



School of Modern Languages,  
10 University Square,  
Queen's University Belfast,  
BT7 1NN.

[actproject@qub.ac.uk](mailto:actproject@qub.ac.uk)

02890973328

3 March 2016

To whom it may concern,

We are writing to invite you to give feedback on your experiences of accessibility to cultural events as part of an innovative EU collaborative research project exploring arts accessibility. This project, entitled '**ACT: Accessible Culture and Training**', involves the development of training for cultural accessibility. For further details, please see our website at [www.actproject.eu](http://www.actproject.eu). A key objective of this project is to strengthen links between researchers, users, arts venues and user associations, in order to promote social inclusion and continuing improvements in access to cultural events.

Your feedback would be extremely valuable and we hope that you would like to participate. Your answers to the questions will be treated with the strictest confidence. We have provided a consent form for you to sign. This is merely a formality but we would be very grateful if you could sign this before starting the questions. Before any responses are analysed, your name will be removed from all correspondence to ensure confidentiality; the researchers will only study the questionnaires once these are completely anonymous. At the end of the project we will ensure that you have access to the project findings should you wish.

We have attached a copy of a short questionnaire to find out about your accessibility experiences which should take about 10 minutes to complete. We appreciate you taking the time to participate in this research project. There are no right or wrong answers; we are just interested in your opinion and preferences. If there are any questions you would rather not answer, you can choose to abstain. However, the more details you can provide the better, so please feel free to add any additional comments at any point in the questionnaire or on a separate sheet. If you have any questions or concerns, please do not hesitate to contact Sarah Eardley-Weaver (see above for contact details). We would be very grateful if you could return your completed questionnaire by e-mail or post at your earliest convenience before **30 APRIL 2016** to allow time to analyse the data. We would also be delighted to arrange a phone call or to meet in person at a suitable time for you if this would be preferable or for further discussion.

Thank you very much in advance for your involvement.

We look forward to hearing from you.

Many thanks and best wishes,

Sarah Eardley-Weaver and the ACT research group

Dr Sarah Eardley-Weaver  
Lecturer in Translation and Interpreting  
Queen's University Belfast



## QUESTIONNAIRE PARTICIPANTS' CONSENT FORM

I agree to take part in a questionnaire conducted by a research team led by Sarah Eardley-Weaver from Queen's University Belfast as part of the ACT project.

I acknowledge that the following has been explained:

- (1) what is involved in the questionnaire;
- (2) the purpose of the work in this area;
- (3) the researchers' commitment to preserving the confidentiality of feedback given by participants.

I have had the opportunity to ask questions about this work.

I also give my consent for the researchers to use photos taken during project events, and to video record or audio record feedback for research purposes.

Signed .....Date .....

PRINT NAME.....

If you are happy to give your e-mail address, phone number or other contact details so that we can keep you informed about the project, please write them below:

E-mail address: .....

Phone number: .....

Other contact details: .....

## QUESTIONNAIRE

This questionnaire is aimed at all audience members. Therefore some of the questions may seem irrelevant to you personally, but we would ask you to answer as many as you can and the more details you can provide the better. Thank you again for your invaluable contribution.

### Part 1

For the first two questions, we would like you to answer by giving scores from 1 to 5.

<b>1</b> = not at all	<b>2</b> = not very much	<b>3</b> = so-so
<b>4</b> = quite a lot	<b>5</b> = very much	

#### 1) In general how satisfied have you been with the accessibility provisions when attending a live event with any of the following facilities?

Please provide a score out of 5. If you have never attended a live event with the following facilities, please tick the 'never' column. Provide any further comments below.

FACILITY	SCORE	NEVER
Sign language interpreting	/5	
Audio description <sup>1</sup>	/5	
Touch tour <sup>2</sup>	/5	
Surtitles <sup>3</sup>	/5	
Captioning (for the deaf and the hard-of-hearing) <sup>4</sup>	/5	
Audio subtitling <sup>5</sup>	/5	
Braille	/5	

<sup>1</sup> **Audio description.** A verbal commentary in audio format providing information about the visual aspects of a work of art or venue such as a play, or painting, or tourist site (e.g. settings, characters, actions etc.) where these details are not accessible via the audio channel.

<sup>2</sup> **Touch tour.** Within the context of the theatre this is usually a guided tour of the stage in which patrons have the opportunity to touch items of the set (e.g. props, costumes etc.). In other contexts, such as museums or art galleries, a touch tour may be guided or self-guided, and visitors may be offered the chance to touch original artworks or alternatively small-scale or three-dimensional models and replicas.

<sup>3</sup> **Surtitle.** Within the context of live performance, surtitles refers to text displayed on screens in various positions around the stage providing a translation of the onstage spoken or sung dialogue. Surtitles do not usually include details of other audio features (e.g. music, sound effects) and may be in the same language as the performance or a different language.

<sup>4</sup> **Captioning.** Here, captioning refers to an access facility targeted primarily at the deaf and hard-of-hearing which involves the display of written captions providing details of the audio features of a play or other works of art (e.g. music, sound effects, character names etc.). This is usually in the same language as the performance.

<sup>5</sup> **Audio subtitling.** A technique in which subtitles are read aloud for the benefit of those who do not have visual access to the subtitles or surtitles.

<b>FACILITY</b>	<b>SCORE</b>	<b>NEVER</b>
Large print materials	/5	
Materials in different languages	/5	
Hearing (induction) loop	/5	
Activities/workshops/performances for disabled patrons (please provide details in 'comments' below)	/5	
Materials in accessible, easy-to-read language	/5	
Provisions for guide dogs	/5	
Provisions for hearing dogs	/5	
Parking for disabled patrons	/5	
Access ramps	/5	
Wheelchair/mobility scooter	/5	
Other wheelchair user provisions (e.g. spaces in the auditorium for wheelchair users)	/5	
Personal assistance	/5	
Other (please specify.....)	/5	

Comments.....  
.....

**2) In general when attending live accessible events to what extent have you encountered the following difficulties?**

Please provide a score out of 5 (where 1 = not at all and 5 = very much) and give further details below. Tick the N/A column if this is not applicable to you e.g. if you have not used any of the related access provisions.

	<b>SCORE</b>	<b>N/A</b>
Problems with the box office (e.g. uninformed about access)	/5	
Issues with headphones (e.g. not charged, not working, poor sound quality)	/5	
Lack of assistance in using access equipment	/5	
Lack of clarity of instructions for access equipment	/5	
Broken access equipment	/5	
Lack of assistance in general	/5	
Problems with seating allocation	/5	
Problems with the positioning of the sign language interpreter	/5	
Lack of marketing/communication about access facilities	/5	
Difficulties getting to the venue	/5	
Difficulties getting around the venue	/5	
Problems with lighting in the venue/performance	/5	
Other (please specify below)	/5	

Comments.....  
 .....  
 .....

**3) Would you choose to attend a live event without each of the following provisions?**  
 Please tick the relevant boxes in the table and provide any further comments below.

	YES	NO
Sign language interpreting		
Audio description		
Touch tour		
Surtitles		
Captioning (for the deaf and the hard-of-hearing)		
Audio subtitling		
Braille		
Large print materials		
Materials in different languages		
Materials in accessible, easy-to-read language		
Hearing (induction) loop		
Activities/workshops/performances for disabled patrons		
Provisions for hearing dogs		
Parking for disabled patrons		
Access ramps		
Wheelchair/mobility scooter		
Other wheelchair user provisions (e.g. spaces in the auditorium for wheelchair users)		
Personal assistance		
Other (please specify.....)		

Comments.....  
 .....

For the next set of questions please tick the relevant boxes and provide any further comments below.

**4) How many **live performances of any kind** (e.g. musicals, plays, operas, other) have you attended during your life?**

0       1-10       11-20       21-30       31+

Comments.....  
 .....

**5) How many live performances of any kind (e.g. musicals, plays, operas, other) have you attended at which you used the following provisions?**

Please tick the relevant boxes in the table and provide any further comments below.

<b>FACILITY</b>	<b>0</b>	<b>1-3</b>	<b>4-6</b>	<b>7-9</b>	<b>10+</b>
Sign language interpreting					
Audio description					
Touch tour					
Surtitles					
Captioning					
Audio subtitling					
Braille					
Large print materials					
Materials in different languages					
Materials in accessible, easy-to-read language					
Hearing (induction) loop					
Activities/workshops/performances for disabled patrons					
Provisions for hearing dogs					
Parking for disabled patrons					
Access ramps					
Wheelchair/mobility scooter					
Other wheelchair user provisions					
Personal assistance					
Other (please specify.....)					

Comments.....  
 .....  
 .....

**6) What improvements would you like to be implemented in current and future accessibility provisions at live events?** Please comment below.

.....  
 .....  
 .....

**Part 2**

To help us to classify your answers and to make statistical comparisons we would be very grateful if you could answer the following questions. All information you provide will be treated confidentially.

**7) Please tick the relevant boxes in the table below and provide any further comments below.**

	YES	NO
Do you use Braille at all?		
Are you a sign language user?		
Do you have a guide dog?		
Do you have a hearing dog?		
Do you use a wheelchair/mobility scooter?		

Comments.....  
 .....

**Please tick any of the boxes in the tables below that apply to you.** Some descriptions overlap so **you may have to tick more than 1 box per question.** If you would like to add further comment please feel free to give details below.

**8) Regarding your sight, please tick any descriptions that apply to you at present?**

Totally blind	Partially-sighted	Legally blind	Have full vision (including once corrected by glasses/lenses)	Other (specify below)

Comments.....  
 .....

**9) Regarding your hearing, please tick any descriptions that apply to you at present?**

Profoundly deaf	Partially deaf	Hard-of-hearing	Have severe hearing loss	Have mild/moderate hearing loss	Use a hearing aid	Have a cochlear implant	Deaf	Hearing	Other (specify below)

Comments.....  
 .....

**10) What is your age group? Please tick the relevant box below.**

Less than 10	10+	20+	30+	40+	50+	60+	70+	80+

**11) What learning difficulties or disabilities do you have?**

None	Autism	Dyslexia	Asperger's Syndrome	Other (specify below)

Comments.....  
 .....

**12) What is your first language?**

British Sign Language	
Irish Sign Language	
English	
Chinese	
French	
German	
Irish	
Polish	
Arabic	
Other (specify below)	

Comments.....  
 .....

**If you have any further general comments please write them below or on a separate sheet**

.....  
 .....

**THANK YOU VERY MUCH FOR YOUR PARTICIPATION**

