Research the characteristics of end users that affect the use of digital technologies offered to access a product or service:

* Age:
  + Older people may not understand or be able to adapt to newer technologies
  + Younger users may not be able to understand how to use technology
* Skills:
  + IT skills can have a major impact on the ability of the end user to use digital technologies
* Education level:
  + Some products/services may only be used by those with higher education levels, whereas others may be used by people of all levels of education
* Internal/external audience:
  + Internal audiences may know how to use it better than external audiences
  + There may be functionalities that only internal audiences should have access to
* Level of technical knowledge:
  + Not everyone has the same level of technical knowledge, some may require more support than others
  + Some may be much more/less technical than others
* Additional needs:
  + Accessibility needs such as needing to be dyslexia/colour blind friendly, visual impairments, learning difficulties, deafness, etc

1. Think about 2 functional areas at your college. How do digital technologies support their operations? What benefits do digital technologies offer over the traditional manual system?
   1. Attendance register is online, meaning that handwriting doesn’t matter and a physical copy does not have to be taken anywhere
   2. Class schedules are online, anyone can check available rooms at any time