Age:	21
Location:	Partille, Sweden
Marital status:	Single
Education:	Special ed class
Job:	Day care centre
Impairment:	**Learning disability**

meet Adam Ljung...

Adam Ljung lives with his parents and his sister Ida outside Gothenburg. He went to a special education class and he graduated one year ago. Now, he attends a day care center four days a week, where he helps out in a small café. He will probably be moving soon into an apartment in a building with service and common areas. Adam is very interested in sports. He always goes to the home games together with his dad. He also enjoys cooking and is able to follow simple recipes by himself.

Adam was born with a learning disability. He needs longer time to understand or learn new things and to express himself. He has learned to read and write, but he can only handle easy texts and isn't always sure of how to spell words. The concept of time is difficult for him. This is a cause of uncertainty, making it hard for him to appreciate how much time he needs to get ready or get to different appointments.

technology use

The day care center has a computer that he can use together with the other staff. However his use is restricted and the personnel isn't always around to help if there's a problem. At home, Adam uses the family computer, a desktop with Windows XP, every night. He likes to surf the net, but he rather visits his favorite pages than looking for a lot of new information. He's a big fan of watching football clips on YouTube, and he frequently reads the sports section of an online easy to read newspaper. His sister has helped him set up a Hotmail account, that he uses to send messages to friends or family. He sometimes uses Google to search, but he finds it difficult to find what he is looking for – partly because he doesn't always know how to spell the words and partly because there are so many hits that it's too overwhelming for him to filter. His sister has showed him chat functions in Skype, and he'd like to use it, but the few times he tried it, he found it hard to read and write as fast as the other person did.

Adam hasn't equipped the computer with any assistive technology, but he has learned that he can use speech synthesis on those home pages that provides it. As of yet, he hasn't got access to a local Swedish speech synthesis on the computers that he uses.

Adam owns a mobile phone, but he doesn't use it very often. His father helped him purchase it, and they tried to find a phone with an as easy interface they could find. The phone has a pretty large display and he uses it mostly when he needs to. The other day, he missed the bus going home from the town

and he was glad that he quickly could reach his father to come pick him up. Sometimes people sends him a text message, and his sister has taught him how to store numbers in the contact list, but other than that, he rarely uses any of the functions.

- Adam gets confused by error messages and usually gets stuck if they occur. New websites or software requires a long time getting used to, and should a known page change its layout, Adam has a difficulty finding his way around it.
- Adam often finds it difficult to understand download instructions, and if he manages to go through with the task, he can't always find the file on the computer later.
- Adam can't always find what he is looking for on the Internet. Sometimes he is helped by Google's suggestions, but either way, he usually gets overwhelmed with all the hits his searches generate.
- Adam finds activities that are time dependant and requires him to plan in advance stressful and hard to manage.
- Adam is pretty satisfied with his mobile. However, a general cause of problems for him is the fact that he has difficulty maintaining it. He doesn't remember that the phone needs to be charged, which causes the battery to run out, and he doesn't realize that when the volume is too low, he could turn it up. He also usually avoids tasks that require him to go deeper into the menus, which he experiences as too complex.

🙂 🙁 needs & wants

- Now that Adam has seen that speech synthesis works for him, he would like to have access to it all the time and not be restricted to those pages that provide it.
- He would also like to use instant messaging with his family and friends, for example with Skype, with the support of speech synthesis. The problem with timing his own replies could improve if he had a good set of prepared phrases in the software available for quick selection.
- Word prediction could also be useful in searching for information on different sites, and writing e-mails, especially together with a spell checker that provides relevant suggestions that could be spoken. It would help him speed up his work and also to find more accurate results.
- Adam would really appreciate having more pages on the Internet available in plain Swedish language, maybe with symbols or relevant images to help. This is particularly true for software and services' instructions and error messages.
- Adam would like his browser to start with a page that holds links to all his favorite sites with a thumbnail image and to which he could add new links with a click.
- It would be good if Adam could customize the menus of his phone and put forward the functions he uses the most. He would also benefit from calendar and clock functions, giving him appropriate support to manage his time and daily activities.

last month...

A friend of Adam's came to work one day, showing a new cognitive aid she'd got called Handi. It came with a lot of nice features, including a visual countdown timer and a calender where you could store entries with both symbols and speech. Adam wished those functions could go in his own mobile. It would be of a great help for him to estimate time until his next activity, or to remember daily routines like charging the battery.