

Pat (Patricia/Patrick)¹



- _____ years old
- Employed as a(n) _____, they scan all emails first to get an overall picture before answering any of them. _____
- Lives in _____, _____

Background knowledge and skills

_____ their software systems are new to them. _____ describes themselves as a “numbers person”, _____ knows plenty of Math and how to think in terms of numbers. _____, Pat likes working with numbers _____.

Motivations and Attitudes

- **Motivations:** Pat learns new technologies when they need to, but doesn't spend their free time exploring technology or exploring obscure functionality of programs and devices that they use. They tend to use methods they are already familiar and comfortable with to achieve their goals.
- **Computer Self-Efficacy:** Pat has medium computer self-efficacy about doing unfamiliar computing tasks. If problems arise with their technology, they will keep on trying to figure out how to achieve what they have set out to do for quite awhile; Pat doesn't give up right away when computers or technology present a challenge to them.
- **Attitude toward Risk:** Pat is busy, so they rarely have spare time. So Pat is risk averse and worries that they will spend time and not get any benefits from doing so. They prefer to perform tasks using familiar features, because they're more predictable about what they will get from them and how much time they'll take.

How Pat Works with Information and Learns

- **Information Processing Style:** Pat leans towards a *comprehensive information processing style* when they need to gather information to problem-solve. So, instead of acting upon the first option that seems promising, they first gather information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, their style is “burst-y”; first reading a lot, then acting on it in a batch of activity.
- **Learning: by Process vs. Tinkering:** When Pat sees a need to learn new technology, they do so by trying out new features or commands to see what they do and to understand how the software works. When doing this, they do so purposefully; that is, reflecting on each bit of feedback they get along the way to understand how the feature might benefit them. Eventually, if they don't think it will get them closer to what they want to achieve, Pat will revert back to ways that they already knew worked.

¹For distribution data on users similar to and different from Pat, see <http://gendermag.org/> for customizable versions including customizable pronouns.