

Team 2: Requirements Analysis

Title: BulletinBoard

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Problem: Neighbors have had a harder time communicating with each other during the pandemic. Communities that were already close-knit found it hard to social distance and maintain their connections while neighbors who had not already connected felt more isolated than ever. Although we cannot create that connection ourselves, we want to allow more fluid communication between members of a community in the hopes that we can help them help each other

Users:

Primary: Neighbors in small subsets of suburban neighborhoods. We target most demographics although we expect smaller children would interact with our product more through their parents than by themselves. We'd like to allow any ability of a neighbor to use the product that has, at a minimum, the ability to access and use a website. We expect this product to be most prominent in the social lives of our users and should appeal to the motivation to connect with neighbors.

(End users)

Secondary: The people living with the person using the interface. A person from each house in the neighborhood might use the interface. The others in the house who do not use the interface will receive in output or provide input on what is going on in the neighborhood. Friends of the people living in that neighborhood might learn more about that neighborhood. They would be able to spread information to the interface or receive new information according to what their friend learned from the interface.

(Receive output or provide input)

Tertiary: Town councils, Mayor, Neighborhood groups, or Companies they might advertise for through the interface when the people using the interface want to recommend something to their neighbors. The tertiary groups include groups that may manage or control the neighborhood in some way and groups that could increase profits in response to the use of the interface.

(Directly affected by success or failure)

Facilitating: The app/web developers. They research and observe the community to see how neighbors interact with one another to develop a platform that is suitable for them. They design the features of it and the UI as well as maintain it once it goes live. They maintain the accounts of the platform as well as follow up with any concerns or bugs. They can also add more features and updates as time passes by.

(Involved with design, development, maintenance)

Learning Points:

Hadeel- Writing these personas made me realize how many different aspects there are in a person's life and personality. It was hard to make them come to life and not just make them one-dimensional or stereotypical. After reviewing them, I learned of more ways to make them feel even more human or even people that you know in real life.

Nivashini - I learned to consider the small things that may happen in every person's life. The small details can sometimes affect how a person may interact with the space around them.

Abby- I learned about the different nuances that can make our product appeal to specific users. For example, Michael is going to be looking for something kid-friendly and Joanne will want something that helps keep order in the neighborhood.

Point of View:

Point of View:

WE MET Joanne, a member of the community who helps on the neighborhood council. WE WERE AMAZED TO REALIZE Joanne's role in the neighborhood council could assist in not only providing a tertiary point of view but could also give us a new end user functionality. IT WOULD BE GAME-CHANGING TO include a polling option in order to help get community voice to the neighborhood council or other authoritative bodies.

How:

To generate the point of view, our team took time to sit down and talk through the lives of our personas. We wanted to understand each of the characters we had created and who might jog any idea we hadn't previously thought of.

Impact:

Because our team took the time to delve very deep into community relationships in a neighborhood we were able to uncover the relationship that authority could have within members of the community- which gave us the ability to create unique ideas. Creating the point of view helped us understand new insights into Joanne's daily life because it let us analyze micro relations we wouldn't have seen otherwise. Looking at Joanne helped us realize what might help her, instead of just seeing the big problems 'everyone' has.

Task Analysis:

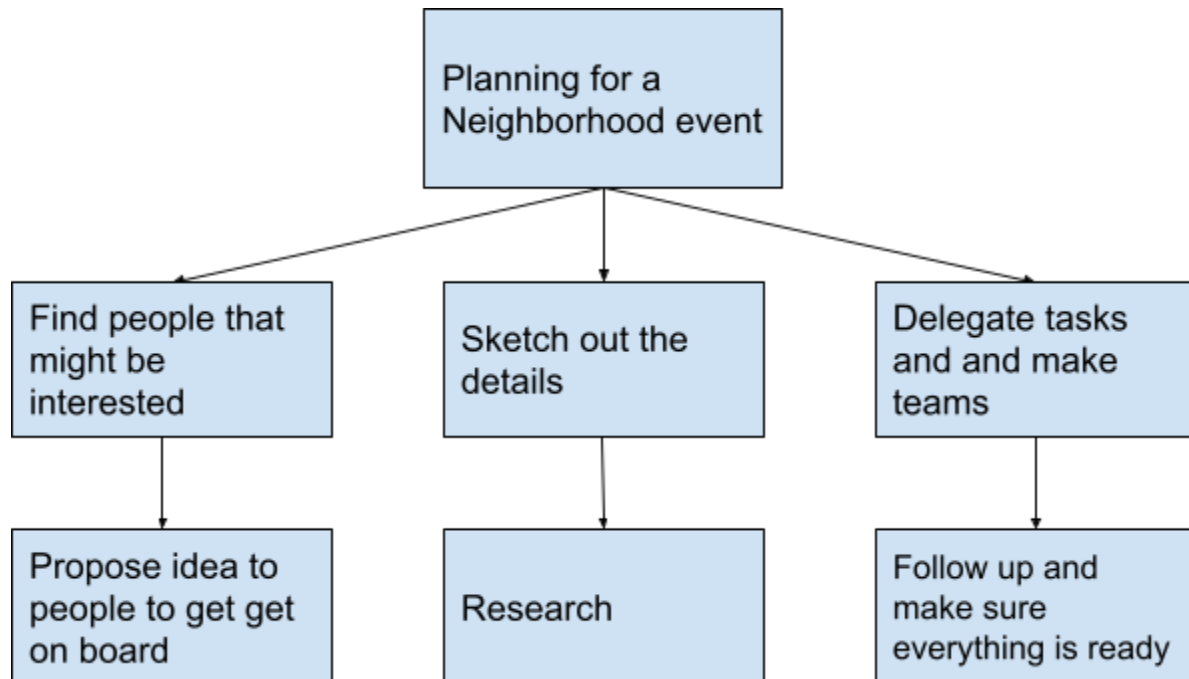
Planning for a Neighborhood event

By: Hadeel

Description: This is a task that is more of an optional one that many people try to take part in to be a more active member of their community. It is performed in the neighborhood that a person might live in or one closeby. It is a fairly safe task considering many neighborhood events are family friendly. There are time constraints that a person has the team to make sure the event actually takes place. Planning for a neighborhood event will require communicating with the other neighbors, most likely through technology. You learn how to plan events through possibly witnessing it first hand and also being an active participant. An error that might occur is

messing up dates, messaging and coordinating with the wrong people, or slacking off and not communicating.

Hierarchical Task Analysis:

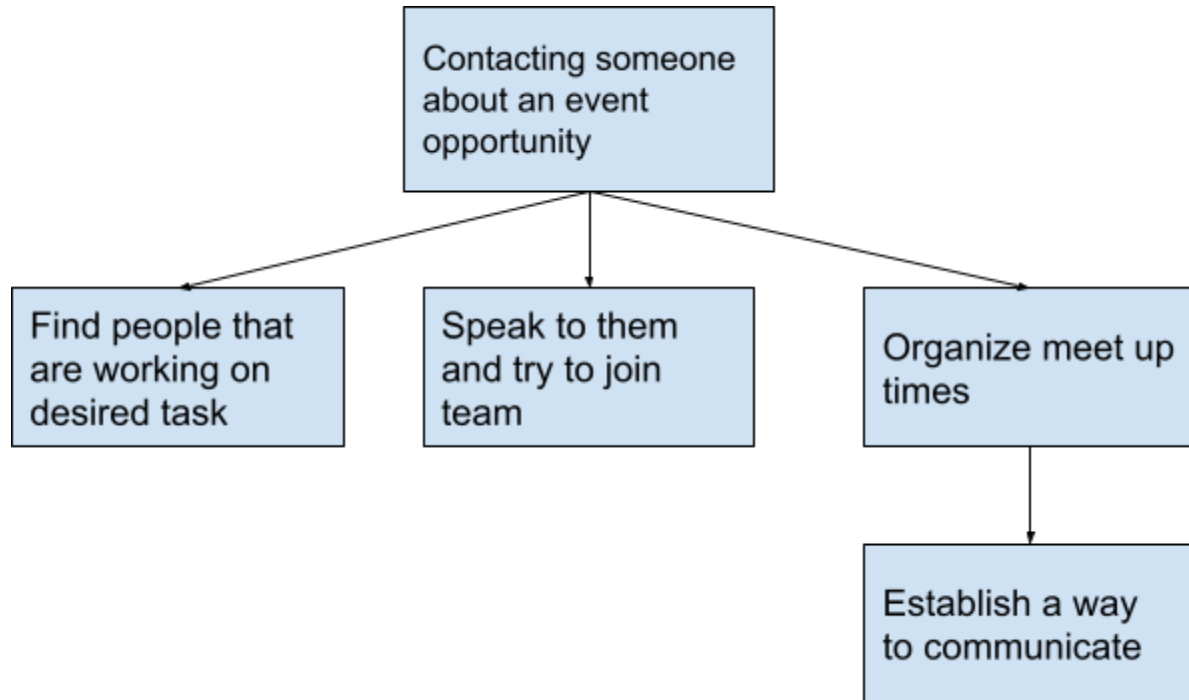


Contacting someone about an event opportunity

By: Hadeel

Description: This is a task that can be achieved virtually through an email or text message but can also be done face to face if the opportunity arises. The environment is relatively safe but scammers or unknown contacts can be concerning to some. This task is performed around holidays where events are likely to occur or even random weekends. The time constraint is limited to until the event planning team is formed or up until the event actually occurs. The other planners are involved with this task. You learn how to contact people through trying it out. An error that might occur is messing up dates, messaging and coordinating with the wrong people, or slacking off and not communicating.

Hierarchical Task Analysis:



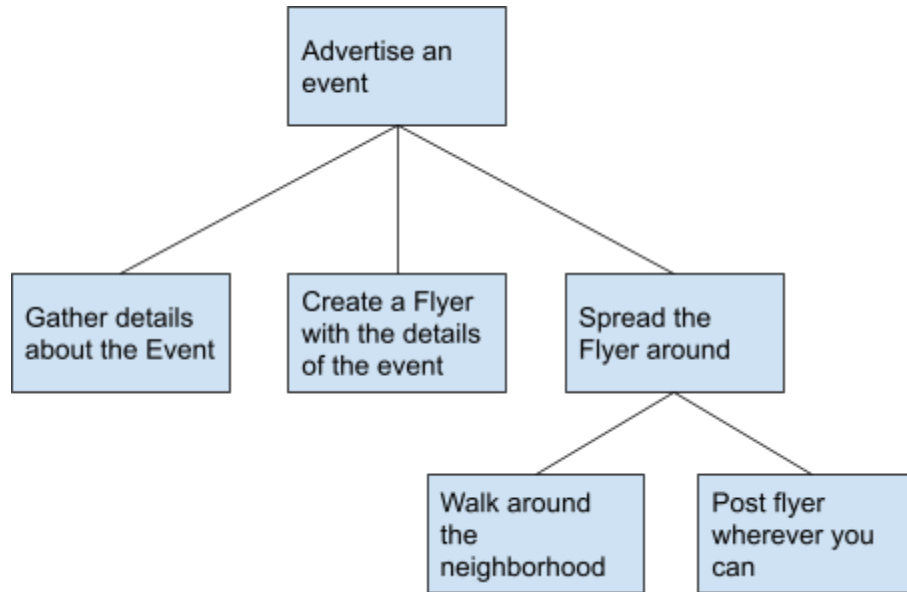
Advertising an event

By: Nivashini

Description:

Advertising an event includes gathering information about the event and then spreading it around to other people so that they know about the event. Usually, a person would create a flyer for the event and then walk around the neighborhood pinning it to whatever they can hoping that other people can see them. They would also take a picture of the flyer and post it on social media and they would tell the people around them about it. The task is performed whenever there is an event that needs to be advertised. The person would probably like to advertise the event before the event even starts to give people time to find out about it and set it in their schedules. Other people who are administrators of the event will probably help with advertising the event. The task can be learned by watching others do it. The administrators of the event could also teach others how to advertise for the event in a particular way. Advertising for the event can go wrong when there are no resources available to spread the information to other people. Sometimes, the information included with the event is wrong which means people learning about the event will get misinformation. The main part of advertising an event is to keep track of how many people it reaches.

Hierarchical Task Analysis:



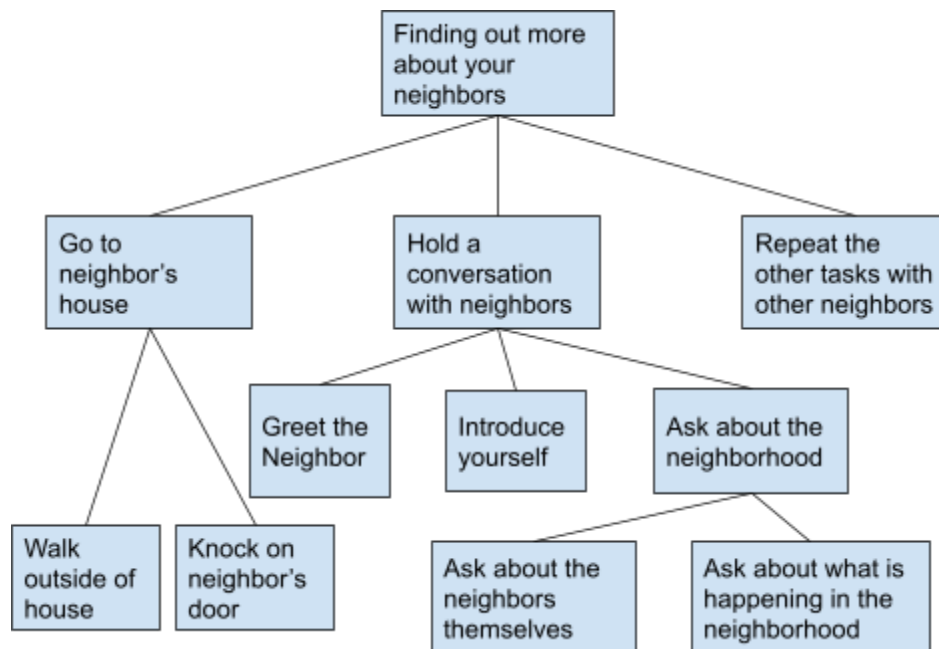
Finding out more about your Neighborhood

By: Nivashini

Description:

Finding out more about one's neighborhood is what a person would do when they first moved into a neighborhood or they would like to know more about their neighbors and the happenings around them. This task is done when someone first calls their neighbors from home or when they walk round the neighborhood and meet all their neighbors. A person could also go on social media to find out what their neighbors are like and events happening near them. The task is very dependent on when the person feels like they need to get to know about their neighbors more. So, time constraints and when the task is done is dependent on how much a person would like to be involved with their neighborhood. Other neighbors are involved with this task because the person doing the task would probably talk to them to meet them and get more information on the neighborhood. The task is learned just by trying it. This task is all about asking questions to the right people so the task is learned by asking questions to certain people. A lot of things can go wrong when the person doing the task is not polite when asking questions to the people around them. In the end, to find out more about the neighborhood, a person would have to go up and talk to their neighbors.

Hierarchical Task Analysis:

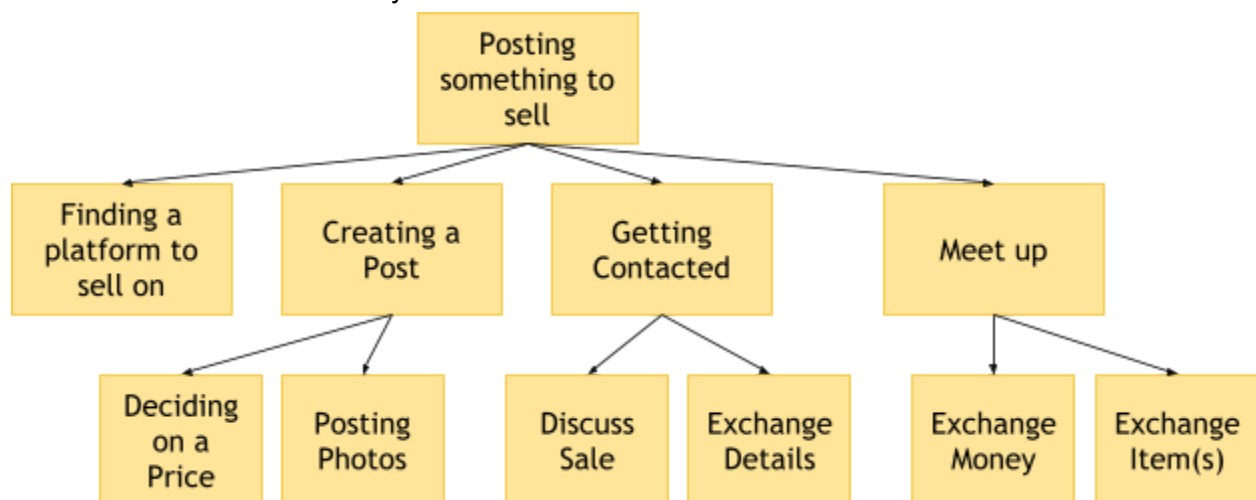


Posting something to sell

By: Abby

Description: This task can be performed in an online platform with the end of the task occurring wherever the sale occurs. The task will often begin in a comfortable environment and progresses to a less comfortable environment (though for a short period of time) or will induce anxious feelings if the associated people are unknown. The task is performed at a need-based rate and is confined to the time constraints associated with if the sale has a deadline and when the sale transaction can occur. The person selling and the buyer will be included. The task is learned through observation but is best understood through practice. The task can have errors in the reaching out or answering phases, although the sale itself could have issues, most likely caused by communication errors.

Hierarchical Task Analysis:

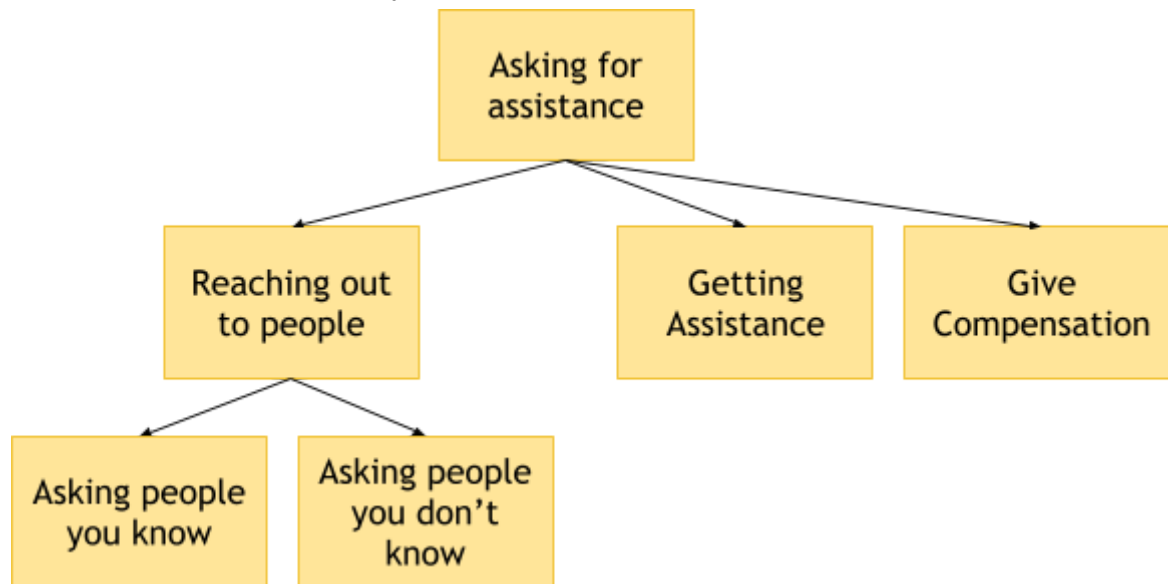


Asking for assistance

By: Abby

Description: This task can be performed in an online platform with the end of the task occurring wherever the assistance is needed. The task will often begin in a comfortable environment and progresses to a less comfortable environment or will induce anxious feelings if the associated people are unknown. The task is performed at a need-based rate and is confined to the time constraints associated with when the assistance is needed and how long the assistance will take. At least the person asking for assistance and someone to help will be included although there can be more than one helper. The task is learned through observation but is best understood through practice. The task can have errors in the reaching out or answering phases, although the assistance can also be performed incorrectly.

Hierarchical Task Analysis:



Problem Scenario Analysis:

Planning for a Neighborhood event

By: Hadeel

Problem Scenario: Maria wants to organize a local book sale to encourage more people to read as she is concerned about people being “glued to their screens”. She wants to collect donated books but is unsure about who wants to donate books and if there's even the demand for it. She is also not sure how to advertise the event or even get volunteers to help her out with it.

Contacting someone about an event opportunity

By: Hadeel

Problem Scenario: Joe sees an opportunity to help with organizing a 4th of July barbeque but is unsure how to help out or contact the organizers. He is unsure who is currently involved, if they still need help, or if it is even happening the way he pictured it.

Advertising an event

By: Nivashini

Problem Scenario: David is holding a small garage sale and he would like to let his neighbors know. However, he does not want to put a sign on his lawn or text each of them separately. He wants to find a way to let them all know that he is holding a garage sale on a certain date with minimal effort.

Finding out more about your Neighborhood

By: Nivashini

Problem Scenario: Anna is bored and would like to know what her neighbors are doing. She has not been keeping up with her neighbors recently and does not know what is happening around the community. She would like to know a little more about the community around her but she does not know how to get to know them more without bothering them when they are busy.

Posting something to sell

By: Abby

Problem Scenario: Michael wants to help his daughter, Lindsey, sell her girl scout cookies. Back in their old neighborhood, Nicole would go door to door chatting with their neighborhood friends and seeing if they were interested in buying some. Here, Michael feels isolated and doesn't want to bother his new neighbors by himself. Lindsey usually doesn't sell door to door by herself, and Micheal feels odd sending her off into the new neighborhood. He ends up posting a cookie sheet on the old bulletin board in the back corner of the science office at school, but doesn't get any sales from the unused board.

Asking for assistance

By: Abby

Problem Scenario: Joanne and Carol are going on a weekend vacation and need to get someone to come by and feed and walk Tiny while they are away. Their usual dog sitter has just moved away, and they need a temporary replacement until they can find a new regular sitter. Carol ends up finding a sitter on a dog walking app but both Joanne and her feel very uncomfortable that they have to let a random person into their house while they're gone.

Usability Requirements:

- Effective: The goal of the interface is to build and grow a community within the neighborhood. Interview a selected number of people before and after using the app. Ask them about their relationship with their neighbors, any events, or anything that the app might have impacted and take notes to see if it was effective. You can also see if the app itself was effective in terms of usability and completing certain tasks through user

testing. If 65% or higher of the feedback is positive, we will consider the Effective metric to meet our usability requirement.

- Learnability: ask users to complete certain tasks during user testing and take note of how many people do it correctly. You could also time the user to see how long it takes them to do certain things. If no more than 5 mistakes are shared between our testing users, we will consider our learnability metric to be met.
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Appendix:

Persona: Maya Adam

Group: secondary - Friend of the person that uses the app

By: Hadeel

Maya is a 34-year-old married woman with 2 young children (a 5-year-old girl and a 7-year-old boy). Maya is currently a school teacher that is friends with a lot of the parents of the students in her class.

Maya loves her job and shaping the minds of the younger generation. When she's not teaching she's volunteering in her local community. She lives in a suburban neighborhood and is trying to get her tutoring side business up and running. Outside of teaching, Maya likes to sew, knit, and is into crafty hobbies. She loves spending time with her kids and going to the park with their huge golden retriever. Maya adores her kids but tries to spend time with her husband Kevin as much as he can. As an architect he works long hours, but they still spend most of the weekend together. Their favorite activities consist of trying different restaurants and going on hikes. On her own, she likes to read thriller novels and enjoys her spa visits every once in a while.

As a teacher, Maya is expected to use technology for her job. She uses Powerpoint, Excel, Word, and her email and is very good at using her laptop for research as well. Her side business also relies on technology as it is conducted through facebook. Maya absolutely hates nothing more than TV as a mother and teacher. They do not own a TV but Maya and Kevin still appreciate a good movie and go out to the theater every couple of weeks with their kids. She owns an iPhone that she uses to keep in touch with friends and occasionally scroll through instagram (and facebook for her business of course!). She mostly uses the internet for research and making resources for her students.

A typical day involves going to the elementary school she teaches at, taking her kids along with her (her kids also attend it). They listen to The Beatles on the way and sing along to their favorites. Once at the school, she drops them off to their classrooms and she goes and prepares for her own day (her children always arrive earlier than everyone else so they usually play on the playground first). She teaches and assists the 3rd grade class she teaches. Once the day is over, her children go to after school activities and Maya actually leads an Arts and Crafts one. Once they get home at around 4pm she prepares an organic dinner (or heats frozen chicken nuggets if she's really tired) and they eat once Kevin gets home at 7pm. Before that, they eat fruits with peanut butter or vegetables with ranch. Her kids do their homework and she

does any grading or preparation for her next day. Once they eat dinner, they usually play a board game as a family or go on a small walk. She tucks her kids in at around 8:30 and then either finishes grading or manages her business. She picks up her knitting needles or a good book right before bed. Most things about Maya's life stay the same during the pandemic but she now teaches a hybrid classroom. She still goes to the elementary school but half of the students attend remotely.

Maya is happy with her quiet, typical life but hopes for her business to grow to help even more people with their studies. Her biggest goal is to raise her children to be the best that they can be and to not be afraid to be themselves. She hopes to also try to have a better work-life balance as she can feel very overwhelmed very easily.

Persona: George Haddad,

Group: primary - an old lonely man, potential user of the app

By: Hadeel

George is a 72-year-old recently widowed man. He immigrated from Lebanon in his early 20s and owns a family restaurant that is operated by his son.

George loves spending time with his grandchildren and reading a good book by the fireplace when it's cold outside. He loves having his 5 children over with their children and attempting to make the grape leaves that his wife used to make so well. His wife used to take care of all the home cooked meals and he would take care of cooking at the restaurant. He drinks tea with every meal but that's the only tradition he's able to keep up with. He struggles with cooking anything other than kebab or grilled chicken (his restaurant's specialty) and his house is always dusty (something his wife also took care of). Despite George having a large family, they are often busy and only visit him once a week, making him extremely lonely and needing help with basic household tasks.

George recently purchased a laptop after his daughter begged him to try to use more technology and learn through the internet. He has a smartphone that he purchased a while ago to be able to keep in touch with his family in Lebanon, as well as easily contact his children. George only knows how to call people and message people through Whatsapp. He can use Google and look things up on his laptop but still struggles with using it. George has an old TV that he uses to watch the news.

George wakes up at 6 am sharp every morning. He makes himself a cup of Turkish coffee and drinks it on his front porch when the weather is nice out. He likes to eat something sweet with it like a pastry or cake. For breakfast, he has traditional Arabic food that does not require cooking, such as olive oil with za'atar and pita bread. He then spends the rest of the day contacting people on WhatsApp, watching the news, and taking walks around the neighborhood. He struggles with preparing dinner as that is something his wife handled. He takes naps in the middle of the day and catches up with his grandchildren over the phone in the evening. His weekends are more eventful as his 5 children and their children come to visit him. He usually makes the special dishes he used to make at his restaurant but still struggles with tidying the house and mowing the lawn. George's life is pretty much the same as before, except his family doesn't visit as often making him even lonelier.

George is happy with the success of his business and the lives that his children now lead. He wishes he had a better way of handling the house and all of its responsibilities. He

wishes he knew how to use technology better and had more company on weekdays. He is stuck in a routine and wishes there was a better way to do things and maybe even explore new places without needing to contact his children for everything.

Persona: Jonathan “Johnny” Smyth

Group: Secondary - Young Child of a Parent using the Interface

By: Nivashini

Johnny is a 9 year old boy who lives with his parents and two older siblings in their 2-floor house. He is a fourth grade student who attends his local elementary school. He has two older brothers who are 12 and 14.

Johnny loves to play with his friends. Everyday after school, he walks over to a friend's house that is right next door so that they can play together before the pandemic. Their activities range from playing tag to playing video games on his friend's Xbox. During the pandemic, Johnny would play video games online with his friend. Johnny also loves to play baseball. He is part of the Little League baseball team for his town with some of his friends/classmates. Playing baseball takes up a lot of his day as he has to attend practices at least once a week off-season for around one and half hours. The practices consist of drills, scrimmages, and exhibition games. Johnny's favorite foods are chicken nuggets shaped like dinosaurs and chocolate ice cream.

Johnny's technology use consists of his family's old laptop for school and games. Johnny uses the laptop to join lessons through zoom. He keeps the camera on just like all his other classmates when his teacher starts the lesson. Johnny also has to pass in his assignments through an online platform known as Schoology to be able to get grades. His schoolwork and his tests are all online ever since his parents decided he should be remote for the school year. This makes Johnny irritated since he wants to play with his friends together outside rather than meeting them at baseball practices only. To make up for this, Johnny plays various types of games on his computer with his friends so that they can play together.

A typical day for Johnny starts with him waking up at 8 AM to brush his teeth, take a shower, and eat his breakfast so that he is ready for school. Both of his older siblings attend school through a half-remote manner so sometimes he sees them in the house and sometimes they have already left for school. Johnny's mother works from home while his dad either works from home or has to go to his workplace. After eating breakfast, Johnny sets up the family laptop in the bedroom which he shares with his 12-year old brother. The 12-year old brother moves to the living room when he attends school remotely. Johnny joins a Zoom call around 9 AM to go to school. He would sit in the call with his classmates and watch as the teacher guides them through online lessons and activities. This call consists of multiple breaks which include a snack break around 10 AM and a lunch break around noon. Johnny would finally end school around 3 PM on a typical weekday. His older brothers would have also stopped school by now so Johnny would bother them to play outside with him. They either go biking or help Johnny practice baseball. Since Johnny's brothers would have a lot of work to do, Johnny would be left alone outside to play by himself at a certain point. Johnny would stay out until 4:30 PM depending on the weather. Immediately after, he goes on to the old family laptop to contact his friends to play games. At first, he just searches up simple games on the internet to play by himself. Once his friend is ready, both of them join a Minecraft server that their parents paid for

so that they could build houses and destroy monsters together. However, it is not the same as seeing his friend everyday. At 6 PM, Johnny has to eat dinner with the family and talk about his day. After dinner, his parents tell him to do his homework which he finally finishes. At 9 PM, Johnny finally goes to bed with a kiss from his mom. There are times when he is interrupted from his sleep because his older brother who shares a room with him sleeps later than him.

For now, Johnny wants to be a professional baseball player and he is hoping that the pandemic will end soon so that practices will return to normal and so that he can hang out with his friends in-person.

Persona: Nadine Kay

Group: Facilitating - College Student Web Developer

By: Nivashini

Nadine is a 19-year old full-time Computer Science student at a university in Boston. She lives in university housing with two of her friends. She is an only child who lived with her parents in New Jersey before coming to college.

As a college student, Nadine is very interested in experiencing university life and looking around Boston. However, due to the pandemic, her second year in college has not been living up to her expectations. As a computer science major, Nadine is also very interested in software development and wants to use her coding skills to help others. She spends a lot of her time coding for her two clubs which involve helping communities with computer science. Nadine also volunteers once a week at a local food bank. Nadine has many different hobbies which range from reading science-fiction novels to skateboarding. She occasionally visits a park to skateboard with friends. Sometimes she even skateboards on campus to get to class. Nadine also visits the Boston public library near her to look at different novels that she would like to read.

Nadine's technology use mainly consists of her phone and her laptop. She uses her phone to contact her parents and friends, to play games, and to look at her social media. Meanwhile, she uses her laptop to attend classes, finish her homework, code, and watch her favorite shows. Nadine has to use Canvas, Zoom, Piazza, and additional resources to keep up with her classes and all the homework they give her. There are many additional softwares she has to download depending on the programming language she may use. So far, the programming languages that she is proficient in include Java and Python. Therefore, she uses IntelliJ and Jupyter Notebook for each language. She also uses her laptop to watch shows on Netflix and Youtube.

A typical day for Nadine starts off with her waking up and getting ready at around 9 AM or earlier. She then goes outside for a quick jog to exercise and then takes a shower. Nadine has a small breakfast before getting ready for classes at around 10 AM. Some of her classes are remote while others are on campus due to the pandemic. This means she usually has one remote class and one in-person class for a week-day. Her classes start later than 10:00 AM. For one of her classes, she will stay in her room while for her other class she may walk/skateboard on campus to the building where her class is at. In the middle, she would make a simple lunch to eat. After classes are over, Nadine focuses on finishing her homework and she talks a bit with her roommates. Around 6PM, she decides to eat dinner with her roommates. After this time, she either studies or does some extracurricular activities. While working, she procrastinates from

time to time because she feels too tired to do her homework. Late at night, she would go onto Netflix and continue a show she was already watching. Around 12PM is when she finally goes to sleep.

Nadine's future goals consist of finishing a Bachelor's degree in Computer Science and getting a job in the future. Her hope is to get a good job in software development after she is done with university. She hopes to enjoy her college life before diving into the world of jobs. Nadine would like to make a good difference in the world using her coding knowledge.

Persona: Michael Brown

Group: Primary - Parent

By: Abby

Michael is a 42-year-old science teacher who has just relocated to the neighborhood after a divorce with his ex-wife Nicole. He's begun teaching at the local high school and as a part of his placement has to stay afterschool on Tuesdays to assist with the gardening club. He spends his weekends with his 10-year-old daughter Lindsey and his 6-year-old son Patrick as a part of the custody agreement between him and Nicole.

Michael is not a man of passion. He chose to work as a teacher because he seemed to be good at tutoring and, although science is his favorite subject, most of his students seem to be more excited by the material than he is. The only place this differs is perhaps in the gardening club- as most students chose it as more of a social activity and Michael's grandfather had lived on a farm as a child and Micheal feels more connected to him when he works on gardening. Usually devoting all his free time to either school or his children, Michael spends his gaps of free time either planning for one of those two activities or completing the crossword in one of the two newspapers he gets delivered daily- in print. Michael misses the group dinners he and his wife used to host and attend for the easy social interaction it gave him. He has a hard time reaching out to new people, and as such has barely interacted with his fellow teachers outside of required meetings. Every day, Michael makes a meal for one for breakfast and dinner and buys lunch at the school cafeteria. His choices tend to lack the brilliant colors of fruits and vegetables but he gets by. Every evening his drink of choice is a warm cup of milk that winds him down from his chaotic work days.

Michael owns a Samsung something. He's not too sure what type of phone it was- his ex-wife had gotten it for him when they were combining phone plans. Although Michael is always on top of his bills, he doesn't know much about his phone plan and when he had to switch to a new plan after the divorce he ended up asking the store employee to just choose something for him. He might be paying more than necessary but he was just glad to get out of the phone store. Out of habit, Micheal bought the high speed internet and multiple cable and streaming services for his new house- used to providing them for his kids. He's used some downtime to browse some shows but hasn't settled into any watching habits himself. Michael has been thinking about downsizing his plans but hasn't been able to bring himself to accept he really doesn't need such a wide array of choices for his mostly-solitary home life. Michael has his old laptop provided by his past high school that lays in its old case in the corner of what was meant to be the dining room of this house. He's been setting up his new work-issued laptop with ease- this school uses the same technologies as his last and he feels quite comfortable with the way he's adjusted to the technologies.

Every day like clockwork Michael wakes up at 6am and gets on his robe before heading downstairs to check his email and grab a glass of water. He makes a simple breakfast before getting dressed for work and driving to the school to arrive by 7am. He works in his classroom to be available to students until classes start. After a day teaching, on Wednesday and Friday Michael stays after school for one hour to provide students with time to do makeups and on Tuesdays he stays for two hours to work with the gardening club. Once he gets home, he spends time unwinding while cooking, may flick through the TV, and grades student work before going to bed. On weekends, he keeps the same timetable but has a much more eventful time with his two children- often looking for nearby activities to do with them. Michael had a difficult time with the pandemic. He had to teach online, and when he had the kids over he had to deal with not being able to take them anywhere for a while. It made him feel like he needed to create more connections since he felt so isolated.

Michael isn't upset by his sedentary lifestyle; he enjoys being able to spend time by himself. But, he does miss the connection he felt with his old couple friends and desperately wishes he could have a more welcoming place aura around his house- Michael wants his daughter and son to grow up feeling like his house is a piece of their childhood. Michael hopes to be able to make some community friends, even though his shyness seems likely to cause this plan to be a drawn out one.

Persona: Joanne Parker

Group: Tertiary - member of the Neighborhood Council

By: Abby

Joanne has lived in this neighborhood for only three of her 30-years of life, but she's managed to integrate herself and her wife of five years, Carol, seamlessly into the home they own there. Joanne works at her family's wine company as an executive marketer. She went to a higher end local college to do an associates degree before she moved into the business in an official capacity. It was there where she met the two-years-her-senior, and her now-wife, Carol who had been studying biology and now worked at the laboratory of a big-time pharmaceutical company.

Joanne's first order of business after declaring they were settling down was to go out and pick out a dog. Joanne had always grown up with at least two dogs in her household at a time and had originally intended to keep that tradition alive when she persuaded Carol to let her bring home a silly and rambunctious black lab named Tiny from the local shelter. As it turned out, a short stay from a foster dog revealed that Carol has a severe allergic reaction to most dog fur. So, Joanne's passion turned from collecting a full house of pups to spoiling the pup they had as much as she could- as long as that pup wasn't knocking things out of place. The other passion Joanne had was keeping things in order. Her house was tidy thanks to the smattering of weekly upkeep she put into it, but the yard was gorgeous on account of the lavish team of gardeners and landscapers that took a pretty chunk of her paycheck. And it was that beauty that helped her land a spot on the Neighborhood Council- it was a perfect fit for Joanne who excelled at keeping things in check and enjoyed a checked list of todos more than the average person.

Joanne might not be setting up the technology in her house- it's a mix of Carol and a rotating ring of friends who know a little more about setting up technology- but she makes sure

to use it. A mix of google lights and smart speakers have made the light switches figuratively dusty (Joanne makes sure to swipe them with the duster when she comes on through) as voice commands control the simple action of lighting and darkening a room. The TVs are often used for slides of photos for birthday parties and other gatherings but otherwise the most screen time is given to reruns of The Bachelor and whatever trashy romance wins the heart of the couple. Joanne has an old laptop lying around her and Carol use for their email but she's usually drawing or sketching on a tablet and spend the majority of her evenings fending off Tiny and her wife trying to pry her away from her latest work- whether that mean a recent design project or helping make a big decision on the acceptable color of houses in the neighborhood. Joanne is picky about her phone's camera- after all, how could they have slide decks to show if they didn't have photos to put on them? Otherwise, her most used app is her calendar- scheduling all of the big and little things to be done.

On a normal morning, Joanne and Carol wake up together and let Tiny out in the backyard as they take their morning sustenance- orange juice and a power bar for Joanne. She often takes the time to straighten her short hair before changing and getting driven to work by Carol. Since Carol's job is a 5 minute walk from home, she keeps the car to take care of any midday visits to the vet or grocery runs that end up inevitably clashing with overtime Joanne puts in at the office. After work, the two spend time with Tiny and the TV, usually with some early evening calls on Joanne's plate. They tend towards a late dinner around 10pm before heading back to sleep. On weekends they try to stick to a similar schedule around Tiny's walks but often go off on weekend vacations. Their favorite destinations are those with dog-friendly beaches and poor reception that fends off and potential weekend work. Joanne and Carol had to confine their high-functioning lifestyle to their home. They took Tiny out a lot more and had a very difficult time trying to make their active lifestyle sit in a sedentary way.

In the future, Joanne has been thinking of branching out of marketing and up the chain of command at work. She wants to continue providing valuable input to the business but is interested in always taking on more responsibility. At home, she'd love to try finding another dog but wants to make sure she doesn't use that as a reason to waste time with Tiny. She loves being a wheel in the cog of the Neighborhood Council and only wishes they had built a community group for the social aspect of the neighborhood- if only because at current every third potluck idea ends up in a meeting most decidedly not about engaging the community.