

Three orange circles are arranged horizontally at the top of the slide. The word "Users" is written in bold black text across the first circle.

Users

Rivers Run

- Community in Rochester New York that caters to active retirees
- Variety of residences with varying abilities
- Many have issues using new technologies
- Some are able to help themselves
- Most give up and call their kids or grandkids

Interviews

1 on 1 and team interviews were organized throughout the semester

Focus Groups

During interview sessions observational studies were carried out