



Age:	35
Marital status:	Married to Marisa
Children:	Juan (9) and Angelica (7)
Education:	College degree in Applied Informatics
Job:	Employed at local government
<b>Impairment:</b>	<b>Moderate Aphasia - Paraphasia</b>

## meet Carlos Portillo...

Carlos is a 35 year old man, living in Gerona with his wife Marisa and 2 children Juan and Angelica. He has a college degree in applied informatics. After being involved in a car accident, he currently suffers from a moderate form of aphasia. Ever since the accident, he avoids using the car so nowadays he works at

a local government institution, managing the back office. Carlos fixes damaged computers and keeps the servers up and running.

Due to his moderate aphasia he is still able to write mails, but it takes him longer than his fully abled colleagues. His colleagues describe him as a very devoted worker. Sometimes he experiences problems to speak fluently and also his writing skills are influenced by his paraphasia. Nonetheless, his boss is very satisfied with the work he delivers.

### technology use

Carlos uses his PC every day at work and at home. At work he uses his laptop to e-mail, search information on specific computer issues and occasionally write some documentation for his co-workers. At home, he also uses his work laptop for sending e-mails to friends and family, to keep in touch (also through Facebook) and listen to his favourite songs. Carlos uses his personal desktop as a sandbox to experiment with new software and Ubuntu OS.



Carlos owns a smartphone he bought earlier this year. The phone was offered by his wireless provider on a special sale; Carlos is very loyal to his wireless provider and rarely looks at other companies' offers. Carlos considers his smartphone as a practical tool that suits his lifestyle of technology adept. He enjoys the fact that he can customize the menu layout in such a way that his favourite functions are presented up front.



### problems

Carlos is sometimes overwhelmed by the websites he visits for obtaining information about new servers or computers. These websites from manufacturers are very difficult to navigate and show way too much information on one page, in order for Carlos to easily understand everything. He is a fan of sites with lots of white space, avoiding the trap of information overflow.





## needs & wants

- Carlos likes to use an operating system that is more straightforward and less complex than Vista. The overload of options in Windows Vista raises a lot more issues for his colleagues, making his job harder. Carlos wants a customisable operating system for the desktop that limits the need to read options and visually improves the menus of programmes, making them easier to understand.
- The number of menu options in applications like Word need to be limited and positioned far enough from each other because his reading impairment makes choosing between a lot of alternatives rather difficult.
- Carlos likes to experiment with open source software and has a Ubuntu Linux PC at home. He would like to use Ubuntu at work because of the more consistent and customisable user interface, but not all software is properly supported on that platform.
- Some day, Carlos wants to make his own website, but he keeps postponing this project until the tools for personalising a webpage become easier to use.
- Limited options on cellphones and a contact list that stores contacts based on an accompanying picture.
- Lots of help functions or visual tutorials that explain the functionalities of a programme, instead of all those lengthy user manuals.

## last month...

At work, Windows Vista was introduced together with the new version of Office. That made him really upset; all the changes in menus and all the additional options made him dizzy. The 'ribbon' with all the hidden options still makes him sweat every time he opens up Word. In the previous version of Windows, Win XP, Carlos knew the location of most functionalities by heart. This update required him to do a lot of reading just to find the location of some basic settings. However, Carlos is persistent when it comes to computers, so eventually, he did find the solution to most problems.