



I love talking with people and listening to them. As best as I can, I always try to find a way to help them in a proper way.

Rita

Lovely nurse

ACTIVITIES

Rita is 50 years old, she has 2 children and she lives in a small village near the school of her children. Rita is a nurse and works in shifts: it happens that she can't see their children for some days during the week.

GOALS AND DESIRES

Rita would like to know her children situation at school because, since she works in shifts, sometimes she can not see their children and ask them directly how was school.

DIGITAL TOOLS

[Which is or are the reference digital platform?]



The orange dot means that she can use the PC only if somebody helps her.

NEEDS

- Rita would like to have a simple usable and intuitive application for the electronic student record.
- Rita would like to know her children grades.
- Rita would like to know if there are some official communications from the principal or from teachers.
- Rita would like to know if her children are at school and if they behave correctly.

OBSTACLES AND FRUSTRATIONS

- Rita belongs to the old generation, she didn't learn how to use computers and smartphones since they were not available when she was younger and now she has some troubles in finding information on her own on the Internet.
- Rita is getting older and her sight is getting worse, so she can't read too small fonts.