# Appendix

Table D: The main discussion topics of people with ALS /caregivers on connected ATs

|  |  |
| --- | --- |
| Main issues, its causes and effects | Real experiences, opinions, assessments of people with ALS /caregivers |
| *Product Quality* | |
| Poor quality of existing connected AT | Most users were interested in caregivers because they could get alerts for people with ALS to stay in touch. However, several of the devices discussed were found to be of low quality beyond the expectations of users. Most of the existing devices used were of poor quality, with some lasting only a few weeks. Users voiced their frustration with the quality, indicating that they were less satisfied with existing products. The fact that users sought suggestions for future purchases means that they were interested in product quality. |
| *User Experience* | |
| Recommendations and suggestions | Most group members sought peer advice, experiences, and suggestions from connected ATs before making the decision to buy them. This included enquiring about a sort of devices they already used and their benefits. Most of the recommendations centred on life alert systems to stay in touch with people with ALS. |
| *Cost-effectiveness* | |
| Affordability and quality | Users were often interested in getting the best devices that were of high quality and affordable. In order to make the best purchase, they inquired about the price and quality of the product from peers before buying them. Users were also interested in getting specific devices for connection purposes. Although most users have access to their cell phones, they were still interested in getting devices they could easily use to monitor their people with ALS to stay connected. |
| *Product Safety* | |
| Alternative devices needed | Users were most concerned about the safety of products they could use to stay connected to people with ALS. The quality of devices such as the Tobii was discussed, and most users wanted alternatives to the Tobii. Safety concerns were of interest to users, so they sought suggestions on these devices before getting them. Users were also interested in products with wider usage; this could mean they are convinced widely used products are considered safe. |
| Mobility safety | The safety of people with ALS was also of concern; users were interested in getting a call system like Life Alert to ensure that people with ALS could move around safely without having to fear falls. |
| *Product Accessibility* | |
| User knowledge | Most users had knowledge of existing connecting AT such as wireless doorbells, but they were not sure about their benefits and disadvantages. They sought to deepen their knowledge of access to these devices through peer suggestions and advice. |
| iPad Compatibility | Users were also interested in connecting electronic devices such as the iPad to other devices such as the Tobii eye trackers. This extended connection is aimed at giving users more functions, access to games, and other connectivity to stay in touch with people with ALS. The connections with electronics such as the iPad provided an augmentative communications platform for people with ALS. |