

**CONSUMER SURVEY ON COMMUNICATIVE EFFECTIVENESS:  
VERSION A: ADULTS WHO USE  
VOICE OUTPUT COMMUNICATION DEVICES (V.2.1)**  
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## **Instructions**

Please read all the questions carefully. If a person is assisting you in answering the questions, make sure that the responses are yours. This questionnaire was developed for people with significant speech disabilities. Therefore, the responses are valid only if the person with the speech disability is the one giving the answers.

The questions are very simple to answer. You don't have to give long responses. All of the questions are answered in a scale from 5 to 1. If you don't understand a question, please ask the person assisting you to repeat it as many times as you need.

There are no right or wrong answers. Chose the response that best reflects what you think about your communication.

## **What if I have questions?**

If you have any questions about how to answer any of the Survey questions, contact Lewis Golinker, Esq., Director, Assistive Technology Law Center, voice: 607-277-7286, or E-mail: [lgolinker@aol.com](mailto:lgolinker@aol.com).

## **How long will it take to complete this Survey?**

It will take approximately 15-20 minutes to answer the *Consumer Survey on Communicative Effectiveness*. If you feel tired, feel free to take a break and resume answering after that.

## **What if I get more than one Survey?**

If is possible you will receive more than one Survey. Please complete and return only one.

## **Where do I send the completed Survey?**

**Please complete the *Consumer Survey on Communicative Effectiveness* as**

**soon as possible.** When you have completed it, please send it by mail, fax or E-mail to: Lewis Golinker, Esq. Assistive Technology Law Center, 202 East State Street, Suite 507, Ithaca, New York 14850; voice: 607-277-7286; fax: 607-277-5239; E-mail: lgolinker@aol.com. A stamped, addressed envelope is enclosed for this purpose.

If you are ready now, let's begin!

## Part I. Information about yourself

1) Your Name: \_\_\_\_\_

2) Is someone assisting you in answering this survey?

- Yes       No

2.a) If yes, what is the assistant's relationship to you?

- Parent/Spouse/Other relative
- Personal Assistant
- Service provider
- Friend/Advocate
- Other (please describe) \_\_\_\_\_

3) Today's Date \_\_\_ / \_\_\_ / \_\_\_

4) Date of Birth \_\_\_ / \_\_\_ / \_\_\_

5) State of Residence \_\_\_\_\_

6) What is your gender:

- Male       Female

7) What is your marital status:

- Single
- Married/engaged
- Separated or divorced
- Widowed
- Other (please describe) \_\_\_\_\_

8) What is your ethnic group (check one)

- African American
- Asian
- Biracial/Multiracial
- Caucasian
- Latino
- Native American
- Other (please describe) \_\_\_\_\_

9) Where are you currently living?

- Own home or apartment

- ✱ Family home or apartment
- ✱ Community or Supported Living Arrangement
- ✱ College Dorm
- ✱ Institution or Nursing Home
- ✱ Other (please describe) \_\_\_\_\_

10) What is your primary disability (check one)

- ✱ Cerebral Palsy
- ✱ Mental Retardation/Cognitive Disability
- ✱ Brain Injury
- ✱ Stroke
- ✱ ALS
- ✱ Other (please describe) \_\_\_\_\_

11) Did your disability begin before the age of 22?

- ✱ Yes
- ✱ No
- ✱ Don't know

12) If no, how old were you when your disability begun?

\_\_\_\_\_ years old.

13) How far did you go in school?

- ✱ 12th grade Special Ed school
- ✱ Still in High School
- ✱ High School/GED
- ✱ 2 year College degree
- ✱ 4 year College degree
- ✱ Masters degree
- ✱ Postgraduate degree (e.g., Ph.D., Ed.D., D.SW., J.D.)
- ✱ Other (please describe) \_\_\_\_\_

14) Was **most** of your education received in:

- ✱ Special education school
- ✱ Special class in a regular school
- ✱ Regular school
- ✱ Homebound education
- ✱ Residential school for people with disabilities
- ✱ Other (please describe) \_\_\_\_\_

15) What do you do? (Check all that apply)

- ☛ Work (Circle one) full or part time
- ☛ Go to school (High School or College)
- ☛ Take some adult education classes (e.g., literacy, computers, GED, etc.)
- ☛ Volunteer
- ☛ Go to a Day Program (e.g., adult day program, sheltered workshop, etc.)
- ☛ Other (please describe) \_\_\_\_\_

***Please continue on next page***

16) Which of these **mobility** aids do you use the most? (Check only one)

- ☛ Cane/crutches
- ☛ Manual wheelchair
- ☛ Power wheelchair
- ☛ Scooter
- ☛ None
- ☛ Other (please describe) \_\_\_\_\_

17) What do you use to **communicate**? (Check all that apply)

- ☛ **Voice output** communication device (Which one?) \_\_\_\_\_
- ☛ Computer with voice output (What computer) \_\_\_\_\_  
(What voice output software) \_\_\_\_\_
- ☛ Word Prediction (what software) \_\_\_\_\_
- ☛ Manual/Language Board
- ☛ Vocalizations
- ☛ Speech
- ☛ Writing
- ☛ Sign Language or Fingerspelling
- ☛ Gesturing/Pointing
- ☛ Other (please describe) \_\_\_\_\_

18) If you use voice output communication devices, for how long have you used them?

- ☛ Less than 2 months
- ☛ Between 2 months and 6 months
- ☛ Between 6 months and 1 year
- ☛ Between 1 year and 5 years
- ☛ Between 5 years and 10 years

- ☛ More than 10 years

19) How often do you use your communication device?

- ☛ Once a week or less
- ☛ Several times a week
- ☛ At least once a day
- ☛ Many times a day
- ☛ Other (Please describe) \_\_\_\_\_

If you use a communication device, go to question 23 (skip questions 20, 21, and 22)

20) If you don't currently use a voice output device, have you ever used one?

- ☛ Yes
- ☛ No

21) If yes, which one?

\_\_\_\_\_

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22) How long ago have you stopped using your voice output communication device?

- ☛ Less than 2 months
- ☛ Between 2 months and 6 months
- ☛ Between 6 months and 1 year
- ☛ Between 1 year and 5 years
- ☛ Between 5 years and 10 years
- ☛ More than 10 years
- ☛ Other (Please describe) \_\_\_\_\_

If you don't use a communication device, go to question 30 (skp questions 23 to 30)

23) How do you access your communication device?

- ☛ With my hands or fingers
- ☛ With a head, mouth, or chin pointer
- ☛ With joystick/mouse
- ☛ With switch (scanning)
- ☛ Other (please describe) \_\_\_\_\_

24) Where did you learn how to use your current communication device?

- ☛ At school
- ☛ At day program
- ☛ At home
- ☛ Other (please describe) \_\_\_\_\_

25) Who taught you how to use your current communication device?

- ☛ Yourself
- ☛ Your family
- ☛ A friend
- ☛ Another person who uses a communication device
- ☛ A speech language pathologist/communication specialist
- ☛ A teacher
- ☛ A staff person
- ☛ A manufacturer's representative
- ☛ Other (please describe) \_\_\_\_\_

26) How long did it take you to learn how to use your communication device?

\_\_\_\_\_

27) Do you think you know how to use your communication device effectively?

- ☛ Yes                      ☛ No                      ☛ Not Sure

***Please continue on next page***

28) Who paid for your current communication device? (Check all that apply)

- ☛ Yourself/family/friends
- ☛ Private insurance
- ☛ Office of Vocational Rehabilitation (OVR)
- ☛ Medicaid
- ☛ Office of Mental Health/Mental Retardation (MH/MR)
- ☛ Your school/college
- ☛ Your employer
- ☛ A foundation/Private funds
- ☛ Other (please describe) \_\_\_\_\_
- ☛ Don't know

29) Who paid for the training to learn how to use your current communication device?

- ☛ Yourself/family/friends
- ☛ Private insurance
- ☛ Office of Vocational Rehabilitation (OVR)
- ☛ Medicaid
- ☛ Office of Mental Health/Mental Retardation (MH/MR)
- ☛ Your school/college
- ☛ Your employer
- ☛ A foundation/Private funds
- ☛ Other (please describe) \_\_\_\_\_
- ☛ Don't know

29) What **communication/information technology** do you use? (Check all that apply)

- ☛ Computer (What type?) \_\_\_\_\_
- ☛ Speaker phone
- ☛ Text telephone (TTY)
- ☛ Fax
- ☛ E-mail/Internet
- ☛ World Wide Web (WWW)
- ☛ Other (please describe) \_\_\_\_\_

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## PART II: Communication, Independence, Productivity, Inclusion, and Satisfaction

**Instructions:** Following are some questions about your communication. We want to learn from you how effectively you communicate in different situations. What we mean by **effective** is: do people understand what you say? We want to learn if people understand you when you use and when you don't use your communication device. **Communication device** means your current voice output communication device.

Please circle the appropriate answers according to the following table

Very effectively	5
Effectively	4
So-so	3
Not so effectively	2
Not effectively at all	1

### Section I. General communication

1.a. How effectively do you communicate with people who know you well when you **use** your communication device? (For example, family and friends)

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

1.b. How effectively do you communicate with people who know you well when you **don't use** your communication device? (For example, family and friends)

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

2.a. How effectively do you communicate with people who don't know you well when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

2.b. How effectively do you communicate with people who don't know you well when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

3.a. How effectively do you ask a question when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

3.b. How effectively do you ask a question when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

4.a. How effectively do you answer a question when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

4.b. How effectively do you answer a question when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

5.a. How effectively do you talk to a group of people when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

5.b. How effectively do you talk to a group of people when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

## Section II. Independence

In this section we ask you about your **independence**. Independence means having control and choice over your life.

6.a. How effectively do you communicate with your personal assistant when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

6.b. How effectively do you communicate with your personal assistant when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

7.a. How effectively can you tell a doctor or a nurse what is hurting you when you **use** your

communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

7.b. How effectively can you tell a doctor or a nurse what is hurting you when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

8.a. How effectively do you communicate to use public transportation by yourself when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

8.b. How effectively do you communicate to use public transportation by yourself when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

9.a. How effectively do you communicate to order food in a restaurant when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

9.b. How effectively do you communicate to order food in a restaurant when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

10.a. How effectively do you talk on the phone when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

10.b. How effectively do you talk on the phone when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not Effectively	Not effectively at all

Please circle the appropriate answers according to the following table:

Very independent	5
Independent	4
So-so	3
Not so independent	2
Not independent at all	1

11.a. How independent are you when you **use** your communication device?

5	4	3	2	1
Very independent	Independent	So-so	Not so Independent	Not independent at all

11.b. How independent are you when you **don't use** your communication device?

5                      4                      3                      2                      1  
Very independent    Independent    So-so            Not so Independent    Not independent at all

Please circle the appropriate answers according to the following table:

Very important                      5  
Important                              4  
So-so                                      3  
Not so important                      2  
Not important at all                      1

12. How important is it for you to be independent?

5                      4                      3                      2                      1  
Very important    Important    So-so            Not so Important    Not important at all

### Section III. Productivity

In this section we ask you about your **productivity**. Productivity means working at a job for pay or doing something that contributes to your home, school, or community.

13. What do you do during the day? (Please choose one)

- ☼ Go to school
- ☼ Work
- ☼ Volunteer
- ☼ Stay at home
- ☼ Day program
- ☼ Other (please Specify) \_\_\_\_\_

Please circle the appropriate answers according to the following table:

Very effectively                      5  
Effectively                              4  
So-so                                      3  
Not so effectively                      2  
Not effectively at all                      1

13.a. How effectively do you communicate at \_\_\_\_\_ (Whatever you do during the day: See Question 13) when you **use** your communication device?

5                      4                      3                      2                      1  
Very effectively    Effectively    So-so            Not Effectively    Not effectively at all

13.b. How effectively do you communicate at \_\_\_\_\_ (Whatever you do during the day: See Question 13) when you **don't use** your communication device?

5  
Very effectively

4  
Effectively

3  
So-so

2  
Not Effectively

1  
Not effectively at all

***Please continue on next page***

Please circle the appropriate answers according to the following table:

Very productive	5
Productive	4
So-so	3
Not so productive	2
Not productive at all	1

14.a. How productive are you when you **use** your communication device?

5	4	3	2	1
Very productive	Productive	So-so	Not so productive	Not productive at all

14.b. How productive are you when you **don't use** your communication device?

5	4	3	2	1
Very productive	Productive	So-so	Not so productive	Not productive at all

Please circle the appropriate answers according to the following table:

Very important	5
Important	4
So-so	3
Not so important	2
Not important at all	1

15. How important is it for you to be productive?

5	4	3	2	1
Very important	Important	So-so	Not so important	Not important at all

## Section IV. Inclusion

In this section we ask you about your **inclusion** in the community. Inclusion means living among others, being part of the life of a community, and participating in everyday activities of a community with other people.

Please circle the appropriate answers according to the following table

Very effectively	5
Effectively	4
So-so	3
Not so effectively	2
Not effectively at all	1

16.a. How effectively do you communicate with people you meet in the community when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

16.b. How effectively do you communicate with people you meet in the community when you

**don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

17.a. When you go out (mall, shopping, supermarket, restaurant, movies, etc.) how effectively do you communicate with a sales person when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

17.b. When you go out (mall, shopping, supermarket, restaurant, movies, etc.) how effectively do you communicate with a sales person when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

18.a. How effectively do you communicate with your friends when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

18.b. How effectively do you communicate with your friends when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

19.a. How effectively do you tell others how you feel when you **use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

19.b. How effectively do you tell others how you feel when you **don't use** your communication device?

5	4	3	2	1
Very effectively	Effectively	So-so	Not effectively	Not effectively at all

Please circle the appropriate answers according to the following table:

Very included	5
Included	4
So-so	3
Not so included	2

Not included at all 1

20.a. How included in your community are you when you **use** your communication device?

5 4 3 2 1  
Very included Included So-so Not included Not included at all

20.b. How included in your community are you when you **don't use** your communication device?

5 4 3 2 1  
Very included Included So-so Not included Not included at all

***Please continue on next page***

Please circle the appropriate answers according to the following table:

Very important 5  
Important 4  
So-so 3  
Not so important 2  
Not important at all 1

21. How important is it for you to be included/integrated in your community?

5 4 3 2 1  
Very important Important So-so Not important Not important at all

## **Section V. Satisfaction**

In this section we ask you about your **satisfaction** with your communication in different settings.

Please circle the appropriate answers according to the following table:

Very satisfied 5  
Satisfied 4  
So-so 3  
Not so satisfied 2  
Not satisfied at all 1

22.a. Overall, how satisfied are you with your communication when you **use** your communication device?

5 4 3 2 1  
Very satisfied Satisfied So-so Not so satisfied Not satisfied at all

22.b. Overall, how satisfied are you with your communication when you **don't use** your communication device?

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

23.a. How satisfied are you with your communication when you **use** your communication device **at home**?

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

23.b. How satisfied are you with your communication when you **don't use your** communication device **at home**?

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

***Please continue on next page***

24.a. How satisfied are you with your communication when you **use** your communication device **at work/day program/ school/etc.?**

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

24.b. How satisfied are you with your communication when you **don't use** your communication device **at work/day program/school/etc.?**

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

25.a. How satisfied are you with your communication when you **use** your communication device **for playing, having fun, recreation, etc.?**

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

25.b. How satisfied are you with your communication when you **don't use** your communication device **for playing, having fun, recreation, etc.?**

5	4	3	2	1
Very satisfied	Satisfied	So-so	Not so satisfied	Not satisfied at all

***Thank you! Your contribution is greatly appreciated.***

***Please return this Survey as soon as possible.***