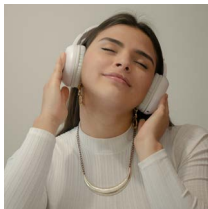


Photo credits

The photos on the character cards are from <https://unsplash.com/>, and we would like to give credit to the photographers. On each character card, there is a number in the right upper corner going from 17 to 20. Below, we will give the credit information of the photographers per character card.

17. Jair Medina Nossa
18. ThisisEngineering RAEng
19. Adam Winger
20. Todd Cravens



Profile	Digital Fighter
Name	Emily
Age	17
Occupation	student
Education level	in high school
Literacy level	3

SHORT BIO

Emily was born in Schaarbeek, Brussels. Her childhood was relatively carefree until, at the age of 15, she began to lose her sight. Emily has a blurred vision: she can **no longer see outlines**, only **large coloured spots**. This makes it difficult for her to recognise people, read and see details. Because of her limited vision, she experiences **many difficulties in daily life**. For example, when reading the blackboard or assessing dangerous situations in traffic. Fortunately, she can count on the **support of her big sister and parents**.

CHARACTERISTICS

extrovert	introvert
active	passive
leader	follower
autonomous	dependent
innovative	traditional
creative	less creative
self-taught	support
curious	not curious

DIGITAL EXPERTISE

Emily used **many digital tools** before she lost her sight. She used a smartphone, laptop and digital camera, among others, mainly to communicate with others, do homework and capture memories.

Since she has been confronted with a blurred vision, she no longer uses her **digital camera**. She still uses all the other tools very often, as they are controlled by **speech technology**.

In this way, she too can participate in ordinary life and everyday activities such as school and communication with friends **with the help of technology**.

LACK OF DIGITAL SKILLS

The **digital world is not fully adapted to Emily's needs**.

When she wants to buy something online, she often runs out of time to fill in the necessary details, which causes the payment to be aborted. It is also difficult for her to change between applications (f.e., when she wants to post a photo on Instagram that she first has to edit in the photo gallery). There are also certain things that Emily cannot do without the help of her sister or parents because symbols and icons in applications are not recognisable or adapted for people with visual impairments.

Despite this, Emily has **strong digital skills**. She also often uses aids (applications such as Be my eyes, Blindsquare, etc.) that support her to perform certain tasks.



Profile	Smoothly Digital
Name	Michel
Age	43
Occupation	accountant
Education level	masters degree
Literacy level	4

SHORT BIO

After Michel's accident he moved from the countryside to the city because cities are more adapted to the needs of wheelchair users (more pavements, more opportunities to use public transport, etc.). Four years ago, Michel had a **severe car accident**. The **traumatic experience** had strong consequences for his mental health, his mobility and his independence.

CHARACTERISTICS

extrovert	introvert
active	passive
leader	follower
autonomous	dependent
innovative	traditional
creative	less creative
self-taught	support
curious	not curious

DIGITAL EXPERTISE

Michel uses **digital media and assistive technologies** on a daily basis to support him (e.g. to dress, move around and help with cooking). He closely follows all developments in assistive technologies and has a good idea of which technologies could help him even more. However, the price tag of these assistive technologies means that he cannot always make use of them.

However, he cannot always make use of these assistive technologies because of their **price tag**. Not all information is available either, so these assistive technologies are **not always easy to use** (e.g. missing information about the accessibility of buildings in an application that collects this type of information).

LACK OF DIGITAL SKILLS

Michel has **good digital skills** and also easily learns new digital skills when he uses a new technology.

Because he uses digital technologies on a daily basis, he plans a **'digital detox day'** once a month. That day, he does not use his smartphone, laptop or television, but reads a book, reflects on life and enjoys his surroundings and the silence.



Profile	Unexpected Digital Master
Name	Lena
Age	37
Occupation	educator
Education level	bachelor degree
Literacy level	3

SHORT BIO

Lena is 37 years old and lives alone with her children in Oudenaarde. She works as an **educator in a youth institution** with youngsters between 6 and 18 years old. She has 3 children who are all in primary school. Lena is a **social, agreeable woman** and her friends describe her as a **heartwarming person** on which you can always count. This sometimes plays into her disadvantage, **Lena easily neglects herself**.

CHARACTERISTICS

extrovert	introvert
active	passive
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DIGITAL EXPERTISE

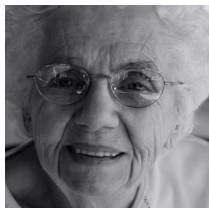
Lena has **good basic digital skills**. She knows what opportunities and limitations various digital tools can offer her and therefore **switches easily between various devices**, each with their own specific software.

Through her own children and the youngsters she works with, she also comes into contact with several **digital trends**. She does not actively follow digital trends herself, but she does like to be aware of what appeals to children and young people digitally.

LACK OF DIGITAL SKILLS

Lena does **not have a stable internet connection at home**, especially when all four of them want to use the internet at the same time.

In addition, Lena's **fine motor skills** are not fully developed, so movements such as scrolling, zooming and typing on a screen are more difficult for her and require more concentration. If she takes the time to do this carefully, she will be able to perform these actions. But when she has to move fast, she encounters a lot of difficulties.



Profile	Digitally Self-Excluded
Name	Renée
Age	87
Occupation	retired
Education level	high school degree
Literacy level	3

SHORT BIO

Renée was born in Liège, but lived most of her life in Charleroi with her husband Jacques. Jacques died three years ago. Before **her husband died**, Renée often went out with Jacques to discover new places in Belgium. But since her husband died, **Renée isolates herself** more and more. Her children come and visit her once a month. She enjoys this, but on those occasions **she misses Jacques** even more because his absence is more present.

CHARACTERISTICS

extrovert	introvert
active	passive
leader	follower
autonomous	dependent
innovative	traditional
creative	less creative
self-taught	support
curious	not curious

DIGITAL EXPERTISE

Jacques was Renée's support and confidant. He always took the initiative to go out and discover new things. One of those discoveries for Jacques was digital media. Digital media expanded Jacques' world. Renée never really understood what it was that Jacques found so interesting about digital media.

For her, **using digital media was a bridge too far**. She also feels **uncomfortable** whenever she tries to use it, because all kinds of things keep going wrong. She prefers **not to ask for help** from others, because she does not want to burden anyone with this.

LACK OF DIGITAL SKILLS

Renée is **not at all motivated** to experiment with digital media. In the past, her husband did the things that digital media was used for and she happily entrusted all those things to him.

Her children also try to convince her to buy a smartphone so that they can have more contact with each other, but that is not for Renée. She would rather not have one of those devices with **too many buttons and too loud sounds**.