

Social Robotic Walker Interface: User Personae



Margaret Primary Persona

Age: 80
Marital Status: Widow
Occupation: Teacher (retired)

Length of time in Longwood: 3 years
Length of time using a walker: 2 months

“I used to use a cane, but now my walker helps me to get to where I want to go.”

Margaret’s arthritis has gotten too painful lately to use her cane, so she switched to a walker. She’s a very social person and is afraid the walker will put a damper on all her activities. Having lived there for three years, she has a large circle of friends all over Longwood. She’s a little forgetful sometimes, and occasionally gets disoriented.



Phil Secondary Persona

Age: 78
Marital Status: Widower
Occupation: Plumber (retired)

Length of time in Longwood: 2 years
Length of time using a walker: 3 years

“I sometimes forget where I’m going. And where I’ve come from.”

Even though he sometimes forgets who he’s dating, Phil is quite the ladies’ man. He often has several girlfriends at once in Longwood. Unfortunately, Phil is also in the early stages of Alzheimer’s. He often gets lost and disoriented, even just going to the dining room. A fall three years ago that never fully healed led to his using a walker.



Stanley Tertiary Persona

Age: 65
Marital Status: Divorced
Occupation: Insurance Executive (retired)

Length of time in Longwood: 6 weeks
Length of time using a walker: 1 week

“This is all new to me. I’m too young to be using a walker.”

Slipping on the ice and shattering his hip brought Stanley to Longwood and using a walker. Using a walker is rather humiliating to him and makes him feel old. He’s just back on his feet again and going through physical therapy. Since he’s been bedridden, he doesn’t know the layout of Longwood well, nor does he know many of the other residents.