



Age: 52  
Marital status: Single  
Lives with brother & his family  
Education: High school  
Job: Unemployed  
Impairment: **Global aphasia - short term memory loss**

## meet Wayne Edwards...

Wayne is a 52 year old male, living with his older brother and his family in the suburbs of Manchester. At the age of 48 he suffered a stroke, causing great brain damage. Since then he suffers from a severe form of aphasia, 'global aphasia'.

Wayne is unable to produce recognizable words and understands little or no spoken language. His reading and writing skills were practically reduced to zero. Wayne is still struggling to come to terms with his condition; using assistive technologies is hard for Wayne, since he hasn't fully accepted the situation he is in.

### technology use

- Wayne is unemployed since he suffered the stroke and as a consequence his computer use is very limited. He only uses his brother's desktop at home, basically just for playing card games, to pass the time.
- Wayne sometimes uses speech output (text to speech) or makes drawings on his computer to make things clear to other people.
- Wayne owns a 3 year old cellphone, a sturdy model with large buttons and very few options besides calling and sending text messages. Wayne is not a fan of complex and modern smartphones with too many options, that he believes he will probably not understand. However, he does have the feeling he is missing out on things that he sees his nephews actively using.
- He uses his cellphone also as a VOCA, but texting takes a very long time. From time to time, he gets stuck in the interface because of the complexity of the navigation and terms used for labelling menu options. Due to his global aphasia, Wayne finds it difficult to find his way through the different layers of the hierarchical navigation.



### problems

- A prefabricated VOCA is too rigid for Wayne; hearing the mechanical voice makes Wayne very aware of his impairment, which he doesn't like at all.
- Lengthy texts on PC or websites are too hard to read, Wayne can only learn something through visual and graphical clues.
- Playing games on the PC is sometimes difficult, because it requires fast reactions. From time to time even card games pass too quickly for Wayne.





## needs & wants

- To overcome difficulties following his memory loss, Wayne needs a decent and easy to use alarm clock. The integrated alarm in his mobile phone requires too many steps to configure and only supports textual (instead of visual) reminders.
- An electronic VOCA that is easy to use, programmable and possible to adapt to different situations. Wayne still feels ashamed of his impairment, so he needs his assistive technologies to be compact and unobtrusive (smartphone size).
- Reliable and easy to setup link between an electronic VOCA / cellphone and his desktop to put some premade explanations on it.
- Improve the menus of programmes and operating system through the use of clearly distinguishable icons, symbols, etc., making them easier to understand.
- Visual clues (symbols, images, etc.) instead of lengthy text to explain something.
- Wayne would benefit from a visual (instead of a textual) breadcrumb for the navigation on his mobile phone, so he wouldn't get stuck so often.
- Being able to use the cellphone as VOCA or to be able to send SMS messages with his VOCA.
- Wayne would really appreciate one accessible interface that serves as a gateway and that enables him to control different devices (VOCA, cellphone, desktop..).

## last month...

Wayne's brother and sister-in-law bought him a printer for the desktop computer so he would be able to print out some of his drawings. The idea was that Wayne could make some drawings at home, print them out and then take them along when he goes out so they can assist him in getting what he needs. However, Wayne left the printer in the box for several weeks, because "he doesn't need one". Last week, when he was home alone, Wayne tried to install the printer at last. Unfortunately his attempt remained unsuccessful as he kept on receiving a lot of error messages with cryptic codes.