Paul Holleman

> "Trying to understand a website sometimes feels like having to find my way through a labyrinth."

Bio

Paul Holleman is 46 years old and lives together with his wife and two children in Amsterdam. He has studied at university level and works as a translator for the government. He is an expert in the English and French language. Although he is blind, he performs his job very well. He enjoys helping others and likes translating official documents.

Digital access

Digital knowledge	Advanced
Devices	Telephone, computer, laptop
Tools	Refreshable braille display, screen readers, keyboard navigation, voice recognition
Irritations	Paul dislikes it when screen readers cannot pronounce the content on a website because of mistakes or inconsistent content or code. Trying to understand a website sometimes feels to Paul like having to find your way through a labyrinth. The use of CAPTCHAs on websites is a big frustration for Paul. The option to skip navigation or long lists would be very helpful.

Top tips

- Ensuring all functions are available via the keyboard.
- Allow skip navigation over navigation menus and long lists.
- Provide alternative text descriptions and headings.
- Make sure that all interactive controls have clear descriptions.