



# User-Centered Evaluation of Adaptive and Adaptable Systems

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# Literature review

Main question:

*Which user-centered evaluation methods are suitable and feasible for evaluating adaptive and adaptable systems?*

Analysis of 55 reports on user-centered evaluations

# Variables measured in evaluations

1. Usability (n = 29)
2. Perceived usefulness (n = 24)
3. User behaviour (n = 24)
4. Appropriateness of adaptation (n = 21)
5. (future) System adoption (n = 21)
6. Attitudes (n = 16)
7. User satisfaction (n = 16)



# Recommendations

- When evaluating, report the evaluation method used and reflect on the evaluation process.
- Focus on the user in early stages of the development process to optimize adaptation to user needs and usability.



## Internet site

Database and report will be published in  
fall 2006 on:

<http://projects.gw.utwente.nl/UCE2006/>



## Wanted:

An adaptive or adaptable system for user-centered evaluation. Preferably alive.

Any ideas?

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# Discussion 1

How to increase the quality of user-centered evaluation?

How to improve the transfer from one evaluation to another?



## Discussion 2

How to involve users in the early stages of adaptive system development?



## Discussion 3

Trust and privacy determine adoption to a large extent

Why are they hardly addressed in evaluations?