\*\*SOAP Note\*\*  
  
\*\*Subjective (S):\*\*  
Patient R.T., a frequent user of a voice-activated assistant device, reported the benefits and challenges associated with using her Alexa device. She uses it primarily for setting alarms and completing multimodal interaction tasks, stating, "I set alarms and it's really the sound of her compared to my cell phone too. This is louder. So I can hear that better." She faces challenges with Alexa's speech recognition, as it sometimes misunderstands her commands, particularly with times like "10:30 or 10:40," leading her to use the device's tactile interface instead, which she finds easier due to her tactile preference. R.T. expressed a preference for larger tactile buttons on the interface, which she believes would improve accessibility, noting, "I'm a tactile person. If I can see it and touch it, if they're bigger, it'll be more of an improvement."  
  
\*\*Objective (O):\*\*  
A user needs assessment was conducted through an interview-style Q and A to understand R.T.'s requirements related to scheduling and reminders using Alexa. Key findings include:  
- Technology Application: Patient uses Alexa primarily for alarms and tasks but struggles with speech recognition from the device.  
- Accessibility preferences: Utilizes the device’s tactile interface due to speech command challenges; suggests larger buttons for easier use.  
- Task-oriented scenarios discussed were setting alarms and reminders, with specific stress on R.T.’s ease of use with tactile over voice commands.  
  
\*\*Assessment (A):\*\*  
R.T. has learned to effectively use Alexa's alternative interfaces when speech recognition fails. However, there is a significant preference for larger tactile buttons to aid in her interaction with the device, indicating a need for modifications to improve accessibility and use efficiency. The reliance on the tactile interface suggests a potential area for improving the design of the Alexa device for users favoring tactile interaction. R.T.'s difficulties with voice recognition reflect the need for either enhanced training or device adjustments to improve her user experience.  
  
\*\*Plan (P):\*\*  
1. Evaluate and possibly modify Alexa's interface to incorporate larger, more user-friendly tactile buttons to aid users like R.T., who benefit from tactile interaction.  
2. Conduct further training focused on optimizing speech recognition and command execution to minimize reliance on tactile input.  
3. Explore the possibility of enhancing device recognition accuracy by customizing settings or introducing user-specific learning algorithms.  
4. Continue to monitor R.T.’s interaction with Alexa for further feedback and areas of improvement for both speech and tactile interactions.  
5. Follow-up session to reassess improvements and garner additional insights into R.T.'s user experience and satisfaction with Alexa.