



KERRIE CHAN

21, Student

Kerrie is a 21-year-old female student currently enrolled in Monash University. As a child Kerrie has often read in a low light environment and as a result of this her vision has severely been diminished. Kerrie prefers to not wear her glasses when she's home and finds it difficult to read the screens sometimes. Kerrie owns a smartphone and has incorporated it into her daily life, she is also proficient in technology and can operate them independently.

PAIN POINTS

- She dislikes having to wear her glasses for minor tasks
- She sometimes forgets to bring her glasses when going to campus and finds it difficult to see things for the whole day
- She struggles to use floor plans that become pixelated when zoomed in, as she is unable to read the text

GOALS

- I would like to use the map even if I don't have my glasses
- I would like to be able to zoom in and out or make the text larger so it is more easily readable, without the image become pixelated or hard to read