

## **Mr. Lee, Online shopper with color blindness**

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Mr. Lee wants to buy some new clothes, appliances, and music. As he frequently does, he is spending an evening shopping online. He has one of the most common visual disabilities for men: color blindness, which in his case means an inability to distinguish between green and red.

## **Mr. Jones, Reporter with repetitive stress injury**

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Mr. Jones is a reporter for an on-line journal who must submit his articles using a web-based tool (called content management system – CMS) provided by the publisher. Over his twenty-year career, Mr. Jones developed repetitive stress injury (RSI) in his hands and arms, and it has become painful for him to type.

## **Ms. Martinez, Online student who is hard of hearing**

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Ms. Martinez is taking several distance learning courses in physics. She is 62 years old, and has been hard of hearing since birth. She can hear some sounds but not enough to understand all speech, so she learned sign language in addition to written language.

## **Ms. Laitinen, Accountant with blindness**

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Ms. Laitinen is the chief accountant at an insurance company that uses web-based documents and forms over a corporate intranet. She is blind and, like many other blind computer users, does not read braille.

## **Mr. Yunus, Retiree with low vision, hand tremor, and mild short-term memory loss**

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Mr. Yunus is 85 years old and started to use the Web several years ago to stay in touch with family and friends, and to read about art history. He has reduced vision, hand tremor, and mild short-term memory loss.

## **Mr. Sands, Supermarket assistant with Down syndrome**

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Mr. Sands has put groceries in bags for customers for the past year at a supermarket. He has Down syndrome, and has difficulty with abstract concepts, reading, and doing mathematical calculations.