Bob

Introduction

Bob is a 43 years old homeless person living in Corvallis.

Background/interests:

He grew up in Portland, Oregon. Since he had lost all his family during his early childhood, it was very difficult for him to survive on his own. Nevertheless, he somehow managed to complete high school. But later could not find any job. He then moved to Corvallis in 2018. He was able to work in a small store. The pandemic impacted stores in Corvallis. So, stores had to be shut down, due to which he became homeless since then. He lives in a small tent outside town that he had borrowed from a shelter and searches through dumpsters for discarded items to sell and make some money for food.

Access to Reliable Technology: Bob does not have a cell phone nor has any internet access, so relies mainly on flyers and word of mouth in order to search for food and clothing. Bob uses public devices to move from place to place. This says that Bob does not have access to reliable technology.

Communication Literacy/Education/Culture: Bob went to school in a low-SES community which offered only a basic education. Now Bob rarely chooses to read anything. Although the school had a few older computers, it offered little technology education, due to which Bob has low confidence using technological objects.

Attitudes toward Technology Risks: So, Bob is risk-averse about using unfamiliar technologies that they might need to spend extra time on, even if the new features might be useful to find any food drives nearby. Bob instead performs tasks using familiar features, because he thinks they are simple, straightforward and easy to help him find food.

Technology Privacy and Security: Bob is very protective of his personal information, like their location and identity. Bob lives in tents outside the town, which is dangerous with respect to personal safety. Bob's privacy stems dur to prior negative experiences with high surveillance, to find means to earn some money, food, shelter, etc.

Perceived Control and Attitude toward Authority: Bob does not expect to have much influence over technology's outcomes. He just assumes it works accurately and it might help him find food and shelter quickly.

Technology Self-Efficacy: Bob's prior experiences and education have produced a lower technology self-efficacy. If problems arise with technology, Bob blames himself for these problems and quits the current task. Due to this, anything that he intends to do, is often left incomplete.