

# Persona #1



## Mary Schlater

### Bio

Mary Schlater is a mother of two children. She has worked at a food pantry in King County for 6 years since her second kid go to college. The food pantry started to encourage employees to learn food nutrition knowledge and dietary preferences to better serve customers. She feel anxious about learning new knowledge and using digital devices to interact with online information.

Age: 46

Gender: Female

Title: Food Pantry Full-Time Staff

Education: High School

Location: Tukwila, King County, WA

### Goals

- Catch up the knowledge about food nutrition to improve food distribution services
- Cook healthy meals in food pantry kitchen to serve low-income consumers

### Pain Points

- Limited experience in using computer to browse online content
- Having limited time spending on online resources

### Needs

- Learn from easy-understandable materials of food nutrition
- Access healthy meal recipes that include ingredients commonly seen in food pantry

### Interests and Hobbies

- Cooking
- Spending time with family
- Plant vegetable at home

# Persona #2



## Travis Powell

### Bio

Travis Powell is a first-year undergraduate student who want to major in nutritional science. He works as a volunteer at a food pantry which is near to his apartment during a summer holiday to gain practical experience and explore the dietary health problems confronted by low-income community.

Age: 20

Gender: Male

Title: Food Pantry Volunteer

Education: College

Location: Seattle, King County, WA

### Goals

- Distribute nutrition-balanced food packages to low-income consumers in food pantry
- Learn food nutrition information and practical knowledge about how low-income people choose food to consume

### Pain Points

- Using different devices to access online information
- Having limited time spending on online resources

### Needs

- Access a collective resource hub to learn basic information about food nutrition
- Acquire knowledge about cooking meals using limited food ingredients

### Interests and Hobbies

- Cooking
- Food science
- Gym exercise