



Sue Jacobs

"Sometimes life isn't easy or fair. But you have to deal with it and move on. Otherwise you'll never get better."

Age: 24

Role: Primary User

Profile by Team 55378008*

Synopsis

Sue is a graduate of SFU's Education program. A mildly assertive person, she was recognized as a promising teacher by the Richmond school board, and offered a job as a teacher on call. Upon graduating, Sue returned back home and began work in her new job. She had an aptitude for it, but many of the classes she taught contained rowdy individuals, making work a trying experience. Sue's eventual goal is to be hired into the school district as a full time teacher.

Her newfound income has granted Sue greater autonomy than ever before, and also presented her with many new hardships. She has placed a down payment her first apartment, and has begun to move away from home. These changes are trying and stressful, but Sue can handle it. She did it before at university.

When she returned back home, Sue became involved in her church's youth group. The group contained many childhood friends of Sue, so she quickly became a member of the team. To Sue, the group provides comfort and support, by giving her a time to relax and not think of her troubles at work and home. While her busy schedule doesn't always allow her to attend group meetings, she comes when she is able, and contributes whenever possible.

Home & Family Life

Sue just recently moved out of home. She is now living in her first apartment, and is adjusting to the new space. Boxes litter the room until such time as she can unpack them. This is not Sue's first time living alone: she lived in residence at SFU before she graduated. She has a routine that she goes through every morning, and a new house won't stop her from doing it.

Sue is fairly close to her family, calling by to talk to them on days when she's free. Her parents also having a liking for her as well. When she received her TOC job 2 months ago, they gave her a white, 1999 Toyota Corolla as a congratulatory present (and to help her get around the school district without resorting to public transit). Sue has been driving this car ever since.



Sue's Car: A White Toyota Corolla

* Team 55378008 consists of 4 people from IAT 333 Section D101: Shanana Shivji, Sergey Khomutovskiy, Alice Ling and Mark Lauman

Work Life

Upon graduating from SFU's Education program last term, Sue was able to secure a TOC (or teacher-on-call) position with the Richmond Elementary School District. She is now two months into the job and has proved herself to be a capable teacher. However, she has had the misfortune of teaching several rowdy kids over the last two months, adding to her general work stress. She was expecting this though. It's nothing compared to the stress she faced at university.

Sue's job requires a flexible schedule with the mobility of her own car. When a teacher calls in sick, she is usually called to respond within an hour's notice. She therefore rises early and goes to sleep early, so as to respond better to the average school day.

Though Sue's job pays well, the income is still unpredictable. Using the knowledge she gained from an SFU economics class, Sue plays the stock market in her spare time. This provides a bonus source of revenue when times are tight. To make both her stock playing and her TOC job easier, she owns a smart-phone (a Sony Ericsson Xperia x10) which she uses to remain available while juggling her many tasks.



Sue's Phone

Links to the Church Youth Group

Sue used to live in the area as a child, and thus knows many of the youth group's members as childhood friends. While she cannot always attend meetings (as her work is unpredictable) Sue tries to come whenever possible. Spending time with the group allows her to relax and not think of the things she has to do. It provides an opportunity to unwind and have fun with friends – something she finds important in this time of transition.

Hobbies and Spare Time

Sue has very little time for hobbies, but she does have a few activities she does on occasion. She enjoys swimming in the apartment complex's pool after checking her stocks in the afternoon. She also spends time with the church youth group wherever possible, but sometimes she is forced to miss a meeting here or there. Finally, Sue likes collecting famous quotes she hears in a small notebook she uses for inspiration. Her sources are varied, including singers, famous speakers and inspirational fridge magnets.

Role in the Youth Group

Because of her common absences, Sue is not often given tasks to accomplish by the youth group. However, she is welcomed as a comrade whenever she can come to meetings. The members of the group trust her, though they do understand she's busy. In return, Sue trusts them with equal intensity.

Aspirations, Goals & Fears

Sue's eventual hope is to become a full teacher in the Richmond School District. Until then, she works as a TOC with the hope that she can improve her teaching skills and eventually draw the notice of a teacher to recommend her to a job. Because of her new income she is more flexible than ever before. However, that flexibility has caused an unconscious sense of insecurity – she is afraid she will fail. Given a few years this insecurity will likely vanish, provided she can keep things under control.

A Day in the Life of Sue

- Wakes up @ 6am
- Has a 20min shower
- Gets out of shower and puts on bathrobe
- Starts the coffee brewing
- Eats some cereal
- Receives a call on her cell asking her to work at a local school
- Opens the fridge to get some leftovers, and packs them in a Tupperware container
 - In this case, some spaghetti & an apple
- Changes into work clothes
- Grabs her food, a tote bag (holding all her stuff), and her coffee (puts it in a mug)
- Heads out of her apartment, turning off the lights and locking the door behind her
- Goes to the underground parkade, and gets into her car
- Drives to school, drinking her coffee en-route
- Checks in at the office, receives teacher's plan for the day. She's guided to the classroom.
- Class starts. She takes attendance
- Teaches until recess
- Heads to the staff room and eats her apple while chatting with the teachers
- Recess is over. Resumes teaching
- Some of the students grow restless. She sends the loudest troublemaker to sit in the hallway outside.
- She starts the class working on a math assignment, then goes outside to speak to the troublemaker.
- After a short discussion, they return to the class with the problem resolved.
- Lunch time starts. She heads off to the staff room and talks to the teachers.
- After Lunch class continues.
- Sue has some trouble maintaining order near the end of the day, but handles it.
- Class is over, she stands by the door and high fives the kids on their way out.
- Sue cleans up the class, then heads to the office to report on the day.
- She mentions the student, and is told the teacher will be notified
- Sue goes home. The time is 4pm.
- She arrives home at 4:30 and checks her stocks online.
- After doing her stocks, she goes down for a swim in the building's pool.

- She returns back to her room at 5 and has a shower for 20 minutes
- She turns on the news and begins making supper.
- Sue makes herself a supper that will have leftovers for tomorrow.
- She eats and packs the leftovers away in the fridge.
- Washes the dishes and tidies up.
- Heads to the youth group meeting. The time is 6:30
- She arrives at 6:50 and meets the group.
- Meeting ends at 8:30, she arrives home at 8:50
- Prepares for sleep
- Goes to bed at 9pm



Robert (Rob) Brauer

"I'm not myself if I can't take something apart and put it together in new and interesting ways. Music or engines - it's all the same to me."

Age: 26

Role: Ancillary User

Profile by Team 55378008*

Synopsis

Rob is a reserved, introverted person. He thinks first, then speaks. His opinions are valued and listened to by all, including his superiors; but because of his quiet nature he is often overlooked by those in power. Though Rob is often thought of as a serious person, he has a silly side he only lets out around his friends. He has a wry sense of humour, augmented by a sharp wit.

Home & Family Life

Rob originally came from the Okanagan, but moved to the Vancouver area to improve his chances of landing a good career. He is somewhat detached from his family in the Okanagan, but exchanges emails and phone calls with them on occasion. This lack of family contact has led Rob to embrace his friendships in the area more, resulting in a feeling of mutual trust growing between him and his many friends.

Rob is renting out a small apartment in the area near his work. He hopes to eventually buy an apartment of his own, and is saving up for that eventuality. However, his home life is relatively stable and unremarkable.

Work Life

Rob is employed at the Quilchena Golf & Country Club as a mower. He is tasked with maintaining the grounds of the golf courses – cutting the grass under the supervision of the grounds-keeper. Officially, that is all Rob's job entails. Unofficially though, he is the de-facto mechanic for the golf course, maintaining all the small vehicles that operate there.

Before Rob came to the Country Club, he received a Bachelor's Degree in Engineering at the UBC Okanagan campus. Because of this degree, he was qualified to operate the machinery on the golf course without much additional training, and was instantly hired when he asked for the job. But now Rob's paycheck does not reflect the additional duties he has. He is beginning to feel somewhat exploited. As such, Rob is now seeking advancement in the golf course. Partly to improve his situation, and partly because he wants to know how a golf course works.

* Team 55378008 consists of 4 people from IAT 333 Section D101:
Shanana Shivji, Sergey Khomutovskiy, Alice Ling and Mark Lauman

Links to the Church Youth Group

When Rob moved in from the Okanagan, he joined the local branch of the church he attended back home. In the course of going to this church, he became friends with the members of its youth group, and eventually ended up joining. Rob was a late addition to the group, but everyone quickly became friends with him. He values the trust and security he feels when at a group meeting, and thus makes every effort to attend meetings when he can. Rob is almost always at the meetings – so much so that he has become a central figure in the group.

Hobbies and Spare Time

Rob is a casual mechanic, and musician. To satisfy his tinkering urges, he maintains his own method of transportation: a vintage bicycle he salvaged from an old friend. To satisfy his musical ones, he has become the bass guitarist of a local band, which plays in the Foggy Dew Irish Pub on Tuesday nights. He practises at his band-mates houses twice a week to keep in shape. He also practises in his own home, but he never uses the amp there. He is worried that its loud sound would disturb his neighbours.



Rob's Bike

Role in the Youth Group

Among Rob's less attractive traits is his tendency to organize everything he comes into contact with. When he met the youth group they had little in the way of organization, and jumped at the opportunity when Rob offered to co-ordinate events. Since then, Rob arranges the meetings and fund-raisers of the youth group, and is present at almost every single one of them. He is the de-facto leader of the group, though he would never claim as much. All decisions are made by the others before he organizes them and sets things in motion.

Aspirations, Goals & Fears

Rob is in a stable position, but he seeks to advance himself in his job and residence. He hopes that a promotion will solve both of his problems, by providing an increased income (allowing him to buy an apartment much quicker) and an increased involvement at work. But as he begins these motions, Rob is worried that he will overextend himself, and damage his reputation. He is worried that pushing too hard for a new job will cause him to lose the one he already has. He is also afraid of damaging his reputation with his neighbours, as evidenced by his lack of using an amp when at home.

A Day in the Life of Rob

- Wakes up at 3 am
- Deals with personal hygiene for 20min (showers & shaves)
- Makes breakfast wearing his boxers
 - Eggs, toast, bacon & a banana with a glass of skim milk.
- Eats his breakfast
- Gets Dressed
- Gathers his wallet, cell phone & keys
- Leaves the apartment. The time is approximately 4:30
- Heads down to the parkade and retrieves his bike from the bike locker there.
- Heads off to work
- From 5 until 9 he mows the grass at the course
- Has lunch at the bar on the course with co-workers
 - Some of the co-workers mention problems with their mowers – Rob tells them he'll have a look
- Does some maintenance work on a few of the carts until 1, then goes home
- Rob falls asleep on the couch and doesn't wake up until 5.
- Makes himself a tuna sandwich then gets out his guitar
- He practises some tunes until 6
- At 6 he goes back to the parkade, grabs his bike and heads out to the church.
- He arrives at 6:30pm – 30 minutes before the youth group meeting.
- Gets home at 9:00
- Then goes to sleep



The Bike Lockers in the Parkade