

Section 1: Background information.

There are 14 questions in this section. The questions are about your demographics.

Q1 Age (open-ended)

Sex:

- Male
- Female
- Prefer not to say

Q3 City (open-ended)

Q4 Country (open-ended)

Q5 What is your education level?

- Some high school
- high school diploma
- Vocational education (e.g. apprenticeship or trade education)
- Community college diploma or CEGEP diploma
- Undergraduate degree (e.g. Bachelor's degree)
- Postgraduate degree (e.g. Master's degree or PhD)

Q6 Current employment:

- Self-employed
- Full-time employed
- Part-time employed
- Student
- Retired
- Unemployed

Q7 How would you describe your visual impairment? (choose one)

- mild (Visual acuity of 20/30 – 20/70 or visual field greater than 60 deg)
- moderate (Visual acuity of 20/70 – 20/200 or visual field between 60 deg and 20 deg)
- severe (Visual acuity of 20/200 – 20/400 or visual field between 20 deg and 10 deg)

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profound (Visual acuity of less than 20/400 or visual field less than 10 deg)

Q8 Do you also have a hearing loss?

Yes, profound hearing loss (greater than 81dB loss)

Yes, severe hearing loss (61-80dB loss)

Yes, moderate hearing loss (41-60dB loss)

Yes, mild hearing loss (26-40dB loss)

No, I do not have a hearing loss

Q9 What is your visual condition, if known? (open-ended)

Q10 What is your visual acuity in the left eye, if known? (open-ended)

Q11 What is your visual acuity in the right eye, if known? (open-ended)

Q12 What is your visual field in the left eye, if known? (open-ended)

Q13 What is your visual field in the right eye, if known? (open-ended)

Q14 At what age were you diagnosed with your visual impairment? (open-ended)

Section 2: Assistive Technologies.

There are 10 questions in this section. The questions are about the assistive devices you use, other than a smartphone or tablet computer.

Q15 What method(s) do you use to read? (select all that apply)

large print/magnification

voice output (screen reader)

braille

regular sized print

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Listed below are commonly used traditional assistive devices for vision loss. Indicate whether you use any of the devices listed and your level of proficiency for each one.

Q16 Magnifying glass or electronic magnifying glass

- Do not use
- Beginner/novice
- Intermediate
- Advanced

Q17 CCTV (Closed-Circuit Television)

- Do not use
- Beginner/novice
- Intermediate
- Advanced

Q18 Digital book or daisy reader (e.g. Victor Reader Stream)

- Do not use
- Beginner/novice
- Intermediate
- Advanced

Q19 Laptop or desktop computer with magnification software (e.g. ZoomText)

- Do not use
- Beginner/novice
- Intermediate
- Advanced

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Q20 Laptop or desktop computer with screen-reader (e.g. Jaws, NVDA)

- Do not use
- Beginner/novice
- Intermediate
- Advanced

Q21 Braille display or braille note taker

- Do not use
- Beginner/novice
- Intermediate
- Advanced

Q22 If you use other assistive devices (other than a smartphone or tablet) list them here: (open-ended)

Q23 By which means have you most often learned the use of your assistive devices (other than your smartphone or tablet)? (select all that apply)

- I received training from a blindness/rehabilitation professional
- sighted family member/friend
- another user with a visual impairment
- online websites and forums
- I did not receive any training (self-taught)
- other (describe): (open-ended)

Q24 Where do you go most often for technical support when you have a question about the use of your assistive devices (other than your smartphone or tablet computer)? (select all that apply)

- online search/forum
- another user with a visual impairment
- blindness/rehabilitation professional
- sighted family member/friend
- I have not needed technical support
- I have needed technical support but did not know where I could go to receive it
- other (describe): (open-ended)

Section 3. Smartphone and Tablet Computers.

The questions are about your use of smartphone and tablet computers.

Q25 Which touch-screen devices do you use? (Select all that apply)

- Smartphone (cell phone with touchscreen display and access to the internet e.g. iPhone)
- Tablet Computer (mobile computer with touchscreen display and access to the internet e.g. iPad)

*** If Q25.SmartPhone is NOT checked, then ask Q26; otherwise skip ***

Q26 Why don't you use a smartphone? (Select one)

- not interested
- too expensive
- I don't think I can use it
- other reasons (describe): (open-ended)

*** If Q25.Tablet is NOT checked, then ask Q27; otherwise skip ***

Q27 Why don't you use a tablet computer? (Select one)

- not interested
- too expensive
- I don't think I can use it
- other reasons (describe):

*** The following questions [Q28-Q40] will be repeated for each device used – smartphone or tablet. ***

Q28 How long have you been using a {device}?

- less than one year
- between 1-2 years
- 3 or more years

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Q29 Which {device} model do you currently have (e.g. iPhone 6, Samsung Galaxy S6)? (open-ended)

Q30 Which Operating System does your {device} run (If known): (Select one)

- iOS
- Android
- Windows
- Other (describe): (open-ended)

Q31 Why do you use this brand of {device}? (Select best option)

- It is part of my cell phone plan
- It was a gift
- It is the most popular
- It was recommended by a sighted family member/friend
- It was recommended by another user with a visual impairment
- It is easy to use
- It is inexpensive
- It has accessibility features I like given my impairment
- other (describe): (open-ended)

Q32 Which of the below accessibility features do you use on your {device}? (select all that apply):

- magnification (e.g. zoom)
- screen reader (e.g. VoiceOver, TalkBack)
- braille output (braille display)
- digital assistant (e.g. SIRI, OK Google)
- inverting colours
- changing font style
- changing contrast
- camera flash as spotlight or extra illumination
- other (describe):

Q33. Are you aware as to whether your {device} includes built-in accessibility features for disabilities other than vision? (e.g. hearing loss, motor impairment)

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- Yes
- No

*** If Q33 = Yes then ask Q34; otherwise skip ***

Q34. Which, if any, of these additional accessibility features (for hearing impairment, motor impairment etc) do you use? (open-ended)

*** If Q33 = No then ask Q35; otherwise skip ***

Q35. Would you use these additional accessibility features if available? (please describe) (open-ended)

Q36 How would you rate your level of proficiency with the {device} you use?

- beginner/novice
- intermediate
- advanced

Q37 How did you learn how to use your {device}?

- I received training from a blindness/rehabilitation professional
- sighted family member/friend
- another user with a visual impairment
- online websites and forums
- I did not receive any training (self-taught)
- other (describe): (open-ended)

Q38 Where do you go for technical support when you have a question about the use of your {device}? (Select all that apply)

- online search/forum
- another user with a visual impairment
- blindness/rehabilitation professional
- sighted family member/friend
- other (describe):
- I have not needed technical support
- I have needed technical support, but do not know where to go to receive it

Q39 Which are the 3 most important items to you when you buy a {device}?
Ranking from most important (1) to least (3)

- Effectiveness
- Durability
- Security (definition: how much safer it makes me feel)
- Accessibility features
- Weight/portability
- Dimensions (e.g. size of screen)
- Comfort

Q40 How long do you expect to use your {device} once purchased?

- less than a year
- between 1 and 2 years
- between 2 and 3 years
- more than 3 years

*** End of repeating questions comparing smartphone vs tablet ***

Section 4: Functions and Apps.

The following questions ask about the functions and installable apps you use on your smartphone or tablet computer.

Q41 Which of the following functions do you use on your smartphone or tablet?
(select all that apply)

- Browsing the Internet
- Social media (e.g. Twitter, Facebook)
- Text messaging
- Emailing
- Making/receiving phone calls
- Making/receiving video Calls
- Taking pictures
- Listening to music
- Calendar
- Reminder or “to-do” list

Q42 For which of the following tasks do you use an app on your smartphone or tablet? (Select all that apply)

- Listening to Audiobooks (e.g. audible)
- Reading eBooks (e.g. bookshare, Kindle)
- Light Identification (e.g. Light Detector)
- Navigation/GPS (e.g. BlindSquare)
- Magnifier (e.g. SmartMagnifier)
- object identification (e.g. Tap Tap See)
- Optical Character Recognition (e.g. KNFBReader)
- Braille input (on screen braille keyboard)
- Colour identification
- Recording memos (e.g. Voice Memo)
- Asking for remote sighted assistance (e.g. BeSpecular, Be My Eyes)

*** For each of the above tasks:*

- if the participant indicates that they use their smartphone/tablet to complete the task, then ask [Q43-Q44] as applicable

*- if the participant indicates that they do NOT use their smartphone/tablet to complete the task, then ask Q45 ***

[Q43-44: Asked for “selected” tasks in Q39]

Q43 Do you also still use another assistive device for {task}?

- not applicable / I have never had another assistive device for completing {task}
- yes
- no

*** If Q43=Yes, then ask Q44; otherwise skip ***

Q44 How often would you say that you now use your smartphone/tablet to complete {task} rather than another assistive device?

- most of the time
- some of the time
- rarely

[Q45: Asked for each “not-selected” task in Q42]

Q45 Do you use another assistive device for completing {task}?

- yes
- no
- Not applicable. I do not need an assistive device to complete this task.

*** End of task repeating questions ***

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Q46 Rate your level of agreement with the following statement. Overall, I feel that my smartphone or tablet computer has replaced the use of my other assistive devices:

- Totally agree
- Agree
- Somewhat agree
- Disagree
- Totally disagree

Q47 Please describe and give an example: (open-ended)

Q48 Please describe any other apps that are important to you and what you use them for: (open-ended)

Q49 How do you learn about useful new assistive apps? (Select all that apply)

- online search/forum
- sighted family member or friend
- another user with a visual impairment
- blindness/rehabilitation professional
- other (describe):

Section 5. Final Comments.

There are 4 questions in this section. Questions ask about your overall impressions and additional comments you may have.

Q50 Rate your level of agreement with the following statement: It is important to me that I use a smartphone or tablet computer like everyone else, rather than a specialized assistive device

- Totally agree
- Agree
- Somewhat agree
- Disagree
- Totally disagree

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Q51 Rate your level of agreement with the following statement. I prefer that my device has actual physical buttons rather than a touch-screen:

- Totally agree
- Agree
- Somewhat agree
- Disagree
- Totally disagree

Q52 Please describe: (open-ended)

Q53 Additional comments: Please share any other advantages, disadvantages or thoughts about the use of your smartphone/tablet computer: (open-ended)

Q54 Is there anything else we didn't ask you that you wish we would have asked you? (describe) (open-ended)

Q55. You have the option of receiving a summary sheet of the survey results once the study is complete, and including your name in a draw for a \$100 gift card to the iTunes or Google Play stores. Check all that apply, and enter your e-mail address (if applicable). (This will not be utilized to link you to your individual survey response in any way.)

- I would like to receive a summary sheet of the survey results once the study is complete.
- I would like to be entered into a draw for a \$100 gift card (to either the iTunes or Google Play stores).

Email address: _____

You have now completed all the questions. Thank you for your participation!