



HANNAH ADAMS

25, Waitress

Hannah is a 25-year-old female who recently got a job as a waitress at Sir John's, located inside Monash University Campus Center. Her commencement date is to be confirmed given the current situation with COVID-19 restrictions. Hannah was born with dyslexia, inherited from her mother. She is worried about her new job and being able to navigate herself around, as she has previously struggled with using digital floor plans and maps that focus heavily on text that she has trouble understanding.

PAIN POINTS

- She finds it difficult to read text especially if it is too small and there is not enough spacing between letters
- She often has trouble reading certain fonts, especially serif
- She struggles with digital floor plans that consist of elements her screen reader cannot interpret

GOALS

- I want to be able to enlarge font spacing or font size
- I want to be able to change the entire font to something more readable for me
- I want the separate elements to be distinguishable by my screen reader in case I am unable to read it myself