

TASKS

- write content in a way her design team who has a technical background
- ↳ make the the content (policy with use of images)

Feelings

- feels alienated

By ~~some~~ the way content is presented and often gets ^{the} feedback from staff, she tries to share it with that they feel the same way

- feels frustrated that content on accessibility content, do not give detailed use case.



Samantha

Overall Goal

- ↳ make content which persuade design to be important of design.
- ↳ make content, which easily related to her the technical skills.

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Pain points

- ↳ when content on accessibility is difficult to share with colleagues
 - ↳ either because the content is too jargonistic, or too long and not summarized enough
 - ↳ when content doesn't use human language and is too technical
 - ↳ as a designer find it difficult when content is not visually appealing

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