



Age:	24
Location:	Brussels, Belgium
Marital status:	Single
Education:	College
Job:	Full-time
<b>Impairment:</b>	<b>Dexterity problems</b>

## meet Ramin El-Fassi...

Ramin El-Fassi (24) has recently graduated from college where he obtained a Bachelor's degree in Communication and New Media. After enjoying his final summer holidays as a student, he immediately found a job as a junior account manager at a dynamic communication bureau in the centre of Brussels. Ramin is very excited about his new job, he really can't wait to be

emerged in all the possibilities new media have to offer!

Ramin shares an apartment with his older brother; it was a relief that he found a job so close to his home. Due to his dexterity limitations -mainly limited strength in both arms and hands-, Ramin really didn't feel like moving to another city, although his brother and friends are always ready to help him out.

### technology use

At work, Ramin works on his desktop PC every day, most of the day. His system has MacOS installed, Ramin works with design software, designing and adjusting graphics or drawing up workflows and wireframes. Due to his dexterity impairment, Ramin uses a trackball instead of a regular mouse. At home he uses the laptop he bought during college. Although the school offered public desktops during classes, Ramin needed a personal laptop to be able to use his trackball and other settings. Otherwise he would have been forced to install all necessary drivers every time he took place behind a different computer system. Ramin never uses the integrated touchpad; it's behaviour is so hard to control or predict!



He visits the internet daily and even has his own webpage, a blog he had to maintain to post all progress of his master thesis. He still uses it to repost interesting things he finds across the net. Ramin likes the word prediction that starts to emerge in several webpages and programs.

Ramin has one of the latest smartphones; his new employer allowed him to pick his own phone which he mainly uses to keep in touch with his friends and family. He uses it daily, but not that much at work. Ramin was very happy that he learned all important functions of his phone in under 30 minutes. Ramin always uses his own phone, it offers him everything he needs.





## problems

- Ramin sometimes has problems with the slider that unlocks the keyboard of his smartphone.
- He doesn't like to be called while sitting in the bus or any other public transport, it makes him feel uncomfortable to talk when everyone can hear what he is saying.
- Although he gave it a shot when he just got his smartphone, Ramin stopped using the email function because it is too cumbersome to access. Now, he rather waits until he's behind his desktop or laptop.
- The phone's buttons are quite sensitive, combined with the multiple functions per button this occasionally leads Ramin into unwanted menus or applications.
- Bluetooth causes the battery of his smartphone to run dead too quickly.
- Ramin is perfectly able to move items or windows on his computer screen, but at a lower pace than most of his colleagues.
- Internet pop ups slow his surfing flow down, Ramin often gets annoyed and gives up when the pop ups are becoming too numerous.



## needs & wants

- If the email function on his mobile was easier, Ramin would use it much more often.
- Ramin would probably also use the connection with his computer more if the connectivity (cfr. Bluetooth) was more durable.
- Ramin wants bigger buttons on his mobile so pushing them would be easier.
- He wishes for extended battery life of his laptop and mobile.
- Ramin has been looking for a laptop with a good alternative for the standard touchpad, so he wouldn't have to buy this separately (e.g. trackball).
- Ramin would like to see support for word prediction for all sites, including social networks.

## last month...

Ramin was pleasantly surprised to learn he could go to the mobile phone store next to his office and pick out almost any device he desired. Ramin wasn't really planning on buying a new phone, so he was not really up to date and had no idea what would be the best-buy. The salesman was very helpful and gave Ramin a lengthy explanation, promoting one of their newest additions to the stock; a touchscreen smartphone. Ramin did not want to be impolite, so he let the salesman finish his talk although Ramin had already decided for himself what type he preferred. He was still in doubt about two smartphones (without touchscreen which is difficult to operate when Ramin has some uncontrolled movements), but when he learned that one type was out of stock, he just picked the one that was available right away.