

## Case Study #1 – AT Category: Vision (HAAT)

**Human** – Person who is blind and is skilled at using computer with keyboard input and a screen reader.

**Activity** – Answering telephone, entering information in a database.

**Assistive Technology** – Does the employee already have access to tools? None currently available.

\*Context – This individual is applying for a position as a customer service representative for a call center.



STEP 1: Based on HAAT data, enter descriptors or functions needed by the person across the shaded top row - 1 descriptor per column

STEP 2: Enter promising tools in the shaded left column - 1 tool per row

STEP 3: Note whether each tool matches a descriptor by placing an “X” in each of the applicable white boxes

USE ADDITIONAL SHEETS IF NECESSARY

Descriptors	Reads items on computer screen	Easy and Robust	Company Support Available	Quality Sound	Ability to use in conjunction with phone headset	Ability to hear ambient sound	Wireless Connectivity
Tools							
Built-in Accessibility	X			X	X		
JAWS Screenreading Software	X	X	X	X	X		
NVDA Screenreading Software	X	X		X	X		
Headphones				X			
Earbuds					X		
Aftershokz Headphones				X	X	X	
Aftershokz Bluetooth Headphones				X	X	X	X

Modified from Joy Zabala’s SETT Scaffold for Tool Selection by Oklahoma ABLE Tech

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SETT forms and additional resources are available for download at <http://www.joyzabala.com>.