



Age:	36
Location:	Pocklington, UK
Marital status:	Single
Education:	College
Job:	In-between jobs
Visual impairment:	Dyslexic and colour blind

meet Nitesh Sarin...

Nitesh Sarin (36), lives in the quiet town of Pocklington (between York and Hull) in the UK. Nitesh used to live in York with his former girlfriend Lisa (32). He worked at British Telecom in York as customer care manager. After his break-up

he decided to start over somewhere else. He chose "Pock" (Pocklington) because it is quite peaceful, and closer to Hull, where the majority of his family still lives. From time to time he still goes out in York with his old friends. At the moment he is applying for a job at Phoenix Software in Pocklington, in the marketing and communications department. Nitesh studied at the York College where he obtained a Foundation Degree in Hospitality Management; a 2-year education. Nitesh has minor to medium sight problems: dyslexic, and problems with certain colors; but is able to read a newspaper.

technology use

At home Nitesh owns a PC with Windows Vista and a 19" screen (which makes it easier for him to read text on the screen). At the moment he is using his PC a lot to prepare for his job interview at Phoenix Software next week. He is surfing the web to get to know the company better, and to find out what they are exactly looking for. Nitesh occasionally makes use of speech output and screen magnification (Zoomtext). He spent 2 hours trying to install these assistive technologies; luckily, he now knows how these work. Nitesh knows he can be impatient sometimes, but everything considered he really believes that all this technology should work a lot better so he can get what he need faster.



To entertain himself, he uses his PC to play DVD's – he is a big fan of mafia movies – and to play music (Nick Cave). He would like to get more creative on his PC, such as designing his CV for next week, but the graphical programs he has tried are not compatible with his assistive technologies.

Nitesh is quite happy with his mobile which he has been using for two years know. Lisa's sister Julie (29) had about the same visual problems as Nitesh and she was really up to date on everything "mobile". Nitesh' mobile was recommended by Julie, and he never regretted making this choice.



His mobile is very important to him since it is his main hub to his friends and family, so he uses it several times a day, wherever he is. The phone is compatible with his speech output software and contains some preset high contrast visual themes. It also has a camera which he mainly uses to take funny pictures when he goes out with his friends.





problems

Surfing the internet is not always easy since some web pages contain colors that Nitesh cannot recognize and distinguish very easily. He could use a setting in Windows Vista to obtain a better contrast, but this would be permanent.

Nitesh was using a peer-to-peer sharing program, Kazaa Lite, to download movies and music. However, after he once installed supernova he couldn't use this program anymore due to driver conflicts. As Nitesh only experiences rather minor difficulties from his impairment, he is constantly struggling whether or not to buy those assistive technologies that he doesn't absolutely need, but do make his life easier. Are they really worth the cost?



needs & wants

- He would prefer a shortcut on his operating system so he could increase the contrast immediately when he needs it. He hates going through all the different windows to make some temporary adjustments.
- Nitesh hates having to open up his favourite webpages each time he opens his browser. He wants one page that aggregates all the relevant information.
- Nitesh has never been a big reader, nonetheless, he feels that in his field of work, marketing, it is necessary to constantly keep yourself up-to-date. That's why he is very interested in professional literature conversions into audiobooks.
- He wants integrated OS accessibility settings that allow him to stop using 3rd party assistive software.
- Nitesh needs specific keyboard buttons that allow him to change visual settings on-the-fly.
- Nitesh dreams of design software that have a way to easily let him know which colours he is using.

last month...

Nitesh links his mobile to his PC quite often, to transfer music to his phone, to synchronize his agenda and contacts and to unload the pictures he took. This does not work very good when he uses the assistive technologies however, freezing the entire system. The other day, he ran into Julie again in York and asked her about this problem. She knew about the problem and told him that the Bluetooth connection seems to work flawless. So Nitesh ordered a Bluetooth card he could install in his PC. Julie was right, the problem did not occur again.