



Age: 38
Marital status: Single
Education: School of arts
Job: Independant photographer
Impairment: Dysarthria

meet Emma Karlsson...

Emma, 38 years old, is Swedish and grew up in Sollentuna, Stockholm. At birth she suffered neurological damage, causing her dysarthria. Emma whispers very softly and produces abnormal intonation when speaking, making it hard for other people to understand her. She also has hearing problems when people or devices speak to quickly.

Emma works as an independant photographer and regularly gets contracted through her extended network she built throughout the years. Most of the assignments she takes on are weddings or communions. Emma is also an active helper at the local community centre.

technology use

Emma uses her laptop with a preinstalled version of Windows Vista every day at home. She e-mails a lot (avid Gmail user) and maintains her Flickr pro-account. She makes videocalls to some of her friends to communicate in sign language. Emma is also constantly on the lookout for new photo editing techniques and other related information on photography.



Emma regularly plays casual puzzle games, sometimes online against friends or family members. She reads news on various newssites, blogs and online magazines.

Emma uses her mobile phone for calling and texting her friends and family. She also enters notes or reminders and now and then she uses the built-in calendar. She bought one of the first available smartphones because they had many promising features. However, her smartphone does not offer what she had hoped for.



✖ problems

- Emma would like to broaden her computer skills, but there is a lack of training and support. She finds it difficult to find tutorials in her native language for most of her (photo-editing) software.
- The interoperability between the software of her photo-camera and her laptop is really poor. The software for importing pictures crashes now and then due to a driver conflict with her text prediction software.





needs & wants

- She would prefer to take along her text-to-speech software on a usb flash drive, so she could use it on other computers. That would make a huge difference in communicating to other people when she's not using her own computer.
- She would like to learn more about RSS so she could use a news aggregator application that could make it easier for her to keep up with all her interests.
- Emma would like to have a newer smartphone model with a good camera that would allow her to make videocalls on her phone as well. For the moment, she can only use her laptop to make these calls.
- Also on her mobile, Emma desires a good speech synthesizer, so she could type in text that would be spoken out loud by the cellphone.

last month...

At the last wedding she was hired to make photographs, two people came up to Emma to ask if she would be willing to do some other work. Emma didn't have her laptop nearby, so she was unable to respond clearly. She handed over her business card and pointed out that they should mail her, but until today she hasn't heard of them yet. Emma fears that she might have lost two potential customers...