LIVING LAB TOOLKIT · OPEN SAMPLE · 01

Living Lab Session Protocol

One page per session. It keeps every session comparable, so findings from different days, sites and facilitators can be put side by side.

How to use this sample

Fill section 1 before the session, run section 3 as your script, and complete sections 4–5 within 24 hours.

This is a generic open sample. The licensed Good Tech instruments (Ethical Gate procedures, ethical risk screening, readiness-triad assessment) are delivered in a pilot with Good Tech or through a GoodTech virtual Living Lab.

1. Session details

Project / solution	
Session ID and date	
Setting (in-situ / semi-controlled / online)	
Facilitator	
Observer	
Participants (number and stakeholder groups)	
Non-use boundary (what the solution does NOT do)	

2. Before the session

- ☐ Consent forms signed (or proxy consent and assent, where needed) and withdrawal route explained
- ☐ Only data listed in the consent form will be collected; recording devices checked
- ☐ Accessibility needs confirmed (language, mobility, hearing, reading support)
- ☐ Incident contact named and escalation threshold agreed
- ☐ Participant IDs prepared; no names on data sheets

3. Session flow

Time	Step	Facilitator script / prompts	Data captured
0–5 min	Welcome	Introduce the team, the purpose and the right to stop at any time.	Attendance (IDs only)
5–10 min	Explain the technology	Say plainly what the system does, what it infers, and what it does not do.	Questions asked
10–35 min	Task / scenario	[Task 1] · [Task 2] · [Task 3]	Observation notes, logs
35–45 min	Feedback	Feedback capture sheet, then open discussion.	Feedback sheet
45–50 min	Close	Thank participants; repeat how to withdraw and who to contact.	—

4. Observation notes

Time	Participant ID	What happened (facts, not interpretation)	Flag

5. Incidents and deviations

Time	What happened	Action taken	Escalated to

6. After the session

- ☐ Data stored under participant IDs only; raw recordings handled as stated in the consent form
- ☐ Withdrawals recorded and their data removed
- ☐ Facilitator and observer debrief held; top three observations noted