

Hearing Aid Compatibility Survey - 2013

The Hearing Aid Compatibility Act of 1988 (HAC Act) requires that landline telephones manufactured or imported for use in the United States after August 1989 be hearing aid-compatible. In 2003, the Federal Communications Commission (FCC) adopted rules to make digital wireless telephones (cell phones) compatible with hearing aids and cochlear implants.

The Wireless Rehabilitation Engineering Research Center (Wireless RERC) monitors this regulation and is interested in how it impacts the usability of cell phones for people who use hearing aids and cochlear implants.

We invite people who use hearing aids or cochlear implants to participate in the survey regarding their use of cell phones. The purpose of this survey is to analyze the compatibility of hearing aids. We plan to conduct this survey annually to track any changes in cell phone and hearing aid compatibility.

Please try your best to complete all parts of this survey. Your answers are important to us, even if you don't use wireless technology. This survey can be completed by an assistant or caregiver for you if you are unable to complete it directly.

Your personal information will not be sold or used in any way other than for research related to this survey. Your personal data will be kept strictly confidential.

Please take the HAC survey and enter a drawing for the chance to win one of four \$50 Amazon gift certificates. Participation in the survey is not required to enter the drawing. Just provide your contact information for a chance to win.

ABOUT US

This survey is being conducted by the Rehabilitation Engineering Research Center for Wireless Technologies (Wireless RERC), which is funded by a 5-year grant from the U.S. Department of Education's National Institute on Disability and Rehabilitation Research (grant number H133E110002). For more information about the Wireless RERC, please visit us on the Internet at: www.wirelessrerc.org.

If you have questions or need help with this survey, please contact:

John Morris

404-367-1348

john_morris@shepherd.org

1. What is your hearing status?

- ☐ Hard of hearing
- ☐ Late-deafened
- ☐ Deaf (primarily use sign language to communicate)
- ☐ Deaf (oral – primarily use voice to communicate)
- ☐ Other (please specify)

2. What degree of hearing loss do you have?

- ☐ Mild
- ☐ Moderate
- ☐ Severe
- ☐ Profound
- ☐ Not sure

3. What kind of hearing technology do you use?

- ☐ Behind the ear aids
- ☐ In the ear aids
- ☐ Bone anchored hearing aids
- ☐ Cochlear implant
- ☐ None
- ☐ Other (please specify)

4. Do you currently use a cell phone?

- ☐ Yes
- ☐ No (If no, please skip to question 18.)

5. Can you use your current cell phone while using your hearing aid, cochlear implant, or other hearing technology?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

6. What, if any, assistive technology do you use to make your cell phone hearing aid compatible?

- ☐ Neck loop
- ☐ Amplifier
- ☐ Bluetooth
- ☐ Telecoil
- ☐ Other (please specify)

7. How difficult was it to find a cell phone that works with your hearing aid, cochlear implant, or other hearing technology?

- ☐ Very difficult
- ☐ Difficult
- ☐ About average
- ☐ Easy
- ☐ Very easy
- ☐ Not applicable

8. How satisfied are you with your cell phone? (clarity is good, you can hear and understand the person on the other end; volume is loud enough, etc)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ About average
- ☐ Dissatisfied
- ☐ Very dissatisfied

9. How did you find your cell phone? (select all that apply)

- ☐ Recommendation (from friend, family member, audiologist, etc)
- ☐ Package label (microphone vs. telecoil compatible, etc)
- ☐ Sales person
- ☐ Researched online
- ☐ Other (please specify)

10. When was the last time you changed cell phones?

- ☐ 12 months ago or less
- ☐ More than 1 year ago, but less than 2 years ago
- ☐ More than 2 years ago, but less than 3 years ago
- ☐ More than 3 years ago, but less than 4 years ago
- ☐ More than 4 years ago

11. Why did you choose to change cell phones?

12. Where did you purchase your cell phone?

- ☐ Retail store or kiosk operated by a wireless service provider
- ☐ Independent brick-and-mortar retailer (such as Wal-Mart, Best Buy, etc.)
- ☐ Service provider website
- ☐ Third party online retailer (such as Amazon, e-Bay, etc.)
- ☐ Manufacturer's store or website (such as Apple, Motorola, etc.)
- ☐ Other (please specify)

13. Do you know the M and T-ratings of your hearing aid?

- ☐ Yes
- ☐ No

14. Do you know the M and T-ratings of your cell phone?

- ☐ Yes
- ☐ No

15. If you use a third-party mobile voice application (such as Skype), have you experienced more or fewer problems with your hearing aid when using the third-party application than when using your service provider's service?

- ☐ More problems with third-party application
- ☐ Fewer problems with third-party application
- ☐ About the same
- ☐ Do not use third-party applications

16. How satisfied are you with the hearing aid compatibility information you have received from the websites and packaging provided by service providers and manufacturers?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ About average
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Have not sought this information

17. How satisfied are you with the hearing aid compatibility information you have received from retail sales staff?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ About average
- ☐ Dissatisfied
- ☐ Very dissatisfied
- ☐ Have not sought this information

Part 2. About you

Instructions: Please select the answer that best describes you.

18. What is your gender?

- ☐ Male
- ☐ Female

19. What is your age?

20. What is your ethnic background? (Check all that apply)

- ☐ Asian/Pacific Islander
- ☐ Black/African American
- ☐ Hispanic/Latino
- ☐ Native American
- ☐ White/Caucasian
- ☐ Other (please specify)

21. What is the highest level of education you have completed?

- ☐ Not applicable or no schooling
- ☐ Elementary school
- ☐ High school diploma or GED
- ☐ Some college, no degree
- ☐ Associate's degree
- ☐ Bachelor's degree
- ☐ Master's degree or doctoral degree

22. What is your annual gross household income?

- ☐ Less than \$10,000
- ☐ \$10,000-\$14,999
- ☐ \$15,000-\$24,999
- ☐ \$25,000-\$34,999
- ☐ \$35,000-\$49,999
- ☐ \$50,000-\$74,999
- ☐ \$75,000 or more

23. What is your ZIP Code?

Please enter your 5 digit ZIP
Code

24. Are you employed?

- ☐ Full-time
- ☐ Part-time
- ☐ Retired
- ☐ Not employed

25. To be eligible for the drawing for one of four \$50 gift cards, please fill in the following contact information.

First Name:

Last Name:

Street Number and Name:

Apartment or Unit Number:

City/Town:

State/Province:

ZIP/Postal Code:

Country:

Email Address:

26. Would you like to help make wireless products better by joining our Consumer Advisory Network (CAN)? CAN members may be invited to participate in other surveys, focus groups, or testing of wireless products and services.

- ☐ Yes, I would like to join the CAN. (My current contact information is listed above.)
- ☐ I am already a member of the CAN. (My current contact information is listed above.)
- ☐ No, I do not wish to join the CAN.

Hearing Aid Compatibility - Follow-up Survey 2014

Hearing Aid Compatibility Survey

In 2003 the Federal Communications Commission (FCC) adopted rules to make cell phones compatible with hearing aids and cochlear implants.

We are asking people who use hearing aids or cochlear implants to participate in this survey in order to understand how well their cellphones work with their hearing technology.

This survey can be completed by an assistant or caregiver for you if you are unable to complete it directly.

Your personal information will not be sold or used in any way other than for research related to this survey. Your personal data will be kept strictly confidential.

DRAWING FOR \$50 AMAZON GIFT CERTIFICATES

All participants in this Hearing Aid Compatibility Survey will be entered into a drawing for the chance to win one of four \$50 Amazon gift certificates. Participation in the survey is not required to enter the drawing. Just provide your contact information at the end of the survey for your chance to win.

ABOUT US

This survey is being conducted by the Rehabilitation Engineering Research Center for Wireless Technologies (Wireless RERC), which is funded by a 5-year grant from the U.S. Department of Education's National Institute on Disability and Rehabilitation Research (grant number H133E110002). For more information about the Wireless RERC, please visit us on the Internet at: www.wirelessrerc.org.

If you have questions or need help with this survey, please contact:

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1. What kind of hearing technology do you use?

- ☐ Behind the ear aids
- ☐ In the ear aids
- ☐ Bone anchored hearing aids
- ☐ Cochlear implant
- ☐ None
- ☐ Other (please specify)

2. Do you currently use a cell phone?

- ☐ Yes
- ☐ No (If no, please skip to question 18.)

Hearing Aid Compatibility - Follow-up Survey 2014

3. Can you use your current cell phone while using your hearing aid, cochlear implant, or other hearing technology?

- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Not applicable

4. What, if any, assistive technology do you use to make your cell phone hearing aid compatible?

- ☐ Neck loop
- ☐ Amplifier
- ☐ Bluetooth
- ☐ Telecoil
- ☐ Other (please specify)

5. Overall, how satisfied are you with your cell phone? (clarity is good, you can hear and understand the person on the other end; volume is loud enough, etc)

- ☐ Very satisfied
- ☐ Satisfied
- ☐ About average
- ☐ Dissatisfied
- ☐ Very dissatisfied

Hearing Aid Compatibility - Follow-up Survey 2014

6. How satisfied are you with the following aspects of your cellphone?

	Very dissatisfied	Dissatisfied	About average	Satisfied	Very satisfied
Signal quality (easy to make and receive calls over the network; few dropped calls)	☐	☐	☐	☐	☐
Sound quality of the device (sound is clear)	☐	☐	☐	☐	☐
Volume control (easy to set; and loud enough)	☐	☐	☐	☐	☐
Amount of interference with your hearing aid or cochlear implant	☐	☐	☐	☐	☐
Ability to connect to other technology you use (neck loop, Bluetooth headset)	☐	☐	☐	☐	☐
Sound of the ringtones and other alerts	☐	☐	☐	☐	☐

Other (please specify)

7. Please describe any interference you experience between your cellphone and hearing aid or cochlear implant?

- ☐ No interference
- ☐ A little interference, but only occasionally
- ☐ A little interference, most of the time
- ☐ A lot of interference, but only occasionally
- ☐ A lot of interference, most of the time

8. What if anything would you change to your cellphone to make it work better for you?

9. When was the last time you changed cell phones?

- ☐ 12 months ago or less
- ☐ More than 1 year ago, but less than 2 years ago
- ☐ More than 2 years ago, but less than 3 years ago
- ☐ More than 3 years ago, but less than 4 years ago
- ☐ More than 4 years ago

Hearing Aid Compatibility - Follow-up Survey 2014

10. Why did you change cell phones?

Part 2. About you

Instructions: Please select the answer that best describes you.

11. What is your gender?

- ☐ Male
- ☐ Female

12. What is your age?

13. What is your race and ethnic background? (Check all that apply)

- ☐ Asian/Pacific Islander
- ☐ Black/African American
- ☐ Hispanic/Latino
- ☐ Native American
- ☐ White/Caucasian
- ☐ Other (please specify)

14. To be eligible for the drawing for one of four \$50 gift cards, please fill in the following contact information.

First Name:	
Last Name:	
Street Number and Name:	
Apartment or Unit Number:	
City/Town:	
State/Province:	
ZIP/Postal Code:	
Country:	
Email Address:	