

APPENDIX A

Focus Group Guidelines and Questions

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1.0 Group Participant Profiles

- ACB Members (Adults of any age, recruited at ACB convention):
2 Focus Groups of 8 people (various ages)
- NFB Members (Adults of any age, recruited at NFB convention):
1 Focus Group of 3 children, 1 Focus Group of 12 adults and seniors, 1 Focus Group of 6 adults in Baltimore
- Elderly (Age 80+, unaffiliated [not members of ACB or NFB], retirement center residents): 1 Focus Group of 3 people

2.0 Script

Good evening, my name is _____ and I work with ARINC, an independent research firm, under contract to the Bureau of Engraving and Printing. We're conducting this study in order to get a better understanding of how blind and low vision people use U.S. currency. Your answers to some questions about your experiences may help currency users like you in the future.

- *Purpose of the discussion*
- *Only “rules” are for*
 - *1) full participation*
 - *2) honest opinions*
- *Session will be audio & video-taped and observed*

Today we're conducting this focus group about everyone's favorite topic – money! We will be talking only about bills, not coins. I appreciate your willingness to participate and I hope that this will be a fun and interesting experience for all of us.

Before we start, I'd like to go around and have everyone introduce him or herself. Please tell me your:

- *Name*
- *Age*
- *Gender*
- *Do you live alone?*
- *Occupation*
 - *Work in retail (accept currency regularly)?*

- *Nature of Vision Impairment*
- *How long have you been blind or had low vision?*
- *Can you read any print?*
 - *Without magnification?*
 - *With magnification?*
- *Do you have any color vision impairment?*
- *Do you have any hearing impairment?*
- *Do you have any tactile/sensory impairment?*
- *Do you have any dexterity impairment, or voluntary or involuntary motor control loss?*

Current Situation

1. *What is your current situation? How do you denominate currency?*
2. *How do you deal with (sort, organize, store, carry) currency?*
3. *Do you have difficulties using currency? If so, when do you have difficulties?*
4. *What are typical places where you might use currency?*
5. *What about atypical places?*
6. *Before coming here today, when was the last time you used currency?*
7. *What are the most difficult situations for using currency?*
8. *How do you deal with those situations*
9. *How frequently do you have difficulties using currency?*
10. *Have you ever been cheated or suspect that you have been cheated when receiving paper currency as change?*
11. **PROBE:** *How did you know?*
12. **PROBE:** *What made you suspicious?*
13. *Do you do anything special to minimize the risk of being cheated?*
14. **PROBE:** *Do you try to carry exact change to eliminate the opportunity for being cheated?*
15. **PROBE:** *Do you ever request specific denominations as change to minimize the risk of being cheated?*

16. *Do you have difficulty with low-light situations?*
17. *When might the social situation (having people around you) affect how you deal with currency?*
18. **PROBE:** *When is it a good thing?*
19. **PROBE:** *When is it a bad thing?*
20. *Are there situations that are not difficult?*
21. *Do you have any issues with bank machines (ATMs)? If you don't use ATMs skip to # 15*
22. *What kinds of ATMs are most difficult?*

23. *How do you deal with these difficulties?*
24. *What kinds of ATMs are least difficult?*
25. *How often do you use debit or credit cards?*
26. *Would you use debit or credit cards more, less, or the same amount if currency were easier to use?*
27. *Do you have any issues with using point of sale terminals (for debit or credit card purchases)?*
28. *What if point of sale terminals were accessible and secure? Would you use debit or credit cards more, less, or the same amount if currency were also easier to use?*
29. *How about vending machines? Do you have any issues with those?*
30. *What kinds of vending machines are most difficult?*
31. *How do you deal with these difficulties?*
32. *What kinds of vending machines are least difficult?*

Accommodations

33. *What kinds of accommodations are or might be helpful to you?*
34. *What about colors? [Record whether helpful or not]*
35. **PROBE:** *For Bills?*
36. **PROBE:** *For the numerals?*
37. *What about Large Print numbers?*
38. **PROBE:** *Are the numbers on U.S. currency large enough?*
39. **PROBE:** *How about with the new \$5 bill?*
40. *When (if ever) do you use sighted assistance?*
41. *Who do you use in those cases?*
42. *Is sighted assistance a satisfactory resolution for the situation? **PROBE:** Is it ever not?*
43. *In what other situations might you use sighted assistance?*

44. *What kind (or kinds) of accommodations would you prefer to have (if any)?*

[Allow free-form responses first, then probe]

- Size?
- Bill Color?
- Large Print?
 - i. **PROBE:** *Which color?*
- Tactile
 - i. Raised?
 - ii. Smooth?
 - iii. Braille?
 - iv. Lines?
 - v. Symbols?
 - vi. Vary location or vary texture/pattern?
- Device? **PROBE:** *Which kind of device?*

45. *Do you have any suggestions for new features for currency?*

46. *Have you ever used currency from other countries?*

47. *What features did you notice that might be helpful to you?*

48. [If they have any experience with other currencies.]

How effective is size difference for denomination?

49. *Are there any types of accommodations that you think might have their own problems?*

50. *Are there any special considerations for having different-sized bills?*

51. *Are there any special considerations regarding use of different-sized bills with vending machines?*

52. *How about wallets/purses?*

53. *How about tactile enhancements? Bumps? Intaglio print? Hologram stripe – is it tactile?*

54. *When do accommodations not work and why not?*

[Use key scenarios defined earlier in the interview – questions #1-13.]

Use of technology

55. *Do you use a cell phone?*

56. [If so] *Does your cell phone have a camera?*

57. *Do you ever use a magnifier of any kind to read currency [glass, hand-held electronic magnifier, CCTV]? When would you use it? When would you not use it?*

58. *Do you ever use a currency reader (single-function)?*

59. *I have one here if you'd like to try it out.* [Pass around the device with a few bills.]

60. *What kind of output do you think would be best for a device like that?*

- *Beeps or tones*
- *Speech output*
- *Lights*

- *Vibrating pattern that is different for each type of bill*

61. *Would you use a currency reader like that at home?*

62. *Would you carry something like that around with you?*

63. *Do you ever use an OCR flatbed scanner?*

Cost of Technology

64. *How much do you think a currency reader might cost?*

65. *How much would you be willing to pay for a currency reader that is quite reliable?*

66. *At what price would there be no question that you would buy it?*

Training

67. *How did you learn to deal with currency?*

68. *Have you ever received training on using currency?*

If so

69. *How did you receive training on using currency?*

70. *Is there anything else you would like to suggest, or that you would like us to know?*

Thank you for your time and comments.

I would like to remind you again that you have signed an agreement not to disclose to anyone what we have discussed or seen tonight.

Good Bye.