



**Our First Meeting:  
April 23<sup>rd</sup>  
Tampa**



# Focus Group Feedback From Surveys You Submitted



# Florida Focus Group Submitted 101 Survey Results Over 4 Months

## Focus Group Evaluation Sheet



Please answer the following questions for each call. Then fold up this form, attach it with tape and mail.  
Or, enter your comments online at [www.captionedtelephone.com](http://www.captionedtelephone.com) (scroll down and click on <FLFocusGroup>).

Date of Call: \_\_\_\_\_ Time: \_\_\_\_\_ Captionist (CA) #: \_\_\_\_\_

This call was:  Person to person  Answering machine/Voice mail  2-Line

### 1. Captioning Transcription Speed:

A. How was the overall speed of the captions during this call?

good paced  a bit fast at times  a bit slow at times

B. Did you notice any captioning delays that were more than 4 seconds between exchanges?  Yes  No

If yes, please explain. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 2. Accuracy of Captions:

A. Did you notice major word errors that confused you during this call?  Yes  No

If yes: Approximate number of "major" errors?  1-3  4-7  7 or more

B. Did you ask the other party for clarification due to "caption" errors?  Yes  No

If yes, how often?  1-3  4-7  7 or more

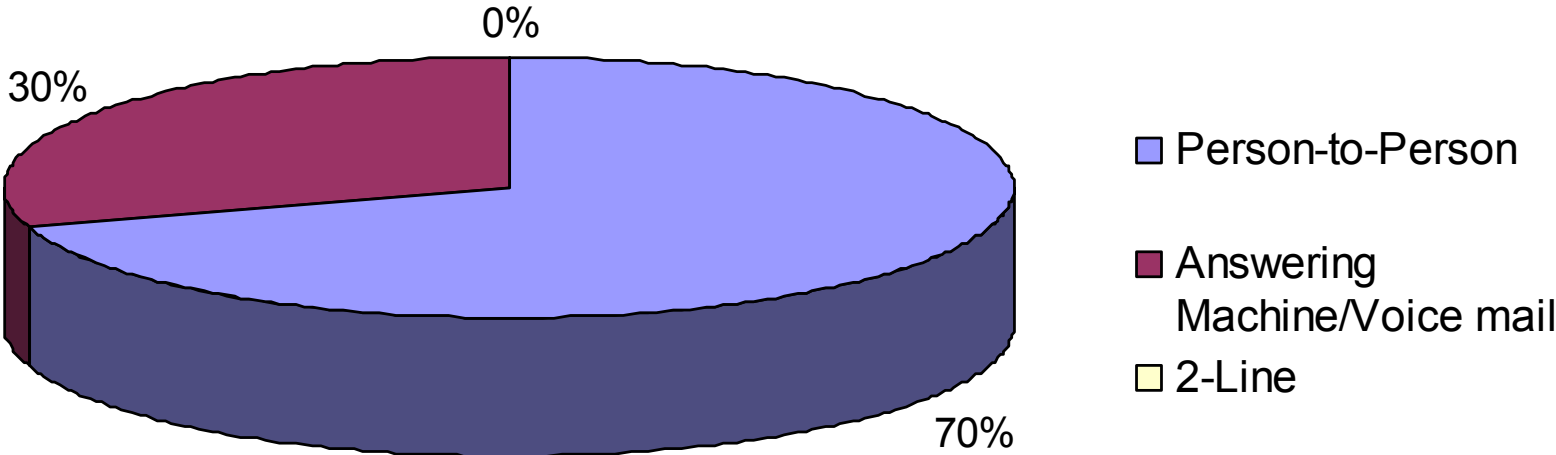
Please list examples of word errors you saw in this call: (e.g., wrong word used: 'restaurant' vs.

## Let's Take a Look at the Results...

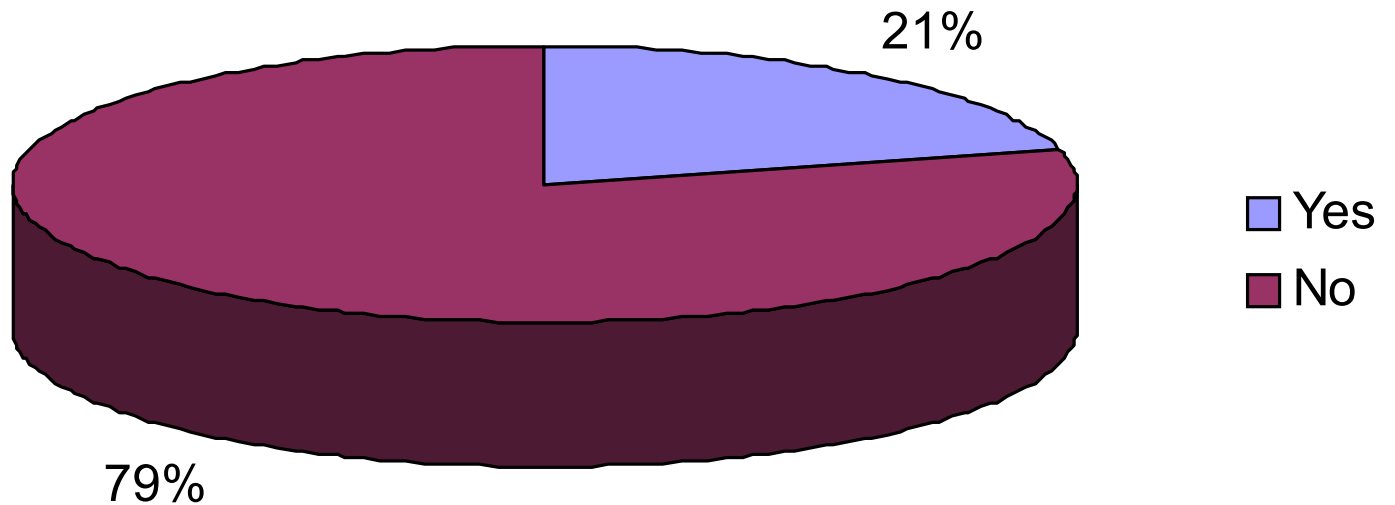
\_\_\_\_\_ vs. \_\_\_\_\_ vs. \_\_\_\_\_

# Type of Call

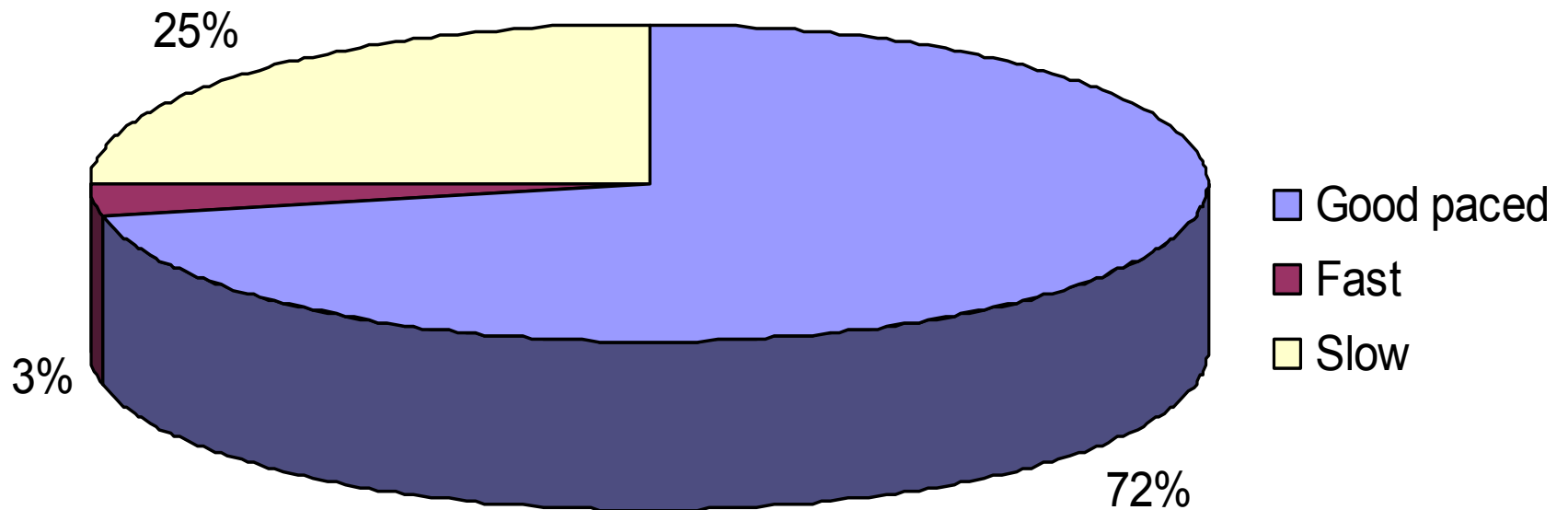
101 calls surveyed and reported



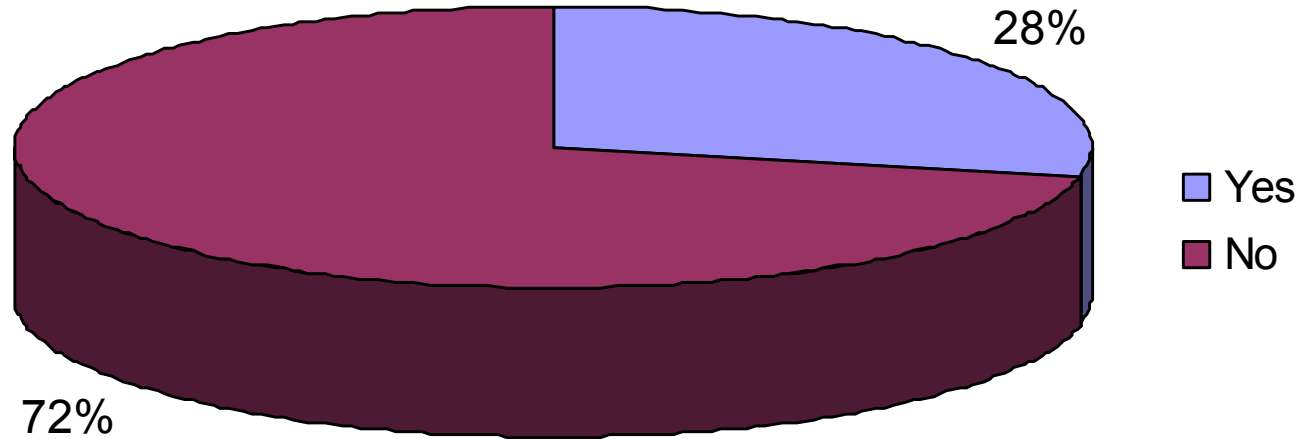
# Caption Delays of More Than Four Seconds?



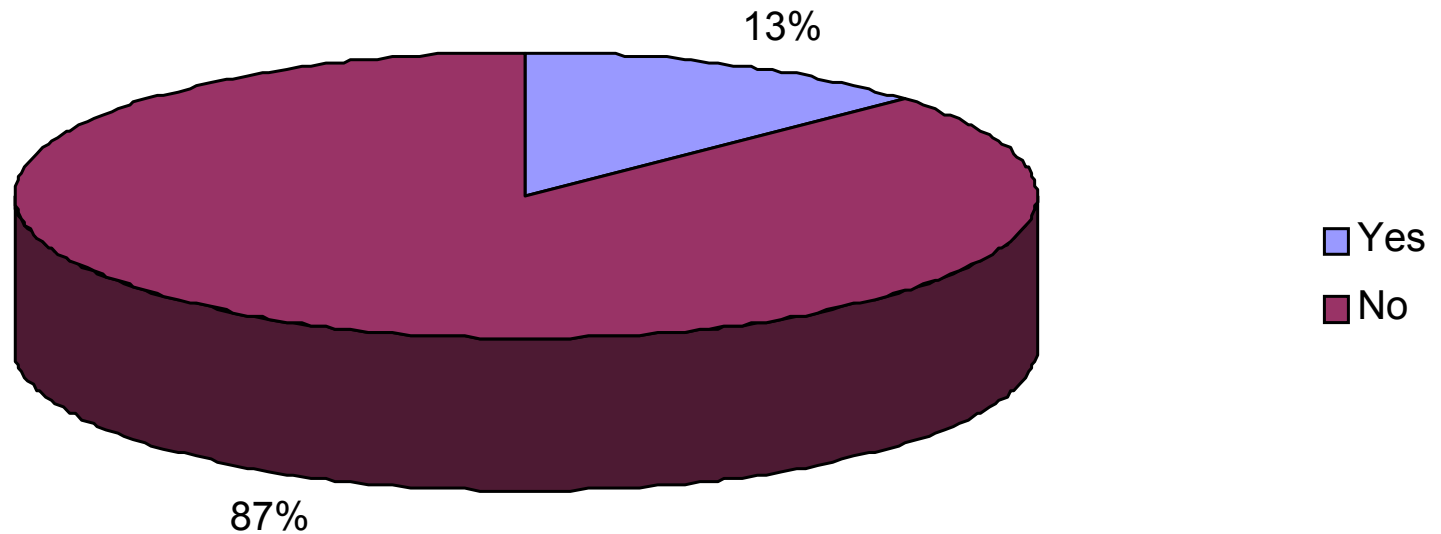
# Captioning Transcription Speed



# Major Word Errors Experienced?

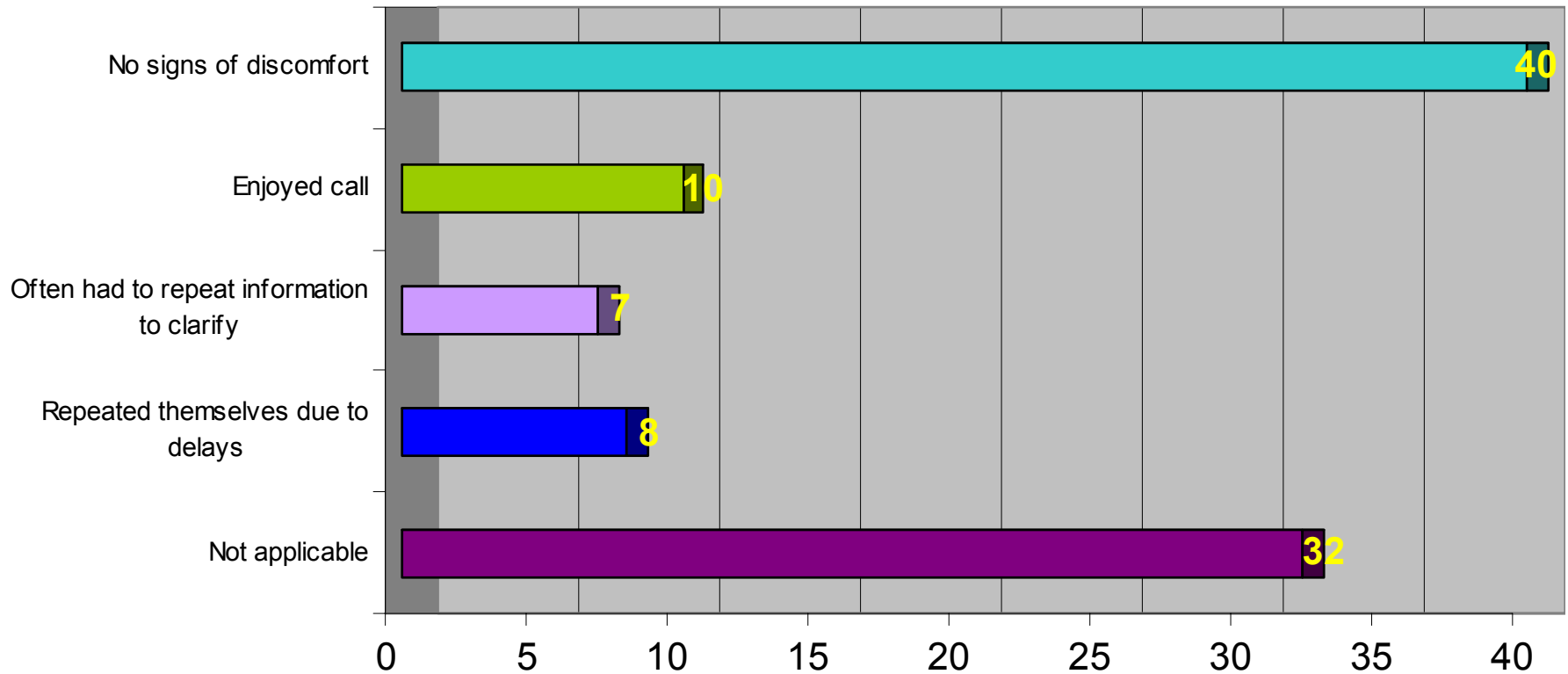


# Technical Difficulties?

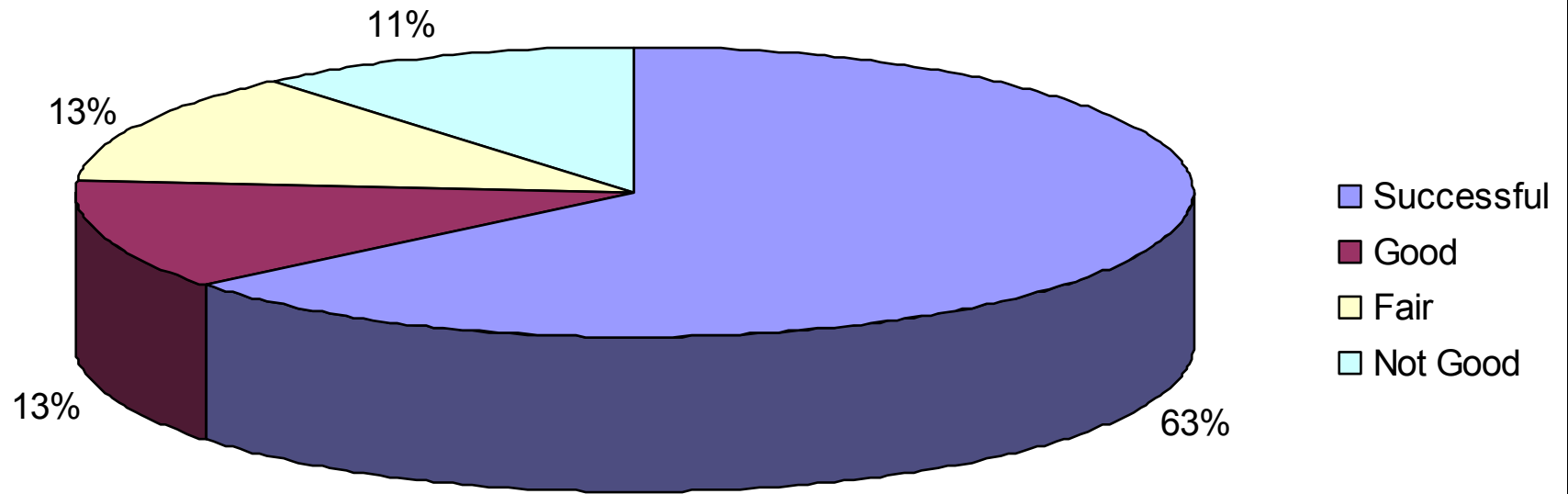




# The Other Party's Experience



# Overall Perception of Call



**Thank you for your continued participation!**

