

## Transcript

### Supporting people with learning disabilities to use technology: Understanding common difficulties

[MUSIC PLAYING]

**JANE SEALE:**

Hi, I'm Jane Seale from The Open University. I've been working with self-advocacy groups to understand how best to support people with learning disabilities to use technology. An important part of person-centred support is understanding the common technical difficulties that people with learning disabilities experience when they're trying to use their technology, so that strategies can be put in place to help them deal with these difficulties.

In this video, self-advocates and support workers will talk about the different technical difficulties that people with learning disabilities commonly experience. These include problems with logging in with passwords, difficulties remembering sequences of what to do when, as well as knowing what to do when things go wrong.

**MARIE:**

I find it very easy now. At first, I didn't because when you get-- when you log in, there's a lot of numbers you have to remember for login. And then, you've got to remember your password numbers.

**KEVIN:**

My support worker, Aaron, helped me.

**VICKY:**

And how did he help you?

**KEVIN:**

He helps me to make it more easier for me and for me to understand.

**VICKY:**

Yeah. And what else did you find hard?

**KEVIN:**

I found it hard to PIN number. So, Victoria helped me to make a pattern.

**VICKY:**

And that made it easy?

**KEVIN:**

And that made it a lot more easier.

**LORRAIN:**

And what do you find-- do you find anything challenging when you're doing the iPad?

**TIM:**

Not really.

**LORRAIN:**

Not so much the internet, but do you struggle with the Zoom?

**TIM:**

A little bit.

**LORRAIN:**

And what do you normally ask for support for?

**TIM:**

To see where the link is.

**TRACEY:**

I need help. I do need help with it. Sometimes, I forget how to do it. I want someone to show us how to do it. And then, I can do it after that.

**ROBERT:**

Because I suffer with epilepsy. With epilepsy, got to keep focusing the mind because I tend to forget a lot. Because if you have epilepsy, with the seizures causing their memory loss. So, it's helpful to know that people are there to support you so when you have gaps. And knowing the people are on social media, you can find them, if in case of problems.

**ANDREA:**

Just tell a bit about how the staff helps you or supports you with your technology. And do you think you're supported well, that you use devices whenever you feel you need?

**DAN:**

So yeah, I can. The staff have given me a fair bit of help with, helping me out with passwords and that sort of thing, and helping me get into what I need to get into. So yeah, I think they do, yeah. They do help.

**ANDREA:**

What do you find to be the most challenging part of when you're using technology? What challenges do you normally face?

**DAN:**

When it's not working properly, and it's fussy. Like if you put a letter in wrong, if you don't put it in as a capital, it ends up flashing red. And then, it ends up with, do you want to put it in again? Or if the page is really slow it takes a long time to load.

**ANDREA:**

Well, I can assure you, it's all of us struggles. [Laughs]