SSA Kiosk Accessibility Survey

Please complete the following questions while visiting your local SSA field office. Return your completed survey to Valerie Yingling, paralegal at the National Federation of the Blind, via email ([vyingling@nfb.org](mailto:vyingling@nfb.org)) or fax (410-659-5129), by January 31, 2016.

Name:

Email:

Phone:

Address:

Address of Social Security field office:

Date visited:

Time of visit:

1. Did the office use a Visitor Intake Processing (VIPr) kiosk (kiosk used to check-in)?
   1. If so, how were you alerted to your need to register via the kiosk?
   2. How did you locate the kiosk? If someone helped direct you to the kiosk, who did so?
2. Was the kiosk accessible?
   1. Was a tactile keyboard attached to the kiosk? If so, were you able to use it?
   2. Did you hear audio instructions prompting you either to (1) attach your headphones; or (2) request headphones from someone?
      1. If you did not bring your own headphones, were you able to request headphones from anyone? If so, from whom?
   3. Were there any Braille instructions present on the kiosk?
   4. Were you able to independently sign in for your appointment?
3. If the kiosk was not accessible, how did you sign in for an appointment? If someone had to enter your information into the kiosk for you, who assisted you?
4. Did you have to enter any personal or private information into the kiosk? If so, please describe.
5. If the kiosk was inaccessible, did you complain about the access barriers? To whom? What was the response?
6. Please share other observations regarding the kiosk and your experience at the SSA field office.