



Age:	63
Marital status:	Single
	Lives in sheltered housing
Education:	College
Job:	Retired
Impairment:	Multiple Sclerosis memory loss - reduced dexterity

meet Peter Vandezande...

Peter suffers from short term and long term memory loss and from muscle weakness and spasms in his arms and legs due to

Multiple Sclerosis. He stopped working at the age of 34 because of his medical condition, MS. Peter is single and lives in a sheltered house. Peter relatively enjoys his stay in the sheltered housing, which is located in a green and relaxing environment. He likes his little chats with the other inhabitants and when he is not in any of the social areas, he usually searches more information about one of his many interests. He reads a lot about his condition so he realizes that, as time passes, his mental health will deteriorate. However, Peter remains optimistic and is determined to make the most of the time he has left.

technology use

Peter owns a desktop PC which he has setup in his room in the sheltered housing. His desktop used to be his sister's, but she gave it to him as she bought herself a laptop. The pc is running Windows XP which Peter likes; he knows his way around and has all his favourite icons enlarged and close by.

Peter likes general surfing and he especially enjoys helping people who want to obtain information on MS. From time to time he visits the website of his favourite football team, made in Flash. He finds it really disappointing that this website is hard to navigate because of the lack of keyboard support. Peter has difficulties with handling the mouse due to muscle weakness in his hands and occasional spasms in his arms.



Peter has a regular cellphone that he mainly uses for calling friends and relatives. His sister programmed his buttons so he could use the speed dialling option. He has a list of all the names and corresponding speed dials taped to his coffee table. Texting takes too long due to his condition. From time to time he uses the calendar functionality, to remember appointments he makes with some of his co-habitants.



problems

- Mouse movements and drag and drop actions are limited and difficult to execute for Peter, which excludes him from using many sites, leaving him frustrated.
- Due to involuntary movements, Peter presses the buttons from his cellphone accidentally. He has a lot of problems with his current cellphone because of the small size of the buttons, even though they are relatively big compared to some of the newest (smart)phones.





needs & wants

- Peter wants better control over his mobile, he does not like scroll keys but prefers a separate key for up and down navigation.
- Peter wants an easy way to unlock his cellphone, not requiring help from others. The rapid key combination to unlock his mobile forms a tough assignment. If Peter does not succeed within the first couple of attempts, the growing frustration makes it even more difficult to control his movements.
- Being able to use the keyboard more in certain programmes or websites (e.g. the flash site of his favourite football club), to limit the use of the mouse.
- In cases where mouse use is necessary, Peter would benefit from additional keyboard support to control the cursor in point and click situations.
- Easy to use dictionary or voice input for SMS messages.

last month...

Last month, there was a flower exhibit that took place in the local park. Peter and his friend Rudy agreed to attend the official opening of the event, where the mayor would speak as well. Peter used his mobile phone calendar to remember the appointment but he didn't enter a descriptive text in the calendar. He often leaves that description empty because his reduced dexterity makes it hard to use the mobile keypad. Unfortunately, when the event took place and Peter received his reminder, he was not able to remember what the reminder was for. Rudy waited a while before going over to Peter to check why he was running late. They still went to the exhibit, but were too late to watch the opening ceremony.