

# Maggie

*"I'm tired of feeling overwhelmed by things that I should be enjoying."*

**PERSONAL PROFILE:** Maggie has had terrible anxiety since she was a teenager, and it's prevented her from experiencing a number of things in her life. As a teacher who gets several months off during the summer, she would love to take that opportunity travel around the world but is unable to get on a plane. Additionally, Maggie is very uncomfortable in large social groups and prefers to spend time with her friends one-on-one which often cause her to miss out on fun events.

In general, Maggie wants to be able to try new things that are outside of her comfort zone, but her anxiety often gets the best of her and causes her to avoid the unknown. She has reached a point in her life where this is becoming increasingly frustrating to her, and she would like to take steps that would increase her ability to cope with her anxieties.

**INTERNET USAGE:** Maggie uses a computer that operates on Windows at both work and home. Her browser of choice is Firefox and she uses a 1024 x 768 resolution. Maggie also has an iPhone and prefers to do a lot of her web browsing and online shopping on her smartphone, especially when she is at work.

**USER GOALS:** As someone with anxiety for whom the unknown can sometimes feel a bit overwhelming, Maggie is a little nervous about trying therapy. She wants to do a lot of research and feel very comfortable with a therapy center before she even contacts them for additional information and to possibly schedule an appointment. Maggie wants to know exactly what to expect.

**WANTS AND NEEDS:** Maggie wants to know what a typical therapy session would be like, how therapy can help her, and what types of services the therapy center provides. Maggie also would be interesting in learning about fees, how long an appointment would be, and whether a therapist takes her insurance or not. Additionally, she would look for information and the qualifications of the staff at a therapy center including their resumes and specialty areas of treatment. It would also help if she could view a photo of the staff to help her feel more comfortable about her first appointment.



Maggie has spent her whole life feeling incredibly anxious and she wants to work through some of her fears and concerns.

**AGE:** 24

**OCCUPATION:** Kindergarten teacher

**FAMILY:** Single, lives in a small house she owns in Bristol, CT.

**HOUSEHOLD INCOME:** \$36,000