



Beth

Personal Description

Age: 85 years old

General: Beth is an 85-year-old widow at the Self Help Retirement home in Chicago, IL. She has a small apartment with a bedroom, den and kitchen.

Values: Beth wants to keep in close contact with her family and her grandchildren. She wants to remain an important part of their life by communicating with them as much as possible. She also likes the idea of keeping in touch with other friends using the computer.

Background Details

Technological Background: Beth does not have a computer in her apartment but does have access to one in a public area. She loves being able to communicate with her granddaughter and does so using Yahoo email. She also likes to make cards to send to her friends and family and takes a computer class every Friday. The main reason she started to use computers was because her children and grandchildren told her how great they were.

Current Problems: Beth likes to use Yahoo email but sometimes has trouble using the mouse. She finds it hard to point accurately with the mouse and gets confused as to how many times she is supposed to click the button. And sometimes she has problems with the smaller size fonts.

Tasks: As a board member it is her responsibility to communicate the events, announcements and changes to all residents.

- Email and occasionally on the internet
- Designing flyers for the home
- Calendars
- Designing Cards

Desires

- Beth would like to be able to use the computer more efficiently, which would result in her using the computer more.
- She would also like to be able to share her calendar and event information with her family so they know what is going on with her life.
- She would like to use internet chat but can't type fast enough to keep up with her daughter and grandchildren