

# Accessibility Team 10

*ANNIE, Cyrus, and Steven*



# Our Team



**Annie Nguyen**

2023, Electrical Engineering



**Cyrus D'Arcy**

2024, Symbolic Systems



**Steven Opferman**

202?, Computer Science

# Problem Domain: Old Folks

*55 or older & self-identified*



# Participant Selection



**Eva**

Lives at the home Steven worked at



**Shari**

Responded to our Reddit post

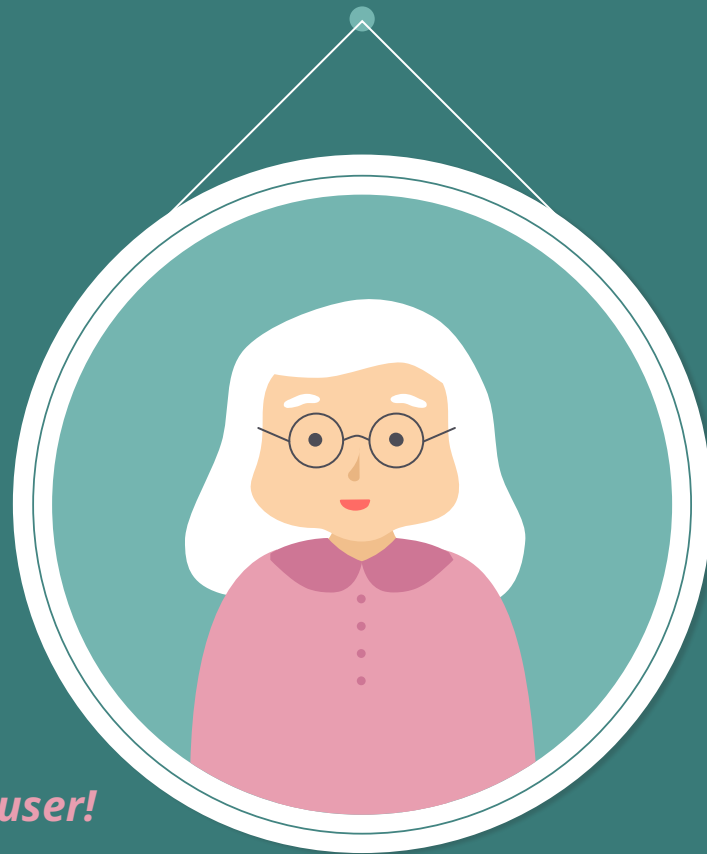


**Susan**

[redacted for anonymity]

# Eva

- Who** 98, retired school secretary
- Why** Old but very able; lives in a care home
- How** “Would do anything for [Steven]”
- Where** Indianapolis, IN (phone)



*Extreme user!*

# Shari

- Who** 57, degree in psychology, product reviewer, writer/blogger, at home with husband
- Why** Younger in the age group
- How** Saw our post on Reddit
- Where** Yreka, CA (Zoom)



# Susan

- Who** 78, retired medical insurance agent
- Why** Volunteers extensively in care homes
- How** [redacted for anonymity]
- Where** Queens, NY (Zoom)



# We asked about...

## **COMMUNITY**

Are you currently part of any communities?

## **COMMUNICATION**

How do you communicate with friends and family?

## **EXPERIENCES**

What experiences have defined your life?





## Shari:

“I met my now-husband through long distance. We were pen pals and mailed tapes to each other.”

“I play Diablo III while chatting with a close friend of mine. It’s fun, has made inside jokes, and helps us feel a little more like kids hanging out.”



## Susan:

“After he died, I was sad. But I was happy that we were able to connect.”

“Can you imagine, I wanted to do something good but what if I gave her the virus? I would have felt guilty.”



Eva:

“It makes you think, ‘I could be in that situation one of these days.’”

“I had to push myself in just to make conversation. I still feel like I don’t know some of [the other residents].”



# Empathy Map Analysis: Eva

SAY

"not everybody has good health"

To this day I don't know them

Months and months (boletum)

Kids have no idea

Kitchen, please it up

garbage to fix what garbage would mean - honesty

church song carols outside window

Residents repeat themselves

Community where it is life deep it want kids to decide on care for

push to converse w/ other residents

no one participates

you're lost (being Julia)

same story over and over...

people come but just sit, don't participate

X-ray 3 places, took hours

THINK

sees me for button for others

don't want kids to decide where to put her

anticipating loss of ability

how do I engage this community?

wants to engage, doesn't know how

ability > age

knows where shell be buried

husband's mortuary insurance

boxes down on other residents? kinda?

hardly leave because that would have health

not impacted now by funds

told + make church donation anonymously

hard to start bible studies

Favelas had to show slices away

takes a lot of energy (doesn't want to)

"push myself in just to make conversation"

gurney "embarrassing"

capable, frustrated (re: low attendance)

lonely

hard to talk to other residents

try to help in activities room, guess if in line

phone, not button

hospital/ambulance gurney brother's home

independent

contempt for button

months + months in room "met no one"

biggs: well removed

doesn't carry button

only one visit

Don't want to admit less energy

FEEL

bored

DO

buttons: don't use much, don't tell location

Never uses button (can't find it)

living in poor situation <math>\rightarrow</math> understanding others in that condition

Willing participation

Favelas, peace, strong dislike

# Say + Do

“Not everybody has good health”

“I’m not lost”

“What little garbage we had meant something”

Spent many months in her room, met no one

Wants to/attempts to talk to residents

“People don’t participate”

“The same story over and over...”

“To this day, I don’t know them”

Doesn’t use the button, carries her phone

Tries to make activities for community

# Think + Feel

Ability > Age

"How do I  
engage this  
community?"

Knows  
where she  
will be  
buried

Embarrassed  
to ask for  
ambulance

Anticipating  
loss of  
ability

Bored

Lonely

Frustrated  
that others  
don't  
participate

# Insights → Needs

**Old folks value both surface level *and* deeper relationships.**

**Need multiple avenues to create *and* maintain relationships.**

**Old folks cover a wide range of ability levels.**

**Need opportunities for engagement that consider high-ability and low-ability (mobility, mental, tech)**

**Community engagement becomes more difficult as one ages**

**Need a way to keep aging members engaged, have them open up to each other**



# Questions + Future Considerations

*WHY is bingo such a hit??*

## AGE VS. ABILITY

What is the relationship between the two? Is there a trend? Exceptions?

## FRIEND DURATION

Folks age, lose long-held friends. Replaced with newer friendships?

## DEPTH?

What is the right balance surface-level and deep relationships? How does it change as you age?

## LOW-ABILITY??

What are the experiences of people with low-ability?

*Will we be able to interview this group?*

# Summary

