Pat (Patrick) Jones[1]

- 43 years old
- Employed as an accountant
- Lives in Cardiff, Wales

Pat loves public transportation and knows at least three routes to get there from home. When he arrives at work, he scans all his emails first to get an overall picture before answering any of them. (This extra pass takes time but seems worth it.) Some evenings he plays computer puzzle games like Sudoku before bed.

Background knowledge and skills

Pat works as an accountant in a consulting firm. He prefers to stay with the technologies for which he has already mastered the peculiarities. He just moved to this employer 1 week ago, and their software systems are new to him.

He describes himself as a "numbers person", but he is not a professional programming and her never taken any computer programming or IT systems classes. Pat has a degree in accounting so he knows plenty of Math and knows how to think in terms of numbers.

In his free time, even though he's an accountant and deals with numbers all day at work, he likes working with numbers in his free time too. He especially likes Sudoku and other computer games that involve puzzling.

Motivations and Attitudes

- **Motivations**: Pat learns new technologies when he needs to, but he doesn't spend his free time exploring technology or exploring obscure functionality of programs and devices that he uses. He tends to use methods he is already familiar and comfortable with to achieve his goals.

- **Computer Self-Efficacy**: Pat has medium computer self-efficacy about doing unfamiliar computing tasks. If problems arise with his technology, he will keep on trying to figure out how to achieve what he has set out to do for quite awhile; he doesn't give up right away when computers or technology present a challenge to him.

- **Attitude toward Risk:** Pat is busy and so he rarely has spare time. So Pat is risk averse and worries that he will spend time on them and not get any benefits from doing so. He prefers to perform tasks using familiar features, because they're more predictable about what he 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 he needs to gather information to problem-solve. So, instead of acting upon the first option that seems promising, he first gathers information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, his style is "burst-y"; first he reads a lot, then he acts on it in a batch of activity.

- **Learning: by Process vs. Tinkering**: When Pat sees a need to learn new technology, he does so by trying out new features or commands to see what they do and to understand how the software works. When he does this, he does so purposefully; that is, he reflects on each bit of feedback he gets along the way to understand how the feature might benefit him. Eventually, if he doesn't think it will get him closer to what he wants to achieve, he will revert back to ways that he already knows will work.