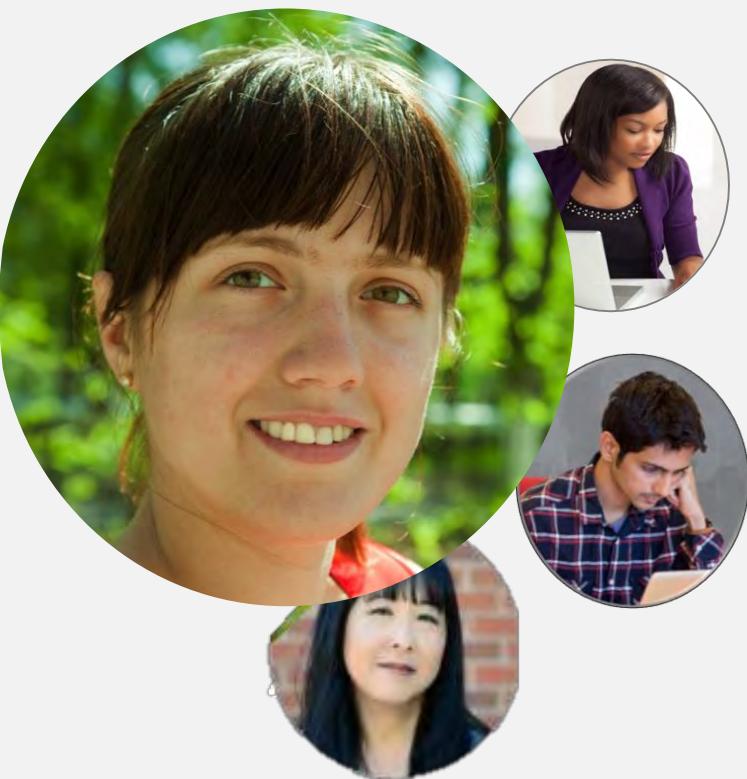


# Abi (Abigail/Abishek)<sup>1</sup>



Age:  
Employment/Position:  
Location:  
Pronouns:

*Abi likes scanning all their emails first to get an overall picture before answering any of them.*

## Background and Skills

The technologies at Abi's new position are new to them. Abi likes Math and working with logic. They considers themselves a numbers person.

## Motivations and Attitudes

- **Motivations:** Abi uses technologies to accomplish their tasks. They learn new technologies if and when they need to, but prefers to use methods they are already familiar and comfortable with, to keep their focus on the tasks they care about.

- **Computer Self-Efficacy.** Abi has lower self confidence than their peers about doing unfamiliar computing tasks. If problems arise with their technology, they often blame themselves for these problems. This affects whether and how they will persevere with a task if technology problems have arisen.

- **Attitude toward Risk:** Abi's life is a little complicated and they rarely have spare time. So they are risk averse about using unfamiliar technologies that might need them to spend extra time on, even if the new features might be relevant. They instead performs tasks using familiar features, because they're more predictable about what they will get from them and how much time they will take.

## How Abi Works with Information and Learns:

- **Information Processing Style:** Abi tends towards a comprehensive information processing style when they need to gather more information. So, instead of acting upon the first option that seems promising, they gather information comprehensively to try to form a complete understanding of the problem before trying to solve it. Thus, their style is "burst-y"; first they read a lot, then they act on it in a batch of activity.

- **Learning: by Process vs. by Tinkering:** When learning new technology, Abi leans toward process-oriented learning, e.g., tutorials, step-by-step processes, wizards, online how-to videos, etc. They don't particularly like learning by tinkering with software (i.e., just trying out new features or commands to see what they do), but when they do tinker, it has positive effects on their understanding of the software.

<sup>1</sup>Abi represents users with motivations/attitudes and information/learning styles similar to hers. For gender distribution data on users similar to and different from Abi, see <http://gendermag.org>