

# BID A2: Team Susan



### Meet Susan Chang

- 78 years old
- Lives in San Jose, CA
- A widow, mother of 2, and grandmother
- A retired anthropology professor
- Has high blood pressure



#### What does Susan do for fun?

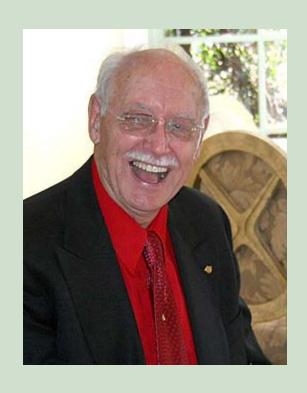
- Volunteer activities with her church
- Reading
- Keeping in touch with her old colleagues
- Spending time with her grandchildren
- Weekly nature walks allow her to pursue her interest in bird watching

### Does Susan use technology?

- She has an iPhone, given to her by her son who had to move away
- She has some experience with computers from her days as a professor
- Her children and grandchildren have taught her how to take pictures and access email on her phone

#### Meet Frank Henderson

- 84 years old
- Lives in San Jose, CA with his son's family
- Wife recently passed away, prompting his move from New York
- A retired real estate agent
- Has an old knee injury from his time as a soldier that has been flaring up more often in his old age



#### What does Frank do for fun?

- Watching baseball
- Teaching his grandson how to play, and why his favorite team should be the Yankees
- Had weekly poker games with friends in New York, but has not found a group in his new neighborhood yet
- Has been teaching himself to cook, and is always looking for new recipes to try
- Joined the nature walking group to meet new people and make friends

### Does Frank use technology?

- He likes getting the newest gadgets even though he seldom actually uses them
- He uses his son's computer, but mostly for solitaire and online poker games
- His son bought him an iPhone, which he likes because it has larger buttons than the phone he used to have

## Problem Scenario



Susan, Frank and the nature group set out for a hike



Frank's knee injury makes it hard for him to keep up with the group



Susan and the rest of the group head home early because they're tired





With Chirp, the group is inspired to keep going until they reach the top

Questions?

