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## START AUDIO

**Interviewer:** Thank you [P3], for being here, and joining the workshop series.

Could you please briefly introduce yourself, and tell me how you became aware of the workshop.

**P3:** Okay. My name's [P3]. I am living here in Newcastle. I work at [anonymised]. I'm a local government employee.

I became aware of this opportunity through a group called the Disability Employment Network, which is a self-organised group within the Civic Centre, which is used for staff, peer supporting each other around disability issues within the workplace.

There was a bit of a campaigning group about issues within the council that can affect people with additional needs and stuff.

I personally have a bit of a visual impairment. I'm partially sighted, but you probably wouldn't realise it until you saw that I had something, I need to read things close to me. So, it's, to some extent, a very hidden disability.

The other thing is, that a couple of years ago, I was diagnosed with atypical autism. I really don't know much about it, and I

was left a bit hanging, when the diagnosis came about. And I think it does mean that, some situations, I maybe do find a bit difficult.

Sometimes, following instructions for the first time, when I'm a bit out of my comfort zone, sometimes that's a bit difficult. Understanding if somebody is playing a trick on me, or pulling my leg, I'm not very good with things like that.

But I've got all the way to my mid-40s without realising that I was atypically autistic, so I've obviously learnt to deal with it in my life.

Yes, so that's me. Is that what you're looking for?

Interviewer: That's absolutely great.

P3: Yes, okay.

Interviewer: Thank you.

So, yes, let's talk a little bit more about your general needs regarding the physical environment.

P3: Okay.

Interviewer: I guess when you are partially sighted, it means you have, also, some - it would be good to have a very well illuminated room?

P3: I do better if well lit. However, things like bright sunlight are not good, because it can mean shiny screens, which are hard to see. So sometimes it's even easier to work in the dark, with the screen. It really depends.

So, writing, which is clear and on a clear background, so black on white, not with a fuzzy, clever [pattern 0:03:41]. I mean, it's lovely, but harder to read, yes?

Interviewer: Yes.

P3: Okay.

So, really, really small, fuzzy print, I might struggle with, but I might use a magnifying glass or something.

Interviewer: Yes.

P3: If I was in a presentation, I'd go and sit near the front, you know, things like that.

Interviewer: Okay, yes.

P3: So, most of the time, it's just, like, I've learnt what's the best things are worth trying. Advise people, you know, if there's going to be an issue, beforehand.

Interviewer: Yes, yes.

P3: Yes.

Interviewer: So, this level of light here in the room, is that comfortable?

P3: It's okay, yes. A good one, yes.

Interviewer: We could, of course, also change the lightening of the screen that you're working on.

Female: Is it bright enough for you?

P3: Probably, I'd probably-

Female: Give it a go, sort of, thing?

P3: Yes, I'd probably ask when we start working on it [quite] a bit.  
But, yes, \_\_\_\_.

Interviewer: Yes, yes.

We also do have magnifying glasses from the workshop, of course.

P3: Right, okay.

Interviewer: Also something called a third hand, which people use for soldering, actually, so that they can actually see the small components better, when they add the solder to it.

P3: Right, okay.

Interviewer: So, we could have them standing, also, here, if there is something, like, small and fiddly for you, to see better.

P3: Right, okay.

Interviewer: So, yes, if you need something, just ask-

P3: [Crosstalk 0:05:13], right, yes.

Interviewer: -us [here], because that is something easy that we can arrange here.

It sounded more like you don't need some additional lighting, because we could also, of course, manage to have here, like, an additional table lamp or something. But, yes.

P3: Okay.

Interviewer: I assume you don't really have any special needs regarding the furniture?

P3: No, no.

Interviewer: No. Oh, that's good.

And is there anything else that we should consider for the workshops, to make your stay here [Crosstalk 0:05:45]?

P3: No, I don't think so. No, because we're going to be working together, so there's going to be opportunities for me to be able to ask Katarina, "Can we go back over that?"

Interviewer: Yes.

So, it's really, you're in charge of the speed and the pace of the module.

P3: Right.

Interviewer: So it's really just, just let us know and, yes, it's more like learning together really, on the same eye level.

P3: Right, okay.

Interviewer: So it's not the traditional teacher-pupil constellation, rather than, you know, making something. (Laughter) Good.

So, concerning your working practices with technologies and the computer. So you mentioned that you use a computer a lot for your work and writing.

P3: I do.

Interviewer: Do you also use it for personal private life?

P3: I do. I have a Facebook account but I don't use it - I use mine, sort of, maybe to send a private message, to find out how other people are, to wish them well and stuff - but I don't post a lot on about myself.

So, yes, I use email at home, especially, sort of, within things that I'm involved in on a voluntary basis, you know. I'm involved in a group called Mothers' Union, which is a church-based group.

So, yes, people outside of work, I use my email account at home for that.

I'm not a video gamer or anything like that. No, that really just turns me cold.

Interviewer: Yes.

P3: I do use a few things, maybe watch a few things on YouTube, but not a great deal.

I haven't mastered how to download music or anything, really, yet.

I may be a few stages behind, although I'm beginning to master the BBC iPlayer.

Interviewer: Aah, well, that's something.

P3: And that's good for catching up The Archers.

Interviewer: Oh, yes.

P3: Yes. Are you familiar with that?

Interviewer: Yes, yes. (Laughter)

P3: Yes, okay.

So, you see, you know, I'm, in some senses, much more of an audio person. If I'm on my own, I'll prefer radio to TV.

Interviewer: Oh, okay, yes.

P3: If you're listening to the radio, you can multitask much better.

Interviewer: Absolutely. So are you a multitasker?



P3: Yes, yes.

Interviewer: Yes, yes.

So, what kind of computer or laptop or tablet, what device?

P3: What have I got?

Interviewer: Yes.

P3: Right, okay. Well, I have a traditional tower desktop computer. I also have a laptop. I also have a tablet, a small one, which I've bought in the last few months, but I'm not using it much at the moment.

Interviewer: Oh, okay.

P3: And I have a mobile phone. It's an Android. And I will use it to check my emails, and sometimes to surf the web, although I don't have a great data allowance, and with the Wi-Fi it can be a bit slow.

Interviewer: Yes.

P3: So, I feel I achieve better results on the computer by either going to my desktop or my laptop.

Interviewer: It sounds like you are very well equipped, then. A lot of different devices, yes.

P3: Yes, a lot of different devices probably.

Interviewer: Yes.

P3: But, yes, when something goes wrong, I do panic a bit. Although I've found a person, via an advert in the Civic, who has come and helped me clean up my computer, when it's got really slow, and stuff like that.

Interviewer: Okay, yes.

P3: So I do rely on professionals when I've got an issue, often, yes.

Interviewer: Good.

That's a very techie question now, but I assume, since you say a PC tower computer, is it a Windows operated one?

P3: Yes.

Interviewer: Yes.

P3: Yes, I think I've actually got Windows 10 on it, yes.

Interviewer: So, you're also preferring to work here with Windows 10, or Windows, at least, right, rather than Mac?

P3: I haven't used a Mac for a long time.

Interviewer: Oh, okay.

P3: Although, my first PC at home was a Mac.

Interviewer: Okay.

P3: So we had two Macs before we went on to a PC. But that was because, I think at the time - and that was 20 or more years ago - the PCs and the Macs were very different; they weren't really talking to each other. And everybody else seemed to have a PC, so at that point we thought, "Oh..."

Interviewer: It may be better.

P3: Yes. So we ditched the Mac at that point. But I understand now, I think they're a lot more interchangeable. Is that right?

Interviewer: Yes, yes. I mean, today, we have set up a Windows computer, so I hope that's all right for you.

P3: Yes.

Interviewer: But on another occasion, I'm also happy that you can also try out the Mac, if you want to give it a go, and see how it has changed. If you're interested, you know. (Laughter)

P3: Oh, possibly, yes.

Interviewer: Because another participant also, he never used Mac, and he was really curious about, like, what is actually the difference between using Mac and Windows.

It's just the small things like, you know, clicking and, I guess, even more, when you use it as a laptop, was, like, how many fingers scrolling means what. So, but it's nothing, like, super essential that is, you know, different.

So, yes, just to let you know that there is opportunity, also, to try the Mac.

Do you use any special software to make your computer..?

P3: I have a ZoomText installed on my computer at work, but I don't ever really use it. Most of the time I can manage with, yes, just the normal kind of things, or maybe enlarging something a little bit, or just pulling my screen really far forward, and stuff like that.

Interviewer: Yes, yes.

P3: Yes, so, nothing really.

Interviewer: Good, yes.

No, I think we can make the font, at least, very big on Katarina's screen, so that should be...

Female: I \_\_\_\_ [0:13:00] but I need a little help \_\_\_\_, like, scaling the icons on the [illustration]. I mean, I can make the screen itself, like, the drawings bigger, but I [can/cannot] do the-

P3: The icon, yes.

Female: -icons. \_\_\_\_ because you will be using...

P3: Whatever \_\_\_\_ it's going to be all okay, yes.

Interviewer: And also let us know if you need a magnifying glass, because they'll be able to get you one.

P3: On, okay, okay.

Interviewer: So, have you ever programmed or coded before?

P3: No, I haven't. I suppose because I didn't really come into using a computer until about, oh, early '90s, you know. I'd never used one at school, or even at university, you know.

Interviewer: Oh, yes.

P3: Even the one dissertation I had, somebody else typed it for me, you know.

Interviewer: Oh, okay, yes, because of the typewriter, yes. (Laughter)

P3: Actually, I did a postgraduate diploma in Housing, and when I was on work placement, there was somebody there who typed it for me.

So, yes, you know, I came to computers very late in the day, sort of, thing.

So, yes, I never did any coding or anything at school. I mean, I've read in the media about trying to encourage children and young people to get into coding, yes.

But I think lots of effort is being made to encourage people to see that it's not as difficult or geekish as we might imagine. Because I think computers are seen as geekish, and that's maybe why there's resistance on some \_\_\_\_[0:15:09].

Interviewer: Oh, yes.

P3: My daughter's paternal grandmother is really just completely frightened about computers. She doesn't want to know anything. And she gets really stressed when anybody says, "Oh, this has to be done on the web," or anything like that.

Whereas, my mum was fortunate, in that, because my mum has more of a visual impairment to me, she got offered special one-to-one training, you know. And she had a tutor, and they'd have a morning, you know, once a week, for several years.

Interviewer: Wow.

P3: So that helped her. They said, what did she want to learn? And my mum wanted to learn how to touch up photos, and how to do Tesco shopping-

Interviewer: Okay.

Female: Online.

Interviewer: Yes.

P3: -and a bit of online banking. So my mum had specific things that she wanted to learn, so they could tailor her sessions to her.

So, you know, it's really helped somebody, who was a bit not sure, but she's managed to use it, so it helps her in her everyday life.

Interviewer: Oh, that's great. It sounds like a very, you know, useful thing, that you don't come up with, like, a straightforward, this is a one-fits-all-sized, kind of, program.

P3: Yes, I think that probably, that you need – going off tangent now – but I think you need to think about something that could really appeal to someone, to help them to engage in it, if they're a bit, you know, not sure.

Interviewer: Yes, yes.

So, okay, about so-called CAD, or graphical design, on a computer. Have you ever tried this, drawing something on the computer?

P3: I've tried to use a bit of clip art, or a bit of FreeHand, but I have, I've struggled. I mean, today I've been trying to alter somebody's flowchart at work, and I've got lines and boxes going all over the place, and I'm thinking, "This isn't what \_\_\_\_[0:17:33]."



But, yes, I think once I've learnt something and I can keep putting it into practice, then-

Female: You'll remember it.

P3: Yes, but the first time, it's not good.

Interviewer: No, but I think the task that we, or the exercises that we have tried to come up [here] is really building up on every step. So, first one, then another step, and it's really up to you how much you want to explore the different functionality of it.

So, yesterday, when we also did the laser cutting session, it was very much, one group was very exploratory, and the other group was rather, like, okay, following the steps. So whatever suits you best.

P3: Yes.

Interviewer: Okay.

Do you have any concerns about using a computer which you would like to share with me? Any specific needs that we should consider, the computer [Crosstalk 0:18:46]?

P3: No, I think we've discussed it, yes.

Interviewer: Yes. So that's good.

Then, about previous maker experiences. (Laughter)

P3: Right.

Interviewer: Have you ever invented or created anything for helping you in daily life?

P3: No, not using a computer, certainly.

I think anything that I have done to make something easier for life is, like, upcycling.

Interviewer: Oh, yes.

P3: I do bits of upcycling and stuff, but I've never used a computer to do a template or anything, let's say, no.

Interviewer: Oh, okay.

P3: If I've wanted to make a template, I've probably resorted to something like newspaper, or cut up [Crosstalk 0:19:41]-

Interviewer: Okay, yes, yes.

P3: -you know, with cutting and sticking.

Interviewer: Yes, physical materials, really?

P3: Yes, yes. No, I haven't used that.

And, also, I think, for example, if I wanted to rearrange the furniture in my room - something I've copied from my mum - I would be more likely to make little newspaper templates, and try and rearrange them, more than, I haven't ever explored the idea of using a computer to redesign my room, no.

Interviewer: No, no.

P3: But that might be something good to do, yes.

Interviewer: Yes. We will see. We will see. (Laughter)

P3: Yes.

Interviewer: Have you ever heard the term Maker Movement?

P3: I'm not sure. When you said Maker Faire, I was thinking of the banners I've seen at the Centre for Life, there have been events. Because I almost thought I was going down there, not here. So I don't know if that's connected.

And, also, I think they've got Maker Faire in the windows of - I don't know what you'd call it. What are the empty shops on New Bridge Street West?

Interviewer: Oh, yes, yes, yes. There is the MakerSpace, a so-called one.

P3: Right.

Interviewer: Yes. So there is a connection, yes.

P3: Right, okay.

Interviewer: So, actually, it's basically a movement of different people that use 3D printers and laser cutters, like, these kinds of technologies that we are also dealing with in the workshop. Yes, just to hack and do stuff with it.

P3: Right, okay.

Interviewer: So, Maker Movement is, like, in the wider sense, you know, a, kind of, hobbyist movement for using those tools.

P3: Right, okay.

Interviewer: And the MakerSpace in New Bridge Street, it's actually, kind of, a local group.

P3: Right.

Interviewer: I think many of them are actually from Northumbria University.

P3: Okay.

Interviewer: So they wanted to have, like, something nice to play around, in their spare time, but also opening up the door, so people who are also interested, can just join the group. So I think it's like a membership fee of £10 a month or something, but then everyone can use the machines there.

Female: All the materials as well. There is lots of boxes with material you can use.

P3: Right, okay.

Interviewer: So, yes, just to say what the whole thing is about. So it's basically anything around 3D printers and laser cutters, and machines that help you to produce stuff, and design for yourself.

P3: Yes, I mean, I suppose I would say I think that's a fantastic idea. Especially the idea that you can go somewhere where you can go, at low or minimal cost, to develop an idea. Because we have a history in Britain of developing ideas, haven't we, and taking them..? If you've read about the Industrial Revolution in this country, yes.

Interviewer: Oh, yes.

P3: And I think that we're in danger of possibly losing that. And in danger of people losing the ability to create, or think they [can 0:23:10] create. And I think that's really sad, because we're not using people's creativity and intelligence, you know, for people to...

Because if you can create something, you might be able to sell it. You might be able to pitch it in Dragon's Den. The whole idea of people, you know, being a [source of], we can design new products, and it's good for our industry and employment and stuff.

Interviewer: Absolutely.

P3: Because we need that for our economy to be buoyant and to grow back again.

But it's also, like, it helps people in the idea of – it'll raise their self-esteem, but also raise their self-sufficiency.

Interviewer: Oh, yes.

P3: Because if you can make your own things, to make your life better, then you're empowering yourself.

Interviewer: Yes.

P3: Yes.

And, I think if people were able to do that, they'd make more things to make their home more comfortable, or help themselves, or just make life better.

Whereas, if you are reliant on everybody else, or just buying things from a shop yourself, then, one, it costs you more money, or you can't access stuff, because you haven't got the money to do so.

Interviewer: Absolutely, yes.

P3: So, yes.

Interviewer: Actually, I would like to hear your opinion about this object. I'll tell you what it is. It is a so-called zip extender, which was designed as something to help people without hands, to make it easier to open bags.

P3: Right.

Interviewer: So, on the zipper it would be connected with a zip tie, and since it is bigger, it's easier to grab it with your teeth-

P3: [Crosstalk 0:25:03], yes.

Interviewer: -and open the bag. And this was 3D printed.

P3: Right, okay.

Interviewer: So, the idea is, that you can actually just make as many of them as you want, or as many as you have bags for, and as many as you have different zippers. (Laughter)

P3: Right, okay. And the person who made this, designed it specifically around their needs, but could be used by others as well?

Interviewer: Absolutely.

P3: Okay.

Interviewer: So, and he designed it for his cousin, who doesn't have any hands, but I guess, also, people who have hands, but have, like-



Female: Shaky hands.

Interviewer: -yes, shaky hands. Or maybe, also, not the strength to really pull it in that way, you can actually have the finger through and, you know, pull it in a different way.

So I think that's a very interesting way of how to use those manufacturing tools, because you can print out just as many as you need, and it doesn't really cost so much.

P3: Well, if we can make things to make people's lives easier, it can help more people to have a bit more dignity and independence.

Interviewer: Definitely.

P3: Yes, okay, yes.

So, you want me to say how I think..?

Interviewer: Yes, well, if you think that's a good idea.

P3: I think it's an excellent idea. I'm not quite sure how this one fits onto an existing zip.

Interviewer: Yes.

Female: \_\_\_\_[0:26:37]. It's usually small, it fits to any size of a zipper.

P3: Oh, okay.

Female: But even with those [ones], we can just put them like that.

P3: Oh, right, okay.

Interviewer: I think there's another one. This one is a smaller one. So, for example, this is probably something that you would have on trousers or jeans or something.

And then you have these two holes, where you have the zip tie, snapping it, so it's connected.

Female: Right, [Crosstalk 0:27:02]-

Interviewer: So like this one, here.

Female: -it should fit.

P3: Oh, right, okay.

Female: And, ideally, it should fit like [that].

Interviewer: Yes.

P3: Right, \_\_\_\_, yes.

Interviewer: And you can [thread] this one as well.

Female: No, it's \_\_\_\_.

Interviewer: Yes, that's a bigger one, yes.

Female: It's a strange triangle shape with more [Crosstalk 0:27:15].

Interviewer: But it could be also changed then, on the computer, to fit a specific zipper. So that's basically the idea of using it. It's so-called DIY Assistive Technology.

P3: Right.

Interviewer: However, when I - there is a lot of research going on in this area now, but I found it very sad, actually, that most of the designers who are doing this Do It Yourself Assistive Technology, are actually able-bodied, and it's not difficult.

P3: Yes. So, [Crosstalk 0:27:45] people who are experiencing it themselves, yes.

Interviewer: Yes, yes, because it's a lot about, I think, testing out, and refining a design, before it's really ripe for being useful in everyday life.

And, I mean, we can only test out and see how it fits into daily life, right? It's nothing that you can think from the beginning, and that's how it will be. (Laughter)

Right.

So just to go through the different technologies that we are doing. Have you ever used a 3D printer?

P3: No. No, and I must admit, I can't get the idea into my head, so it'll be good to see it going on, and then, yes, I'll understand.

Female: Do you want me to go downstairs and meet Daniel?

Interviewer: Oh, yes, that would be great. Thank you.

A laser cutter, have you used that one?

P3: No.

Interviewer: No. And electronics, in a, sort of, having, like, [lights 0:28:48] and programming it and..?

P3: No.

Interviewer: No. Good.

Then, just about your expectations for the workshop. What are your general expectations for the workshop?

P3: I'm not quite sure, but it will be good to feel, at the end of it, that I have learnt one or two new things. Or that something I didn't quite understand in the past, I understand much better [Crosstalk 0:29:26], right.

Interviewer: Better. Oh, okay. That sounds good.

Is there any technology you are particularly interested in?

P3: No, I think I'll just be guided by you today.

Interviewer: Okay, good. (Laughter)

So, what kind of skills would you like to have, after the workshop? I mean, for just one session it's a big question, but..?

P3: Well, I think, just to start, by using the computer to design. It's how you use the various commands, you know, tools, whatever, on the design package, to start and make something.

So, how you either use FreeHand drawing, so to speak. Or how you can use the shapes that you just, I don't know-

Interviewer: Yes, design.

P3: -pull off that, whatever they call it, like the 3D equivalent of clip art, I think, yes?

Interviewer: Yes, yes.

And what do you think will be most challenging for you in the workshop?

P3: Oh, to remember a list of commands or, you know, it's the thing, you have to go: File, and then to that one, then to that one. So, it's to understand the tree.

Interviewer: The sequence, yes.

P3: Yes, that's the right word, the sequence, yes.

So that's something I've really struggled with at work, when I've been learning new software packages, is the sequence of the commands. And then I end up going round in circles, you know?

Interviewer: Yes, yes, yes. No, I understand, yes.

But if you want, we can, of course, also provide you with pen and paper, something that you can take notes, when you think that the fact sheet is not guiding enough.

P3: Or adding bits that draw lines [Crosstalk 0:31:35].

Interviewer: Yes, or if you want us to give you more details on, you know, the sequence, we can definitely also prepare some kind of sheets [though].

P3: That's okay.

Interviewer: Yes, and I think that's basically it.  
  
Do you have any other thoughts about the workshops, you think we have not covered in this interview?

P3: I don't think – yes, no.

Interviewer: Yes, it was very into the detail. (Laughter)  
  
All right, and thank you very much.

P3: Okay.

Interviewer: I'm looking forward to the workshop now.

P3: Thank you.

END AUDIO

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