

- 3 Type the name of a client group from Figure 3.1 and the name of a country in which you are interested into an internet search engine (to make sure you get a local view you can use your national Google domain, unless you want to look at the USA). What are the issues facing the client group in the country you chose? For example, when we tried *minority language speakers* and *Russia*, we found a European Union report on regional and minority languages in new EU member states. The report mentions the need for more resources on the World Wide Web in minority languages to avoid the deepening of a 'digital divide' between speakers of minority and majority languages.
- 4 Repeat activities 1 and 2 with someone who is a member of a different client group and compare your findings with your own experience.