

## OVQ – Instructions for interviewers

### Physical setup

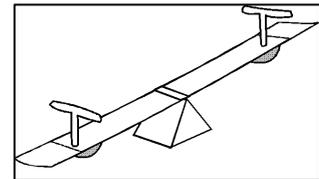
Interviewer and test subject sit side by side at a table in an undisturbed room. The questionnaire should be placed on the table so both test subject and interviewer can read the content. The interviewer reads *each* question aloud and the test subject has the option of simultaneously reading along. The test subject answers verbally and the interviewer records the answer in the questionnaire.

It may be a good idea to prepare enlarged copies of the questionnaire on a larger paper format (for example 11”x17”, Tabloid size). This format can be used if the test subject is having difficulty reading the text in the standard 8.5”x11” format.

### Answer scale

The questionnaire is divided into groups of questions. Every question is answered by rating a number on a scale from 0 to 12, where “Strongly disagree” is represented by 0 and “Strongly agree” is represented by 12. Additionally, there are three headlines, “Somewhat disagree” (3), “Neutral” (6), and “Somewhat agree” (9), all of which can support the test subject in their choice of answer.

When the scale is explained to the test subject, one can use a seesaw as an analogy, where *agree* is on one end of the seesaw while *disagree* is on the other end. “Strongly disagree” (0) and “Strongly agree” (12) represent the two outer positions of the seesaw, whereas “Neutral” (6) equates equilibrium. The additional rating options reflect how much the seesaw tips to either side, meaning to what extent one agrees more than disagrees (or the other way around).



The test subject should be asked to answer only with a number. Thus, the test subject should not use the headlines of the scale as answers. If he/she continues to do this, then the interviewer should ask the test subject to repeat the answer in the form of a number.

An answer is recorded by circling the answer in question. If the answer needs to be changed, cross out the circled answer and circle in the correct answer.

Strongly disagree	Some-what disagree	Neutral	Some-what agree	Strongly agree	N/A								
0	1	2	3	4	5	6	7	8	9	10	11	12	<input type="checkbox"/>

The interviewer should encourage the test subject to answer as many questions as possible. If it is not possible for the test subject to answer a question, the option of answering “N/A” is available.

It is important that the whole scale be utilized and it is the task of the interviewer to explain this to the test subject. Especially in the normal hearing group of test subjects, there may be many

“Strongly disagree” answers; largely because quite a few statements are of greatest relevance to hearing instrument users.

### In general

Prior to test start, the test subject should be informed that he/she can ask questions any time doubt arises.

Prior to answering each group of questions, the theme of each group should be brought to the test subject’s attention. Also, if the test subject is a hearing instrument user, it is important to state whether the questions asked pertain to situations with or without wearing hearing instruments. In some groups of questions, it may be relevant to give a descriptive example which defines the situation in question.

Please note that some of the groups of questions take up *more* than one page in the questionnaire. When turning the page while answering the same group of questions, make sure the test subject does not perceive questions as being in a new group.

As a rule, if the test subject can immediately answer a question, no additional help or guidance should be given and any comments should be withheld.

If the test subject responds with an answer which does not seem reasonable (either in relation to general expectations or in relation to answers to previous questions), or if the test subject does not seem to answer confidently, further inquiries should be made as to the test subject’s reasoning for giving the answer in question. If it turns out that the test subject has misinterpreted the question, or if the test subject has simply given an incorrect answer, it is then necessary to change the answer to the given question.

If the test subject expresses doubt or does not understand a question, help should be given. For example, the interviewer can give one or more descriptive examples of the situation in question.

If the test subject, despite additional guidance, does not feel capable of answering a question, mark “N/A”.

In regards to providing additional guidance to the test subject, the interviewer should be mindful to only support and *not* influence the test subject’s answer!

The test subject should, to the greatest possible extent, be prevented from spending time talking about irrelevant topics during the interview so as not to unnecessarily prolong the interview. For instance, if the test subject begins to talk about topics that will be addressed later in the interview, one should interrupt and respond with, “We’ll get to that.” If the test subject begins to talk about others’ perception of his/her own voice or talks about his/her own perception of others’ voices, one should interrupt and respond with, “But what about *your* voice?”

If the test subject states that the answer to a question is dependant on the situation, for instance his/her mood that day, then one should encourage a generalized answer (and not an answer based on a single, random situation).

If a test subject is clearly basing an answer on a single experience, one should inquire further about other similar situations, which may be able to contribute to a wider, more founded answer.

When the questionnaire is completed, the pages should be immediately stapled together in the correct order.

### Comments for individual groups of questions

#### Group A

Here, the assumption is normal speech, when one does not have a cold and when one's voice is not in any other way affected (for instance, if one has spoken very loudly or yells for a long time). The same is true for the following groups, unless otherwise indicated.

#### Group B

In this group, the entire question is read aloud every time, for instance, B3: "I find that my own voice sounds as if I am speaking in a bathroom." This is done in order to stress in each case that the question is directed toward the test subject's own experience. The same comment is true for the following groups; C, H, and K.

*B4:* The question is not about the familiarity of one's own voice when the test subject listens to a recording of it, but rather whether the sound of their own voice (when speaking) reminds them of the sound of the recording (of their own voice).

Some of the statements make use of analogies/metaphors which are used by some hearing instrument users. However, other hearing instrument users and many normal hearing people may have trouble relating to these statements. If the test subject is in doubt about a question, it may be necessary to inquire about whether the right answer could be "0/strongly disagree" or perhaps, "N/A".

#### Group C

If a test subject has difficulty answering a question, one has to inquire whether it is the result of the test subject not associating the word with the sound of his/her voice (if so, the answer should be "0"), or whether the test subject does not understand the meaning of the word (if so, the answer should be "N/A"). One should exercise caution when using synonyms to explain the meaning of a word.

Note that the selection of words in this group is not meant to be complete. It is especially important to stress this to the test subjects who may find that the given words are less appropriate (and who may want other options) to describe the sound of their own voice.

#### Group D

It is important to stress that the questions relate to situations with people with whom the test subject feels comfortable so he/she does not have to act like they would toward complete strangers. Furthermore, it should be emphasized that for questions in this group, the surroundings are calm and one does not have to compete with background noise.

*D3-D4:* It is the ability to execute the discussion in question – not whether one *attempts* to execute a discussion.

*D7*: Here the question pertains to food in general, not necessarily just crunchy things like carrots and crackers.

#### Group E

*E1*: The reference is to the sound of the test subject's own (raised) voice – not to whether it is physically uncomfortable (or difficult) to produce loud speech.

*E7*: The question refers to a busy restaurant with normal conversation levels at all tables, but not with loud music.

*E9*: The question refers to the physical sensation of speaking – *not* how strenuous it is to listen and understand.

*E13*: An example of circumstances which require that the voice be raised could be speaking at a distance or with background noise present. The question refers to a situation where speech is at a level which *others* find to be appropriate and therefore there are no indications that speech is either too soft or too loud.

#### Group F

These questions are about the strategies one can use in situations like those dealt with in group E. In relation to questions F1 through F7, the use of the strategies must be intentional. The test subject is not meant to come to a rationalization of how he/she probably handles the situation.

*F6*: The question refers to the aural sensation of the voice level (that is, the sound in the ears).

*F7*: The question refers to the physical sensation (for example, in the throat).

*F8*: A low score is to be expected in this question if one or more of the questions F1 through F7 gave rise to high scores – reversely, a high score is to be expected if all the questions F1 through F7 gave rise to low scores. If this is not the case, further inquiries should be made as to the cause.

#### Group G

Some test subjects will likely think that it is generally impolite to whisper. In G1 and G3, the expression, "...if the situation requires it" should be interpreted to mean that it really is not impolite to whisper in this particular situation.

#### Group H

If several of the questions get a high score, further inquiries should be made toward what the specific sensation is. If none of the questions get a high score, one should inquire about where the sound of the test subject's own voice is then coming from. If the test subject has other ways to describe the sensation, note these in the questionnaire. In this group of questions, it may be relevant to go through all the questions before the final answers are given.

#### Group I

This group contains overall questions which are not about specific situations.

Group J & K (not HI users)

With the exception of K15, all the questions in group J and K have been answered previously. Beforehand, the interviewer can ask the test subject when they last had a cold, in order to help recall the experience.

Group L (HI users)

It should be emphasized that the test subject should attempt to recall the time immediately after he/she received their current hearing instruments and that the experience of one's own voice can easily have changed since that time. Beforehand, the interviewer can ask the test subject when they received their new hearing instruments in order to help them refresh their memory.

*L3-L7*: It is perfectly acceptable to go back and directly compare responses to the first answers given to the same question (in relation to the current use of hearing instruments).

Group M (HI users)

Note that left and right hearing instruments are treated as separate items in the question. When answering M1, it is therefore relevant to ask whether both hearing instruments are always in use, or if one hearing instrument is removed in certain situations.

*M3-M4, M8*: It is important to emphasize that the questions pertain to *normal use*. So for instance, this does *not* involve insertion or removal of the hearing instruments, using the phone, hugging, negative side-effects from an anti-feedback system, etc.

Group N (HI users)

With the exception of N14, N15, and N16, the questions in group N have been answered previously (with hearing instruments).

The questions refer to situations where hearing instruments are not used. If a test subject uses hearing instruments continually (refer to answers to question M1, M2), the result will be that many (or all) of the questions in this group are answered with "N/A". If a test subject has stated using his/her hearing instruments most of the time, but still answers a question, one should make sure that the answer is based on actual experience and not on an assumption of what it would be like (without hearing instruments).

*NI-NI3*: All situations are equal to the ones described in relation to the first answers to the questions (using hearing instruments). It is perfectly acceptable to go back and directly compare responses to the first answers given to the questions.

*NI, NI5-NI6*: If needed, the interviewer can encourage the test subject to remove hearing instruments when answering these questions.