

Consumer/TAP VRS Survey Public Results

In the spring of 2016, the Gallaudet University Technology Access Program, in collaboration with Telecommunications for the Deaf and Hard of Hearing, Inc., and the National Association of the Deaf, conducted a user survey on various aspects of video relay services. The survey was carried out online and received a total of 468 responses.

This report details selected results in aggregate form, along with free-text comments that we have received. Some of the free-text comments have been redacted to protect the identity of survey takers.

This project has been approved by the Gallaudet University Institutional Review Board.

We would like to thank Andrew Phillips and Paula Tucker for their help in developing the survey.

Claude Stout, Executive Director, Telecommunications for the Deaf and Hard of Hearing, Inc.
cstout@tdiforaccess.org

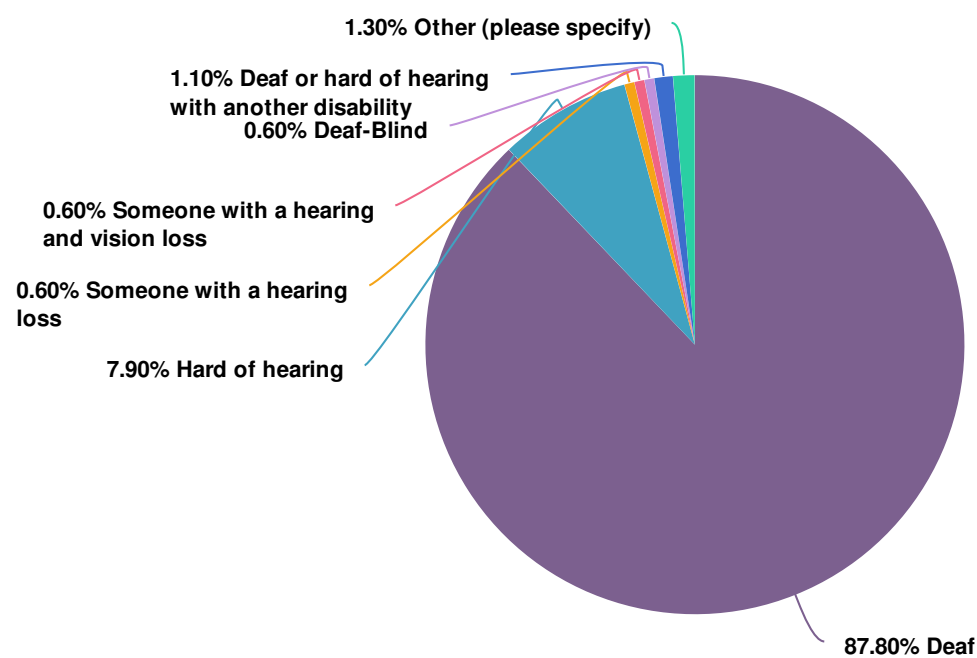
Zainab Alkebsi, Policy Counsel, Law and Advocacy Center, National Association of the Deaf
zainab.alkebsi@nad.org








Christian Vogler, Ph.D., Director, Gallaudet University Technology Access Program
christian.vogler@gallaudet.edu

July 3, 2017

Copy of Consumer/TAP VRS Survey Public Results - Segment Report

1. How do you identify yourself?

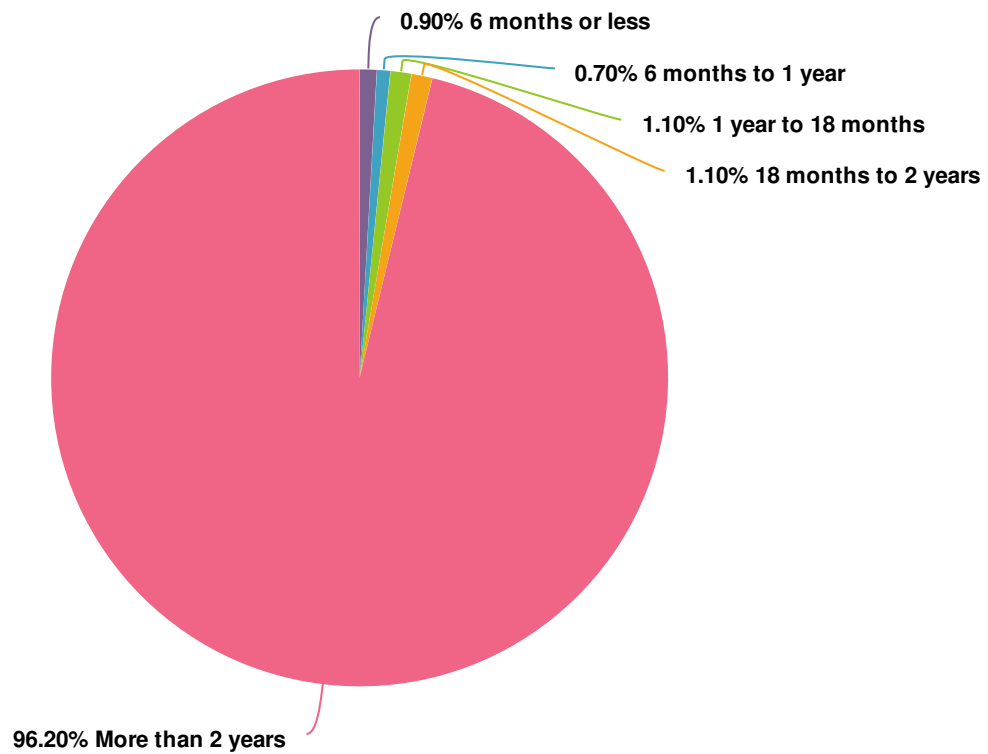


Value		Percent	Responses
Deaf		87.8%	411
Hard of hearing		7.9%	37
Someone with a hearing loss		0.6%	3
Someone with a hearing and vision loss		0.6%	3
Deaf-Blind		0.6%	3
Deaf or hard of hearing with another disability		1.1%	5
Other (please specify)		1.3%	6

Total: 468

Other (please specify)	Count
Bilateral CI User	1
Deaf with low vision	1
DeafBlind plus added disabilities that affect signing.	1
Late Deafened	1
hard of hearing/poor vision	1
late-deafened	1
Total	6

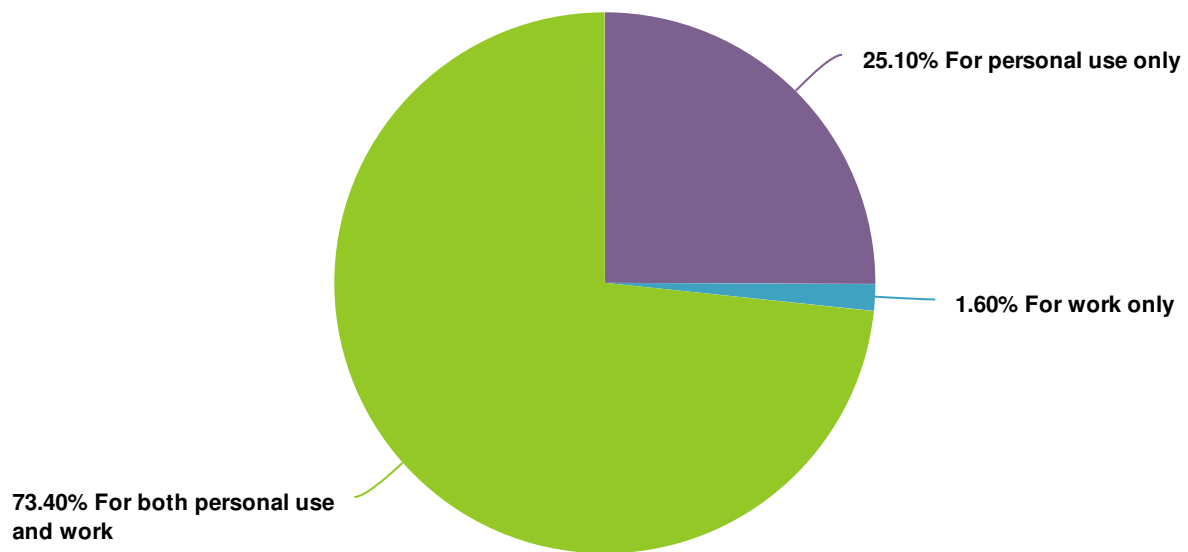
2. For how long have you used VRS?



Value		Percent	Responses
6 months or less	<div></div>	0.9%	4
6 months to 1 year	<div></div>	0.7%	3
1 year to 18 months	<div></div>	1.1%	5
18 months to 2 years	<div></div>	1.1%	5
More than 2 years	<div></div>	96.2%	430

Total: 447

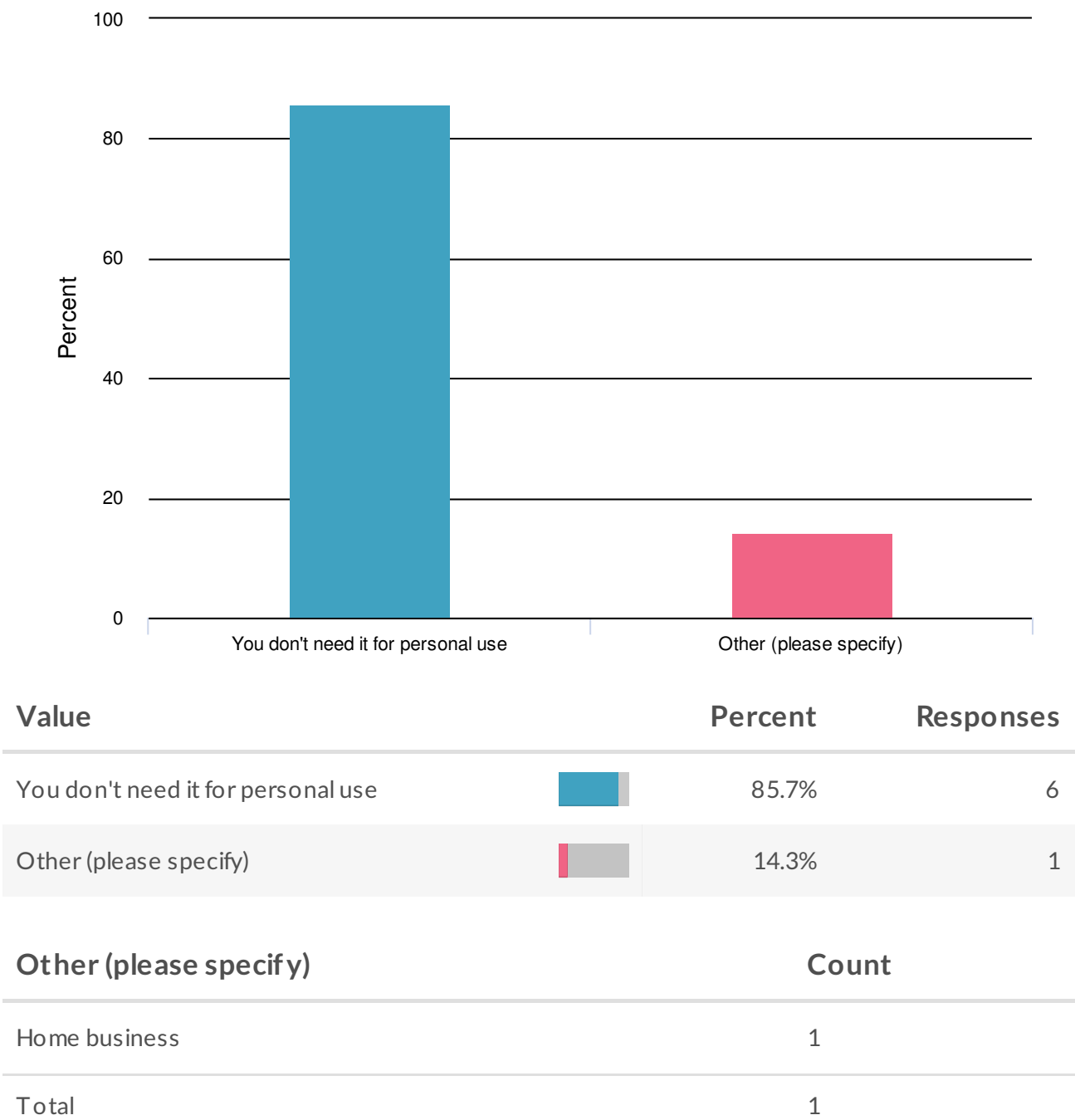
3. Do you use VRS for personal use, work, or both?



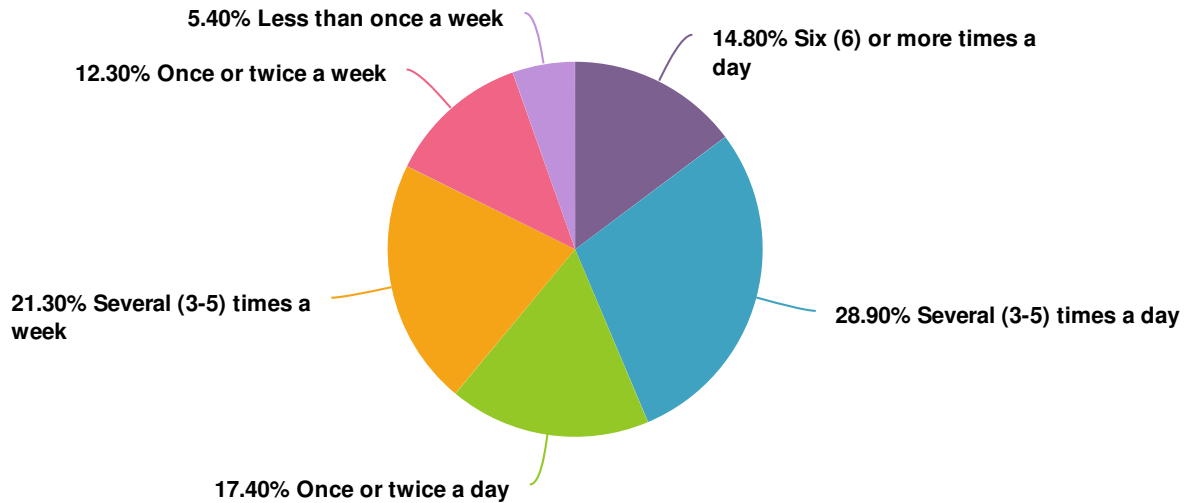
Value		Percent	Responses
For personal use only	<div><div></div></div>	25.1%	112
For work only	<div><div></div></div>	1.6%	7
For both personal use and work	<div><div></div></div>	73.4%	328

Total: 447

4. Do you only use VRS at work because (check all that apply):



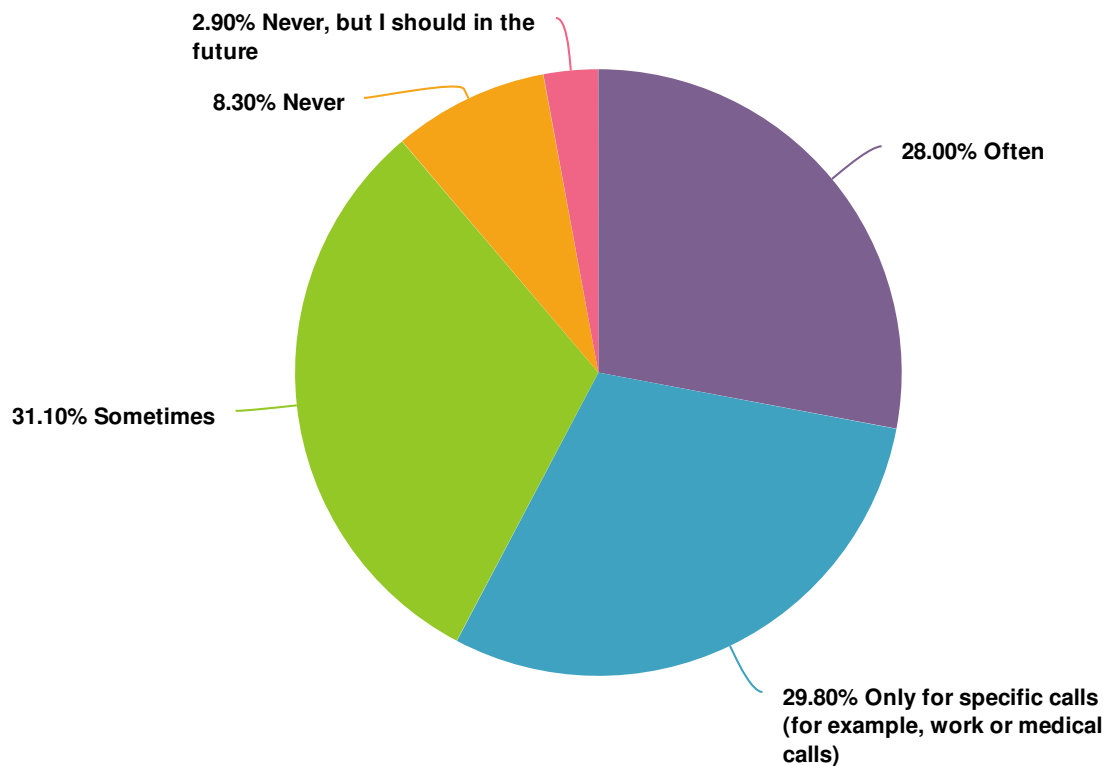
5. On average, how often do you make and receive telephone calls to/from hearing people using an interpreter at the Video Relay Service (VRS) (not direct / point-to-point calls)?








Value		Percent	Responses
Six (6) or more times a day	<div><div></div></div>	14.8%	66
Several (3-5) times a day	<div><div></div></div>	28.9%	129
Once or twice a day	<div><div></div></div>	17.4%	78
Several (3-5) times a week	<div><div></div></div>	21.3%	95
Once or twice a week	<div><div></div></div>	12.3%	55
Less than once a week	<div><div></div></div>	5.4%	24

Total: 447

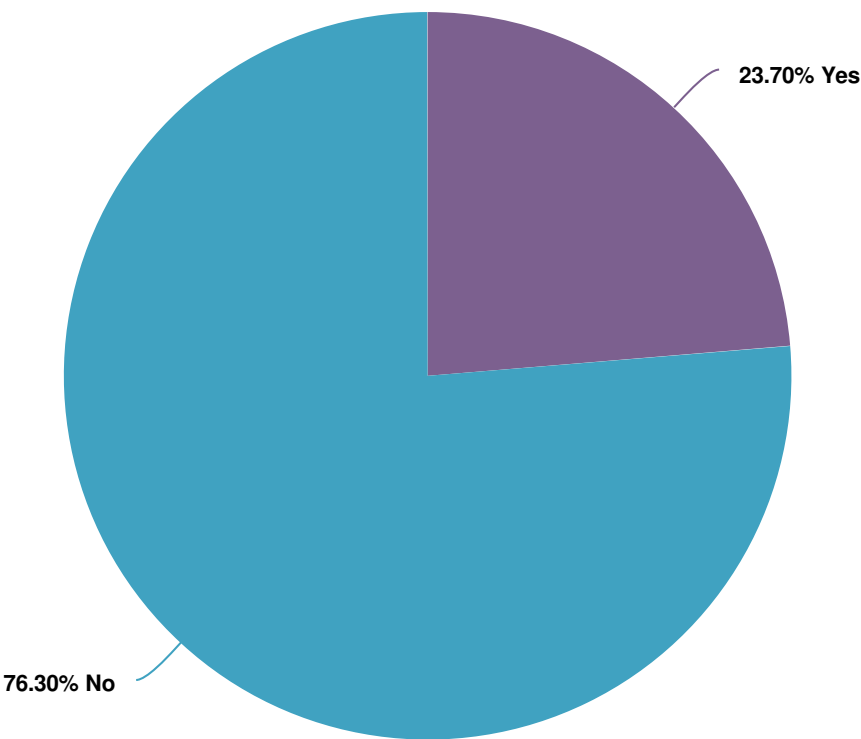
6. Do you ever provide information to the VRS interpreter prior to your call such as explaining the context of the call or specific vocabulary you will use?



Value		Percent	Responses
Often		28.0%	125
Only for specific calls (for example, work or medical calls)		29.8%	133
Sometimes		31.1%	139
Never		8.3%	37
Never, but I should in the future		2.9%	13

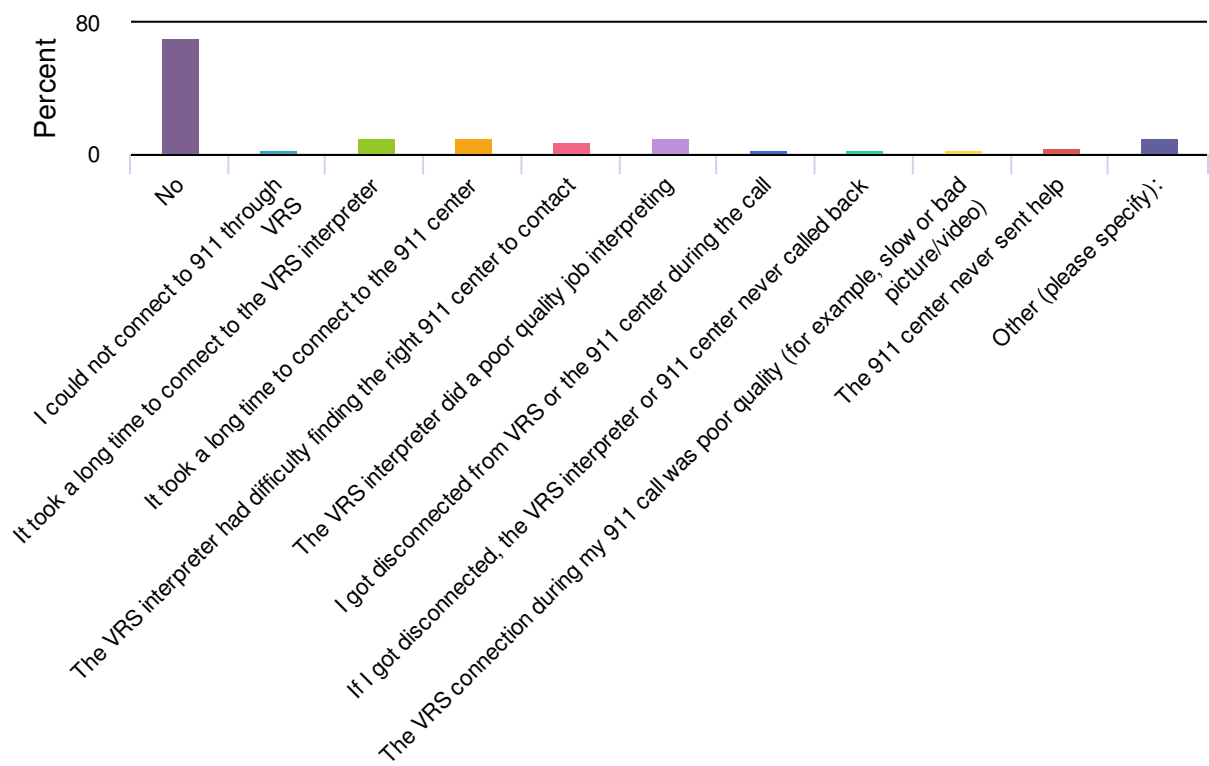
Total: 447












7. Have you ever called 911 through VRS?



Value		Percent	Responses
Yes	<div><div></div></div>	23.7%	106
No	<div><div></div></div>	76.3%	341
Total: 447			

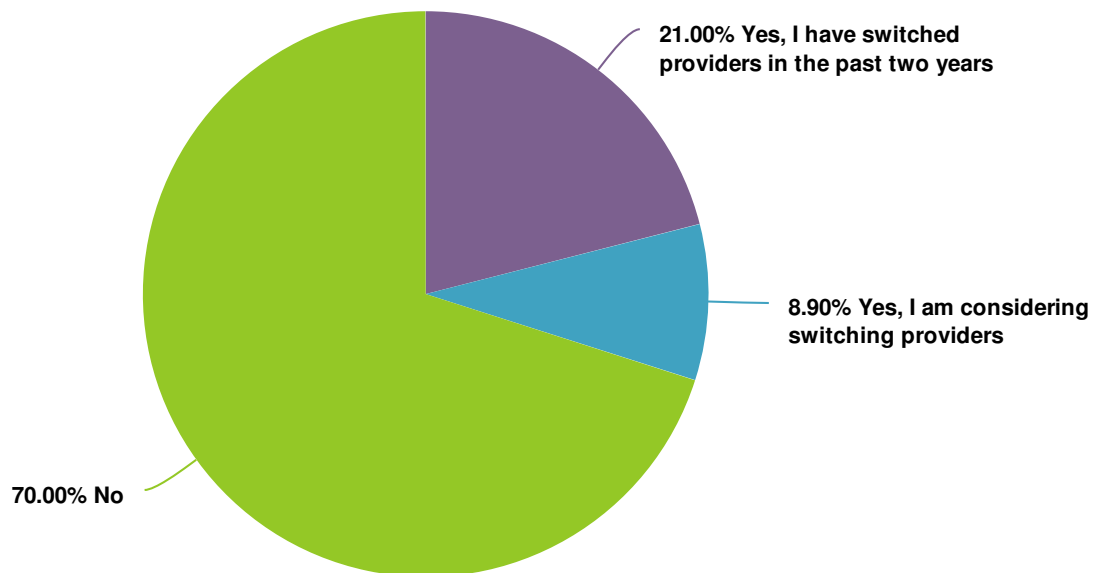
8. Have you ever had problems calling 911 through VRS? (Check all that apply)






Value		Percent	Responses
No		70.8%	75
I could not connect to 911 through VRS		1.9%	2
It took a long time to connect to the VRS interpreter		10.4%	11
It took a long time to connect to the 911 center		9.4%	10
The VRS interpreter had difficulty finding the right 911 center to contact		7.5%	8
The VRS interpreter did a poor quality job interpreting		10.4%	11
I got disconnected from VRS or the 911 center during the call		2.8%	3
If I got disconnected, the VRS interpreter or 911 center never called back		1.9%	2
The VRS connection during my 911 call was poor quality (for example, slow or bad picture/video)		1.9%	2
The 911 center never sent help		3.8%	4
Other (please specify):		10.4%	11

Other (please specify):	Count
Called 911 via VRS several times without issues.	1
I had no problem	1
I had no problem, and they came in .. it was only once 41/2 years ago...	1
It is confusing as it appears that there is additional party other than 3rd party VRS involved before the call is connected to 9-1-1 call center.	1
Not much	1
VRS interpreter was not CPR certified or refused to provide step by step instructions while waiting for ambulance or police to arrive.	1
awkward	1
on mobile it was poor connection/a lot of disconnection but hard wire calling 911 was good sometime poor quality not just on using Z5 or SVRS or P3 and etc,,	1
recently made 911 call and was very fast	1
transfer to right 911 center	1
Total	10

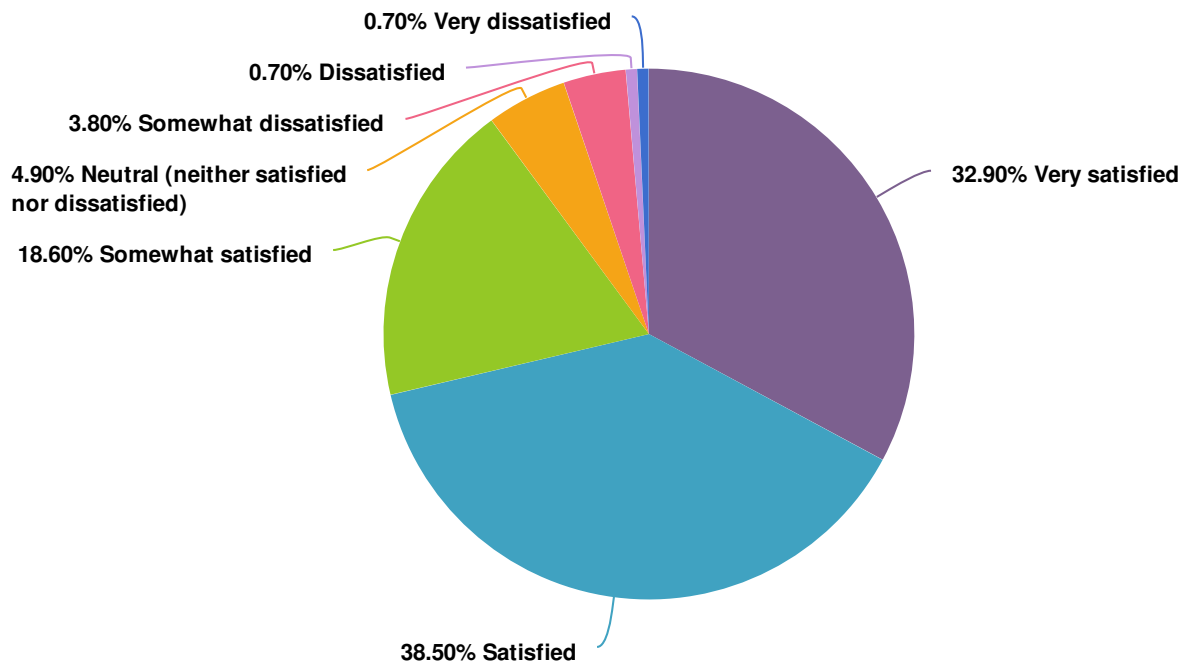
9. Have you switched VRS providers in the past two years or are you considering a switch?










Value		Percent	Responses
Yes, I have switched providers in the past two years		21.0%	94
Yes, I am considering switching providers		8.9%	40
No		70.0%	313

Total: 447

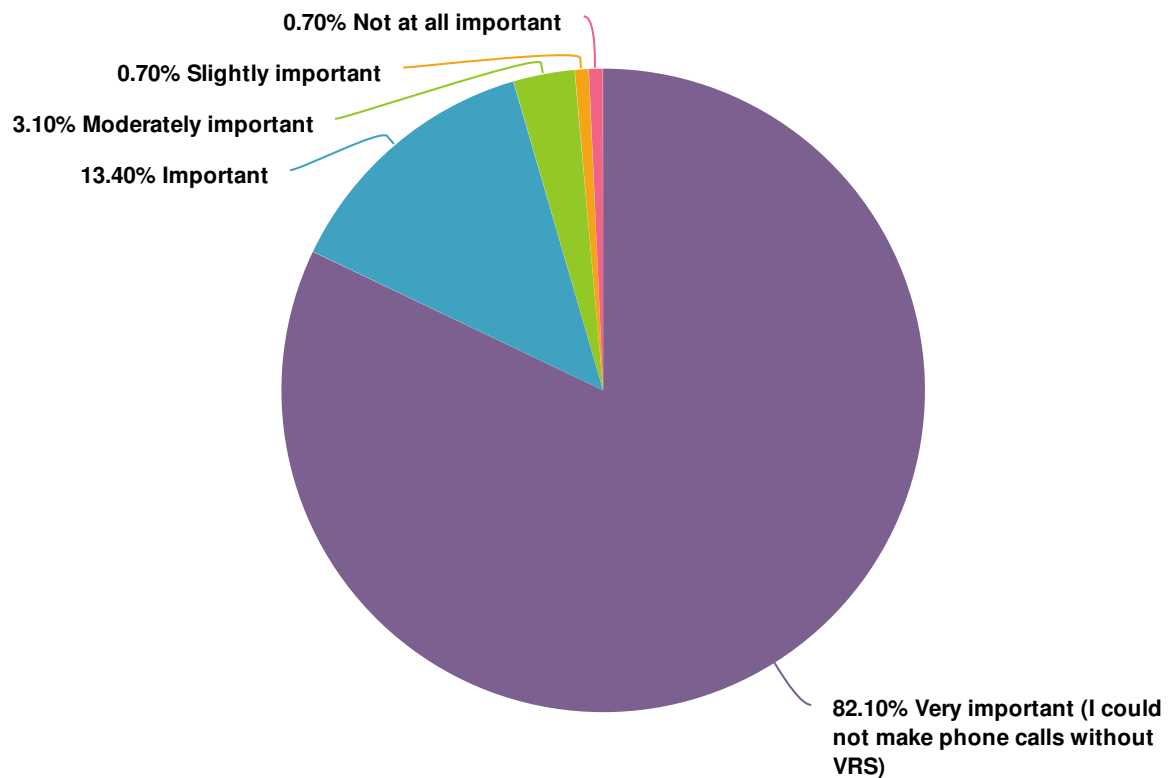
10. Overall, how do you rate communicating with other people when using VRS?








Value		Percent	Responses
Very satisfied		32.9%	147
Satisfied		38.5%	172
Somewhat satisfied		18.6%	83
Neutral (neither satisfied nor dissatisfied)		4.9%	22
Somewhat dissatisfied		3.8%	17
Dissatisfied		0.7%	3
Very dissatisfied		0.7%	3

Total: 447

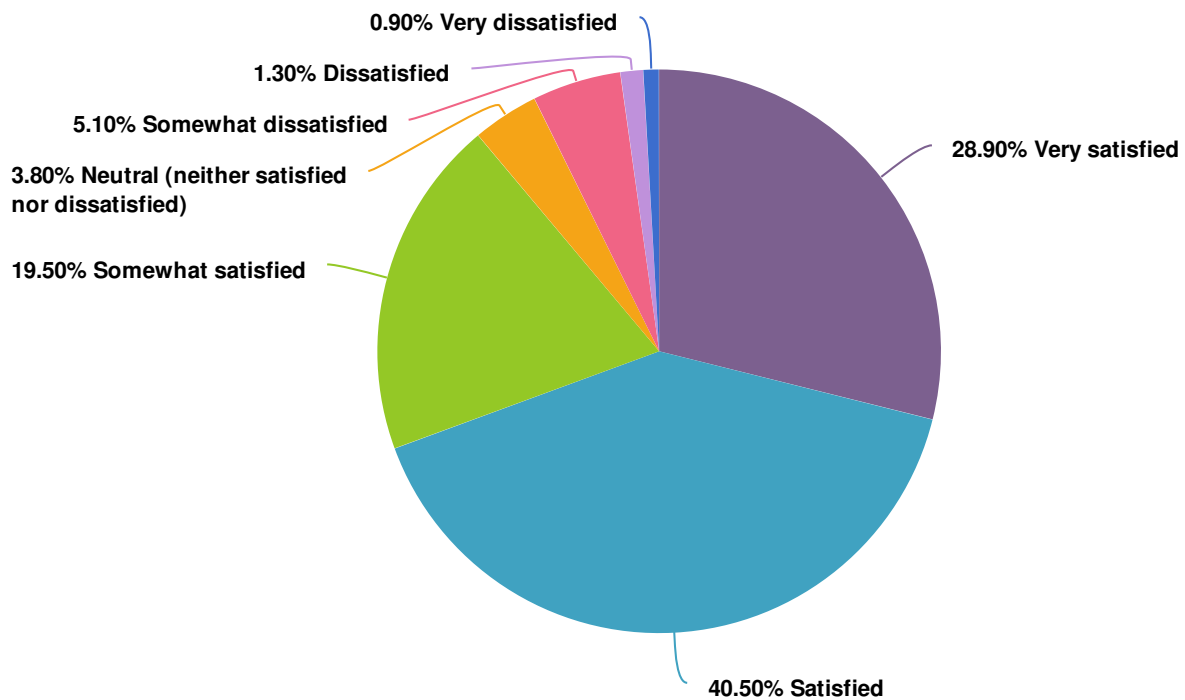
11. Overall, how important is VRS for your telephone communication needs?










Value		Percent	Responses
Very important (I could not make phone calls without VRS)		82.1%	367
Important		13.4%	60
Moderately important		3.1%	14
Slightly important		0.7%	3
Not at all important		0.7%	3

Total: 447

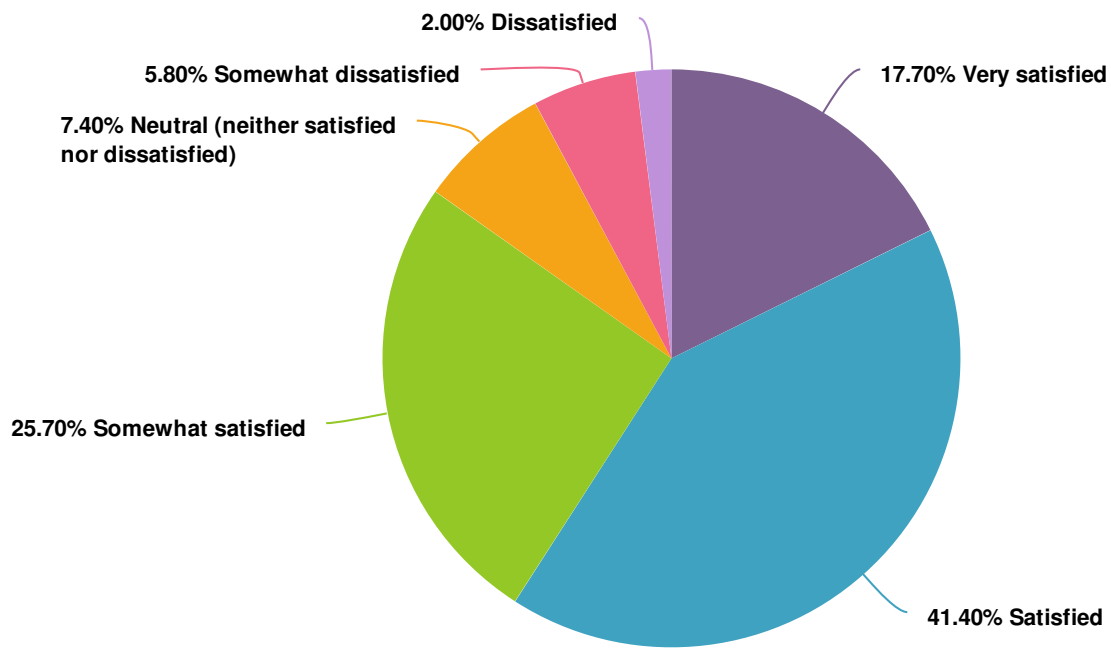
12. Overall, how satisfied or dissatisfied are you with your videophone and/or software you use to place VRS calls (for example, easy to use, reliable, good video quality, etc.)?



Value		Percent	Responses
Very satisfied		28.9%	129
Satisfied		40.5%	181
Somewhat satisfied		19.5%	87
Neutral (neither satisfied nor dissatisfied)		3.8%	17
Somewhat dissatisfied		5.1%	23
Dissatisfied		1.3%	6
Very dissatisfied		0.9%	4

Total: 447

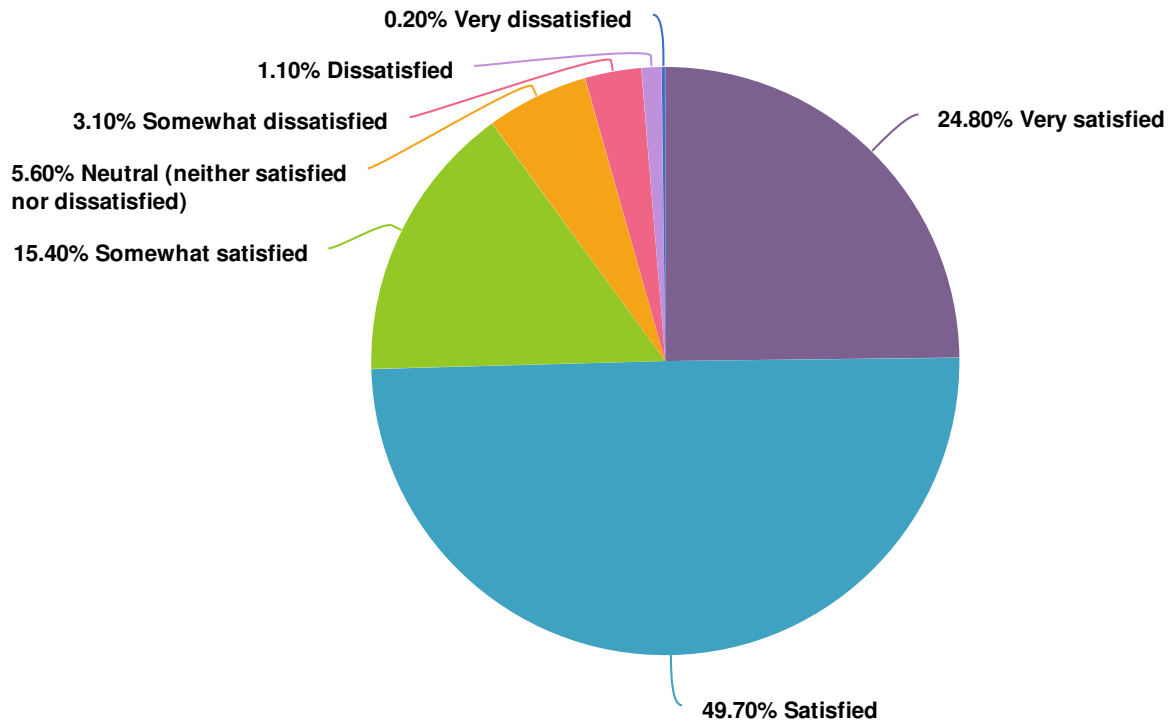
13. Overall, how satisfied or dissatisfied are you with the signing skills of VRS interpreters?










Value		Percent	Responses
Very satisfied		17.7%	79
Satisfied		41.4%	185
Somewhat satisfied		25.7%	115
Neutral (neither satisfied nor dissatisfied)		7.4%	33
Somewhat dissatisfied		5.8%	26
Dissatisfied		2.0%	9

Total: 447

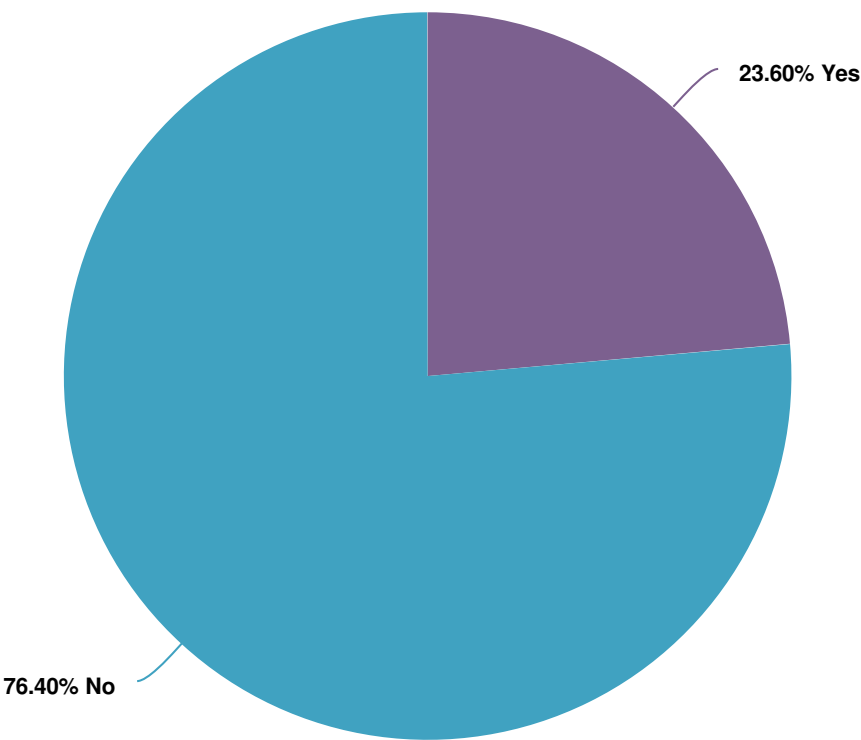
14. Overall, how satisfied or dissatisfied are you with the professional conduct of VRS interpreters?



Value		Percent	Responses
Very satisfied		24.8%	111
Satisfied		49.7%	222
Somewhat satisfied		15.4%	69
Neutral (neither satisfied nor dissatisfied)		5.6%	25
Somewhat dissatisfied		3.1%	14
Dissatisfied		1.1%	5
Very dissatisfied		0.2%	1

Total: 447

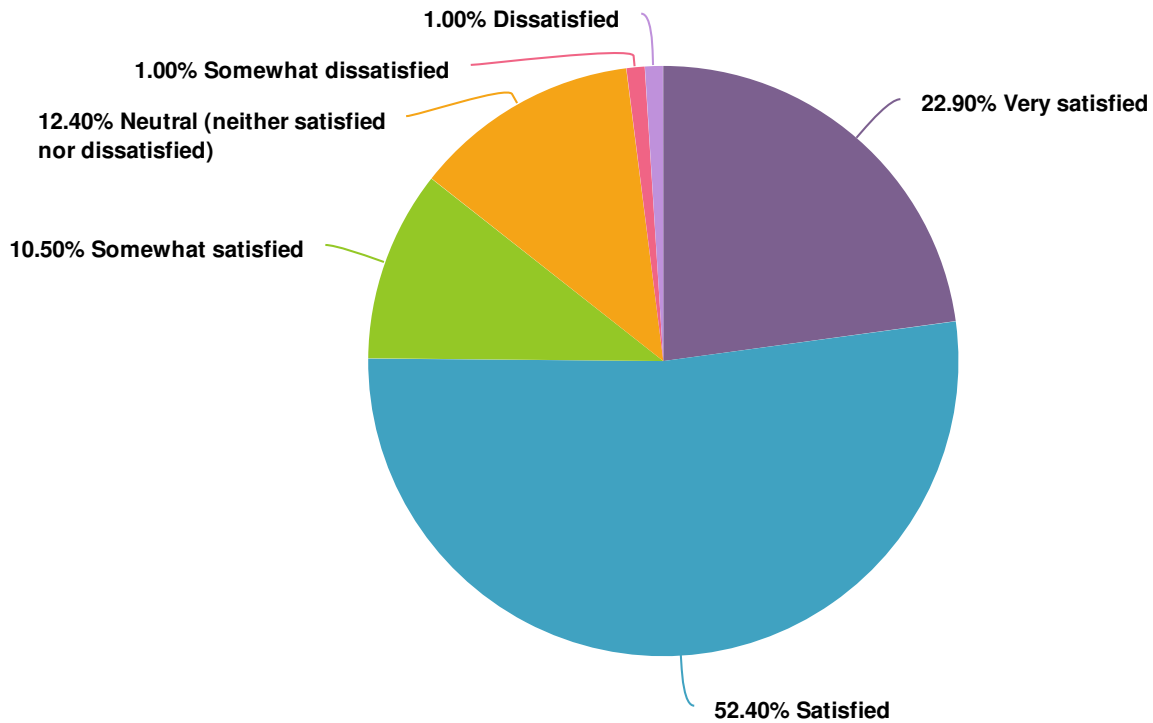
15. Have you ever used a tri-lingual VRS interpreter (for example, ASL to Spanish)?









Value		Percent	Responses
Yes	<div><div></div></div>	23.6%	105
No	<div><div></div></div>	76.4%	339

Total: 444
















16. How satisfied or dissatisfied are you with the interpreting skills of the trilingual VRS interpreters you have used?



Value		Percent	Responses
Very satisfied		22.9%	24
Satisfied		52.4%	55
Somewhat satisfied		10.5%	11
Neutral (neither satisfied nor dissatisfied)		12.4%	13
Somewhat dissatisfied		1.0%	1
Dissatisfied		1.0%	1

Total: 105

17. What problems, if any, are you currently experiencing with VRS?
(check all that apply)

Value		Percent	Responses
Placing VRS calls is too complicated (for example, hard to dial)		1.8%	8
Receiving VRS calls is too complicated (for example, poor notification system)		16.1%	72
VRS is difficult for me to use because I have another disability (for example, low vision or arthritis)		1.3%	6
It takes too long for VRS to answer before I can place calls		19.5%	87
It takes too long for VRS to answer when a hearing person calls me		14.1%	63
The video quality of the VRS call makes it difficult for me to understand the VRS interpreter		17.0%	76
I get disconnected too often		13.0%	58
There is too much of a delay between when the hearing person on the phone speaks and when the interpreter interprets		11.4%	51
The interpreter often does not sign clearly or competently		23.7%	106
I feel that the interpreter often does not voice for me well		27.1%	121
The interpreting quality varies from call to call		51.2%	229
The interpreter is not competent to interpret the context in which I am calling (for example, does not know the appropriate signs for the medical terminology in the discussion with my doctor or mental health counselor or the legal terminology in my discussion with an attorney)		25.3%	113
The interpreter uses too much English and I need more ASL		9.8%	44
I am not experiencing any of these problems with VRS		24.4%	109
Other issues:		21.0%	94

Other issues:	Count
A 3 year old is unable to easily dial 911, concerns for Deaf parents. You hear life saving stories of toddlers dialing 911 not possible with VRS device or software.	1
About several tries until I am able to see operator (most of the times) no video of agent.	1
Attitude of interpreters	1
Because of third party on line there are sometime misunderstanding .	1
Changing of interpreters during mid-calls	1
Color contrast background	1
Compatibility between VP providers - Convo to Sorenson, eg. I get connected to a terp when calling a vp number sometimes, for ex.	1
Disconnected few times	1
Hard to read fingerspelling	1
I cannot tell if the VRS interpreter is correctly voicing what I sign. Sometiems, the interpreter wil ask what a sign is to be sure she/he understands a sign which may be regional.	1
I do not have much problems with VRS.	1
I prefer oral signing (read lips) and have to tell them every time	1
I undy sometimes terps sign differently cuz we have signing dialects.	1
I use this at work and I cannot transfer calls	1
Impossible to use VRS for conference calls, which is a large part of my job	1
Inappropriate handling of VCO. Interpreters often sign telephone number and their ID number too fast for me to note.	1
Incompatibility between Sorenson and other vendors	1
Total	93

Other issues:	Count
Interpreter doesn't do straight english for me as a hard of hearing person with a cochlear implant. I have to train each one before I make the call. Some are willing to adapt to my needs ...others especially CODAs won't. I usually hear on the phone and read lips of the interpreter so I tell her not to fingerspell too much. Then she realized that all she needed to do is just convey information as she hears it and not worry so much on the accuracy of her signing.	1
Interpreter signs sloppily when using signmail	1
Interpreters do not pay attention as she used computer while I talked	1
Interpreters opposite of my sex confusing a number of Hearing callers. Also other high stake services like banks, social security office, financial services, etc. getting paranoids as they think we are hackers because of this VRS call.	1
Interpreters should wear proper clothing which is professional	1
Lack of visibility while receiving call (ex: light strobe, integrated software to the light such as Lifx, Philip Hue, and etc.)	1
Many software are not accessible. (inability to customize font size, font colors, resizing video, and so forth)	1
Most interpreter are not certified all over the U.S.A.	1
N o n e	1
Needs to put my phone number on the TV screen.	1
No certified deaf interpreter available	1
No certified deaf terp	1
No problem and always work out with interpreters if I or he/she don't understand and am willing to explain or repeat with no problem	1
None	1
Not as accessible. Sometimes I am in an area that has low signal, making it hard to make calls	1
Total	93






Other issues:	Count
Not dressing appropriately or poor attitude re my low vision needs and arthritis needs. Usually get it okay though. Also for tech calls I ask VI tio get a team person to help. VIs and I work as a TEAM.	1
Not interpreter every words i.e.: skip my very important that I need and some interpreter assume I want to	1
Noticed at times, interpreter exercises no patience, gives gestures (attitude)	1
Plus not moving a mouth while signing to me	1
Poor eye contact, interpreter frequently is doing something else ie typing or looking at another device	1
Problem with sign mail sometime be us some interpreter sign too fast sometime they sign sloppy	1
Robocalls and navigation of Press 1,2,... Calls can be difficult.	1
Sign Mail -- interpreter fingerspell a name of person and phone number too fast. I could not read it. I had to repeat it few times until i got it all.	1
Sign dialects sometimes confusing like place names signs!	1
Signs too fast or say nbr too fast	1
Some VP interpreters are judgmental	1
Sometimes Deaf callers call me thru VRS because I can hear on an amplified phone. The VRS interpreters are often inadequate either in skill/accuracy or in speech/pronunciation quality and affect.	1
Sometimes recorder many options	1
Somtimes recording sending out call aren't clear then hang up so the interpreter unable to use ASL clearly due garbage recording. Not the VRS fault.	1
Sorenson not compatible with Purple	1
The interpreter uses too much ASL and I need more English	1
Total	93

Other issues:	Count
The signmail (Sorenson) takes a while to be opened lately...not the kind which used to open quickly.	1
The video screen keep freezing. NOTE: I use Z-VRS at work and that is where I experience this issue. I have Sorenson at home and it is better	1
The word used here is \\	1
There should be an option for Trilingual Interpreter	1
VRS heavily dependent on a reliable connection, I wish there were more text-based relay systems to fall back on.	1
VRS interpreter having side conversations... Pissed me off (did that often)	1
VRS leaving a message is often too fast and not clear with the message being left.	1
VRS msgs left for me interterpreter signs phone numbers too fast, have to watch again again	1
VRS says Date for appt is 8 I went to see Dr for appt date 8 nurse said 18 misunderstood for date number	1
VRS screen connected, I cannot add new comment if I need to put numbers or letters. I had to fingerspelling numbers or/and letter	1
When I get signmail, I cannot get the phone number clearly because the interpreter signs too fast. Why not leave a hard note above the interpreter types.	1
"some" interpreters are rude and unprofessional, some interpreters sign phone nbrs too fast when leaving messages know that we cant write down the nbr and watch the interp at the same time, some interps use the wrong tone when voicing for me. i have been told i am angry really when i am just being very visual with my signing, some interps hang up before i am finished, etc, some interps do not sign exactly what i say, ex. if i give my name, they only say part of it!!	1
background color issue	1
calls from automated calling machines	1
depend on the screen show bad (like blurry or fizzy)	1
Total	93

Other issues:	Count
diffrent signs in diffrent areas, I get interp from Calif but I am in east coast and not knowing the diff signs	1
i do conference calls for various advisory committes..andsome intepreters do well...othere have problems keeping up or understanding the discussion to interpret properly.	1
i've not used asl for more than 40 years ... i liked the old way of being able to typing conversation rather than asl	1
in sign mail sometime i can t understand interpreter s sign	1
interpreter does not move lips while signing, or uses too much ASL without moving lips	1
interpreter opt for hearing callers as dominant person of the conversation/call even though I started the call.	1
interpreters are not dress approaiotly.	1
interpreters some times simplify information too much, my first language is English	1
laptop's hibernation setting issue. It doesn't recognize the video as I am calling.	1
len camera quality and focus ability is all time very very poor and unacceptable	1
location	1
need interpreter involving deaf culture	1
no complaints	1
no problems at all	1
not clear as a crisp video display - always fuzzy or blurry - it would be nice to have a very crisp video display to satisfy deaf consumers	1
not enuff speed when traffic of rush times at work and home.	1
not much bother... mostly is fine..	1
not often misunderstanding	1
Total	93





Other issues:	Count
occasionally, I have an unclear connection and it's difficult to see the other person	1
screen is blurry when calling from one provider to the other. ...I.e. Purple to Sorenson	1
software glitch	1
sometimes the interpreters are not able to either sign or voice accurately for me and it is frustrating because my calls are important	1
sometimes vp disconnects whenever I'm talking with someone	1
sound rings never works need to replace	1
suspicion re: calling through a 3rd party	1
text so small/too light to read	1
they don't say who is calling	1
video quality is not very reliable at hotels using wifi instead of hard wire.	1
when vr leaves a message - too quick and sloppy	1
work computer is the most problematic due to firewall	1
Total	93

18. How is the video quality of VRS?




Value		Percent	Responses
Clear, I have almost no complaints		20.4%	91
Clear most of the time		48.7%	217
Sometimes it is clear; sometimes it is blurry or not clear		28.7%	128
Blurry or not clear most of the time		1.6%	7
Always blurry or not clear		0.7%	3

Total: 446




19. When you experience video quality problems using VRS, are you usually connected to the Internet through: (check all that apply)

Value		Percent	Responses
Wired network (for example, Ethernet Internet cable)		61.5%	275
WiFi		62.0%	277
Mobile data network (for example, AT&T or Verizon's 4G LTE phone network)		40.5%	181
I don't know		7.6%	34





20. Have you ever hung up on a VRS interpreter because you felt he/she was not skilled enough?

Value		Percent	Responses
Yes		42.5%	190
No		51.2%	229
I don't remember		6.3%	28
			Total: 447

21. How many times over the six months have you hung up on a VRS interpreter because you felt he/she was not skilled enough?




Value		Percent	Responses
A few (1-2) calls		64.7%	123
Several (3-5) calls		24.2%	46
Many (6+) calls		11.1%	21
			Total: 190

22. Have you ever asked for a different VRS interpreter because you felt he/she was not skilled enough?





Value		Percent	Responses
Yes		43.8%	196
No		38.0%	170
I don't remember		5.8%	26
I don't feel comfortable or didn't know I could ask		12.3%	55

Total: 447

23. How many times over the last 6 months have you asked for a different VRS interpreter because you felt he/she was not skilled enough?



Value		Percent	Responses
A few (1-2) calls		71.4%	140
Several (3-5) calls		18.9%	37
Many (6+) calls		9.7%	19
			Total: 196

24. Did the interpreter(s) appear to be willing to transfer you to another interpreter?


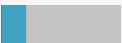

Value		Percent	Responses
Yes, the interpreter(s) were generally willing to transfer me to another interpreter		68.4%	134
No, the interpreter(s) generally did not seem pleased to transfer me to another interpreter		6.1%	12
Some interpreter(s) were willing and others did not seem pleased to transfer me to another interpreter		23.0%	45
I don't know or I don't remember		2.6%	5

Total: 196






25. Have you ever had someone you talked with through VRS later tell you that the VRS interpreter did not do a good job interpreting for you (for example, telling you that the voice interpreting did not sound like you)?

Value		Percent	Responses
Yes		43.0%	192
No		57.0%	255
			Total: 447

26. How many times over the last 6 months has somebody told you that your VRS interpreter did not do a good job interpreting? (Either voicing or signing)

Value		Percent	Responses
A few (1-2) calls		67.7%	130
Several (3-5) calls		21.9%	42
Many (+6)		10.4%	20
			Total: 192

27. What would you like to see changed in VRS calls? (check all that apply)

Value		Percent	Responses
Ability to select interpreters based on their skills for my calls (for example, someone who is knowledgeable of medical terminology for a doctor's call)		58.4%	261
Ability to select from a list of preferred interpreters for your call (for example, you use a VRS interpreter and really like him/her and want to be able to use him/her again for future VRS calls)		53.0%	237
Improvement in interaction between the interpreter and the other person (for example, clarification of what a VRS is)		34.7%	155
Easy way to give feedback, comments and complaints about an interpreter after a VRS call is done		57.7%	258
Other (please specify):		19.7%	88

Other (please specify):	Count
None	3
Ability to slow motion repeat VRS msg left for me	1
Ability to work with an interpreter familiar with vocational rehabilitation	1
Add preference of communication mode to VRS consumer profile so interpreters know to adhere	1
Always satisfied with all VRS interpreters	1
Automatic same gender on each call.	1
BEST Video Quality!	1
Total	85

Other (please specify):	Count
Be sure VRS interpreter is Level 4 or 5	1
Better background colors and interpreters wearing contrasting colors	1
Better system to be able to participate in conference calls (when I am the solo deaf participant)	1
Certified Deaf Interpreters Wanted	1
Certified deaf terp needed	1
Compatibility between Sorenson and other vendors	1
Deaf Interpreters	1
Doesn't matter	1
Dress appropriately... for example; a person with dark skin wearing dark color outfits or white person with over light color outfits that are hard to read sign language or fingerspelling. Sometimes I told them to wear appropriately	1
Ease in using different providers--it is too complicated now. I am not with a preferred provider	1
Eliminate identification of VRS at the beginning and end of calls	1
Ensure to ask if want VCO before making the calls.	1
FCC needs to consider national certification as a best way to assure quality of interpreter at minimum	1
Finger-spelling is very important!	1
Gender preference	1
Give me Case # so that I can call back when the same problem comes up.	1
Have options to have the "knowledge" of topic as an option for me to grab, For example. Religion Study, Same "group" of religion to interp to/from two parties on call.	1
Total	85


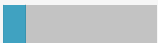
Other (please specify):	Count
I already fine MANY compliments to specific VIs at Sorenson, plus the rare very specific complaint. Absolute requirement for dark shirt for Causacian and constrasting non/glare tops for VIs with brown or black skin, and some shades of yellow skin. The point is CONTRAST from skin color, the point is not for everyone to wear Black.	1
I am a male. I want male interpreter default!	1
I think the protocol has been very satisfactory that you cannot satisfy everyone\'s desire. If one is not satisfied with interpreter being involved, simply ask for another.	1
I would like to know if the interp is saying exactly what I am saying. As I have no way of knowing that the interp got my message right.	1
I would prefer to select a call center in my state	1
I'd like to stick to interps who know my communication style and those i am comfortable with to voice appropriately for me	1
Interpreter sometimes is multitasking when they should be concentrating on the call	1
Interpreter/CA should sign while they are speaking with hearing person so the deaf can be assured the interpreter is saying what I ask.	1
Interpreters exercising patience and being more friendlier with their facial expressions	1
Interpreters should sign what they are saying to the person the call was made to. The deaf person doesn't know what is being said or if the interpreter is saying exactly what the deaf person wants to be said	1
It is important that all VRS interpreters have national certification, not just state qualifications.	1
Leave it not to change	1
List of interpreters who do sign supported speech well. I cannot use Codas because they are not flexible enough to adapt to my needs.	1
More certificated interpreters	1
Most of my vrssorenson comments have been ignored. Sorenson does not train the inteprerts to use ASL is a major problem.	1
Total	85

Other (please specify):	Count
N/A	1
Need to keep their hands in view when I am giving personal info such as my SS# or credit card # so I am not suspicious they are writing it down.	1
No change	1
No changes. Very satisfied with Sorenson and Purple VRS	1
None really	1
Not being judgmental on deaf persons who use fragmented English during phone calls.. this came from a few former students from our Deaf Program.	1
Of necessary, ask voice callers to slow down when they speak.	1
Prefer interpreter say the person calling is deaf (me) rather than "using sign language"	1
Prefer translate (not interpret) or change the words that I do not appreciate.	1
Print on screen, such as phone number and typed words, are extremely small (Purple.)	1
Require extensive training and improve skills of interpreters to a very high level	1
SEE NO NEED FOR CHANGES AT THIS TIME	1
Since I use two VRS providers, one primarily for outgoing calls and the second one primarily for incoming calls, and make many VRS calls, I have built good relationships with the interpreters. Sometimes the hearing person has trouble understanding me on account of poor connections or foreigner. In such cases, I ask the VI to reverse for me.	1
Stop with the VRS announcements, because I get a lot of hung up calls thinking VRS is attempting to sell something.	1
Too many different interpreters. Never had the same interpreter twice.	1
Vrs interp would tell me how I communicate with hearing caller	1
Way they answer the phone before I'm connected	1
Total	85



Other (please specify):	Count
Would like interpreter ID to stay after interpreter hangs up on me without completing my calls when I give instructions prior to making calls because of recordings	1
ability to understand computer terminology.	1
dentist office	1
follow the voice/appearance of the callers like Im male and the other side assumed I was female until I met the person. (the other side assumed I as female because of interpreter voice.)	1
have captioing of what the interpreter voiced out (said in his/her words from my signs	1
if I knew my local interpreter I disliked...then I hung up and call again to see if different interpreter I dont know .	1
improve len focusing ability. It is extremely poor and unacceptable. Iphone, iPad, computer far exceed better quality	1
interpreter takes notes when an automated call comes through, for example reminders of a medical appointment where date, time, and exact location needs to be transmitted	1
interpreters being more confident in asking for clarification instead of "keeping going"	1
interpreters take the initiative to inform hearing callers to leave messages. T here are times I don't know whose phone numbers belong to and when I return calls, I tell the interps that's I don't know who is this number belongs to and sometimes I ignore the call. If urgent hearing would leave msg, but I'd hearings be informed that they can leave messages.	1
n/c	1
need to be able to type conversation rather than asl ... while still having the "right" to privacy from governmental agencies ect.	1
no problem for me..	1
no specific, but any improvement is improvement, regardless	1
none	1
Total	85

Other (please specify):	Count
not too big deal	1
only hire certified	1
professional ethics from the interpreters	1
reduce the waiting time for next available interpreter.	1
requiring RID certification, not hiring green (recent graduates of SLIPs), having licensure that guarantees a minimum level of skill competency (this is hard given RID, but BEI (Texas) is an alternative. I frequently use email for conversations I wish I could use VRS for because of the lack of interpreters who have competent high level professional register in English. Sometimes I'm not in an environment where I can use VCO.	1
select gender of interpreter	1
terp should go ahead make the call without waiting for deaf to say something	1
to kill time on holding for available rep.	1
use CDI's	1
very seldom	1
want know their name with ID, when switch interpreter prefer transfer other call due the VRI ID and NAME. They tends to not change when update their VI while on the call	1
want someone good in oral signing	1
Total	85








28. If you were allowed to easily rate your VRS interpreter after the call, would you?

Value		Percent	Responses
Yes		84.8%	379
No		15.2%	68
Total: 447			

29. Do you use VRS for conference calls?





Value		Percent	Responses
Yes		47.7%	213
No		52.3%	234
			Total: 447

30. How do you rate your overall experience using VRS for conference calls?

Value		Percent	Responses
Very satisfied		12.2%	26
Satisfied		39.4%	84
Somewhat satisfied		24.4%	52
Neutral (neither satisfied nor dissatisfied)		8.5%	18
Somewhat dissatisfied		9.9%	21
Dissatisfied		2.8%	6
Very dissatisfied		2.8%	6



Total: 213

31. When using VRS for conference calls, is the interpreter able to keep up with the call and are you able to comfortably participate in the conference call?

Value		Percent	Responses
Usually the interpreter <u>cannot</u> keep up and I <u>cannot</u> comfortably participate		17.8%	38
Usually the interpreter <u>cannot</u> keep up but I <u>can</u> comfortably participate		19.2%	41
Usually the interpreter <u>can</u> keep up but I <u>cannot</u> comfortably participate		14.6%	31
I usually have <u>no problems</u> using VRS for conference calls		48.4%	103

Total: 213

32. Do you have another disability that affects your VRS experience?

Value		Percent	Responses
Yes		6.7%	30
No		93.3%	417

Total: 447

33. Can you explain how this other disability affects your VRS experience and what improvements you would like to see?

Count	Response
1	ADD

Count Response

1	DEAF
1	DeafBlind... (not Deaf-Blind) haha. Anyway, STARVRS (CAAGVRS) is down now. Now we are back to Captel and VCO, but I don't use those. I sign ASL and TASL and read braille. Many software allows us to type, but it is not accessible or able to connect to our braille machines. In other words, VRS is completely designed for the eye and the mouse instead of the keyboard.
1	I am colorblind. I want all interpreters to be required wear an uniform! It is discriminatory when VRS providers make deaf employees wear uniform in customer care but allows interpreters to wear whatever they want.
1	I am not comfortable for VRS interpreter is aware of my depression with my psychologist or therapist. That made me feel less privacy and less respected. I do not like how interpreter do make judgement on deaf clients with depression. Many deaf client prefer deaf or hearing psychologist with fluent sign language can communicate with me via videophone. VRS is very awkward for me. Some psychologists forced us to videophone directly for ASL only- no email and that is what I disagree with that psychology- follow their way. What about our preference of communication method? What if Deaf client want to have anonymous to email or text until she or he feel more comfortable to face with psychologist via videophone? For an example: violence domestic, kid/elderly abuse or suicidal.. These issues are really sensitive for Deaf clients feel too embarrass or shame to talk via videophone or VRS. I just hope their service need to improve for Deaf community. I know one of these hearing psychologi
1	I have Dupuytren's contractures and I occasionally use nitrite gloves for clarity when I spell the word or give the number...
1	I have a low vision and when it is kinda dark is hard for me to see what interpreter say. .. need more lights
1	I like about vrs.
1	Large text, color text, and neutral background not bright blue or dark blue for video interpreters at call centers. I would like to have close relationship with qualified/certified deaf interpreters who has deaf experience.
1	Low vision - need more ASL

Count	Response
1	Low vision and bad arthritis. I start calls explaining my limitations and needs and we go forward as a TEAM. VIs love the prep explanations. The calls go smoother that way. The arthritis in hands problematic for fingerspelling, numbers, and some basic handshapes. I have made my own index cards of frequently given info, such as my address and VP number, and then just hold the card to the camera.
1	Rid of limited data on mobile
1	Sometime is okay, more improvements interpreters.
1	Text is too small to read, need adjust size to 14 or larger for visual impaired people.
1	That ok
1	Vision - options to colira/screen and pucture
1	Vision.... Interpreter is sitting too far... Not clear signing..
1	When the VRS Interpreter types information like numbers and such, the font is terribly small and I need my reading glasses. If the font could be increased, that would be great!
1	Yes it is great with vrs
1	glare, poor screen quality, signing sloppy makes it difficult to understand plus vision
1	i am disabitiy i am deaf
1	i am fine like keep on vrs ok
1	i have macular degeneration and cataracts...but have fairly good vision in one eye.... purple has accomodated me by providing me with a 32 inch video phone...next to my computer where i have mtg minutes in large print on screen...for teh conference calls.
1	low vision
1	there are a lot of time the interpreter cannot understand what I signs and sometime will misread what I signs and can read their lip or if the answer is respond back in a totally confused misinterpreted what I sign or the other caller said.
1	vision need more light and wide screen
1	vision...bigger bold darker text

Count Response

1	with my experience to be patient with me on slow response.
1	yes keep on vrs ..
1	yes, I explain that I am a Deaf and I really want to call like consumers, employees, various of my experience for job in my future. I wish the companies should to be set up if one Deaf employee like job fairs, etc., but the companies depend on Human Resource, how many total employees lots than one deaf employee not fair like Administration Assistant or clerical that my experience no call for me. [REDACTED] person said, Afraid Interpreters and don't want pay for Interpreters if I will get jobs like interviewed, training, what I do this jobs do that [REDACTED] boss don't want me work. Thank you for time.

34. Do you have any other comments or experiences regarding VRS that you would like to share?

Count	Response
4	N/A

Count	Response
4	n/a
3	No comment
3	no
2	none
1	Merely appreciative of our communication accessibilities....always room for improvement.
1	(1). Display a Privacy Statement (2). Make QA surveys available (after each call).
1	*Do Not take away this service ever. *Continue to improve always *Continue these surveys as VRS improves *MAKE INTERNET FREE FOR THOSE WHO CAN'T AFFORD IT TO BE ABLE TO USE VP, instead of TTY. It's not fair to those who can't afford to pay for internet services.
1	1. Make N11 networks VRS compatible like 911. 2. If VRS providers direct your call to the nearest regional call centers instead of across the US, CAs would be more familiar with local signs.
1	1. Would like a way of identifying interpreter 2. Would like a way of identifying interpreter with specific skills i.e. Computer terms 3. Would like for operator to be calm, if feeling overwhelmed then get another interpreter to continue the call 4. Would like for operator to explain more clearly to hearing person the time involved i.e. Tech support may give instruction, I need to follow the instruction first then continue ...operator be more skilled in facilitating the communication flow
1	911 VRS operator was surprisingly professional and helpful when I called him for a family member's episode. I was pleased how it turned out. I continue to support VRS for its services to the deaf, hard of hearing and deaf and blind.
1	Am willing to work or coach her/him/VRS providers
1	Appreciate the accessibility to the hearing professional, friends and family.
1	As a signed English user I would like to have a way to have my video voice mail recorded in signed English rather than ASL.

Count	Response
1	As the deaf mature adult over 60 age, I am Bi-Lingual (ASL and English) as I speak in ASL to communicate with others via ZVRS. At my home, I have Z5-MAX9Desktop) that is highly qualified at best as I am fully-satisfied with ZVRS in my best recongization so that.
1	Basically the services have been great!
1	Biggest problem for VCO users is the fact that Interpreters answer and talk to the hearing person and say that i am DEAF. I do VCO, I don't want the interpreters to announce my deafness. They should just let me talk for myself or let the automated answer voice out my unavailability.
1	Can not live without using VRS
1	Cannot participate in audio-only webinars, YouTube sometimes have meetups with people of the same profession, not fair that I cannot participate.
1	Certified deaf terp needed!!!!
1	Complain fuzzy every night problem
1	Do something to Purple(shut them down for their fraud) Get rid of ZVRS for their stink attitude
1	Don't have comments at this time...
1	Equal mpbs all vrs provide and please share voice-mail all vrs provide
1	Especially male VRS should not cover their mouth with long mustache, should be trim. Please do not use any VRS who has foreign accents and should have learn ASL.
1	For a while, several years ago now, there was a great company that as a side piece, specialized in DB calls. I used them exclusively until new regs about who could contract came out and they had to quit. VRS is a godsend. I literally couldn't go back to TTY. I don't even have a TTY anymore!
1	For conference calls, only problem I have is I can't tell if the person out there is happy or not. I need face to face. Sometimes that's only reason I don't like to do the conference call. I can't hear the voice tone or see facial expressions as I need to.
1	Frustrating how wide difference between interpreters! Feels like roll dice

Count	Response
1	Hope we will have the opportunity to rate the ASL interpreter after the call. The Convo is wonderful with ASL interpreters but not other VRS. I have encouraged deaf clients with minimal language skills to use Convo so they can make the calls independently.
1	I am disappointed that the quality of imaging of VRS equipment. I am more disappointed that no ability to focus from remote. you have to go to the len to fix the focus. UNACCEPTABLE. Clearly no one there knows photography lens zooming and focusing using remotes are there? Cheap.
1	I am planning to change providers to one that uses only certified interpreters. With the present provider I get interpreters who seem incredulous that I want VCO, or fail to note that it is there in my profile.
1	I am pretty near sighted and when the interpreter types text in a box next to the video, I have to learn up to a few inches from the screen. Would be great if fonts could be enlarged or the ability to do so from my end was possible.
1	I am the person who is flexible enough to adjust to diff styles of interpreters. There is no such a PERFECT interpreter unless we invented an interpreting robot! I am aware that in many sections of USA , there are problems of quality in interpreters and also regional signs that differed on both sides.. The best is to adjust the signs to satisfy the local dialects of ASL . I live in NYC thus the interp quality is excellent. Good luck with the survey!
1	I am using different VRS providers' services and they offer the same quality of interpreting that I have seen lately.
1	I am worried about some VRS providers putting pressure on my friends like Sorenson installers and they complain but Sorenson say they are independent and Sorenson is not responsible or not answering to complaints. This came through a discussion at Deaf Nation event from direct Sorenson exhibition employees. I think it should be made illegal to put pressure if someone want to leave service or change mind about joining.
1	I appreciate VRS more because I can get calls from my doctor or other professionals reminding me of my appointment due date. Also get health advice from doctors without VRS would not be possible. And I feel secure with being able to dial 911.
1	I can't afford without VRS phone calls due of hang ups.
1	I can't live without the VRI. I would like to see improvement in point to point contact between users of different providers
1	I dont think so

Count Response

1	I enjoy using VRS to contact from time to time.
1	I feel the quality of VRS is going downhill because FCC is cutting the rate (per minutes) to get barebone VRS & poor qualified/certificated video interpreters. The FCC need to view VRS as communication access -- stop viewing VRS companies doing fraud services. I'm sure there are many other non-VRS (e.g. lifeline, wireless spectrum, e-library/e-school, to name many) are not fraud-free like VRS.
1	I find few interpreters(around 5 percent) appearing as lousy interpreters which is more like that they are more like unexperienced or tiresome.
1	I have never had any problems on vrs.. Seem always good... whatever there is female thing, I asked for female and they were willing to transfer.. I really appreciate for those good vrs.. only once I dislike the interpreter and I decided to close and tried again then different interpreter then satisfied... whatever it suit me fine...
1	I have no problem with VRS.
1	I have noticed several VRS interpreters looking at the screen when I fingerspell my name or numbers. It bothers me as I always tell them not to look away from me. I spelled it slowly as it is no excuse.
1	I just love using VRS. I would not know what to do if VRS was terminated. I would not want to go back to TDDs or TDD relay services.
1	I just would like for Sorenson to stop behaving so poorly and hindering our progress at improving the whole VRS system.
1	I like the ability to type out messages in advance of the call on Purple. However, the print on screen is extremely tiny and hard to read.
1	I love my vrs interpreter.
1	I prefer oral signing over ASL and always have to tell them before making the call. Sometimes they give you the impression that they are not too happy to do that. Every deaf person is different in type of communications and not everyone uses ASL.

Count	Response
1	I run a national business through the VRS/VP network, so it's extremely beneficial to be able to communicate with Deaf and hearing clients through the same protocol. Having interpreters available 24/7 is just tremendous and allows me equal opportunity to compete the the open marketplace with other businesses who do not employ Deaf people in my industry. It allows me to access the resources that other professionals do on a regular basis - online webinars, audio seminars, developing business with other non-Deaf individuals, etc.
1	I share to best.
1	I truly enjoy using the VRS. Interpreters have been great and are very friendly. A few interpreters need to have some improvements on facial expressions. That would be helpful in the communication process. Thank you so much.
1	I use VRS for work the majority of the time, and once calls come to me and I've done my part, but they need to be transferred to another department, I can't transfer them. Also, when others call me, there is more of a delay to be connected because I have to ask for VCO
1	I used to have Sorenson but ZVRS is so much better plus their tech help responds immediately whereas Sorenson seldom responds plus they do not answer my emails. I get immediate email responses from ZVRS!
1	I want VRS providers have certified qualified deaf interpreters available for my request to clarify my communication between hearing caller and myself.
1	I was using a different provider for VRS calls but became too complicated as I had to have a different phone number. I would like to use other providers easily.
1	I wish I could better match interpreters with my calls. The first available interpreter often isn't a good match for important calls.
1	I wish I ever had the same interpreter at least twice but I had seen every interpreter only once. One more thing is my internet does not have enough speed to have clear pictures all the times. My internet is only 35 mbps.
1	I work with DeafBlind people expecially one elderly... he is totally blind and deaf... he can not use vp to make emergency calls... situation like this has already happened.... I know that CAAG has deafblind equipment.. I have called them to come here to this state give training his response "I cannot do that"... that is not appropriate to deny services...
1	I would like every operator with warmth personality .

Count Response

1	I would like the rule that you cannot use VRS in the same room with a hearing person removed. It would especially be important in doctors offices.
1	I would like to have all VRS providers have qualified/certified deaf interpreters available to all call centers for deaf callers' request. I urge all VRS providers' time to change and serve deaf callers better to have new deaf video interpreters' service available soon.
1	I would like to see internet access become less expensive so more deaf could have access to it. Some / many just cannot afford it.
1	I'm delighted to have VRS available, but I'm annoyed with the poor quality of P2P calls across different providers.
1	I'm happy to have a videophone! It's a lifesaver. 911 systems rocks! Thank you.
1	I'm very thankful for VRS being available!
1	If interps do not like the way I make my calls, they hang up on me abruptly and they should NOT do that. I would like to have a print out of the conversation. I am not always confident that my message was conveyed appropriately. Some interpreters need to be more friendly. What I mean by this is, "they have the look on their face" that they would prefer to be home than at work.
1	Impressed with interps with medical signing because most of my conference calls are based with medical terminology (my job) . When conference calls, I always inform interps that calls will be an hour long or more, so they get ready to have 2nd interp taking turns. Also provide quick background what the mtgs are about. I am SO thankful to have this service because I work from home and also give me an opportunity to work remotely, thank you for making it possible!
1	Incompatibility by Sorenson has been dominantly preventing us from calling from and to other vendors. In short, FCC needs to enforce more compatibility among ALL vendors.
1	It is a simple way to say "Thank you" and you do have a good job of interpreting". I always ask for another person's different voice tone (normal, bad, angry, sad, etc.). I explain about different ASL in different accents in all over the USA.
1	It needs to functionally equivalent to hearing calling experience. We are a long way from it.

Count Response

1	It would be SOOOO NICE if VRS are truly interoperable. There are many times where I call via Convo to Sorenson and it would freeze, act up, or not work. I have to keep trying until I get through. The quality between Sorenson and Convo isn't the best for some reason. It would be nice if FCC can establish some kind of accessible requirements for all VRS software. (like Section 508). Finally, it would be so nice to be able to review / rate an interpreter right away. For example, every call I make; it can send me an email and ask me how was it? (It will be a bit tricky because sometimes interpreters switch....) Oh also I don't like calling interpreters and less than 5 mins, they switch to another interpreter. What a waste of time... Those interpreters who are "less than 5 mins" should not bother to interpret... Thanks!!!
1	It would be nice to see any trace between the dial to phone number and VI. So, I can complaint when that happen and what the phone number I dialed. Prefer non-default VRS handle complaint like FTC.
1	It's OK to me.
1	Keep up the awesome work and look for a better world to connect with that not given up on Us Deafies. ASL DAT!
1	Lately the time it takes to connect with an OPR has taken much longer. Connectivity is also an issue.
1	Long delays in interpreter answering receiving calls from hearing persons. Robo - calls that start before interpreter comes in - Inability to use the same interpreter who answered the call to call back or call other persons.
1	Make sure interpreters are aware if their conduct is going to be reported
1	Many of the interpreters are skilled in providing outstanding service and often had to explain to my hearing relatives what VRS's function is without any complaints. I do wish and hope that my CODA daughter be able to have VP to communicate with her parents as equally as hearing children to their hearing parents. It is my true dream!!!!
1	Maybe VRS or other service via videophone to provide us and allow us to access information about Deaf events, Deaf employment news/ application, or psychology privacy call videophone or email for Deaf/HOH. I think these resources add into videophone will be useful for Deaf community. We do not have enough resources in our area. I do not know. Maybe I am asking too much demand.
1	More ASL for Interpreters.
1	More ASL to use thru VRS.

Count Response

1	More ways to learn about Voice Over calls. I am not well informed in that area. I would also like to see more VRS flexibility and services. This service is very ESSENTIAL to the deaf and hard of hearing communities. Please do NOT ever get this service discontinued. I, and likely many other deaf/hh people, would not be able to continue without the VRS services to help us connect to the hearing world. We need them to help bridge the communication divide on our daily life communication necessities. I feel blessed to have VRS to help me in communicating with my doctors, family (especially the Spanish VRS) and employment needs. Without the daily point to point VRS, I do not know how I would be able to make appointments, communicate with my Spanish parents, and so forth. VRS is an important part of the deaf/hh community. Thank you!
1	Most VP interpreters are skilled but very young and older interpreters need to be monitored for effectiveness and professionalism. I get feedback from some former deaf students I taught before my retirement from the teaching profession.
1	My VRS calls are not HD yet. When will my VRS calls be HD?! Where are the questions on the need for CDI?
1	My biggest complaint is the length of time the hearing party try to reach me through VRS and they hang up because they cannot get through quickly like regular hearing to hearing calls. I lose out opportunities and important timely calls because of this. In addition, it takes a long time for me to get through the VRS. I am NOT getting the same equal access to telephonic calls like the hearing people get. (DUE TO DEMAND AND SUPPLY OF INTERPRETERS which hearing society do not have to be concerned with) ALSO I have to pay MORE money to purchase HIGH quality Internet speed to get the video quality I need to make my clear VRS calls to the hearing community. I am NOT getting EQUAL access or have to pay more than the hearing society to meet my telecommunication NEEDS which is totally not fair. MUCH work is still needed to be done. I still believe we need the VRS companies to provide up to date equipment with great features and services for competition to always get better quality services.
1	My experiences are generally positive. Only once has a person told me that the interpreter did not use the same level of vocabulary that I normally would use. Other than that, no complaints.
1	No ne
1	N/C
1	NO
1	Need more sharply picture with a bright.

Count	Response
1	Need to be able to make calls to two or three Deaf people at the same time... " Conference call
1	Nice to be able to call someone with different VRS service provider. Basically same way telephone companies enabled the callers to call other service.
1	No
1	No Comments at this time
1	No comment!
1	No comment.
1	No comments
1	No comments I have.
1	No commets
1	No one is perfect, but as long we have communication access.
1	No problem. Everything is fine now. Maybe future it happen if complaint. I will inform you. I let you know. OK
1	No, but I had like to point out that the monopoly practice of Sorenson has to stop. Apparently FCC has been so easy on Sorenson when there's a law on Monopoly. Sorenson continues to manipulate with VRS providers' devices. Yet, FCC (and TDI) aren't fighting to ensure that fair practice is being taken place. TDI has a responsible to advocate and don't see them acting as an advocate for the consumers. TDI's position isn't as strong as they were in the past and that's unfortunate. New leadership in TDI should be considered with a strong consumer-oriented.
1	No, thank you.
1	No.
1	None
1	None at this time.
1	None, I am happy with VRS so far.

Count	Response
1	Not at all
1	Not now
1	Nothing to share this time. :-)
1	Notice early morning often have lousy interpreters. Other half interpreters seems assume early morning we only call sick in. In my case it happen same phone number for call in but I need go to FMLA. Often interpreter skip that important word
1	Ok no problem
1	One time an interpreter seemed to have been drunk or having a cerebella palsy causing the difficulty in forming the communication exchange between my manager and myself while he was offering me a job. I almost lose the job opportunity, but luckily I got it. I could not tell if the interpreter was drunk or not (seriously).
1	Opportunity to furnish advance info to interpreter such as charge card number, address, reference to order number, etc., via text before talking with the interpreter, so I do not have to do it manually (only Purple has this feature now).
1	Our company discounted interned quality and VRS is not cleared.
1	Overall good experience with using VRS - skilled routing interpreters would be great tho
1	Picture quality should be clear... Conference calls should be made easier
1	Quality of interpreters are declining in past year and the main reason for me is to consider to transfer to different provider
1	Question #49 does not address other experiences. Such as hearing person participating in the call through VRS as we may be on VRS platform which allows us to have conference call. This has been an issue. Another thing also I am the Chair of the conference call or have a reputation for being an active participant. We have rules that we must follow so I usually do not have problems when in the past was a big problem. I think with time and practice by all people involved this becomes easier. The corporate world is still a difficult for me or for the interpreter to keep up and I often interrupt (some interpreters are not comfortable doing that) to remind them of the rule.
1	Regarding conference calls, there are sound distractions in the background. Interpreters may have a hard time hearing or interpreting. Maybe this is a technical issue. Just make sure conference calls are working properly.

Count	Response
1	SORENSEN IS THE BEST FOR ME AT THIS TIME
1	Sales or marketing person at ZVRS has annoyed me on several occasions. I just ignored his calls and Sign Mails and he eventually "disappeared."
1	Seriously have people look into the possibility of a toddler or even up to 8 year old dial 911. It's very difficult!
1	Since I use two VRS providers, one primarily for outgoing calls and the second one primarily for incoming calls, and make many VRS calls, I have built good relationships with the interpreters. Sometimes the hearing person has trouble understanding me on account of poor connections or foreigner. In such cases, I ask the VI to reverse for me.
1	Smartphones and watches are still behind in providing high quality of video.
1	So far it has been good. Why change when it is NOT broken?
1	Some of your questions asked if we had problems within the last 6 months. No, but in the past before that, yes.
1	Some states have different accent sign language so it will be nice to have same accent as easy communication.
1	Some terps are not friendly or willing to make calls. Also they don't always convey messages accurately . Also when I ask them to follow my instructions (I live in a gated community) when I call the guard and there is a recording to leave messages such as code name of guest and day of visit, they hang up abruptly.
1	Sometimes I observe some unqualified interpreters working (several I happen to know and also know were not certified), I do believe national certification will provide minimum assurance of qualification at least, might have eliminate half of calls that I thought was handled by unqualified interpreters. FCC needs to get its ostrich head out of the ground on this subject and go beyond so called parameters of Title IV under ADA.
1	Sometimes interpreters' clothing is too light and it becomes difficult to read their signs. Interpreters are great and they do remind me to fingerspell slang words or signs we use in our region they may not be familiar with prolitely A real plus! Keep up the good work.
1	Sorenson does not connect with Purple users. Their video goes black by sabotaging it and disconnect every five to 20 minutes of call.
1	Sorenson is best!

Count Response

1	Sorenson's VP interpreters need adequate training to comprehend a deaf caller's fingerspelled words. Some VP interpreters ask for a pause and clarify fingerspelled word(s). VP interpreters who are over 60 years of age need to be evaluated for effectiveness. An experienced signer should be sitting behind the elderly VP interpreter to make sure his / her signing is understood and able to comprehend a deaf caller's ASL signs.
1	Survey suffices ... thank you
1	Tell the interpreters to type a phone number (doctors, companies, providers, etc.) signmail while I'm away from videophone call. I will find the note to make a phone call via VRS.
1	Thank you for doing this survey.
1	The Sorenson Headquarters are into politics. This means they will give a Deaf person a free T.V, SRVS router. However, they will give mostly likely half of the time a non-ASL interpreter who is not certified all over the USA. I have my pros and cons with Sorensen VRS interpreters. The Sorenson Engineering company is developing new technology (DEAF Sorensen engineers) new technology does impress me with my satisfaction which is a big pro. The second pro is my Deaf Sorenson Technician is really skilled in fixing my Sorenson problems when something occurs at my home V.P. Third, the biggest con is Sorenson needs to help most of the interpreters to use more ASL - they use too much English signing. I have seen some interpreter who use ASL amazes me. I hope to see this happen. Because, I am a Deaf ASL user.
1	Their clothing, jewelry and hair do have an impact on the viewer, I am sure!
1	Train interpreters on how to work with clients who are hard of hearing or use CIs and can hear for themselves. Not everyone depends on the use of ASL. Thanks!
1	Two important factors: 1. All Videophones/devices are not up to date with IPv6 compatible. (Cable/satellite already upgraded to DOC 3.0). 2. All VRS providers are unable to offer mobile apps to some certain smartphones such as Nexus. (They stated the Nexus is not popular as thru they purchased third party app software very limited to several mobilephones.) Similar to Closed captioning requiring all TVs (13 inches screen or up), it should apply to all smartphones regardless.
1	VRS Interpreters need manners to be respected!

Count	Response
1	VRS are so great tools to communication with hearing people such as doctor, vet, stores, order food, parents of children who were friend of mine, anything that I can think of. VRS is much convenient tools than using TTY through relay service. TTY are still showing in their business and need to be removed to avoid confusion.
1	VRS for professional calls such as job interviews and phone conferences is difficult. Both the interpreter quality and the technology is not up to par that would allow me to participate equally and comfortably
1	VRS is a way of life, far better than the captioning, not just what is being signed but seeing the expressions, facial movements also indicate the severity of the conversation with or to a hearing person
1	VRS operator should WRITE phone number of the caller on chart before generating SignMail. Operators in many SignMail messages did not spell out numbers clearly and slowly.
1	VRS should consider providing Deaf VRS consumers with training in ASL and VRS etiquette
1	Visual aids,, such as typing a message on the screen or neat handwritten note on the white board, are strongly encouraged. That helps! My VRS providers have been using it and I like this service.
1	Want VRS for conference calls. How?
1	We hate someone who signs numbers like pin fast not enough for me to put down on the pad from recording machine
1	Wish that video codec is standard not just for VRS providers, but for all other video programs by other services other than VRS industry. So I can call hearies direct with my VRS product.
1	Would like better video quality
1	Would like for the interpreter to interpret the call when talking to the person I am calling. For example, to interpret every thing being said by both interpreter and the person I am calling.
1	Would like to see more ASL interp and sign normal. If leaving message please sign clear and the number slowly or use the box to put number below. I don't want watch vrs interp to catch the numbers I had to reply several times to catch it.

Count Response

1	Would love to see more VCO options available.
1	Yes I would like the interpreter to have voice turn on VP
1	Yes, I prefer to use text chat if there is video quality is poor or no video at all, to save time, rather to keep on trying until hit Bingo. It is waste of time and time is valuable. I like to use text chat while I am on line with person (both of us using text chat) if the agent cannot see me and I cannot see him.
1	Yes, I think... I am aware about VRS services, etc... due to FCC rules -- However, I tend to give an explanation to VRS interpreters first before making a call to someone. I notice some VRS interpreters were in hurry to make a call because of FCC rules, etc.. Yes, I understand but it is important for us, not VRS interpreters. Whatever we need to get better services, etc... Of course, I know it is not EASY for interpreters to be PERFECT. Thank you!!
1	Yes, when making a call and I am upset with the place or person I am calling, the interpreter did not voice my anger. Instead he said not to get angry at him. I wasn't angry at him but the person I called. The operator needs to show that I am angry. Hope this will be taken into consideration.
1	all the vrs call should never wait for deaf to say go ahead. Be like hearing caller as deaf caller as equal. All the VRS terps should dial the number right away when they get the call from deaf caller. another thing is all different VRS Company should be compatible just like hearing phone. That all I know is that ZVRS is not compatible with Sorenson due my friend have zvrs phone, that I couldn't call to my friend
1	as a Deaf client receiving calls from all over the world, As part of my job, I am not able to easily reach some of the hearing parties that has Sorenson but not registered on Neustar
1	as same as above # 46.
1	i am deaf keep svrs and purple vrs ok,,
1	i like vrs and videophone ok..
1	i like that when hearing person say hold on, vrs and i chatted until hearing person said ready talk with me. cuz hold on take long time waiting for hearing person. that made me boredom if not chatted with vrs. best for me chatted with vrs not think about time. i like that nice chatted with vrs. and also vrs work hard to spelling words and mean words to make sure i understand clear. that make me happy and satished with vrs.

Count Response

1	i use Skype as "VCO"-visual carry over to see the reactions of the callee with sign language between us. (i use manyCam.com) on more than two applications Skype, P3, ZRS n Conco at the same time on one webcam)
1	interpreter need be involving with deaf culture.
1	just fine
1	lazy interpreters need to learn how to poise when interpreting and SPELL clearly when leaving message as too many are so damn sloppy and cannot understand the numbers to call Background color is another big issue for me due to my vision issue
1	n/c
1	no problems i am satisfied if an interpter did not explain clearly i would ask her or him to repeat no problems thank you so much
1	no, the VRS are wonderful and i do understand them so no complain. It helps me a lot with VRS with their skill. Thank you.
1	nothing as right now
1	only question i have...and a concern really... is abt 911 call.. i was primary care giver for 25 years for 3 poeple and used 911 via my land line fone for my now obsolete T DD... i keep my land line for that purpose....cuz i assume VP requires me to wait for the VRS interp to come on.....there were times i could only pick up fone cradle and put on table and hit 911 and run back to takecare of crisis...cop would come and see what i need and call for ambulance..... also...incase of power outage....land line works...but computer and tv will be out...and i ll be stuck. i cannot use noble phone because of vision issues. so will keep land line on for that reason...and there is another deaf person i know who keeps land line and he has bad heart and wants to be able to hit 911 then wait....
1	picture quality & picture clarity & sensitive to lighting environment.. stability, much less picture distortion
1	same
1	since i've not been a part of the "deaf world" since i was a student at Gallaudet my signing skills have greatly diminished ... i need to be able to have type written abilities rather than asl.

Count Response








1	specially the male interpreters who have the long mastage and beard covered their mouth or no lips. Please do not accept any one who do not have any knowledge of using the signing language especially any orient people and having any strong accent.
1	speed is a problem, if the home and work is too traffic times, the pictures are blurring and unable to use the VRS of any kind. purple or Sorenson or etc.
1	thank you for doing research and for providing this survey.
1	typing when they are interpreting
1	web-based VRS platform is wonky at some times, I'd like to see more improvement in this area.
1	yes I asked many vrs need professional asl or coda for important my attorneys cost 300.00 a hr. vrs able read my sign speed than slow or disunderstand eat my money ..my favor is lady coda make me relax
1	yes, the local interpreter I disliked and sometime he/she told his/her friends about me. If I knew the interpreter, I hung up and call again to see another interpreter I dont know to continue to chat to hearing person.

35. What is your gender?

Value		Percent	Responses
Male		50.5%	234
Female		46.9%	217
Other		0.2%	1
I prefer not to provide this information		2.4%	11





Total: 463

36. What race do you identify with?

Value		Percent	Responses
American Indian/ Alaska Native		1.1%	5
Asian		1.3%	6
Black or African American		3.4%	16
White		84.3%	392
More Than One Race		3.2%	15
Other		0.9%	4
I prefer not to provide this information		5.8%	27










Total: 465

37. What ethnicity do you identify with?

Value		Percent	Responses
I am of Hispanic or Latino Origin		5.1%	23
I am not of Hispanic or Latino Origin		66.4%	299
Other		14.7%	66
I prefer not to provide this information		13.8%	62










Total: 450

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

Value		Percent	Responses
Less than a high school diploma		0.6%	3
GED		0.6%	3
High school diploma		7.9%	37
Some college; no degree		11.4%	53
Associate's degree		11.6%	54
Bachelor's degree		28.3%	132
Master's degree		24.5%	114
Graduate or Professional degree		12.0%	56
I prefer not to provide this information		3.0%	14








Total: 466

39. What is your current employment status?

Value		Percent	Responses
Full or part-time employee		45.6%	211
Self-employed full or part-time employee		7.3%	34
Homemaker		3.2%	15
Unemployed		3.5%	16
Retired		32.4%	150
Unemployed		0.6%	3
Student (not working)		2.2%	10
Student (working)		1.3%	6
I prefer not to provide this information		3.9%	18





Total: 463

40. What is the total amount of income you earned last year?

Value		Percent	Responses
Less than \$24,999 per year		15.3%	71
\$25,000 - \$39,999 per year		11.6%	54
\$40,000 - \$59,000 per year		17.0%	79
\$60,000 - \$74,999 per year		9.5%	44
\$75,000 - \$99,999 per year		8.2%	38
More than \$100,000 per year		11.4%	53
I prefer not to provide this information		26.9%	125

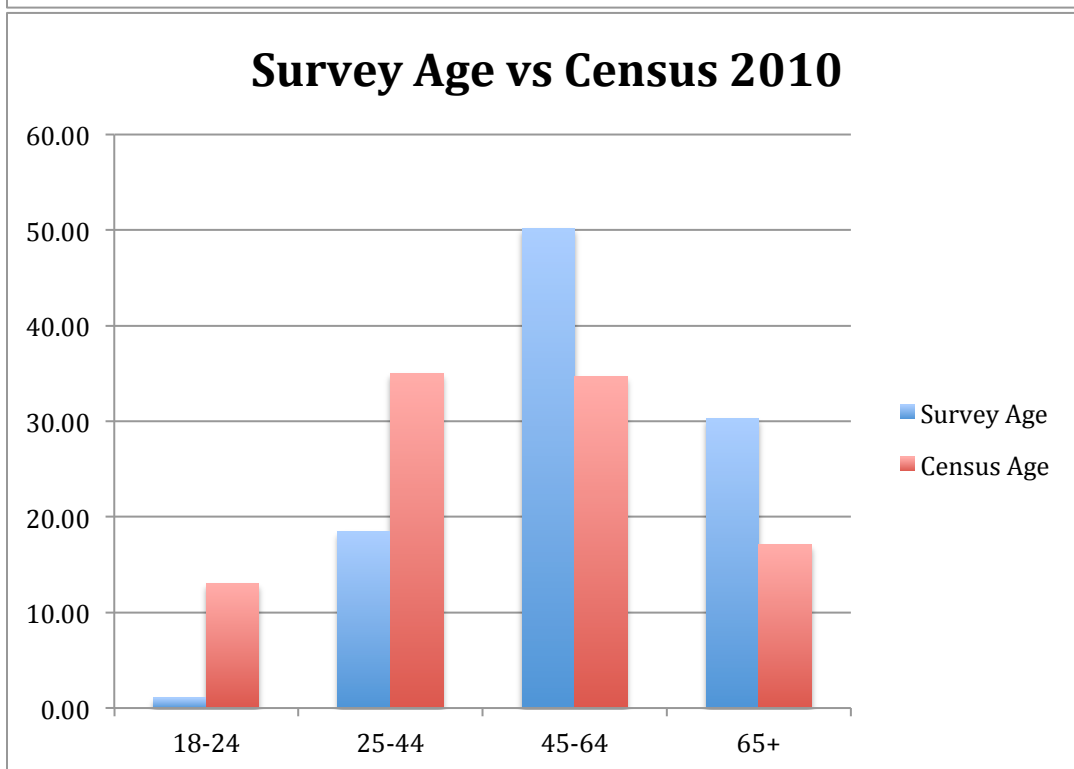
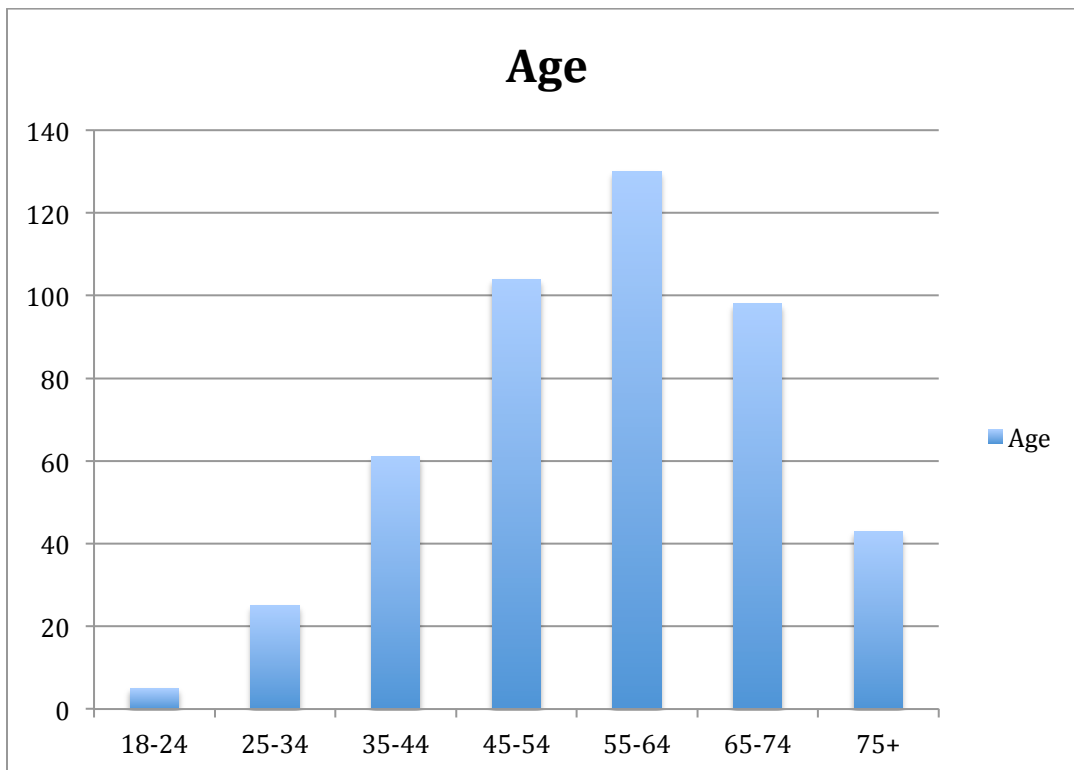
Total: 464

41. Where do you live?

Value		Percent	Responses
In a city or metropolitan area with a population of 50,000 or more people		63.3%	295
In a city or town with a population of at least 2,500 people, but less than 50,000 people		24.5%	114
In a place with fewer than 2,500 people		4.7%	22
I prefer not to provide this information		7.5%	35

Total: 466

Age distribution (n=466)



Age	# of respondents
18-24	5
25-34	25
35-44	61
45-54	104
55-64	130
65-74	98
75+	43
Total	466

Age	Survey	2010 Census
18-24	1.07%	13.03%
25-44	18.45%	35.00%
45-64	50.21%	34.74%
65+	30.26%	17.11%