

# **Video Remote Interpreting (VRI)**

## **Electronic Bulletin Board Discussion**

### **Introductory Info**

1. When you were first contacted about participating in this online discussion, you stated you had used Social Security's Video Remote Interpreting (VRI) service. Is that correct?
2. How many times would you say you have now used the VRI service?
3. How was the VRI service explained/introduced to you when you came into the Social Security office?

### **First Impressions**

4. What was your first impression of the process for using VRI?
5. How easy was the equipment to use?  
*Very easy, somewhat easy, not at all easy*

### **Time Efficiency**

6. What was your wait time for the video interpreter?
7. How satisfied were you with the amount of time you had to wait? Explain.  
*Very satisfied, somewhat satisfied, not at all satisfied*
8. How time efficient was the VRI service when compared to your past experience securing an in-person interpreter at SSA?

### **Quality of Video Call**

9. How would you describe the quality of your VRI video call?
10. How would you rate the quality of the video interpreter(s)?
11. If you were not satisfied with your interpreter, were you connected to another?
12. How would you compare the VRI service to having an in-person interpreter present?

### **VRI Issues**

13. Did you experience any problems when using the VRI service? If so, please explain.

14. If you experienced a problem with the VRI service, was it adequately corrected?

### **Future Use of VRI**

15. Based on your level of satisfaction using VRI, how likely would you say you are to use it again?

*Very likely, somewhat likely, not at all likely*

#### **Read Paperwork Reduction Act Statement:**

Paperwork Reduction Act Statement – This Electronic Bulletin Board/focus group, cleared under OMB No. 0960-0788, meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. Participation in this activity is voluntary. We estimate that it will take approximately 2 hours to complete. If you would like to comment on our time estimate, please send your comments to: SSA, 6401 Security Blvd Baltimore, MD 21235-6401.

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