



Margreet Janssen

“I don’t like it when there are no captions and transcripts for video and audio.”

Bio

Margreet Janssen is 62 years old and she has her own apartment in Maastricht. She is divorced with a child. She has had a higher education and she owns a flower shop in the city centre of Maastricht. Even though she is deaf since her childhood, due to the great support of her three employees, she is able to make the most beautiful wedding flower arrangements in town.

Digital access

Digital knowledge	Starter
Devices	Telephone and laptop
Tools	Sign language, captioning for audio and video, transcript, WhatsApp for communication
Irritations	Margreet doesn’t like it if captions and transcripts for video and audio are not available. Often, she regrets there is no sign language interpreter at flower decoration conferences.

Top tips

- Provide transcripts for audio.
- Provide simultaneous captioning and transcripts for video.
- Give textual feedback for audio and video.