Individual Assignment #2 - Ethnography

Jingtong Liu form Team 1

Senior wellbeing organizer

Copy of the notes

① No neighbourhood. (every where)

②. no computer, never Internet.

③ live with children, near, phone call.

④. Dance.

⑤ inform: from "we all know"

⑥. Acfity (Pravite) sign
   "not be late"

City Hall. provide by the government

phone.

English call Staff

like eager to translate
email

copy (imgane)   google (research)?

⤷ find website (interest)

pertical

Part time Job?

write down, account and password email

(small Capital Digital ?)

1 — 3 p.m

[fr why !] → limited   ~~Youtub~~

no payment   Compl. → password

print book

Art graphy

blogo.

poster.

really card

Plant information $\longrightarrow$ folder.

Movies   excersice

fall   large   different
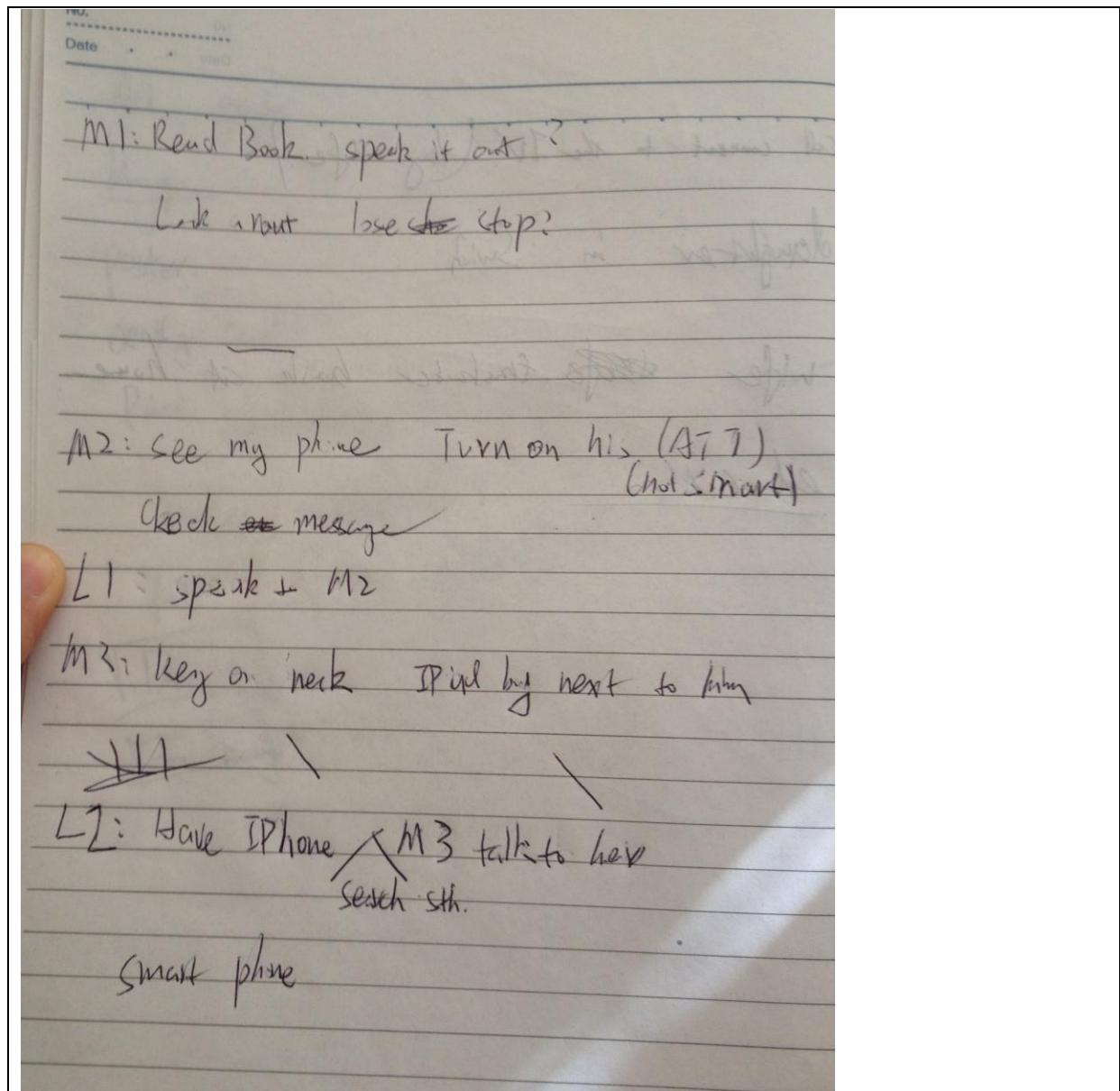
David

two busy $\leftarrow$ window
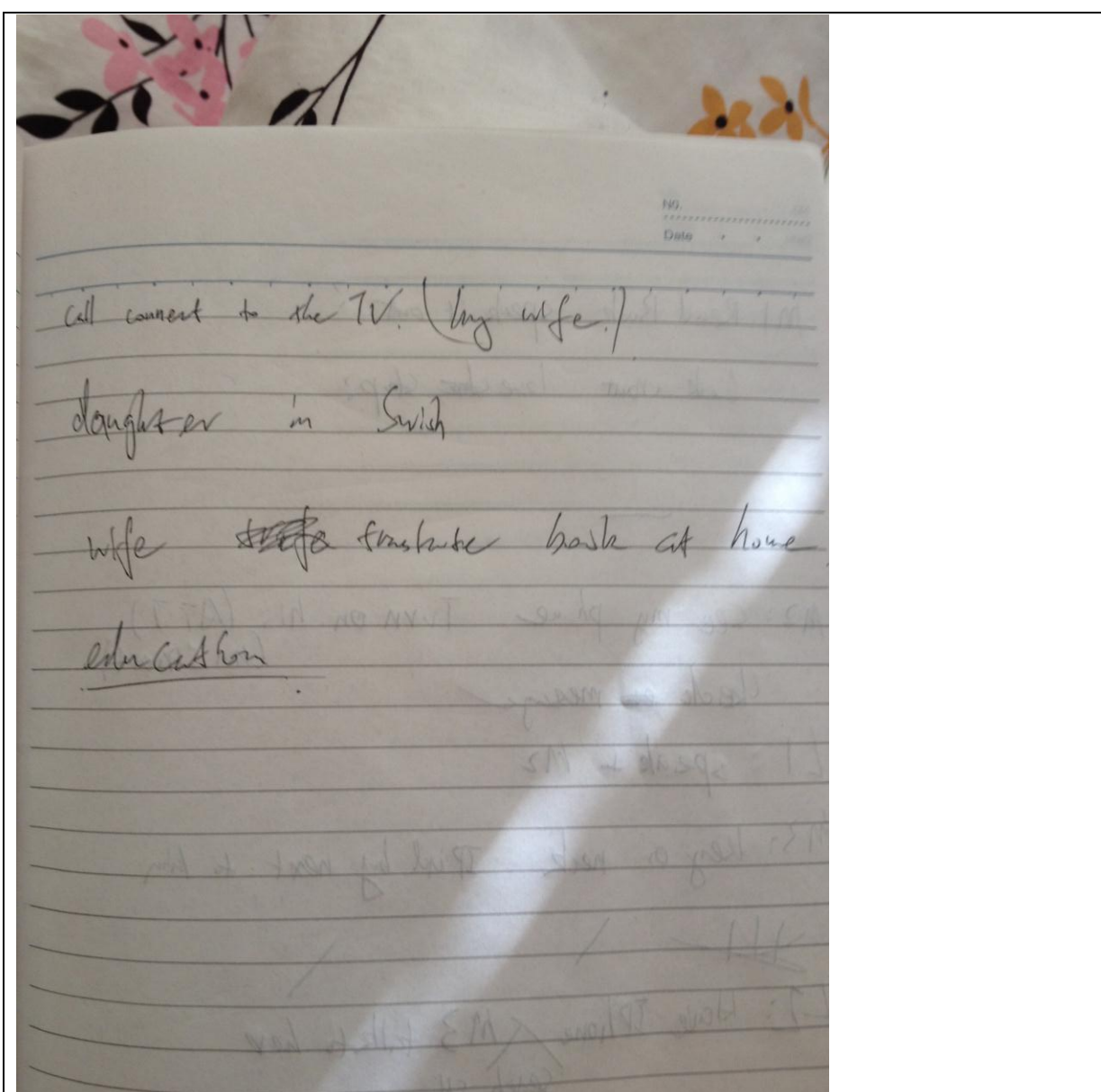
Call connect to the TV. (my wife.)

daughter in Swish

wife ~~xxxx~~ furniture bank at home

education

Why pick this location

I observed and interview in two places:

1, senior center:

They can represent the group of senior who live in the nursing house. Our target

users is senior adults, so senior center is a place the seniors have activities together.

They live separately in the apartments for the elder. Activities, food, cleaning service

and health taking care are all provided by the government.

2, train of green line:

Comparing with those living the senior center, they can represent the group of senior who live alone or live with families. And I take a train of green line to go the school every day, and there are some senior adults there. It is very convenience for me to observe and interview them. The short broad of the observation is they never use computers on a train, so I can only focus on the usage of cell phone or other mobile facilities.

Questions

(1) Do you use any kind of technology on regular basis? How often (in hours) do you use these technology/gadgets per week? (Gadgets includes laptop, desktop computer, smartphone, tablet, cellphone)

(2) How often do you surf the Internet? Are there any websites you love or often visit? (and why)

(3) Do you ever share details of your activities with your friends and families on Facebook? (If so, do you feel happy with that? Or did you face some difficulties? If not, would you like to try?)

(4) Do you participate in social activities organized in senior centers or other public places? What do you think about it? How did you hear about that event?

(5) Have you organized social events for public? Could you tell me more about it? How did you promote your event?

(6) Do you have any hobbies? Do you do these things with others in your neighborhood? If no, would you like to do it with others? If yes, tell me more about it.

(7) What means of communication do you use to keep in touch with your friends and family? How often do you visit or contact them?

Expectations

(1) What are the main methods that the seniors use to spend their leisure time? Are they satisfied with these methods? If not, why?

(2) Do the seniors have some problems to maintain and develop the social relationships, especially after retiring? If so, what's the problem?

(3) How many seniors want to choose the existing senior centers as a way to improve wellness? What are the reasons for those who don't want to use senior centers?

(4) What do the seniors, especially those with busy schedule, expect to make their life more fun or relaxed?

(5) What's the acceptance of technology among seniors? If the acceptance is high, will it be feasible to resolve the problems above using technology? How?

Field notes

1, limited computer usage

The actual usage of computer is less than I has expect. It seems that most of them do not have a computer at home. And even some of them have computer, they only use it for simple games, typing in Office Word, video chatting, and check e-mails.

When asked "Do you often use computer?" One gentleman said "I do not have computer in my apartment. There is a computer lab upstairs, I know". And I asked" do you often go to the lab?", he said "no, I never go there."

And other lady, when asked the same question said" yes, I use a computer given by my son." And then I asked" what do you often do with a computer?" She said "Typing some poems or chatting with my children and grandchildren." "wow, that is amazing. You chatting with them, are you typing or speaking to them?" She said "I can see them on the screen and I just talk to them, no need to type."

And when I observed seniors in the computer lab (only 5 people there), two of them were playing card game provided by Windows, one was checking email (she had problem to print the .pps file, and my group mate and I helped her.), one was typing something. Also I see there is a notice on the wall to teaching them how to log off their Yahoo email account.

2, mobile phones are widely used

When I take a train of green line, I see nearly every senior adults has cell phones, a few of them have smart phones. And not too often I see some senior making phone calls.

Also when asked how to keep connection with your families, all of them said "We make a phone call", and 2 of them also use chatting software such as Skype. And then I ask" Do you have a mobile phone and how often do you use that? ". Only one of them said s/he does not have one. And those who have mobile phone often take

that when they go out, which means they do not use mobile phone a lot when they are at home.

3, traditional activity notification method

The way they know the activities information is very passive. In 5 seniors I interviewed, 3 of them said that the activities were fixed: on Monday, there would be a dance here (in the Cambridge Senior Center); Tuesday, there would be painting lessons and so on; and everybody knows that. One of them said the social workers call them if there were some activities or some changes, and you can also see it in City Hall near the Government Center. And one of them said there was a list on the information desk, and if they like they can also ask the staff there.

4, difficulty on memorize important issue

I realize that the senior have difficulty to recall some activities when I ask them. One gentleman cannot recall the location of painting lesson on Thursday which he often attends. Also when a lady tried to show me her ID of senior center, she searched all the pockets of her clothes and her handbag and finally found it.

5, they like to go out and attend activities

I find that most of them feel lonely, so they would like to go out and attend some activities, even though the activities have fixed time, location and fixed content. It seems that they satisfy with fixed activities, and do not like novel ones. Because everybody tended to tell me that they are so happy to play together. (When I interview them, they are dancing together)

Most of them do not drive a car. Also their senior center ID is a special kind of Charlie Card, which has their personal information on one side and it can used as a Charlie Card. Most of them said they need to take a T to get the senior center, and it is convenient to do that due to the well-developed subway system in Boston.

6, tend to print context or pictures

In the computer lab, I saw a printer there. And the administrator of the lab also mentioned some senior tend to print out books or pictures.

Also when I was in the computer lab, one lady did not know how to print the pictures from a .pps file.

7, unfamiliar with computer and need text or graph guidance

 When we helped the lady have trouble to print, she required us to tell her every step and write the steps down in detail.

Also the administrator said the senior tend to forget the user id and the password, so that they had to write them down or apply for new account again and again.

What is more, the notice on the wall in the computer lab has the step of log off ones account of Yahoo. A screenshot of the Yahoo website and highlight the button of log off are also in the announcement. And it mentions if you see a "hi,XXX", it means you have not log off and etc.

8, multiple needs

According to the administrator of the computer lab, the needs of senior are quite different. He talked "They might search internet for research, for part time job and ect."

Implications for Design

1, Due to the limited usage of computer but wide use of cell phone, I am concerning about whether there are a lot of user if we develop an internet based website. So I am thinking about to develop one base on mobile.

2, Due to the fixed activities and traditional activity notification method, I find it is difficult for new members to join in. So in our system, we can provide ways for new member to take part in the activities.

3, Because of the wide use of the cell phone and the phenomenon that they like to print detail. we can send our remainder to their phone or connect with the printer to print the reminder automatically.

4, we can provide the steps of basic way of common software including Skype and Microsoft Word, and the basic use step of Windows, for example the way to check e-mail, to print book, to download software and etc. And our system can have a function of IT support, where they can ask for help if they have some trouble.

5,other than just provide activities information, we can also provide other information. Our system will not be the place providing all the information, but provide convenience access to the information. We can widen our "one-click plan" to log in account with one click, or "one-click" to enter job seeker website, or one-click to the airplane booking website, or something like that.