

Digitally Enabled Technology for Older Adults Residing in Care Homes: Toward Meaningful Evaluation

Date and Time: April 28-29, 2025

Location: Usher Engage Room, Advanced Care Research Centre (ACRC),
University of Edinburgh, 5 Little France Road, Edinburgh UK, EH16 4UX

Workshop Organizers:

Jeffrey Jutai, University of Ottawa

Kathrin Cresswell & Susan Shenkin, University of Edinburgh

Funding:

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Workshop Rationale:

Digitalisation in health and care has significant potential to improve safety, quality and efficiency of health and care. It involves developing, implementing and optimising technologies to transform the way health and care is delivered. However, digitalisation is associated with a range of potentially unintended consequences, including adverse impacts on the workloads of health and care professionals, threats to service user safety, and consequences for interpersonal interactions between service users and professionals. Although there is a proliferation of digitally enabled health solutions for older adults, these are often not systematically evaluated, resulting in limited understanding of processes and impacts associated with technology implementations. The development, application and refinement of theory-based evaluation frameworks can help to inform evaluation efforts. However, existing frameworks, which have mostly been developed in the healthcare or innovation arena, are often not suited for evaluating the implementation of digital health technologies in a social care environment, particularly care homes (long-term care).

The purpose of this project is to establish an international, collaborative, transdisciplinary network to identify system needs and existing frameworks for theory-informed digital transformation for older adults in care homes and provide guidance on their best use. Ultimate goals for this work include to: (1) maximise the positive transformative potential of digitally enabled technology for consumers, caregivers, decision-makers and policy makers (2) give service providers greater confidence in the quality and actionability of research findings; and (3) give technology researchers better insight into evaluation methods and frameworks.

Workshop Programme:

The workshop includes short presentations followed by group discussions to stimulate thinking and reach consensus on research strategies in three topic areas:

1. Understanding the needs of Service Users, Care Home staff and Clinicians
2. Understanding and applying Evaluation Frameworks
3. Strategies for advancing AW-ACRC Collaborations

Monday, April 28th		
Day 1: 1:00 - 4:30PM		
Understanding the Needs of Service Users, Care Homes and Clinicians		
The objective for this day is to understand different perspectives and describe our area of focus.		
Time	Agenda	Details
12:00 – 1PM	Doors open – “Meet-and-Greet”	Light Refreshments
1:00 - 1:30 PM	Welcome and Introductions	Share your reasons for attending this workshop.
1:30 – 2:00 PM	“Setting the Table” – Keynote Perspectives	Judith Argles (ACRC Public Contributor) Jeff Jutai, Kathrin Cresswell & Susan Shenkin (Workshop Organizers)
2:00 – 2:30PM	<i>Presentation by Atul Jaiswal & Danielle Sinden</i>	<i>Digitally enabled health solutions for older adults in long-term care settings: A Co-creation approach</i>
2:30 – 2:45PM	Refreshment Break	
2:45 – 3:15PM	<i>Presentation by Andrew Chan & Kristine Reid</i>	<i>Co-designing and Validating Technologies with Clinicians and Companies</i>
3:15 – 3:45PM	<i>Presentation by Tughrul Arslan</i>	<i>The Live Free Project: Voices of People with Lived Experience</i>
3:45 – 4:00PM	Plenary	<i>Shifting from technology-driven to needs-based agenda for evaluation frameworks</i>
4:00 – 4:30PM	Plenary	Recap key points. Open floor for questions and feedback

Tuesday, April 29th

Day 2 morning: 9:00AM – 12:00PM

Understanding and applying Evaluation Frameworks

The objective for this day is to understand existing evaluation framework and discuss future research needs in evaluation of digital technologies.

Time	Agenda	Details
9:00 – 9:15AM	Opening Remarks	Workshop Organizers: Jeff, Kathrin & Susan
9:15 – 9:45AM	<i>Presentation by Varun Sai</i>	<i>Mapping evaluation strategies and international experiences attempting to integrate health and social care through digitalisation</i>
9:45- 10:15AM	<i>Presentation by Gemma Hughes</i>	<i>Applying the NASSS framework (non-adoption, abandonment, and challenges to scale-up, spread and sustainability) to technology in care homes</i>
10:15 – 10:30AM	Refreshment Break	
10:30 -11:00AM	<i>Presentation by Don Juzwishin</i>	<i>What Can Health Technology Assessment Teach Us About Evaluation of Digital Technologies in Older Persons' Care Homes?</i>
11:00 – 11:30AM	<i>Presentation by Nicky Cronin and Nicola McCardle</i>	<i>Supporting the implementation of a digital solution for the assessment and management of pain (PainChek) in adult care homes</i>
11:30 – 11:45AM	Small Group Discussions	What are the most promising directions for collaborative research on evaluation frameworks of digital technology in care homes?
11:45AM – 12:00PM	Plenary	Recap key points. Open floor for questions and feedback

12:00 – 1:00PM LUNCH BREAK

Tuesday, April 29th

Day 2 afternoon: 1:00PM – 4:30PM

Strategies for Advancing AW-ACRC Collaborations

The objective for this session is to discuss specific actions for advancing AW-ACRC research collaborations and outputs going forward.

Time	Agenda	Details
1:00 – 1:15PM	Maragret Whoriskey	Update on the work of the Digital Health & Care Innovation Centre (DHI)
1:15 – 2:00 PM	Sharing news about projects and funding	Discussion led by the workshop organizers.
2:00 – 2:15PM	Refreshment Break	
2:15 – 2:45PM	ESR Panel Discussion	Reflections from the Early-Stage Researchers
2:45 - 3:30PM	Small Group Discussions	<i>What should be the next steps in completing the project? (For example: a blog; publications; ESR exchanges; preparing a report on the workshop; scoping review; upcoming funding opportunities.)</i>
3:30 – 4:00PM	Plenary	Reports from Groups
4:00 – 4:30PM	Plenary	Proposed next steps: Organizers. Feedback on the workshop

Participant Preparation for the Workshop

Please find below lists of key questions that we may want to discuss when considering frameworks for evaluating digitally enabled technology for older adults residing in care homes (session 2). The questions were submitted in response to a survey sent to prospective workshop participants, and are not intended to be comprehensive of all potential questions.

In preparation for the workshop, please:

1. Read the 'pre-reading' from the conference organisers, including existing evaluation frameworks
2. Review the lists below for completeness. Are there any important questions that are missing from the lists? Is the meaning of each question clear to you? Would you add anything different?
3. For your top-priority questions for each topic, think about potential:
 - a. Research collaborators.
 - b. Funding agencies.
 - c. Time horizon for funding applications (potential earliest deadline).
 - d. Other considerations.

Workshop Day 1: Understanding the Needs of the System and Service Users

Main Themes and Key Questions

1. What are gaps in our understanding of the needs of the older and frail population living in care homes?
2. Who is the end-user? (Front-line workers? Health system? Care recipients?) Is it different from the buyer of the technology?
3. How can technology help older adults maintain or improve their physical function and independence?
4. What unique challenges do care homes face in adopting and implementing digital technologies?
5. How will we ensure a long-term roll out of technology, supporting the sector to embed and integrate the tech and inform person-centered care?
6. Are there any conflicting, incompatible, or contradictory system vs. service user needs?

Workshop Day 2, Session 1: Designing Evaluation Frameworks

Main Themes and Key Questions

1. How do existing frameworks already account for the specific needs of older and frail adults and where are the gaps?

2. Are current frameworks tailored to address the complexities of care homes, such as organizational culture, ethical values, information and privacy standards, cultural and ethnic context, client education, staff training, and resident-specific needs?
3. Do existing frameworks account for the perspectives of all stakeholders (residents, caregivers, family members, and policymakers)?
4. How do these frameworks address socio-technical and socio-organizational factors?
5. How do these frameworks address ethical, legal, policy, and financial issues in the sector?
6. How well do these frameworks incorporate equity, diversity, accessibility, and inclusivity in evaluation (intersectionality lens)?
7. Do existing frameworks describe how unintended consequences of digital health technology implementation (e.g., staff burnout, privacy concerns) can be mitigated?
8. What is the evidence for adoption and diffusion of current evaluation frameworks? (Are they being used by researchers, technology developers, and policy makers?)
9. What investment is needed to understand the needs for digital health technologies, review the market, scope the solution, and connect with innovators?
10. What standards are currently in place in accreditation agencies (such as HSO and Accreditation Canada) that provide guidance in the application of evaluation frameworks to care homes?

Workshop Day 2, Session 2: Strategies for Moving Forward

Main Themes and Key Questions

1. What metrics are needed for demonstrating the value of an evaluation framework? (Are there opportunities for innovation?)
2. What input from diverse disciplines (e.g., sociology, engineering, nursing, building codes) is necessary to refine a framework?
3. How can stakeholder feedback (including service users and caregivers) be systematically incorporated into research going forward? (Are there opportunities for innovation?)
4. What resources and infrastructure are required to maximize the effectiveness of an evaluation framework?
5. What organizations have the responsibility and accountability for monitoring and reporting on the compliance to an evaluation framework? (How can they be engaged moving forward?)

Workshop Organizers



Jeffrey Jutai is Full Professor in the Interdisciplinary School of Health Sciences at the University of Ottawa.

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Professor Jutai is a psychologist and past editor-in-chief of the journal *Assistive Technology* and is a member of the AGE-WELL research network and past member of the Research Management Committee of AGE-WELL. He has reviewed grant applications for agencies that include the Canadian Institutes of Health Research and the New Frontiers in Research Foundation in Canada and the National Institute on Disability and Rehabilitation Research in the United States. His research program measures the impact of assistive technologies for persons who are aging and for persons who provide care to these individuals. Dr. Jutai is co-author of the Psychosocial Impact of Assistive Devices Scale (PIADS), which is available in over 25 international cultural and linguistic translations.



Kathrin Creswell is Professor of Digital Innovations in Health and Care at the Usher Institute of The University of Edinburgh.

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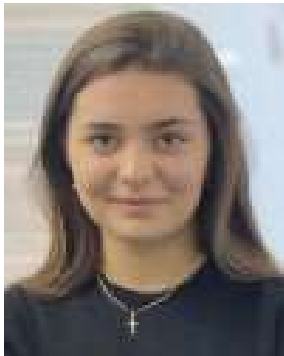
Professor Creswell is a social scientist with extensive experience in conducting formative evaluations of digitally enabled change and improvement programmes in health and care. She has consulted for the World Health Organization, Harvard Medical School, NHS England and Improvement. She is a member of the International Academy of Quality and Safety in Health Care, the Royal Society of Edinburgh Young Academy of Scotland, has received the Yvonne Carter Award for Outstanding New Researcher, and has been an invited speaker at the European Parliament and Harvard Medical School. She is also a Fellow of the International Academy of Health Sciences Informatics, and co-chair of the International Medical Informatics Association (IMIA) and European Federation of Medical Informatics Evaluation Working Groups on evaluation.



Susan Shenkin is Professor of Healthcare for Older People. She is a clinical academic geriatrician and Deputy Director of the Advanced Care Research Centre Academy at The University of Edinburgh.

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Professor Shenkin leads a portfolio of interdisciplinary research in healthcare for older people, particularly those living with the geriatric syndromes of delirium, dementia, frailty, and other multiple long-term conditions. Her primary focus is care home research and the impact of delirium and dementia. She uses a range of methods, including data-driven innovation, systematic reviews, and observational and interventional studies. She co-chairs ENRICH Scotland | NHS Research Scotland | NHS Research Scotland and the Lothian Care Home Innovation Partnership CHIP (Care Home Innovation Partnership) – Care Homes.



Daria Ihnatenko is the Patient and Public Engagement Coordinator for the Advance Care Research Centre at the Usher Institute. She is dedicated to fostering meaningful connections with the community and ensuring that public perspectives are integral to our research initiatives. Daria has a wealth of experience, having served as a Communications and Events Co-ordinator at the University of Oxford and in various communications roles at Ukrainian public authorities.

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Janice Murray is the Partnerships and Communications Manager for ACRC. She comes to us from the School of Biological Sciences (SBS), The University of Edinburgh, where she was the Research Impact Manager and REF coordinator. Prior to that Janice was lab manager of the Parasite Immunoepidemiology Group in SBS and the manager for the Out of Africa fellows for TIBA (Tackling Infection to Benefit Africa). Janice's research career started in the field of stem cells and then moved quickly into molecular parasitology. She gained her MSc with distinction and PhD, whilst working in the lab of Professor Rick Maizels (The University of Edinburgh); studying the immunomodulatory effects of parasite secreted proteins.

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Workshop Presenters



Judith Argles is a Public Contributor at the Advance Care Research Centre at the Usher Institute. As a qualified social worker, she has placed older adults in care homes and understand the complexities of the system. She also has personal experience supporting a close relative in a care home, giving insight into the challenges residents and their family members face.

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Professor Tughrul Arslan is Chair of Integrated Electronic Systems at the University of Edinburgh, recognised for his expertise in intelligent, AI-driven embedded sensing systems. Professor Arslan also co-leads the integrated technologies of care theme within the Advanced Care Research Centre (ACRC), a multidisciplinary programme combining research in medicine, care professions, engineering, informatics, and social sciences. His role at ACRC highlights his commitment to improving healthcare outcomes through innovative care technologies.

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Dr Andrew Chan is , Senior Program Lead, Research and Innovation at the Glenrose Rehabilitation Hospital and Adjunct Professor, University of Alberta, in Rehabilitation Medicine and Mechanical Engineering. The Glenrose is a tertiary rehabilitation hospital providing specialized care for neurologic and musculoskeletal diseases, and for older adults with frailty and cognitive impairment.

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Dr. Chan took the scenic route in his career, completing a degree in mechanical biomedical engineering before completing medical school. Desiring to return to technology development and research, he completed his PhD in biomedical engineering and a post-doctoral fellowship in rehabilitation medicine, developing, validating and evaluating technologies for aging-in-place and digital health platforms for improved access to care. He joined the Glenrose Research and Innovation team as senior program lead in 2023, and leads the technology development and industry partnerships group to create, test and bring in new technologies for the hospital. He is also interested in clinical research with older adults, with a focus on appraising clinical evidence and evaluating technologies for older adult rehabilitation.



Nicky works as a Senior Improvement Adviser (Digital). Now working in Quality Improvement, my role forms part of the Scottish Government's digital social care team.

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I have a background in Electronic Engineering, and I am a qualified social worker and practice teacher. As a local authority social worker, I practiced in youth justice and children and families before joining the care inspector as an inspector. I am passionate about the potential for digital technology to improve outcomes for people.



Dr Gemma Hughes is Associate Professor, Healthcare Management and Co-Director of the Centre for Healthcare, Innovation, Policy and Management at the University of Leicester School of Business.

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Gemma has a professional background in the UK public sector, which inspires her research on the social and political organisation of health and social care. Following her doctoral research on integrated health and social care, Gemma has developed a programme of research that includes the navigation and provision of technology-enabled health and social care, shared decision-making and public experiences of regulatory processes.



Donald Juzwishin, PhD, serves as an adjunct professor at the Universities of Victoria, Alberta, and Calgary, and is the Editor-in-Chief of Healthcare Management Forum and Associate Editor in Chief International Journal of Extreme Automation and Connectivity in Healthcare (IJEACH). Dr Juzwishin is also a challenge lead for AGE-WELL, Canada's technology and aging network, and a member of the CIHR Institute of Aging Regional Council.

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Dr. Juzwishin brings over 40 years of experience in health care administration, research, and education with a focus on the effective integration of science and values to shape health policy, drive health care reform, and advance health informatics. He is lead author of the book, *AgeTech Innovations in Healthcare for Older Adults* (April 2025), published by Springer Nature.



Danielle Sinden is the Director of the Centre of Excellence and Research Operations at Perley Health in Ottawa. Perley Health is a unique and innovative community of care, which is home to approximately 450 residents (many of them Veterans who served overseas) in long-term care, along with approximately 200 seniors in 139 independent-living apartments. Danielle cannot attend the workshop but is co-presenting with Atul Jaiswal via embedded video.

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Danielle has a Master of Arts in Gerontology, with a concentration in health and aging. She has over 15 years' experience in health research and clinical operations focused on older adults. Her current role at Perley Health involves leading the Centre of Excellence, which conducts innovative, applied research and evaluation activities aimed at improving care and quality of life for older adults living with frailty and mobilizes this knowledge throughout the sector.



Dr Margaret Whoriskey MBE is Head of Innovation Care and Well Being at the Digital Health & Care Innovation Centre (DHI) in Scotland. She has over 20 years experience working with Scottish Government, in strategic and programme delivery roles, bringing experience of significant change programmes along with her clinical experience and delivery roles with NHS Fife. Within DHI, Margaret's role is to champion and lead the opportunities for digital innovation for integrated care and wellbeing bringing a spotlight to wider social care and housing opportunities.

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Up until January 2024 Margaret led the national cross sector TEC Programme in partnership with the NHS, Local Government, Third, Housing and Independent sector providers aimed at supporting scale up and deployment in Scotland. This centred around the citizen and focused on improving access to services by using digital technologies and approaches to enable improved outcomes. Margaret also championed a number of Digital Inclusion programmes and continues to lead the Digital Lifelines Scotland portfolio. Margaret was appointed a Professor of Practice with University of Strathclyde in August 2025. She is a Trustee /Board member of ENABLE Scotland and Hanover Housing Association.

Early-Stage Researchers



Dr Usman Anwar is a Postdoctoral Researcher at the University of Edinburgh, specializing in AI-enabled unobtrusive and wearable Radio Frequency (RF) sensing technologies. As part of the Advanced Care Research Centre (ACRC), he is developing integrated AI-driven solutions to monitor vital parameters in care environments, supporting proactive and personalized interventions. During his PhD, under the supervision of Professor Arslan, he focused on designing and validating non-invasive wearable RF sensors for stroke detection, vascular dementia, and cognitive load assessment.

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Alexandre Colle is a designer, researcher, and entrepreneur with over 15 years of experience in product strategy, brand development, and business leadership. Currently completing his PhD in Robotics at the University of Edinburgh, Alexandre's research focuses on human-robot interaction, soft robotics, and robotics-assisted living, with a strong emphasis on user-centred design and non-verbal communication in care environments. He led the RoboBrico project, a modular robotic system for assisted care, supported by the UKRI-funded EMERGENCE network, where he explored novel models of robot customisation, adaptability, and co-design with carers and service users.

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Dr Yinhuan Dong is an early entrepreneur and Postdoctoral Researcher at the University of Edinburgh, specialising in data-driven and machine learning solutions for human-centred smart sensing technologies. Working with Professor Arslan, who leads the EWireless Research Group, he focuses on developing a Personal AI Platform for cognitive health management. His work was a winning solution for the Longitude Prize on Dementia. He led the global market validation through ICURE Explore as the Entrepreneurial Lead. He is now advancing it through the IAA Open Call and working towards its spinout as a high-impact digital health venture.

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Dr. Maria Drummond, a registered nurse with fifteen years' experience working in district nursing and care homes. As a post-doctoral researcher at ENRICH Scotland, she is committed to bridging the gap between research and practice by making research opportunities accessible and valuable. Her post-doctoral research has primarily focused on developing qualitative research skills of interviews and focus groups with care home staff.

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Dr. Atul Jaiswal is a Research Lead at Perley Health Centre of Excellence in Frailty Informed Care™. He is a trained occupational therapist as well as a rehabilitation social worker with a decade of work experience. He holds a PhD from the Faculty of Health Sciences at Queen's University. His research scholarship is dedicated to exploring strategies to improve functioning and participation for individuals with sensory loss, including using assistive technologies.

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Kayla Ostrishko is a PhD student at the Advanced Care Research Centre, University of Edinburgh. Their varied background in the Social Sciences – including Psychology, Sociology, and Anthropology-- and Population Health Sciences has shaped their interdisciplinary approach to tackling research on healthcare experiences in underrepresented communities. She currently serves on the College of Medicine's Equality, Diversity, and Inclusion committee.

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Kristine Reid, BSc, is a candidate for the Master of Science in Biomedical Engineering at the University of Alberta. Her passion for geriatric healthcare was inspired by watching her grandmother struggle to adapt to new ways of living and cope with the loss of independence due to various chronic illnesses. This experience motivated her to focus on developing solutions that improve care for older adults, helping them maintain independence and alleviating the mental burden of managing their conditions.

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Jack Robertson is a PhD student at the Advanced Care Research Centre, University of Edinburgh. He holds MA (Hons) in Politics from the University of Edinburgh and an MSc in Public Policy and Management from the University of Glasgow. His research has focused on the data governance models being promoted by national governments across Europe. His PhD work explores the design and development of personal data stores to be used by health and social care services.

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Varun Sai is a PhD candidate, at the Usher Institute, University of Edinburgh. As a scholar of Science Technology Innovation Studies and an IT engineer by training, Varun's PhD aims to explore the implementation and evaluation of digital technologies for integrating health and social care. Additionally, Varun has experience as a social care worker in Edinburgh, which has furthered his interest in this area.

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David Vaca-Benavides is pursuing a PhD at the University of Edinburgh's Advanced Care Research Centre (ACRC). He holds a Bachelor's in Electronics and Telecommunications Engineering from ESPOL Polytechnic University and a Master's in Engineering from the University of Applied Sciences of Southern Switzerland. His expertise includes electronic design for health monitoring systems, projects on gait analysis in Parkinson's, impedance spectroscopy for pulmonary oedema, and tibial nerve stimulation for overactive bladder syndrome. His research interests include biomedical engineering applications and the adoption of technology, particularly for older adults.

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Other Participants



Nicola Cooper is the Technology and Digital Innovation Lead at Scottish Care, the representative body for Scotland's independent social care sector. Recognised for her leadership in social care innovation, she works with partners across care, health, academia, and industry in Scotland and beyond. Nicola has been a driving force behind award-winning initiatives, bringing extensive expertise in designing and implementing technology for aged care. Passionate about shaping an ethical, human-led future for social care, she is committed to creating the conditions for sustainable and meaningful change.

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Grahame Cumming is a Senior NHS Manager with over 36 years' experience of programme planning across a range of services and patient groups. He is the NHS Lothian Innovation Champion, supporting the delivery of the government vision for a healthier and wealthier Scotland through collaborative working between the public sector, industry, and academia. Grahame is a senior member of the East Region Innovation Hub (Borders, Fife and Lothian) which is one of the three national test beds funded through the Chief Scientists Office, within the Scottish Government. Grahame is a member of both the Heriot-Watt led Manufacturing Medical Devices Advisory Board and the Advisory Board for the Emergence Research Project which is exploring the use of Robotics to improve the lives of people living with Frailty.

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Professor Trish Hafford-Letchfield was Head of Department for Social Work and Social Policy at the University of Strathclyde, Glasgow, from Jan 2020 to Dec 2023 (role-share). She is the lead for social care in Health and Social Care Futures since January 2025. Her research interests lie in the experiences of ageing in marginalized communities, the majority of which is applied and co-produced with people with lived experience. She is an activist for LGBTQI+ communities and founder member of the international LGBTQI social work network. Trish has been involved in funded research and knowledge exchange by NIHR SSCR; DHSC England; British Academy; IASSW; Comic Relief; EU Cost Action; EU Erasmus Plus, Chief Scientist Office NHS Scotland, Skills for Care, UNITE and ESRC IAA.

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Patient and Public Involvement and Engagement Participants

- Nahid Aslam, Edinburgh, Scotland
- Abdul Menan Mirza, Stirling, Scotland
- Kate Hawley, Newcastle upon Tyne, England
- Bill Wilson, Newcastle upon Tyne, England

AW-ACRC Workshop Evaluation Form

Use this form to give us feedback on the workshop. Please answer the following questions and add other thoughts you have about the workshop and what actions should be taken to follow-up on this event.

1. What sessions did you attend (tick ✓)? Monday Tuesday AM Tuesday PM
2. What parts of the workshop did you find the most interesting and informative?
3. Do you have any questions that remain unanswered after this workshop?
4. What suggestions do you have for activities that should follow on from this workshop?
5. Are there persons who did not attend the workshop who might be interested in these activities? (Please give us their name, email address, and brief description of their affiliation or background.)

Please email your feedback to one of the organizers:

Kathrin Creswell Kathrin.Cresswell@ed.ac.uk

Jeffrey Jutai jeff.jutai@uottawa.ca

Susan Shenkin Susan.Shenkin@ed.ac.uk