Informance 1 – Charlene & Designer

The first informance we came up with featured Charlene, the 60-year old retired nurse persona, where she is having an interview with us (the design team) about the project we're doing for the WV Rotary Club. We chose to film in this particular situation because we thought it might trigger us about how she would interact individually with a stranger, especially someone that is a lot younger than she is, in a social setting and also how she would solve technology difficulties she encounters around that space. As well, we thought it would be appropriate to see how we, as designers, would network with people of that age group and how we can improve to inspire more informances. As a result, we explored from filming a straightforward interview to adding in small situations where she revealed characteristics about herself as an individual, such as not wanting to be helped sitting down yet needing assistance when she faces unfamiliar technologies, and wanting to have the connection with the younger generation. From this informance, it exposed us to another mindset and drove us to work from Charlene's point of view of knowing she needs assistance and feeling ashamed that she needs help in some way because of the generation gap. From this informace, we learnt and realized that this is an important aspect to consider when we go into design interventions, as we found out from the cultural probe result that they feel important to help others to gain a sense of worth and value for themselves, rather the other way around.

Possible design direction could be exploring means of communication. For example, we thought as a design intervention, it could be a simple and minimal interface that mocks the old fashion way of communicating, such as large straightforward buttons on the interface that is not packed with multiple functions, to help the older generation gain the sense of familiarity back and be less intimidated by technology.

Informance 2 – Bryan & Designer

The second informance featured Bryan, the president of the WV Rotary Club, having an interview with one of our group members. The reason why we chose an actual existing member is because from the rehearsals of the informances beforehand, we found that we often referred back to how he would have probably react during that situation or considered how his characteristics revealed a lot about the life style of majority members of that club. We thought acting out a participant of the cultural probe might help us understand him even more, beyond the probe results, and inspire further explorations. As a result, similar to the first informance, we progressed from a straightforward interview to adding casual conversations that might reveal his daily habits or personality. For example, during the improvisation (not shown in video), the interviewer noticed that Bryan

was holding a fast food drink, so it sparked up a conversation about health, which further disclosed Bryan's point of view on that subject in the lifestyle he chose to live in. Furthermore, we added in the situation we faced during the actual meeting of how the club members having to leave in a rush and not being able to complete the task that is outside of their planned schedules. This informance allowed us to practice and experience the stress Bryan faces daily and reflect on how that might have affected the way he talks and interacts with others, such as appearing rushed or blunt.

A possible design intervention inspired by this informance could be an application that allows him to plan healthy meals ahead, and have notifications pop up to remind him what kinds of healthy and convenient foods he can get instead of fast food, in hopes of reducing his stress in figuring out what to eat when he's busy while trying to stay healthy. Furthermore, we thought of exploring organizing application that is open to the social group that would help them gather information on how well each project is doing and what areas still need help. Through this, all the members of the group can be informed and be aware of the people that are available to help out with the process of the varieties events of the club.

Informance 3 – Mike & Charlene

The third informance we chose to experiment with is how the two personas we created would interact with each other during the WV Rotary Club meeting. We decided to act out a casual conversation that would reveal the two members' relationship while they gather food to eat before the meeting starts. We realized that this informance went a lot smoother than the other ones since we created the two personas as well as have done the connection sheet between the two. However, from having to act out their personalities in this particular environment pushed us to recall the atmosphere we felt when we visited the club's meeting and explore the kind of topics the two personas would talk about since their age and interest is different than ours. Even though this informance went a lot smoother than others due to our familiarity with them, we also realized afterwards that it might be beneficial to the design project to act outside of what we already expected and are comfortable with, so it will allow us to explore and experiment further for unexpected results.

In this informance, we realized that technology gap may still exists between the two characters. Therefore, at the end of the informance, we decided to act out the two characters deciding to meet up for dinner. From this, we assumed that there might be communication issues that we have no found yet. As a result, we were hoping to derive a scenario that would help us explore these situations deeper and discover daily issues they might encounter in terms of smooth communication and interaction.