the top of a program you can see icons for the tools.

- Word or WordPad is a program for writing that has many tools.

- The Easy Reader also has a toolbar.
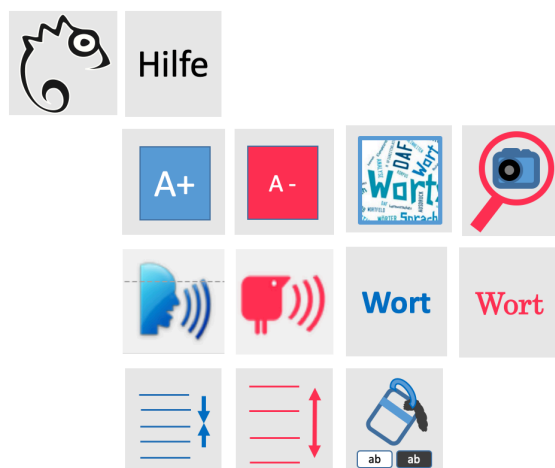
Navigation

To navigate means to orientate and to find the way around.

- Navigation can also mean to drive something.

    For example:

    A car often has a navigation device to find the way around.

- Navigation signals that something is appearing on the screen.

    For example:

    To navigate on the Internet from one to another page.

Development Stage

Development

- It means that something changes.

- Development can also mean that someone invents something new.

Stage

- It is the state in which something is.

A development stage has a beginning and an end.

- There are different stages of development.

For example:

A programmer programs a program from the beginning to the end.

At the end is a finished software.

Checklist

A checklist is a list where you write down things you want to do.

A checklist can help to check if everything is be done.

For example:

A shopping list is a checklist.

Screenshot

A screenshot is a snapshot.

A screenshot is a photo taken with the device directly from the desktop.

For example:

• With the iPad or smartphone, you can take a photo directly from the screen.

• By pressing the home button and the power button at the same time.

Workshops

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