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ADAPTECH PROJECT COMPUTER AND INFORMATION TECHNOLOGIES SURVEY OF POSTSECONDARY STUDENTS WITH DISABILITIES

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1999

Help Desk. *If you have any problems or questions, feel free to call our Help Desk collect at (514) 488-2376 Monday through Thursday from 6 P.M. to midnight and Sundays from 3 P.M. to midnight Eastern time. You can also e-mail your questions to adaptech@concordia.ca*

1. Are you female or male? Check one. _____ female _____ male
2. How old are you? _____
3. Which language do you speak more often? Check one. _____ English _____ French
4. What province/territory are you considered resident of? (e.g., for voting, income tax - if you are an international student, specify country) _____
5. What is the name of your educational institution and where is it located?
 Name of institution: _____
 City: _____ Province/Territory: _____
6. What is your field of study? _____

7. Which of the following are you currently pursuing? **Choose only one.**

- _____ a. college certificate/diploma
- _____ b. university degree
- _____ c. I have not been a student since 19____ (specify year)
- _____ d. other (e.g., just taking courses) - specify situation: _____

8. We would like to know what disabilities / impairments you have and how long you have had them. Please place a number beside all that apply from the list below using a 3-point scale as follows:

1 = all or most of my life (before age 10)

2 = part of my life

3 = recent (past 3 years)

For example, if you have been totally blind all of your life, you would write 1 in the space before item a.

- _____ a. totally blind
- _____ b. visually impaired / partially sighted
- _____ c. Deaf
- _____ d. hearing impaired / hard of hearing
- _____ e. speech or communication impaired
- _____ f. learning disabled
- _____ g. wheelchair user
- _____ h. mobility impaired (e.g., walk with difficulty, use a cane)
- _____ i. difficulty using hands/arms
- _____ j. health or medically related impairment (e.g., diabetes)
- _____ k. psychological or psychiatric disability
- _____ l. other (specify impairment / disability) _____

9. Please check yes or no for **all** items.

At home I use:

- a. a desktop computer _____ yes _____ no
- b. a laptop computer _____ yes _____ no
- c. adaptive computer hardware (e.g., Braille display) _____ yes _____ no
- d. adaptive software (e.g., software that enlarges what is on the screen) _____ yes _____ no
- e. the internet _____ yes _____ no
- f. other computer technology _____ yes _____ no (specify technology) _____

10. Please check **all** items that apply.

I don't have the following technologies at home, but wish I did:

- a. a desktop computer _____
- b. a laptop computer _____
- c. adaptive computer hardware (e.g., Braille display) _____
- d. adaptive software (e.g., software that enlarges what is on the screen) _____
- e. the internet _____
- f. other computer technology _____ (specify technology) _____

11. Please check yes or no for **all** items.

At my educational institution I have used:

- a. a desktop computer _____ yes _____ no
- b. a laptop computer _____ yes _____ no
- c. adaptive computer hardware (e.g., Braille display) _____ yes _____ no
- d. adaptive software (e.g., software that enlarges what is on the screen) _____ yes _____ no
- e. the internet _____ yes _____ no
- f. other computer technology _____ yes _____ no (specify technology) _____

12. Please check **all** items that apply.

I have had no access to the following technologies at my educational institution, but wish I did:

- a. a desktop computer _____
- b. a laptop computer _____
- c. adaptive computer hardware (e.g., Braille display) _____
- d. adaptive software (e.g., software that enlarges what is on the screen) _____
- e. the internet _____
- f. other computer technology _____ (specify technology) _____

13. Rate your level of agreement with the statements listed below. Refer to your current situation. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree.

- 1 = strongly disagree**
2 = somewhat disagree
3 = slightly disagree
4 = slightly agree
5 = somewhat agree
6 = strongly agree

- _____ a. In general, I rarely use computer technologies.
- _____ b. In general, I consider my level of expertise with computer technologies to be very good.
- _____ c. Computer technologies that meet my needs are unavailable to me.
- _____ d. Getting my work done more easily is important to me.
- _____ e. I am a person who dislikes computers.
- _____ f. There are opportunities for me to learn how to use computer technologies.
- _____ g. Computer technologies are inadequate in meeting my needs effectively (e.g., too inaccurate or slow).
- _____ h. I do not plan to become more knowledgeable about computers.
- _____ i. What friends think about computers is unimportant to me.
- _____ j. When I have problems with my computer technologies, I can get help easily.
- _____ k. Computers crash often.
- _____ l. Computer technologies I need cost too much.
- _____ m. I think working efficiently on computers is unimportant.
- _____ n. Using computer technologies effectively is likely to help me get my work done more easily.
- _____ o. Friends don't think using computers is helpful.
- _____ p. In general, there are good computer facilities for me to use.
- _____ q. I can comfortably use computer technologies if I need to.
- _____ r. There are people available to show me how to use computer technologies.
- _____ s. My friends think I should use computer technologies.
- _____ t. In general, my financial situation allows me to meet my needs.
- _____ u. Overall, I am very dissatisfied with my experiences with computers.

14. Rate your level of agreement with the statements listed below. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

- 1 = strongly disagree
- 2 = somewhat disagree
- 3 = slightly disagree
- 4 = slightly agree
- 5 = somewhat agree
- 6 = strongly agree

Please indicate the product names if you know them.

The following adaptive computer technologies are/could be useful in getting my work done:

- _____ a. a screen reader (software that reads what's on the screen) - product name: _____
- _____ b. software that enlarges what is on the screen - product name: _____
- _____ c. a scanner - product name: _____
- _____ d. Braille translation software - product name: _____
- _____ e. a portable note taking device (not referring to a laptop) - product name: _____
- _____ f. a large screen monitor - product name: _____
- _____ g. a Braille printer - product name: _____
- _____ h. a spell checker / grammar checker - product name: _____
- _____ i. other specialized software for learning disabilities (e.g., word prediction) - product name: _____
- _____ j. keyboard adaptations (e.g., "sticky keys") - product name: _____
- _____ k. mouse adaptations (e.g., head mouse, track ball) - product name: _____
- _____ l. dictation software (voice recognition software that types what you say) - product name: _____
- _____ m. voice control software (you give voice commands like "file," "open," - e.g., VoicePad) - product : _____
- _____ n. having material available in electronic format (e.g., books, hand-outs)
- _____ o. other (specify adaptive hardware / software and product name) _____

15. Which of the following suggestions would you like to make to adaptive computer hardware and software companies? **Check 5 of the 12** suggestions listed below that are most important to you.

- a. provide student discounts _____
- b. provide trial periods _____
- c. make product more user friendly _____
- d. provide better technical support _____
- e. ensure that advertising reaches students with disabilities _____
- f. make adaptive hardware and software less expensive to purchase _____
- g. make manuals/tutorials available in alternative formats _____
- h. make manuals/tutorials easier to understand _____
- i. When designing a piece of hardware or software, include accessibility features for a variety of users with disabilities _____
- j. provide grants to educational institutions to purchase equipment _____
- k. provide training _____
- l. other (specify suggestion) _____

16. Do you use a computer? _____ yes _____ no

If you answered "YES," skip the rest of this question and go to number 17.

If you answered "NO," rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

- 1 = strongly disagree
 2 = somewhat disagree
 3 = slightly disagree
 4 = slightly agree
 5 = somewhat agree
 6 = strongly agree

I do not use a computer because:

- _____ a. it is unavailable to me
 _____ b. it costs too much
 _____ c. I am not interested in using it
 _____ d. it is too difficult to learn
 _____ e. it is too expensive to maintain
 _____ f. I don't know how to use it
 _____ g. the technology makes me anxious
 _____ h. I am uncertain about where to buy it
 _____ i. adaptive technology I need to access a computer works poorly for me
 _____ j. It is impossible for me to get it through a government program or an educational institution lending program
 _____ k. available computers don't have appropriate adaptive hardware/software on them
 _____ l. other (specify reason) _____

<p>IF YOU <u>DO NOT USE</u> A COMPUTER, GO TO THE LAST QUESTION, NUMBER 29. IF YOU <u>DO USE</u> ONE, CONTINUE WITH THE NEXT QUESTION.</p>

17. Please check yes or no for **all** items.

What type of computer do you use?

- a. IBM compatible _____ yes _____ no
 b. Macintosh _____ yes _____ no
 c. other type of computer _____ yes _____ no (if you answered yes, specify type) _____

18. Please check yes or no for **all** items.

I have used a computer:

- a. at home _____ yes _____ no
 b. during class lectures (e.g., writing lecture notes, in-class assignments) _____ yes _____ no
 c. in the library (e.g., doing assignments on a computer located in the library) _____ yes _____ no
 d. in a Disabled Student Services Office / specialized lab _____ yes _____ no
 e. in a computer lab _____ yes _____ no
 f. at work _____ yes _____ no
 g. elsewhere _____ yes _____ no (specify location) _____

19. **Approximately** how much time during a typical school week have you spent:

- a. using a computer - not including time spent on the internet (number of hours per week) _____
 b. using the internet (number of hours per week) _____

20. **Do you use the internet?** _____ yes _____ no

If you answered "YES," skip the rest of this question and go to number 21.

If you answered "NO," rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. If an item is not applicable to you, write 9 in the space provided.

- 1 = strongly disagree**
- 2 = somewhat disagree**
- 3 = slightly disagree**
- 4 = slightly agree**
- 5 = somewhat agree**
- 6 = strongly agree**

I do not use the internet because:

- _____ a. it costs too much
- _____ b. I have no access to a computer that is equipped to go on-line
- _____ c. the available browser / e-mail program (e.g., Netscape, Eudora) does not work well for me
- _____ d. it is unavailable in my area
- _____ e. I am not interested in using it
- _____ f. some features of web sites are inaccessible to me
- _____ g. it is not available at school
- _____ h. it ties up the phone line
- _____ i. other (specify reason) _____

**IF YOU DO NOT USE THE INTERNET, SKIP THE NEXT QUESTION, AND GO TO NUMBER 22.
IF YOU DO USE THE INTERNET, CONTINUE WITH THE NEXT QUESTION.**

21. Rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. If an item is not applicable to you, write 9 in the space provided.

- 1 = strongly disagree**
- 2 = somewhat disagree**
- 3 = slightly disagree**
- 4 = slightly agree**
- 5 = somewhat agree**
- 6 = strongly agree**

I use the internet for:

- _____ a. doing research
- _____ b. e-mailing friends/family
- _____ c. entertainment
- _____ d. accessing library materials
- _____ e. looking for a job
- _____ f. taking courses on-line
- _____ g. e-mailing my professors
- _____ h. participating in listservs/news groups
- _____ i. participating in chat rooms
- _____ j. banking/shopping
- _____ k. getting software / updates / demos
- _____ l. other (specify activity) _____

22. **Did you take advantage of** a government program to obtain a computer or adaptive computer technologies?

_____ yes _____ no

If you answered " YES," skip the rest of this question and go to number 23.

If you answered "NO," rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

I did not take advantage of a government program to obtain a computer or adaptive computer technologies (e.g., Braille display, software that enlarges the screen) because:

- _____ a. there were too many restrictions
- _____ b. my own /my family's income was too high for me to qualify
- _____ c. my disability was excluded by existing programs
- _____ d. the waiting period was too long
- _____ e. I did not want to take the required evaluation
- _____ f. I was unaware that there were any programs out there for me
- _____ g. I/ my family preferred to buy the equipment I needed
- _____ h. the process for applying was too complicated
- _____ i. the equipment I need was unavailable through existing programs
- _____ j. other (specify reason) _____

IF YOU DID NOT TAKE ADVANTAGE OF A GOVERNMENT PROGRAM, SKIP THE NEXT QUESTION, AND GO TO NUMBER 24.

IF YOU DID TAKE ADVANTAGE OF A GOVERNMENT PROGRAM, CONTINUE WITH THE NEXT QUESTION.

23. Rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

My experience with a government program has been that:

- _____ a. there were many restrictive rules and regulations
- _____ b. I had no say in what hardware/software I received
- _____ c. the equipment I received met my needs
- _____ d. I received excellent training on the technology
- _____ e. the waiting period was very long
- _____ f. the program's documentation was unavailable in a format I could read myself (e.g., no large print or tape)
- _____ g. the program was flexible in meeting my needs
- _____ h. contacting the necessary people to discuss my needs was easy
- _____ i. the process for applying was complicated
- _____ j. the equipment I received was up-to-date
- _____ k. the evaluation process was unpleasant
- _____ l. other (specify experience) _____

24. **Do you have a computer that you use at home?** ___ yes ___ no

If you answered " NO," skip the rest of this question and go to number 25.

If you answered "YES", answer the rest of the question.

How did you get your computer and/or your adaptive computer technologies as a student? Check **all** that apply.

- a. through the Federal Government _____ (specify name of program) _____
- b. through the Provincial Government _____ (specify name of program) _____
- c. through a foundation/organization _____ (e.g., Kiwanis Club, Neil Squire Foundation - specify name of foundation / organization) _____
- d. by borrowing it from my family/friends _____
- e. from my family who bought it for me _____
- f. by buying it myself _____
- g. through my educational institution's lending program _____
- h. other _____ (specify how you obtained it) _____

25. Rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

Computer technologies cause problems for me because:

- _____ a. they are difficult to learn
- _____ b. they cost too much to buy
- _____ c. using them causes me physical discomfort
- _____ d. they are frustrating / difficult to use
- _____ e. they crash
- _____ f. they need to be repaired often
- _____ g. there are hardware and software compatibility problems (e.g., document saved on one computer does not work on another)
- _____ h. they are inadequate in meeting my needs
- _____ i. they have to be upgraded continuously
- _____ j. they make me dependent on them
- _____ k. computer labs where my courses are held lack suitable adaptations for me (e.g., no dictation software)
- _____ l. manufacturers fail to support their products
- _____ m. there are few opportunities for training on adaptive technologies
- _____ n. other (specify problem) _____

26. Rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank. If an item is not applicable to you, write 9 in the space provided.

I have had problems using computers at my educational institution because:

- _____ a. using computer technology in class is disruptive (e.g., too noisy)
- _____ b. my schedule and the hours of access to computers have been incompatible
- _____ c. the computer programs I use at home are unavailable at my educational institution
- _____ d. there has been insufficient technical support available to me
- _____ e. using computer technologies in class makes me stand out
- _____ f. computer labs/adaptive center have always been full
- _____ g. there has been a lack of suitable adaptive technology for my disability
- _____ h. I have received insufficient training on existing adaptive technology
- _____ i. other (specify problem) _____

27. **Do you need** any special adaptations to use a computer? _____ yes _____ no

If you answered " NO," skip the next question and go to the last one, number 29.

If you answered " YES," go to the next question, number 28.

28. Do you use adaptive computer hardware or software? _____yes _____ no

If you answered " YES," skip the rest of this question and go to the last one, number 29.

If you answered "NO," rate your level of agreement with each of the statements below. Use a 6-point scale with 1 equalling strongly disagree, and 6 equalling strongly agree. Please do not leave any items blank If an item is not applicable to you, write 9 in the space provided.

I do not use adaptive hardware/software (e.g., Braille display, software that enlarges what's on the screen) because:

- _____ a. it is unavailable to me
- _____ b. it costs too much
- _____ c. I am not interested in using it
- _____ d. it is too difficult to learn
- _____ e. it is too expensive to maintain
- _____ f. I don't know how to use it
- _____ g. the technology makes me anxious
- _____ h. I am uncertain about where to buy it
- _____ i. adaptive technology I need to use a computer works poorly for me
- _____ j. it is impossible for me to get it through a government program or an educational institution lending program
- _____ k. available computers don't have appropriate adaptive hardware/software on them
- _____ l. other (specify reason) _____

29. Please let us know if there are other computer technology issues that are important to you that we have not asked about on the back of this page. Also, put any comments about this questionnaire on the back of this page.

MANY THANKS FOR HELPING US WITH THIS STUDY!