

## **APPENDIX C**

### **Survey Questionnaire**

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#### Introduction

Hello, my name is \_\_\_\_\_, I work with ARINC, an independent research firm, under contract to the Bureau of Engraving and Printing. We're conducting this study in order to get a better understanding of how blind and low vision people use U.S. currency. Your answers to questions about your experiences using U.S. currency may contribute to changes that could help individuals with visual impairments in the future.

It's most important to remember that we are not testing you! We're studying currency, and how well it works for people who are blind or have visual impairments. So we hope you won't feel any pressure.

Please type your responses right into the document, and return it via email to: \_\_\_\_\_[.com](#). If you have any questions related to the survey, please call me at \_\_\_\_\_.

#### Demographics

1) *How old are you?* Please enter a number between the brackets: [ ]

2) *What is your gender?*

Please make an X on one choice between the brackets.

[ ] Male

[ ] Female

3) *What state do you live in? (put the two-letter abbreviation inside the brackets)* [ ]

4) *Do you live with other people?*

Please make an X on one choice between the brackets.

[ ] I live alone

[ ] With sighted spouse or family

[ ] With blind spouse or family

[ ] With roommates

[ ] In group facility (independent)

5) *What is your household income? All responses remain anonymous.*

Please make an X on one range between the brackets.

- Under \$15,000
- \$15,000 to \$29,999
- \$30,000 to \$49,999
- \$50,000 - \$69,999
- \$70,000 or above
- Prefer not to say

6) *What is your ethnicity?*

Please make an X on appropriate options between the brackets.

- Caucasian/White
- African American/Black
- Latino/a or Hispanic
- Asian
- Other [Specify \_\_\_\_\_]
- Prefer not to say

<b>Your Vision Impairment</b>
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7) *What is the nature (cause) of your vision impairment?*

Please make an X on all that apply below between the brackets.

- Accident or violence
- Achromatopsia
- Albinism
- Aniridia
- Bacterial or viral disease
- Bardet-Biedl Syndrome
- Best Disease
- Cataract
- Choroideremia
- Cone-Rod Dystrophy
- Corneal dislocation
- Corneal Dystrophy Stromal
- Cortical vision impairment
- Detached retina
- Diabetic retinopathy
- Dominant Optic Atrophy
- Glaucoma

- Juvenile Open Angle Glaucoma
- Juvenile X Linked Retinoschisis
- Leber Congenital Amaurosis
- Leber Hereditary Optic Neuropathy
- Macular degeneration
- Marfan syndrome
- Malattia Leventinese
- Norrie Disease
- Optic nerve atrophy
- Pattern Dystrophy
- Primary Open Angle Glaucoma
- Retinal blastoma
- Retinitis pigmentosa
- Retinopathy of prematurity
- Sorsby Dystrophy
- Stargardt Disease
- Stevens-Johnson Syndrome
- Other (please describe between the brackets here: [ ])

8) *Can you read any print **without** magnification?*

Please make an X on one item below between the brackets.

- None
- A few characters
- Words
- Multiple words

9) *Can you read any print **with** magnification?*

Please make an X on one item below between the brackets.

- None (if none, skip ahead to question 11)
- A few characters
- Words
- Multiple words

10) *Please describe any color vision problems you may have between the brackets below. In particular please note any color pairs that might be difficult to tell apart.*

Please describe details between the bracket here: [ ]

11) Do you have any other types of disabilities you think might affect your ability to read print or use currency?

Please make an X on between the brackets below for any of the items that apply to you.

- None
- Tactile sensitivity impairment
- Learning disability
- Dexterity impairment (problem with coordination or movement)
- Note any others with details here between the brackets here: [ ]

12) How often do you go out (work, shopping, appointments, etc)?

- Less than once a month
- Between 1 and 5 times per month
- More than 5 times per month

<b>Tools</b>
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13) Do you use a hand-held magnifier to help denominate U.S. currency?

Please make an X on one item below between the brackets.

- Yes
- No (If no, skip ahead to question 15)

14) Do you carry a magnifier with you when you go out?

Please make an X on one item below between the brackets.

- Usually
- Sometimes
- Never

15) Do you work in a retail or vending environment, or in any other environment where you might routinely accept or deal with cash?

Please make an X on any appropriate items below between the brackets.

- I work in retail (cashier, store owner, etc.)
- I work with vending machines
- I work with some other type of business that deals with cash (please describe between the brackets here: [ ] )
- I don't work with cash
- I'm not working now

16) *Have you ever heard of a currency reader device? A currency reader device is a machine that will tell you the denomination of a banknote. Typically these devices speak, beep, or vibrate to indicate the value of a banknote.*

Please make an X on one item below between the brackets.

Yes

No (If no, skip ahead to question 18)

17) *Relating to your experience with currency reader devices, please check all that apply:*

17a) *Do you ever use a currency reader device for your work?*

Usually    Occasionally    Never

17b) *Do you ever use a currency reader device at home?*

Usually    Occasionally    Never

17c) *Do you use a currency reader device when you go out?*

Usually    Occasionally    Never

17d) *If you had a currency reader device, how often would you take it with you when you go out?*

Usually    Occasionally    Never

18) *Do you have a cell phone?*

Please make an X on one item below between the brackets.

Yes

No (if no, skip ahead to question 21)

19) *If your cell phone has a camera, do you use it?*

Please make an X on one item below between the brackets.

Yes

No

No camera

20) *Does your cell phone talk?*

Please make an X on all appropriate items below between the brackets.

- It runs Talks software
- It runs MobileSpeak software
- It speaks phone numbers and recorded names but does not use computer speech for names
- No speech features are included with my cell phone

<b>Technology</b>
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21) *How often do you use a computer?*

Please make an X on one item below between the brackets.

- Less than once a month
- Between 1 and 5 times per month
- More than 5 times per month
- Never (if never, skip ahead to question 23)

22) *Relating to your experience with using a computer, please check all that apply:*

22a) *Do you use the Internet?*

- Less than once a month
- Between 1 and 5 times per month
- More than 5 times per month
- Never

22b) *Do you use computer magnification?*

- Yes    No

22c) *Do you use a computer screen reader?*

- Yes    No

22d) *Do you use a flatbed scanner with the computer?*

- Yes    No

23) *Do you use a CCTV?*

Please make an X on one item between the brackets below.

Yes

No

24) *Do you use a portable text reading device or portable scanner?*

Please make an X on one item between the brackets below.

Yes

No

<b>Currency Usage</b>
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25) *How often do you use U.S. paper currency?*

Less than once a month

Between 1 and 5 times per month

More than 5 times per month

Never (skip ahead to question 27)

26) *When was the last time you used U.S. paper currency?*

Please note here between the brackets, number of days ago: [   ]

27) *What kinds of U.S. bills did you use in that instance?*

Please make an X on all appropriate items between the brackets below.

\$1

\$2

\$5

\$10

\$20

\$50

\$100

28) *When was the last time you had each of these types of U.S. bills?*

28a) *Please note the number between the brackets below for the U.S. \$1 bill:*

days ago

weeks ago

months ago

years ago



28b) Please note the number between the brackets below for the U.S. \$2 bill:

- days ago
- weeks ago
- months ago
- years ago

28c) Please note the number between the brackets below for the U.S. \$5 bill:

- days ago
- weeks ago
- months ago
- years ago

28d) Please note the number between the brackets below for the U.S. \$10 bill:

- days ago
- weeks ago
- months ago
- years ago

28e) Please note the number between the brackets below for the U.S. \$20 bill:

- days ago
- weeks ago
- months ago
- years ago

28f) Please note the number between the brackets below for the U.S. \$50 bill:

- days ago
- weeks ago
- months ago
- years ago

28g) Please note the number between the brackets below for the U.S. \$100 bill:

- days ago
- weeks ago
- months ago
- years ago

## Currency Usage Barriers

29) Under typical indoor lighting, which of the following U.S. bills can you identify (denominate) **holding the bill close to your eyes** (with corrective lenses if you use them)?

Please check all appropriate items below between the brackets below:

- None – no useful vision (if no vision, skip ahead to question 33)
- None – can't identify any of them
- \$1
- \$2
- old \$5 with green large-print 5 on the back (as with \$10, \$20, \$50)
- new \$5 with big purple 5 on the back
- \$10
- \$20
- \$50
- \$100

30) Under typical indoor lighting, which of the following kinds of U.S. bills can you identify (denominate) **holding the bill at arm's length** (with corrective lenses if you use them)?

Please check all appropriate items between the brackets below:

- None – can't identify any of them
- \$1
- \$2
- old \$5 with green large-print 5 on the back (as with \$10, \$20, \$50)
- new \$5 with big purple 5 on the back
- \$10
- \$20
- \$50
- \$100

31) Has the introduction of subtle background colors on the \$5, \$10, \$20 and \$50 note made them easier to identify (denominate)? more difficult? about the same?

Please make an X on one item between the brackets below:

- Easier
- More difficult
- About the same

32) *How does the big purple 5 on the back of the new U.S. \$5 bill affect your ability to denominate it?*

Please make an X on one item between the brackets below:

- Easier
- More difficult
- About the same

33) *When was the last time someone gave you incorrect change?*

*Please make an X on between the brackets below:*

- days ago
- weeks ago
- months ago
- years ago
- I cannot remember any instances of being given incorrect change (if none, skip ahead to question 37)

34) *In that instance (question 33), how did you know that you had been given incorrect change?*

Please make an X on one option between the brackets below:

- I figured it out later when I tried to spend or organize the money I received
- Another individual mentioned it at the time I was given the money
- Other -- please elaborate between the brackets here: [ ]

35) *How did you deal with that situation (question 33)?*

Note details between the brackets here: [ ]

36) *How many other instances of being given the wrong change can you remember (relating only to yourself)?*

Please note the number of times between the brackets here: [ ]

37) *Do you routinely ask the cashier/seller the value of the bills that you are holding?*

Please make an X on one item between the brackets below.

- Yes
- No

38) *When was the last time you inadvertently gave someone the wrong currency?*

Please note last time between the brackets below:

days ago

weeks ago

months ago

years ago

I cannot remember any instances of giving someone incorrect change (if none, skip ahead to question 41)

39) *In that instance (question 38), how did you know that you had given them the wrong bills?*

Please make an X on one option between the brackets below

The cashier / seller told me

I figured it out from the amount of change I received

Another individual mentioned it at the time before I gave the cashier the money

Other -- please elaborate between the brackets here: [ ]

40) *How many other instances of giving someone the wrong bills can you remember (relating only to yourself)?*

Please note the number of times between the brackets here: [ ]

41) *How do you normally identify the denominations of U.S. paper currency when it is given to you? (most frequent method)*

Please make an X on the most frequent option between the brackets below:

Another individual helps me at the point of sale

Another individual helps me when I get home

Use a reader device at the point of sale

Use a reader device when I get home

Use a special lens at the point of sale

Use a special lens when I get home

Other -- please elaborate between the brackets here: [ ]

42) *How often do you feel rushed when dealing with cash after a transaction?*

- never (skip ahead to question 44)
- rarely
- occasionally
- frequently

43) *Does feeling rushed affect how you identify denominations after a transaction?*

- never
- rarely
- occasionally
- frequently

44) *How do you normally sort and store U.S. paper currency? (most frequent method)*

Please make an X on one option between the brackets below:

- Different folding method for each denomination
- Put different denominations in different locations (wallet, pockets, etc)
- Other -- please elaborate between the brackets here: [ ]

45) *Do you use currency less frequently than you would like, due to vision-related problems with using it?*

Please make an X on one option between the brackets below

- Yes
- No

46) *Do you feel vulnerable or disadvantaged using U.S. currency as it exists today?*

Please make an X on one option between the brackets below

- Yes
- No (skip ahead to question 48)

47) *If U.S. currency were easier to use, would you feel less vulnerable or disadvantaged using it?*

Please make an X on one option between the brackets below

- Yes
- No

48) *Do you use debit or credit cards more frequently than you would like, due to vision-related problems with using currency?*

Please make an X on one option between the brackets below

Yes

No

49) *How often do you use a debit or credit card for purchase, **excluding online purchases**?*

Less than once a month

Between 1 and 5 times per month

More than 5 times per month

Never (skip ahead to question 48)

50) *How often do you make online purchases?*

Less than once a month

Between 1 and 5 times per month

More than 5 times per month

Never

51) *Do you buy things online more frequently than you would like, due to vision-related problems with using currency?*

Please make an X on one option between the brackets below

Yes

No

52) *If it were easier to use U.S. currency do you think you would use it more frequently?*

Please make an X on one option between the brackets below

Yes

No

53) *What qualities or features would make the U.S. currency easier for you to use?*

Please note characteristics of bills between the brackets here: [ ]

*Thank you very much for your time and comments.*