USE CASE INTERVIEW
Friday September 20, 2024

Some Background Questions
- Name: Jules Jaworowski
- School: Kutztown University, PA
- Major: dual major vision and special education
- Age: 20
- Gender: female

- How do you compare your seeing eye dog vs the cane?
  - A cane is great but a dog (Ruby) has 360 awareness and full surroundings, whereas a cane can only track 2-3 feet in front of you and only tracks the ground. Dog can scan the whole environment, anything in her way at face level. For a cane you would have to run into it before it's there. For a cane you would have to run into something first, but the dog helps her move around that and avoid running into an object.
- Can you describe your typical routine when navigating familiar and unfamiliar environments?
  - Ruby picks up a familiar route very fast, and once she knows the route she knows it really well. When she is unfamiliar with a route, it's more exploratory so we have more stops in case. She doesn't know if you want to go left or right or up the stairs.
- How would you describe the beginning period where you are training Ruby?
  - Usually takes 2-3 trips before she is fully acclimated to it
- Are there any days when you still have Ruby but you still avert to using other methods?
  - Sighted Guide = hold onto a sighted person by the elbow to guide
  - A big crowd can hinder Ruby's ability to guide sometimes
  - Some guided facilities will have you train with the dog and cane at the same time so you have backup of using the cane in case the dog isn't able to perform at their best ability
- What tools or aids do you currently use to help you navigate? How effective are they?
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- What types of technology do you use regularly (smartphones, apps)?
  - Are there any apps or devices that you find particularly helpful or challenging? Why?
  - Apple is fairly accessible, don't have much experience with other brands and their accessibility features, but she uses Apple.
  - Use built in Zoom and voiceover
  - Seeing AI - free app
    - Can identify color
    - Use it to read aloud text - can place text under the camera
- Any apps where accessibility features don't work properly?
  - Pearson is horribility inaccessible

- ○ Jumps Zoom around the screen, or autoclicks answers you weren't trying to click
- ○ A lot of programs have a built in audio feature but Pearson doesn't also can't stand voiceover either
- ○ PDFs and voiceover don't go well together because voiceover views them as a picture and it can't read pictures
- What are the biggest challenges you encounter when navigating public spaces (e.g., sidewalks, public transport, buildings)?
  - ○ When she's by herself she has to rely on other people and have to ask others
  - ○ Other people usually freeze up
  - ○ People will usually point and say it's over there
  - ○ Strugge to be able to read signs and room labels
  - ○ Sometimes Braille labels are wrong
- What features would you find most valuable in a navigation aid designed specifically for visually impaired individuals?
  - ○ What would best help you?
  - ○ **Being descriptive but not overwhelmingly descriptive (don't need to know about irrelevant things, just major things)**
    - ■ **If it doesn't actually affect the person it's not gonna help them**
  - ○ Think about when you walk into a room what are the first things you notice
  - ○ Want to know about the major things in the room that could be a hazard for them to walk into
- How would you prefer to receive navigation information (e.g., auditory cues, haptic feedback, visual aids)?
- How do you prefer to be guided (e.g., step-by-step instructions, real-time updates)?
- What advancements in technology do you think could improve your navigation experience in the future?
  - ○ How do you envision your ideal navigation solution? What would it look like and how would it function?
- Would you be willing to participate in testing new navigation technologies? What would make you feel comfortable doing so?
- Would you ever want to replace your current visual tools?
- People that try to make technologies that replace the current ones have gotten a lot of push back? Do you feel advancements in technology could improve your navigation experience?
  - ○ A lot of other students are a lot like me
  - ○ Cane is the easiest thing to provide them with over a dog because it's simple
  - ○ For their students, it might not work well especially because of the cognitive factor, but for students who have no cognitive issues, it might work. Some students feel embarrassed using the cane.
  - ○ A lot of times it feels like the only option is using a cane or a dog.
  - ○ Having another option would be game changing because it would remove the shame factor and have more of a choice to even have another option.
  - ○ She also said that a lot of younger visual impaired students are embarrassed to use any mobility aids

- - - ■ And some don't use any at all because of it
        - ■ So they would be willing to adapt to a newer technology

- ● Questions about our ideas
    - ○ Way to customize it/personalize it