# Diary

# template

## 1. self portrait

my picture

Name:

Age:

Sex: woman /man (strike through what is not applicable)

Profession or studies:

Family composition:

### My hobby’s

### This is what I find very important

### This is what I really dislike

### This is what I would like to change in my life

## 2. sample page: one day in the diary



What is happening during your day? Can you take notes of everything you did during one/xxx day(s)?

We are particularly curious in the special things that make your day, but also the routine and smaller happenings. We would also want to know how you feel at such moments. You can express this with a smiley or a word that expresses these feeling. You are also welcome to take some pictures of your day and add them to the diary.

DAy 1 *(make sure to have at least one page per test day)*

### Morning

### Midday

### Evening

### What was the nicest thing that happened?

***What was the worst thing that happened?***

## 3. photo assignment

We are curious about your experience with our service. Important is that we get a good picture of how you perceived the experience. This is why we ask you to illustrate your environment and your experiences with some photos.

Below is a list of photos we would appreciate to get. Do make and provide us only with the pictures you feel comfortable with, there is of course no obligation.

When you printed the photo, thank you to write on the back what you want to fix or express with the picture: what happened? When was this? Why did this happen?

**Could you make pictures of:** (to be adapted to the context)

* A place where you like to be
* An activity you like to do
* Something you do not like
* A special event or surprise
* Someone or something that is very important to you
* Something you would like to (see) change(d)
* Other things you would like us to see

## TIPS for the researcher

*Provide an introduction: who are we and why this project?*

*Example:*

Dear Customer, Dear Colleague,

We are very interested to learn more about our service provision from your perspective.

We therefore ask you to tell us about it through three different ways:

* Via a self-portrait, we’d like to know more about you.
* Through some notes about what happens, we’d like to understand how a day goes by.
* With the help of pictures, we’d like to get a better image on your experience with the service.

Thank you for your participation. We could not do this without you!