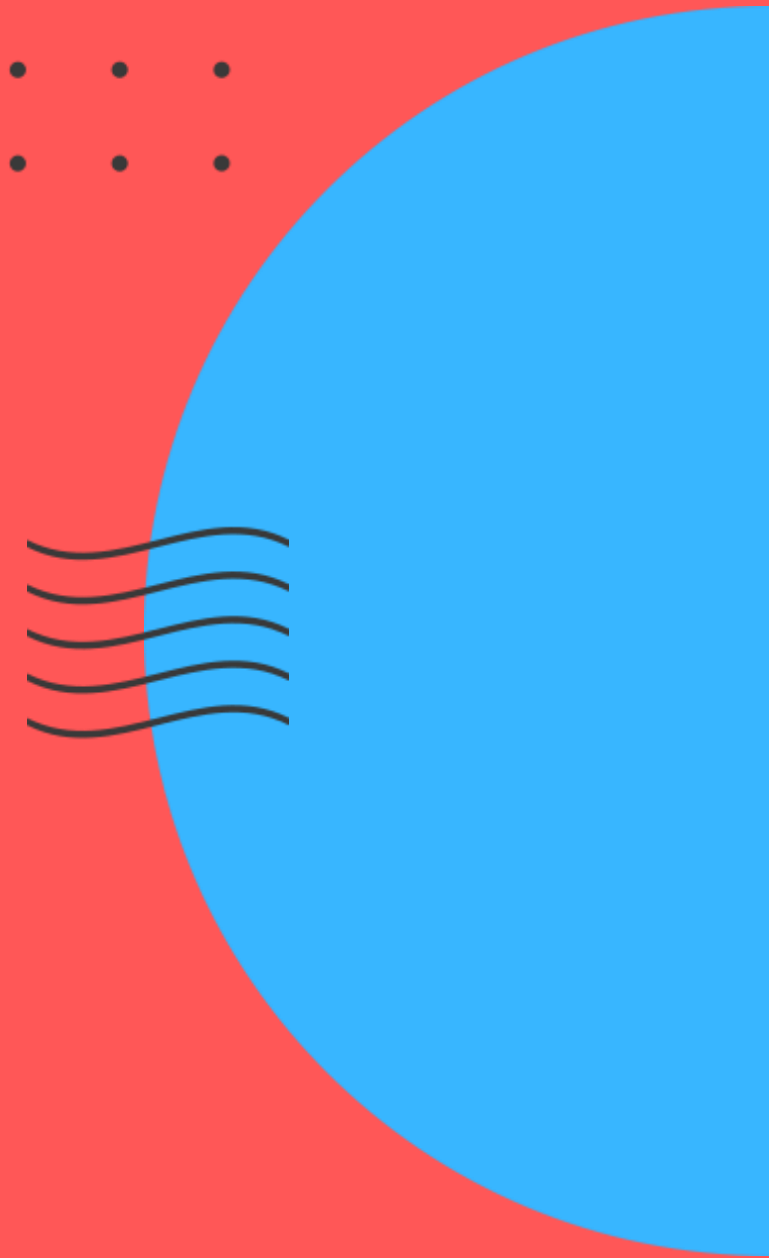


COCHLEAR IMPLANT UX SURVEY

How do we (CI users) rate our experience with education, career, social life?

01

Demographics of Respondents



Total number of respondents

35

CI users aged 18 and above

(Sourced from CI-related community groups on Facebook & Whatsapp)

Gender

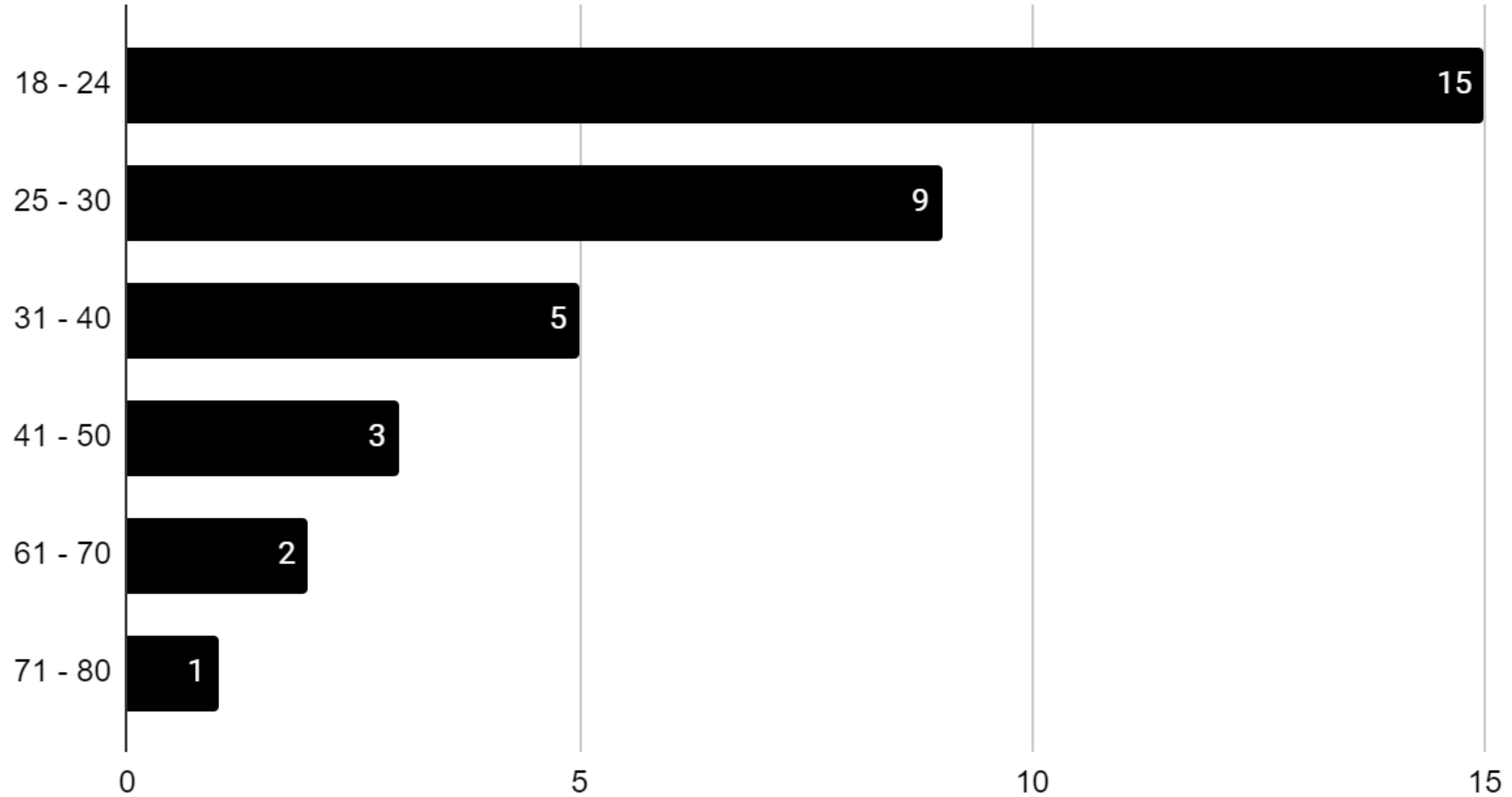


13
(37%)

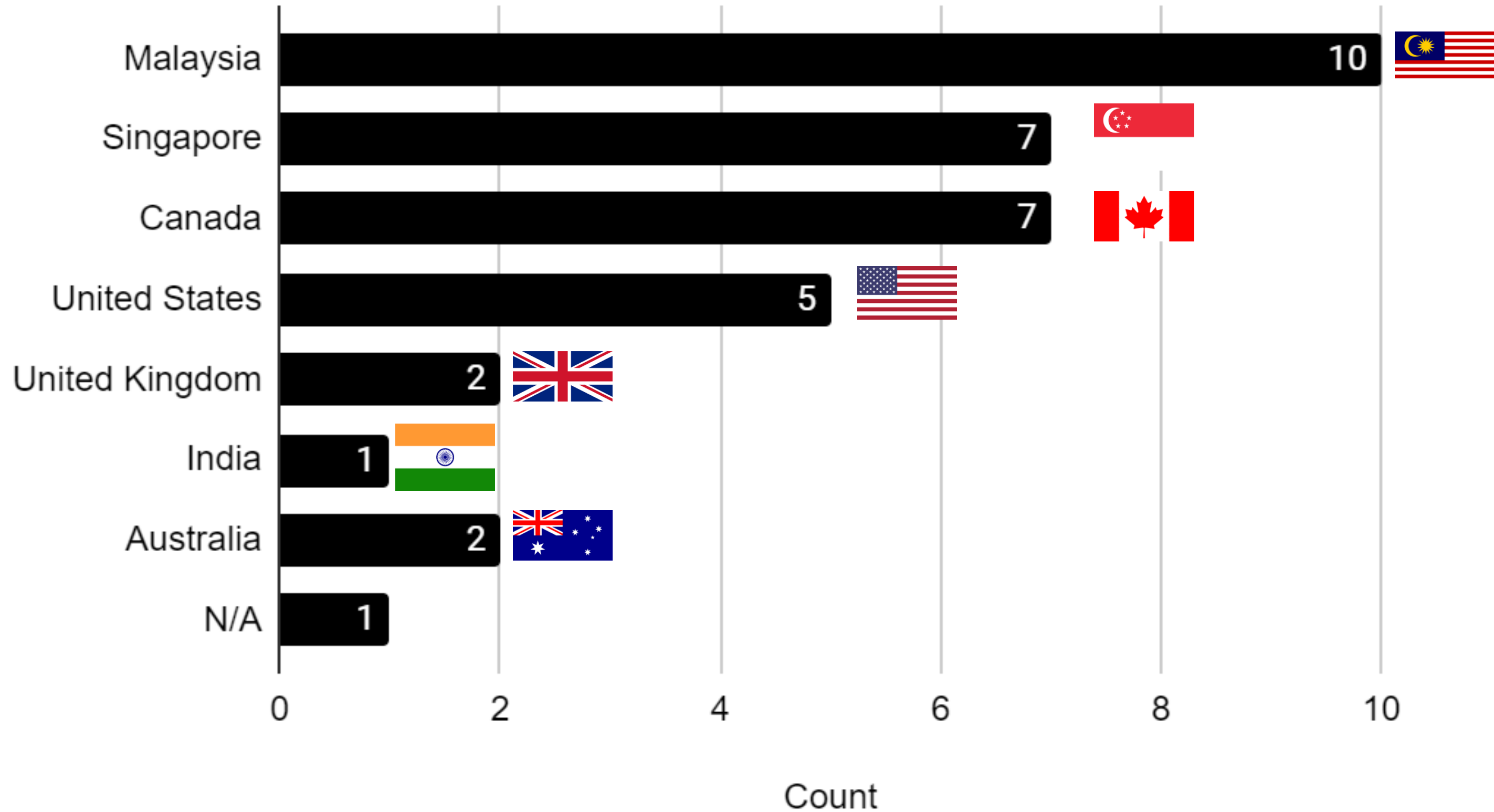


22
(67%)

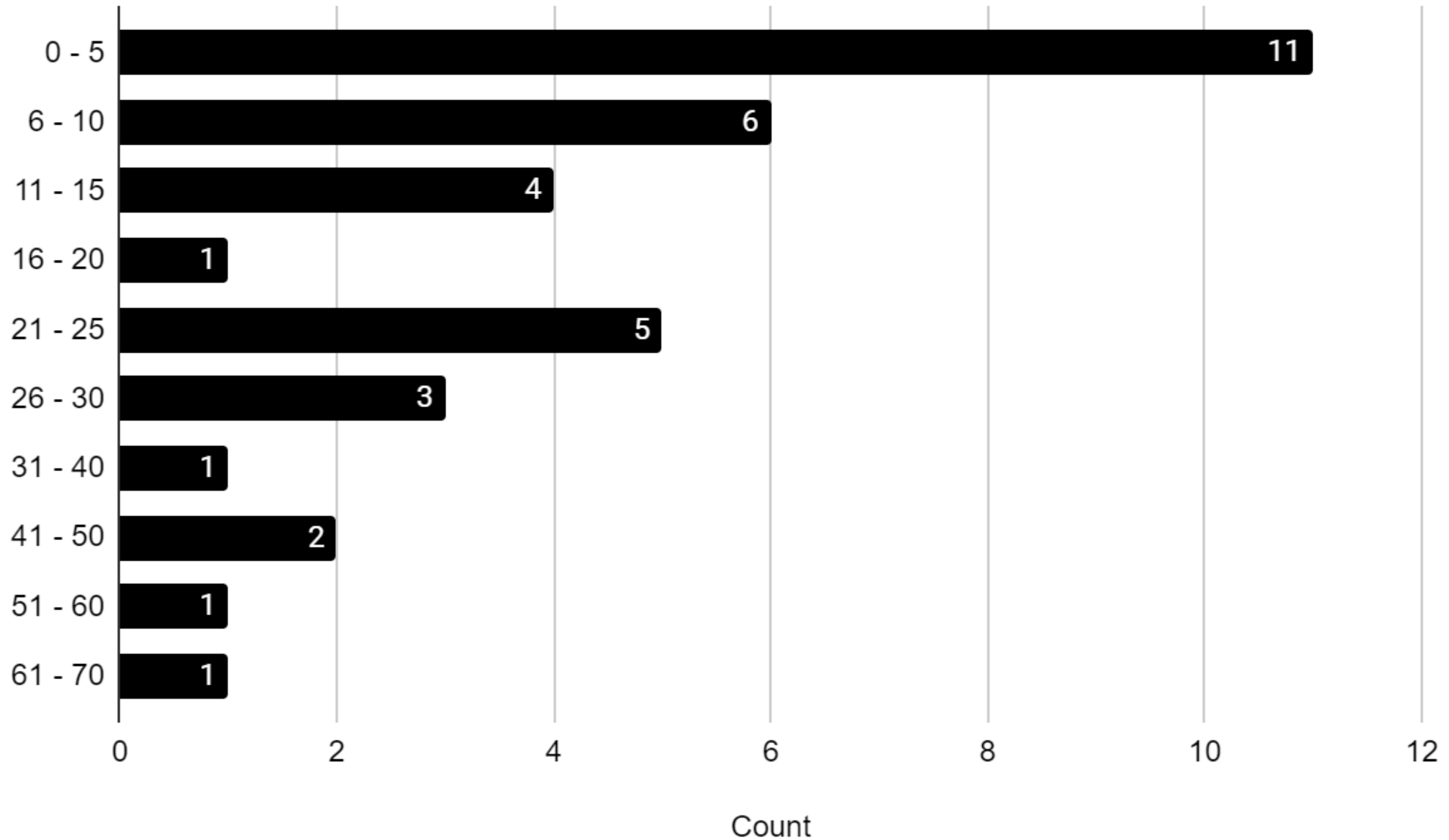
Age



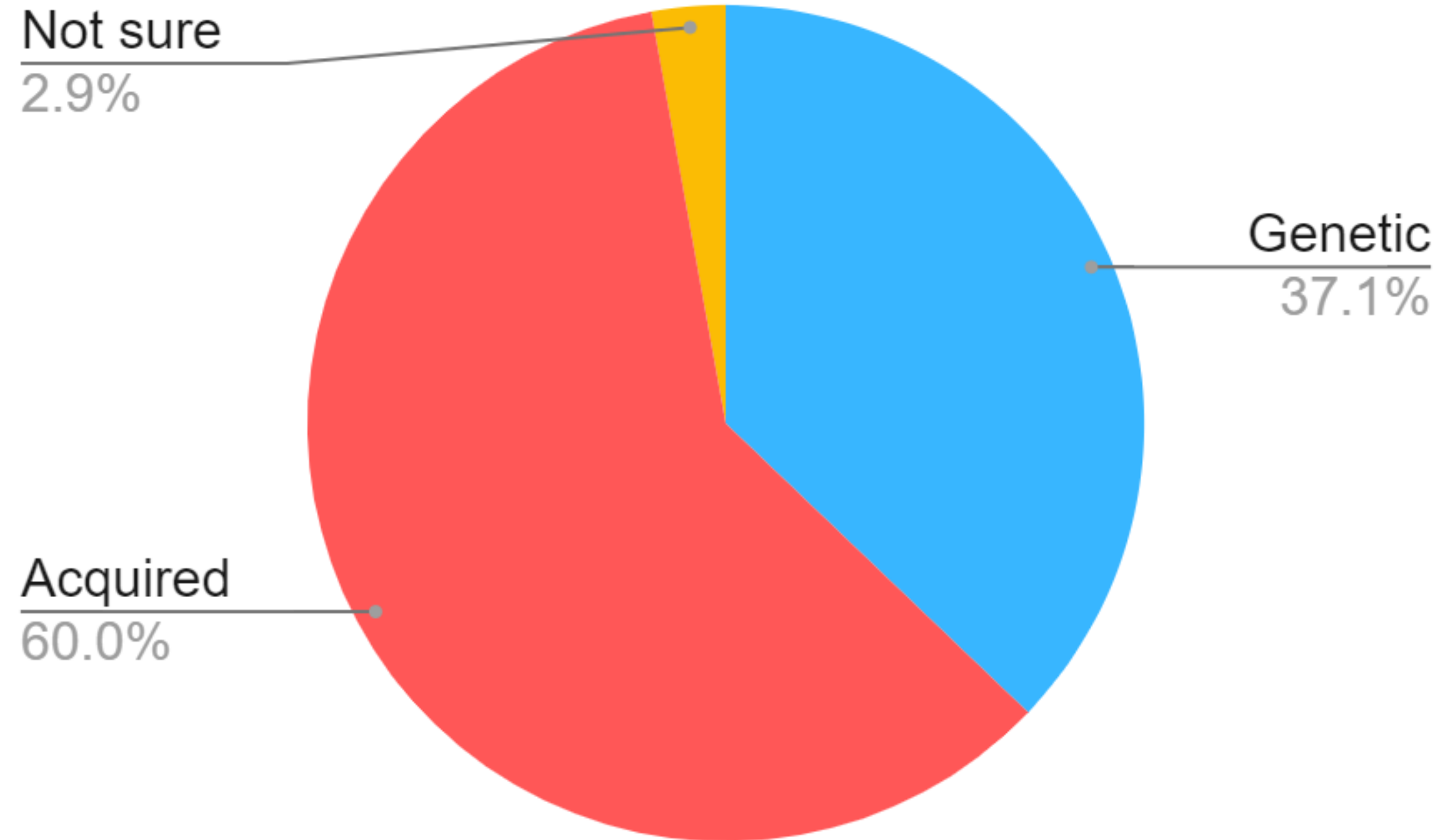
Country

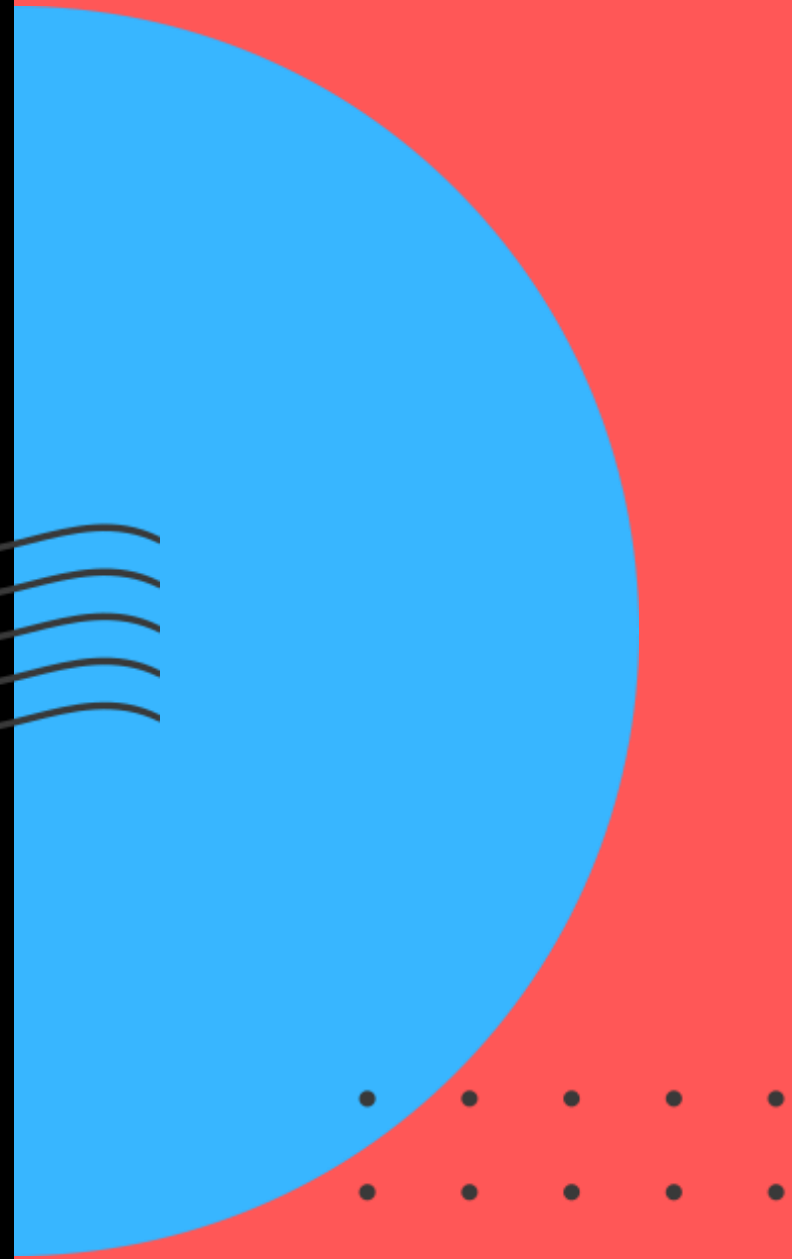
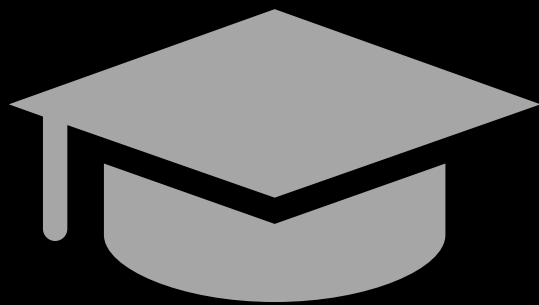
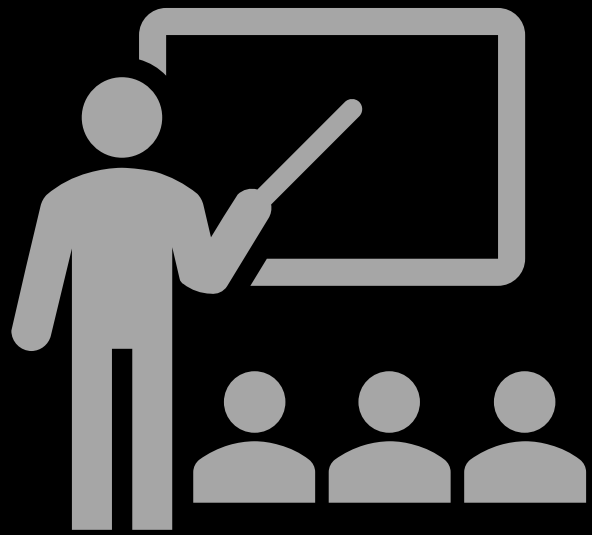
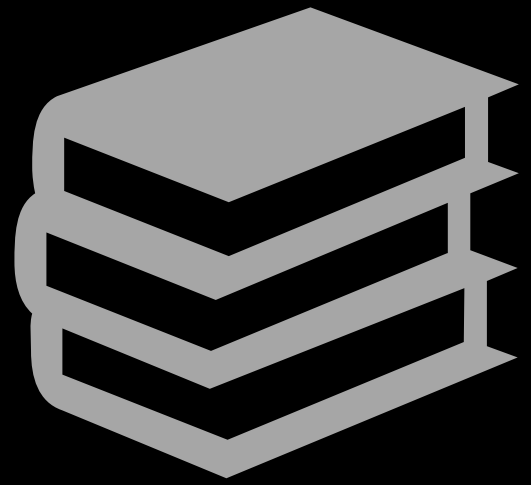


Age Implanted



Hearing Loss



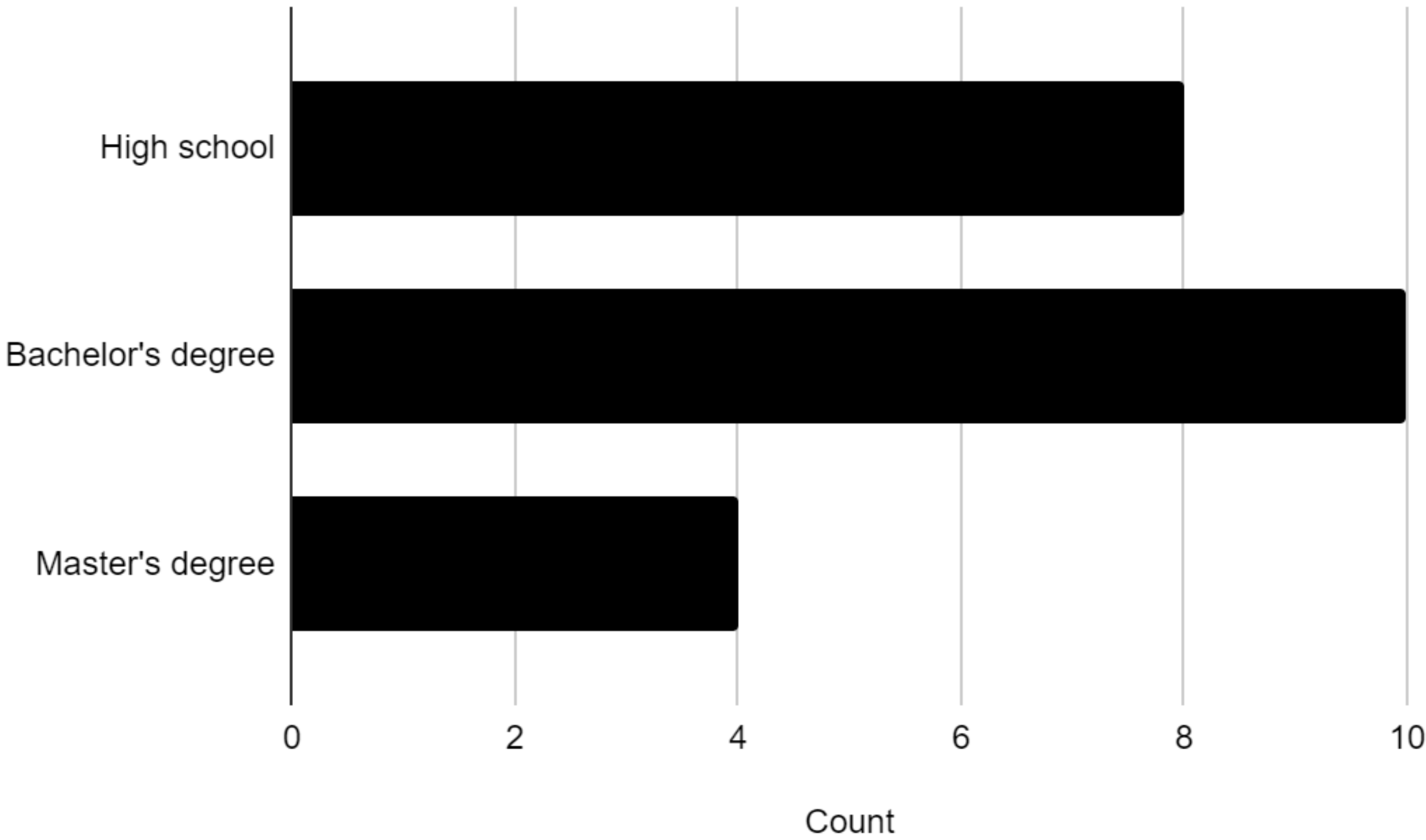


02

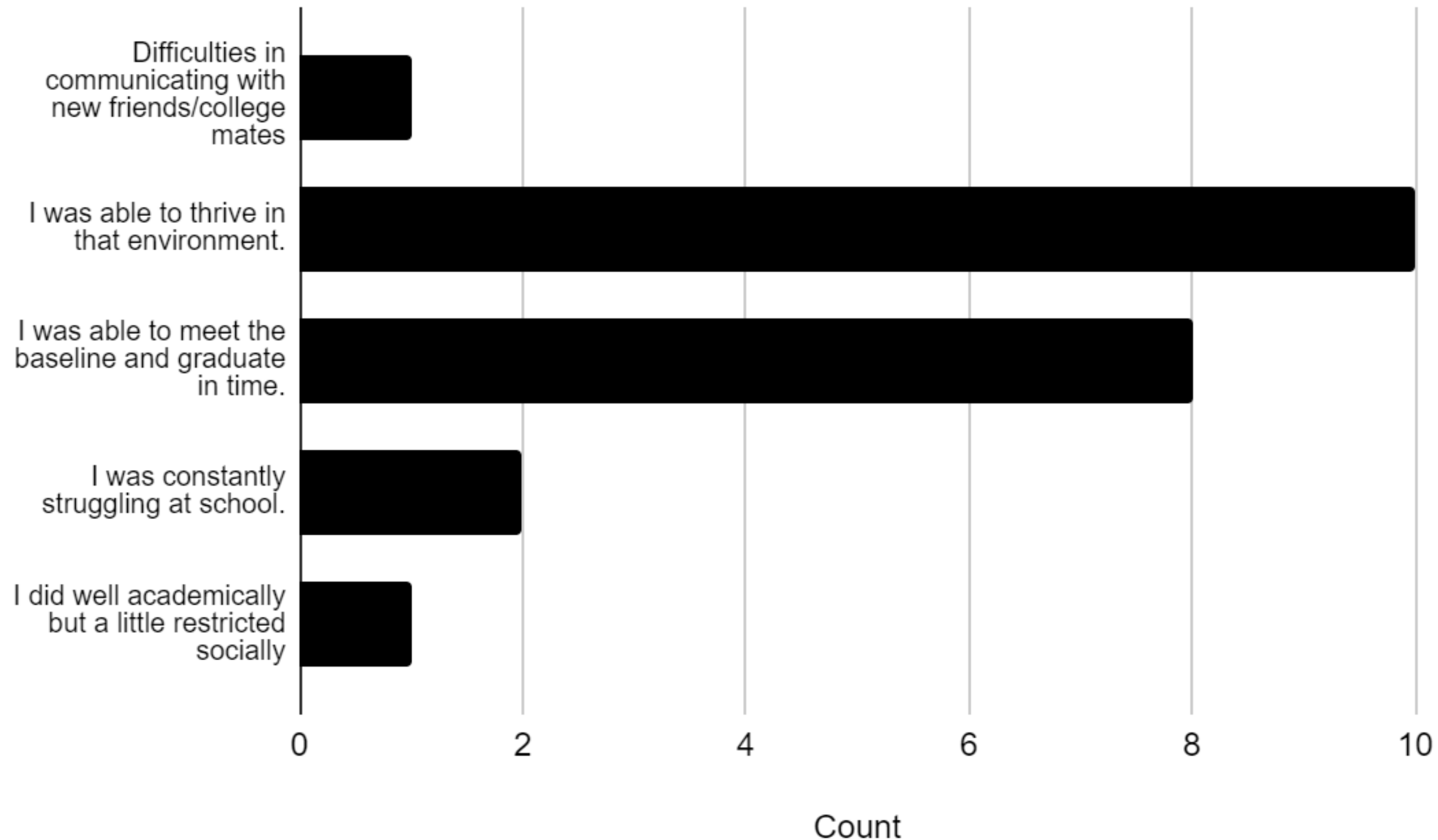
Education

Level of Education, Experience & Support at School

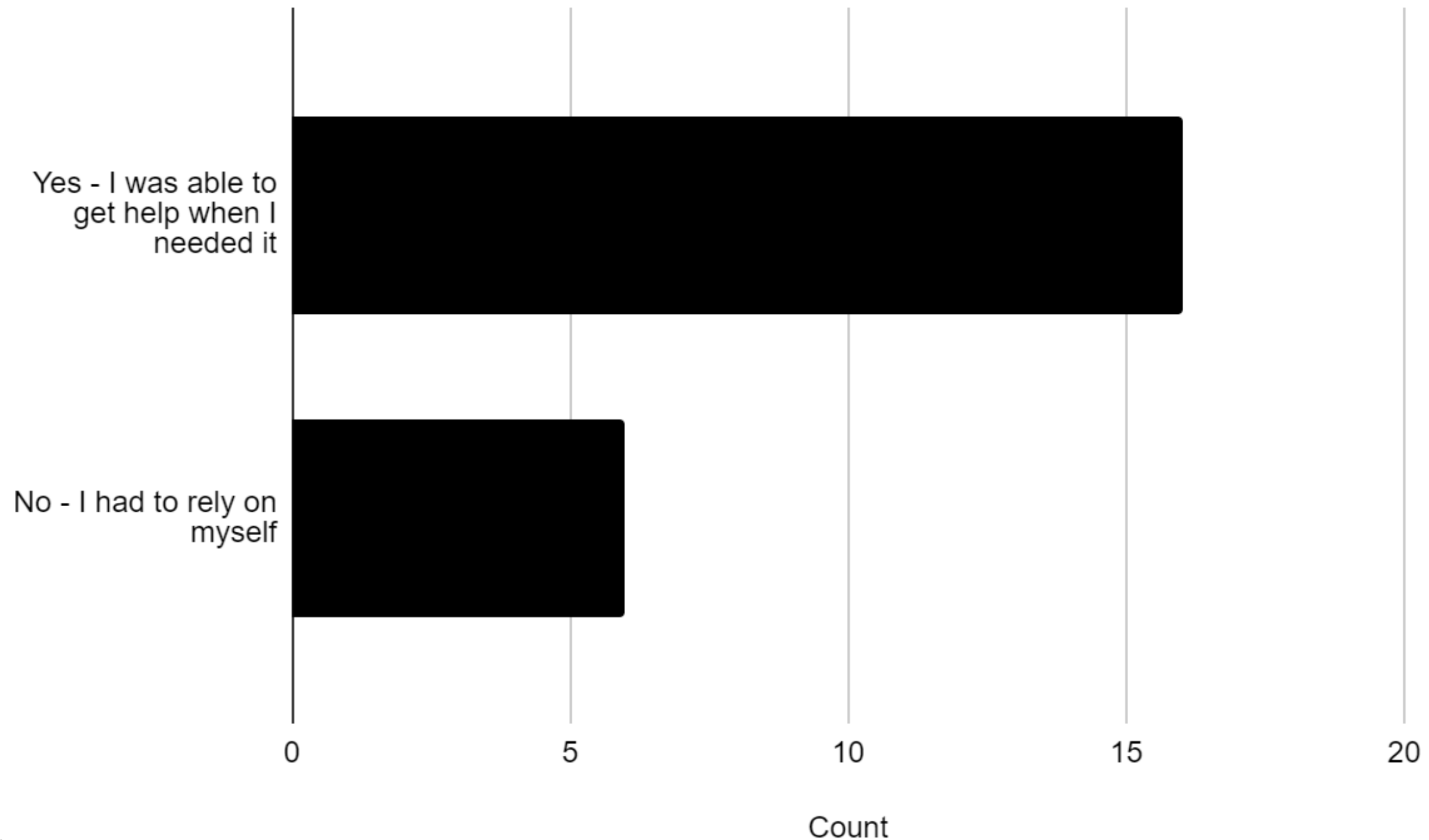
High educational attainment held/ currently pursuing

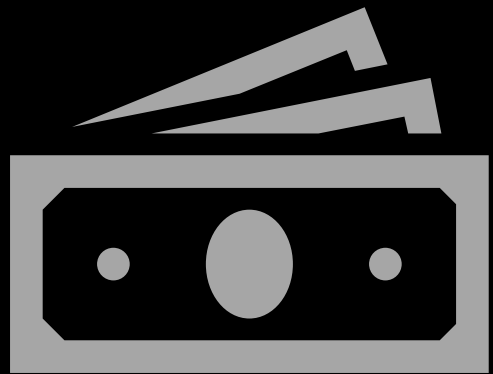
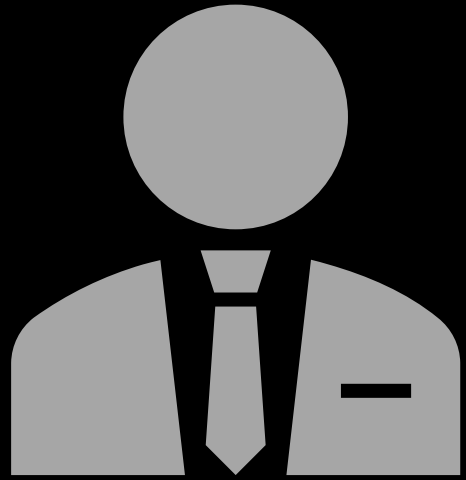
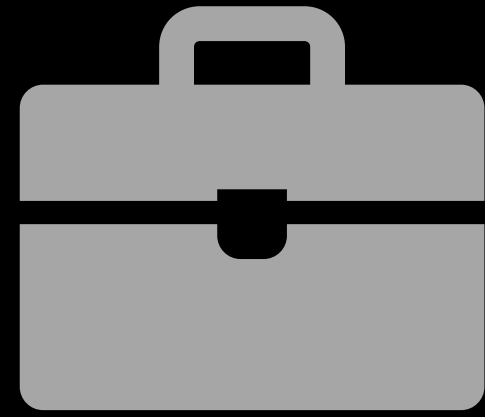


Experience at secondary educational institution (secondary school/high school/junior college)



Was the classroom setup conducive for your hearing needs? Were you able to get the support you need?



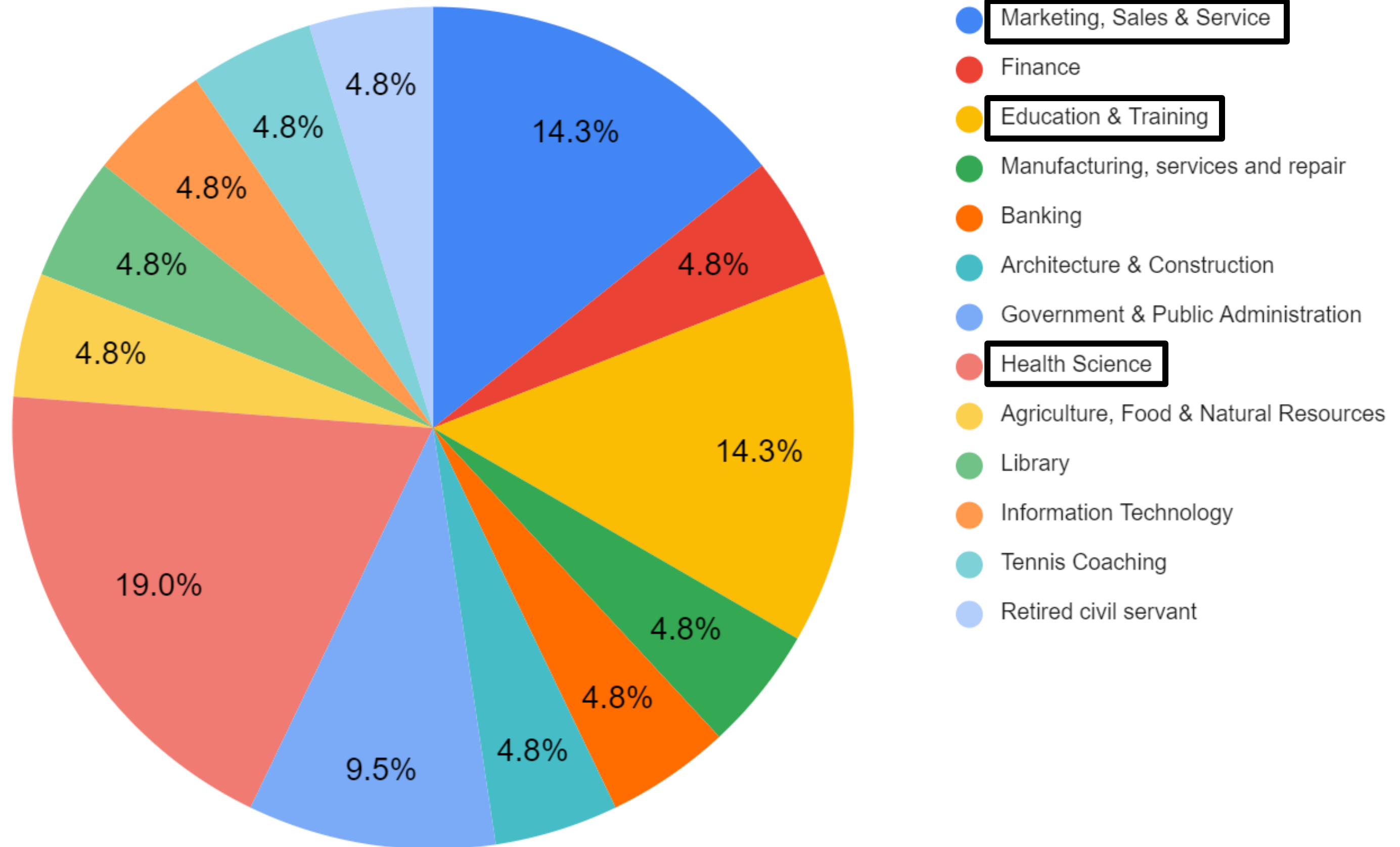


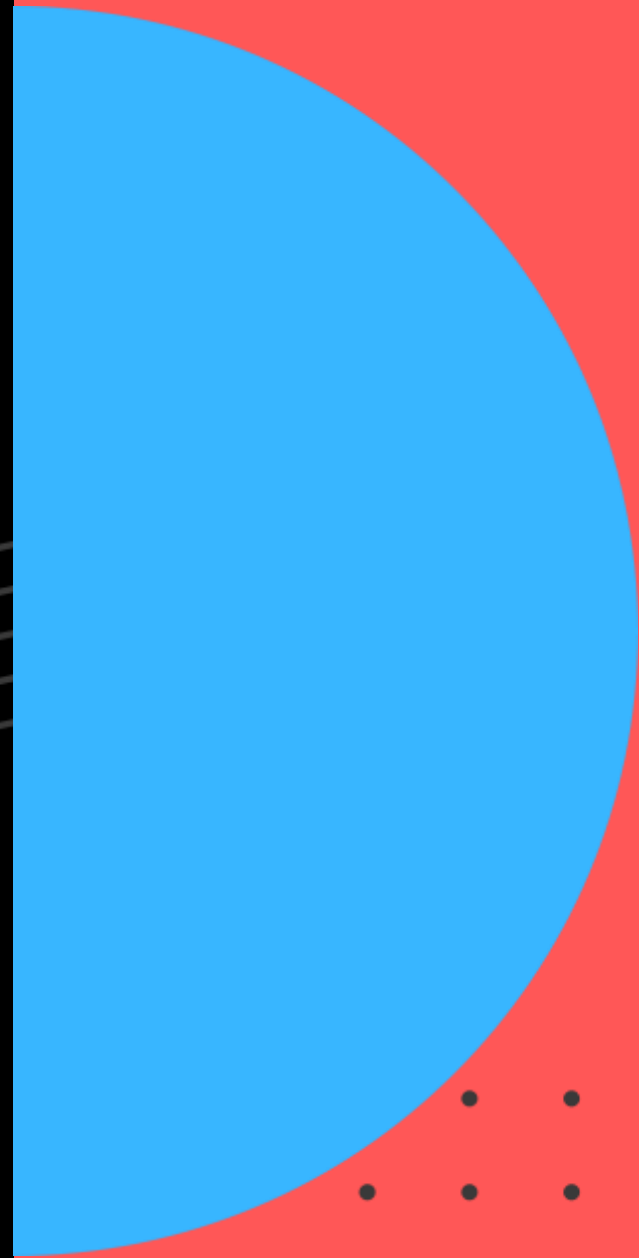
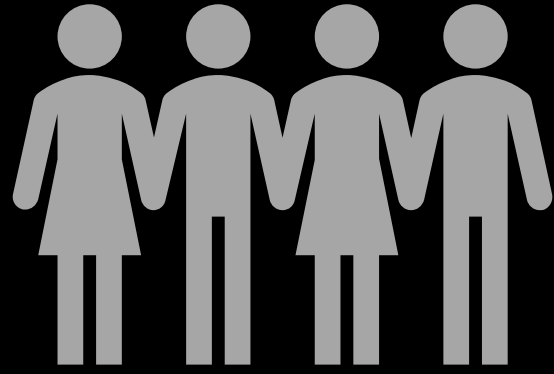
03

CAREER

Field of work

Field of work





04

SOCIAL

9 Inner-Dialogue Statements
Interaction & dynamic at home, school
and social setting

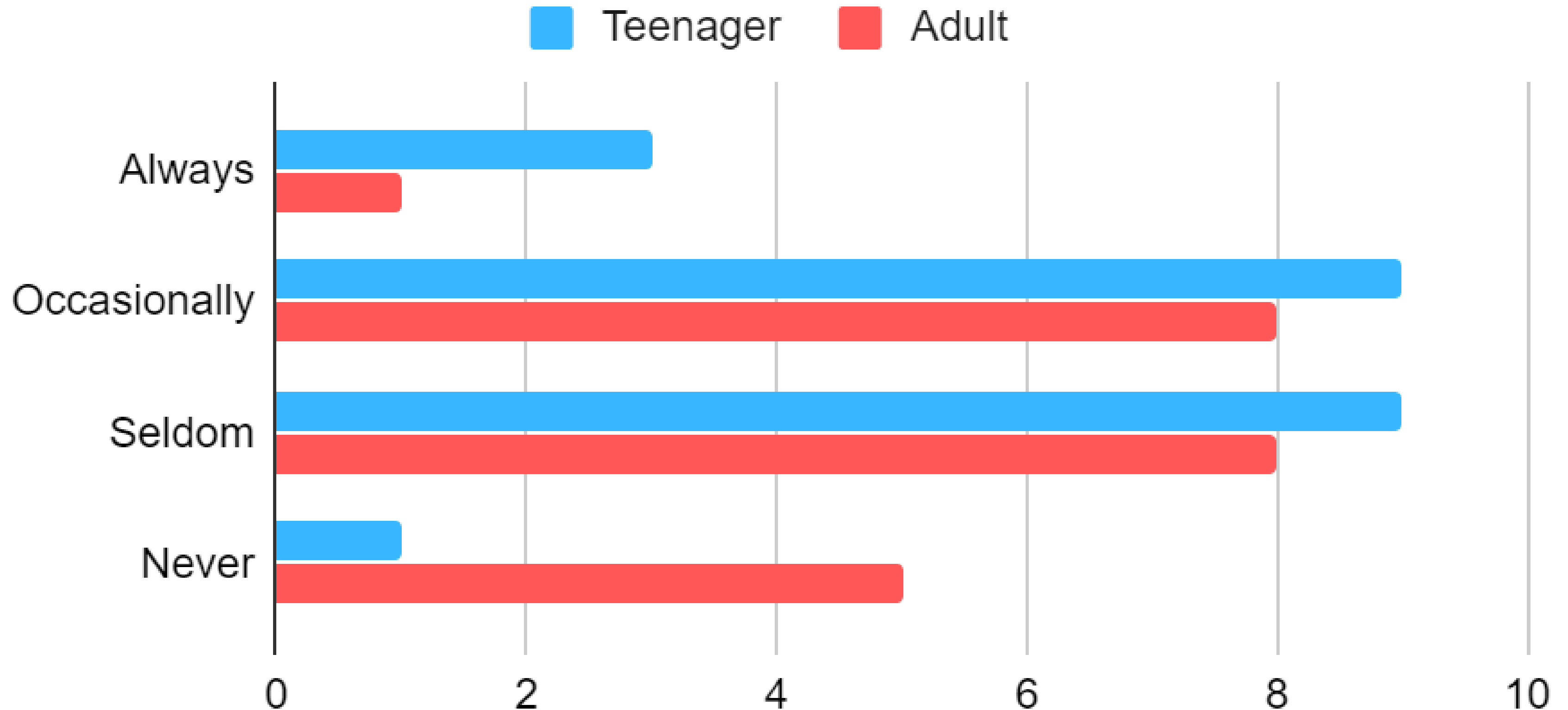
Intra-Group Comparison

IMPLANTED AT AGE 18 OR BELOW

9 Inner-Dialogue Statements

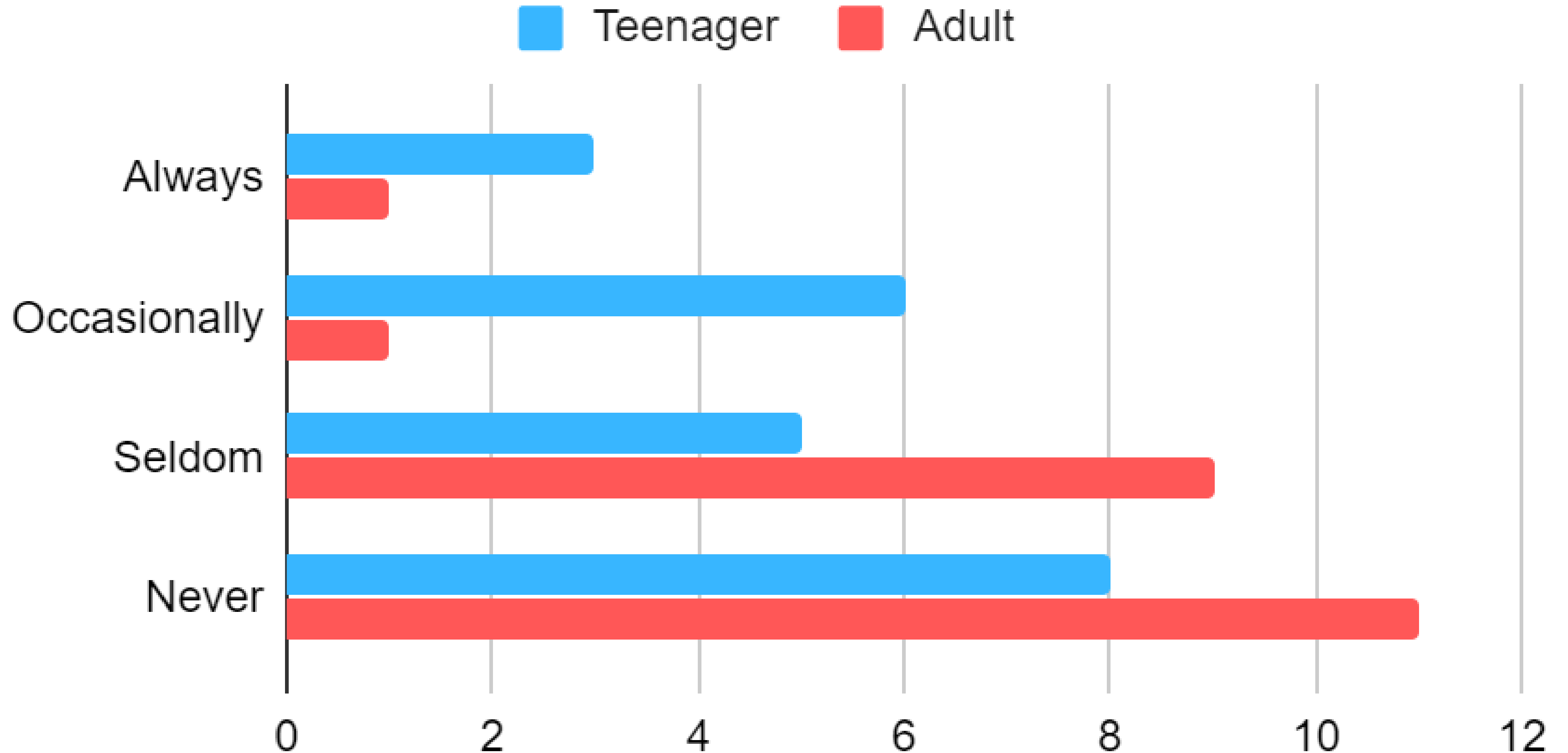
"I think about how others would judge me because of my CI (speech processor, surgical scar) or hearing needs."

Implanted before age 18 - response to the statement as a teenager & as an adult now



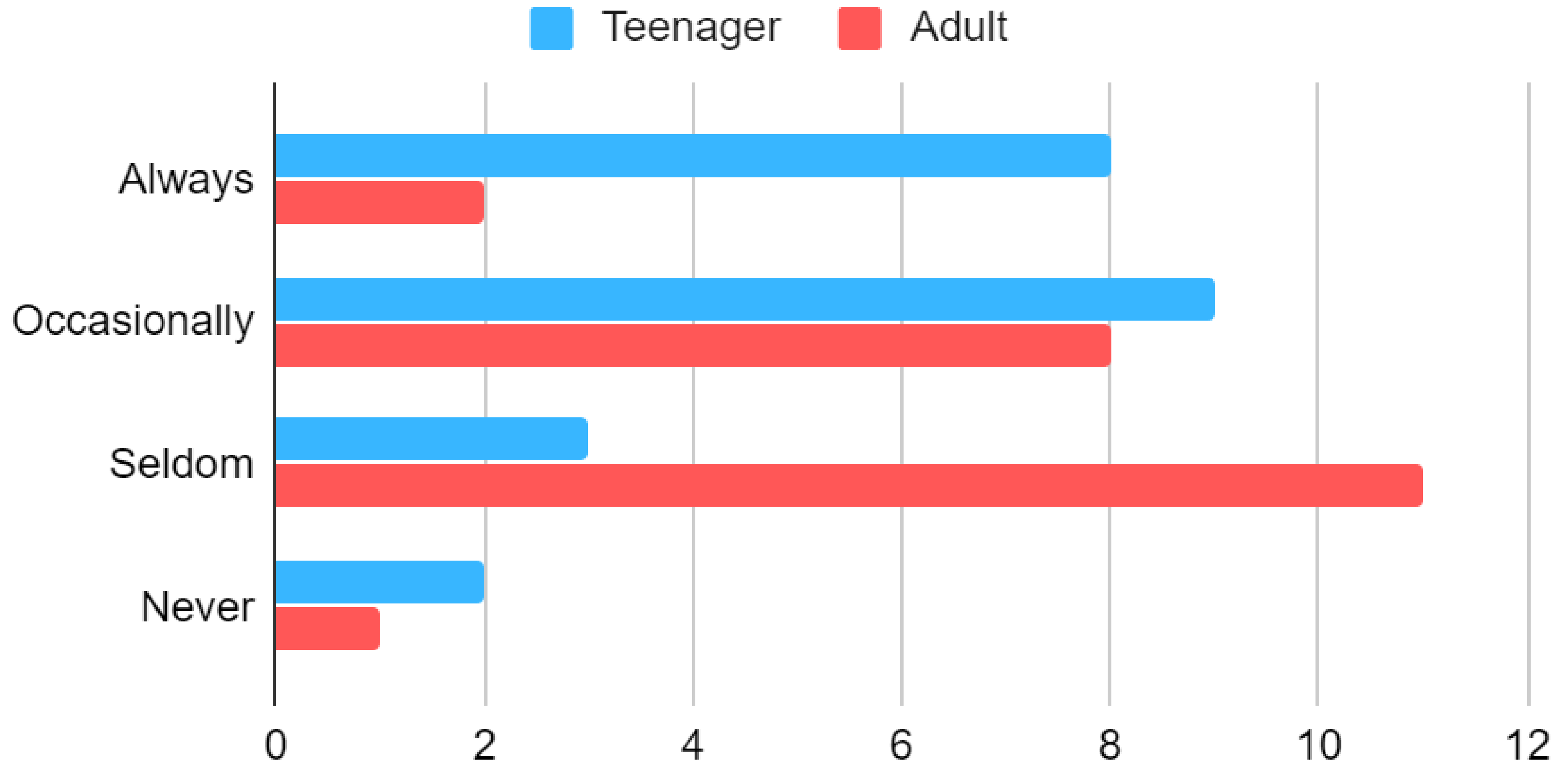
"I try not to let others know that I have CI whenever I could."

Implanted before age 18 - response to the statement as a teenager & as an adult now



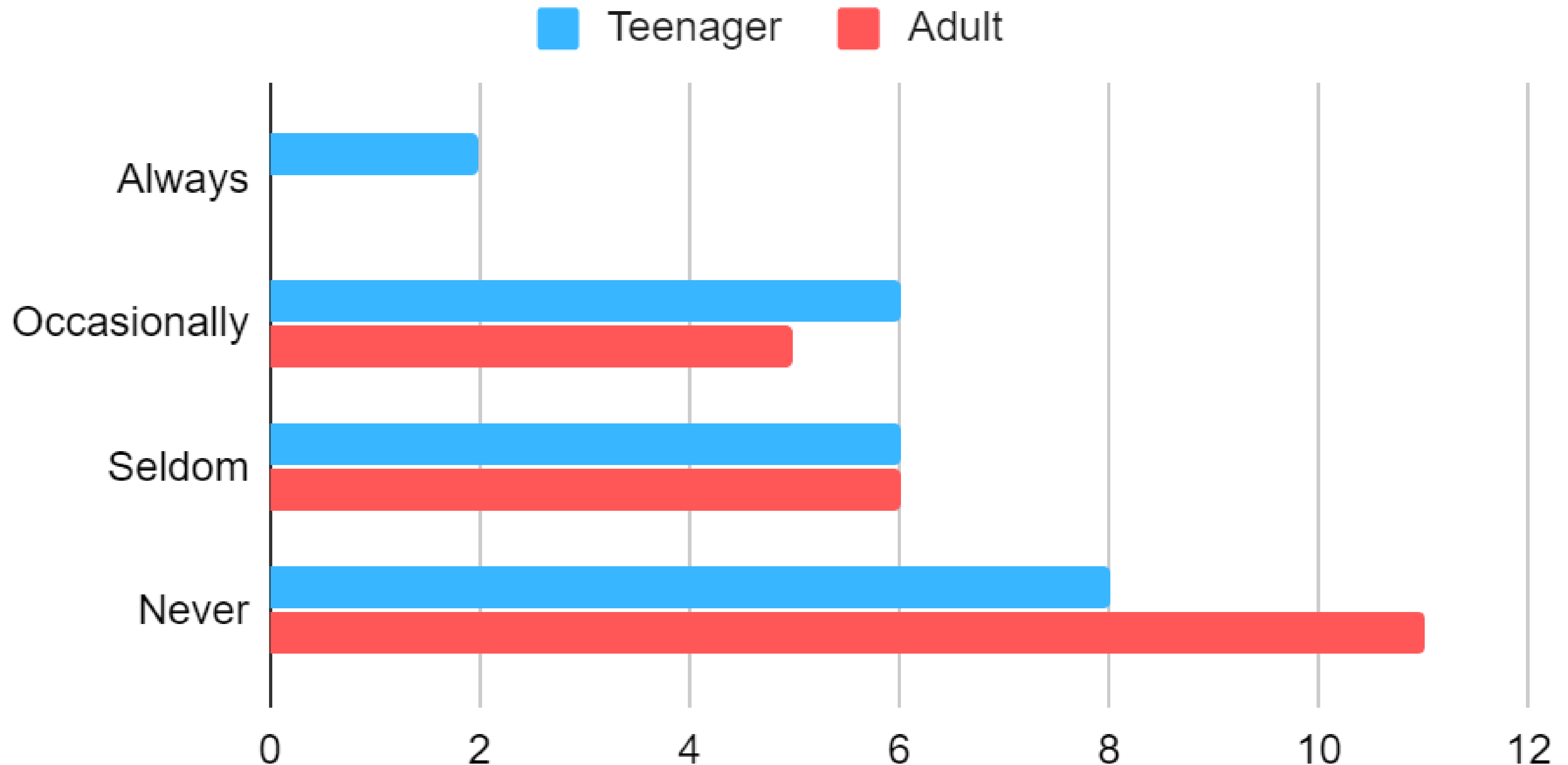
"I worry about asking others to repeat themselves."

Implanted before age 18 - response to the statement above as a teenager & as an adult now



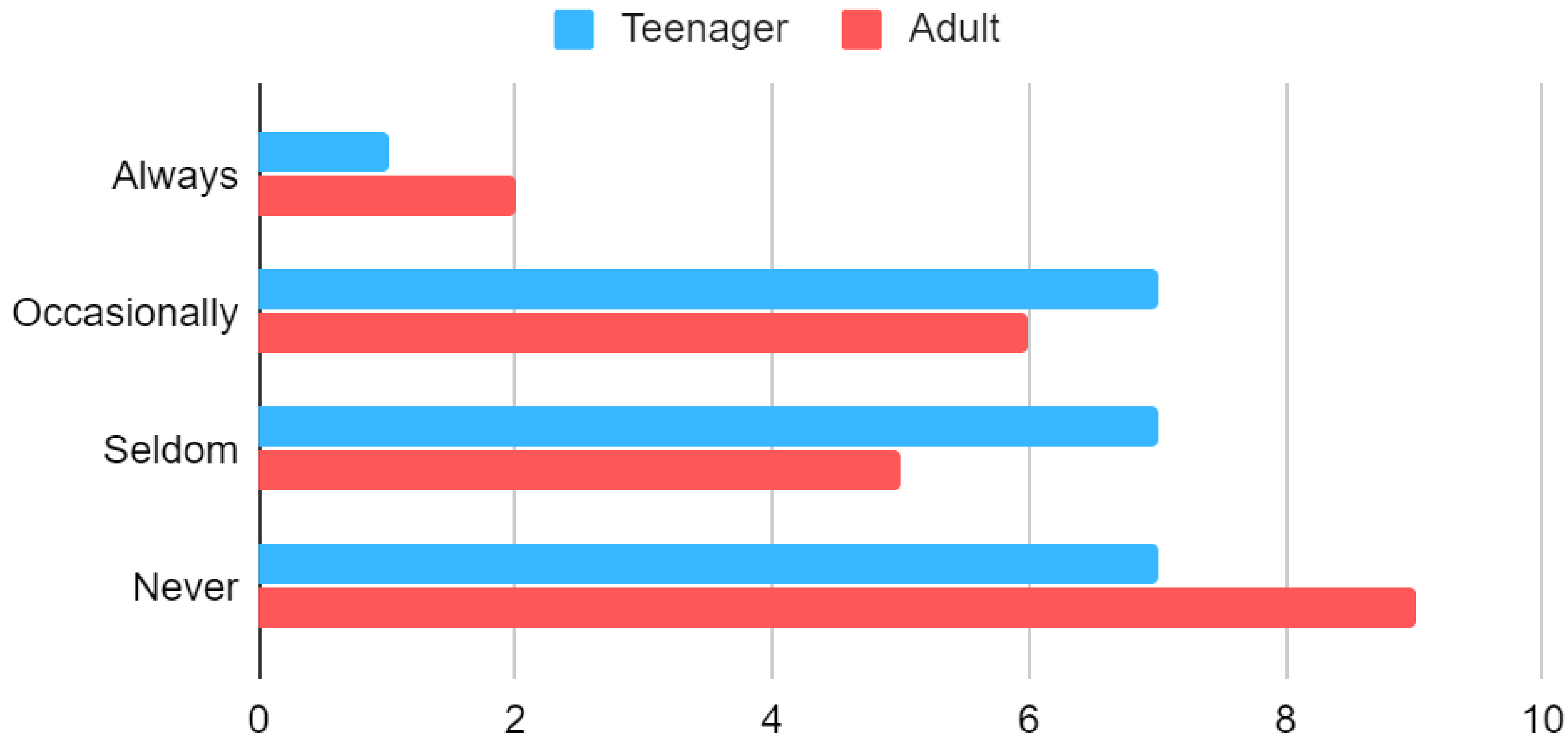
"My CI makes me less presentable/less decent-looking."

Implanted before age 18 - response to the statement above as a teenager & as an adult now



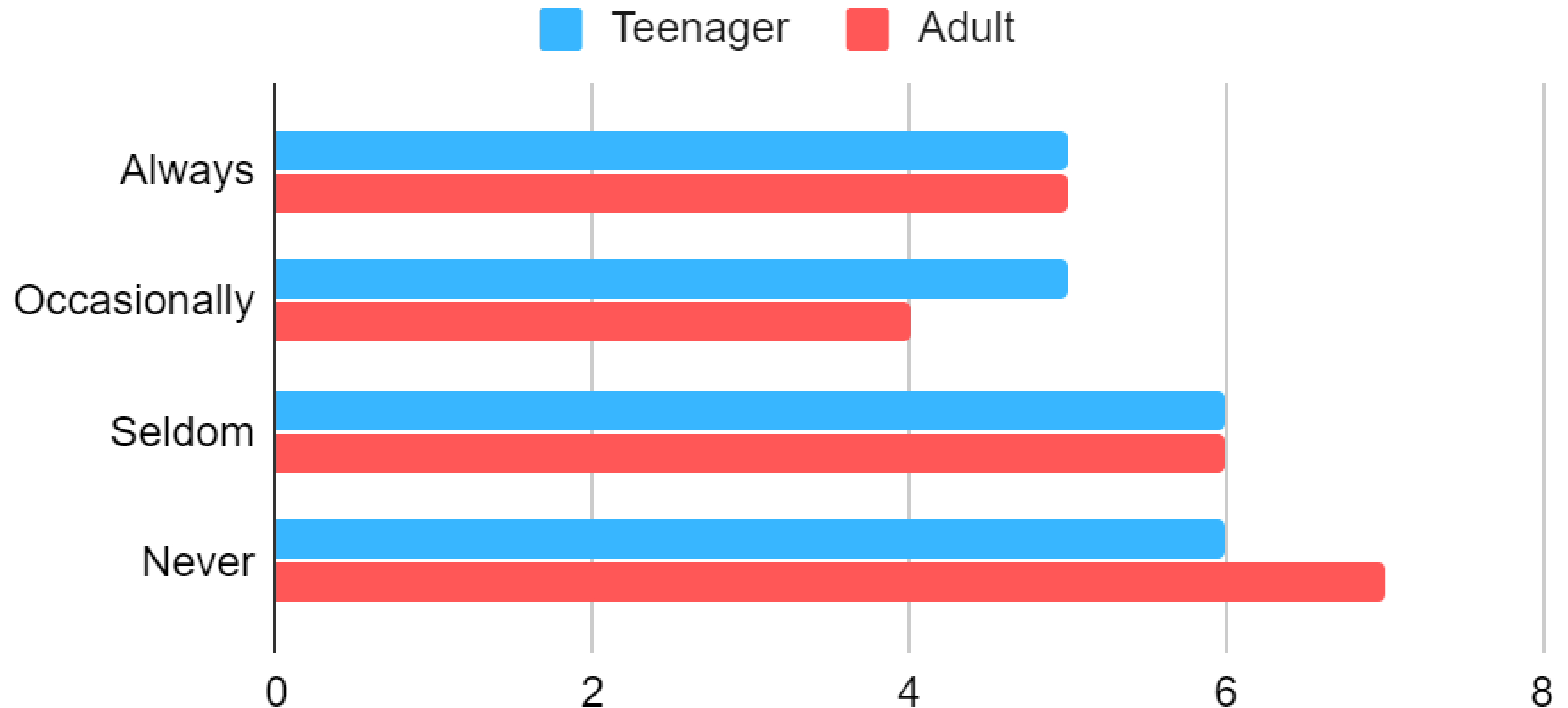
"I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me."

Implanted before age 18 - response to the statement above as a teenager & as an adult now



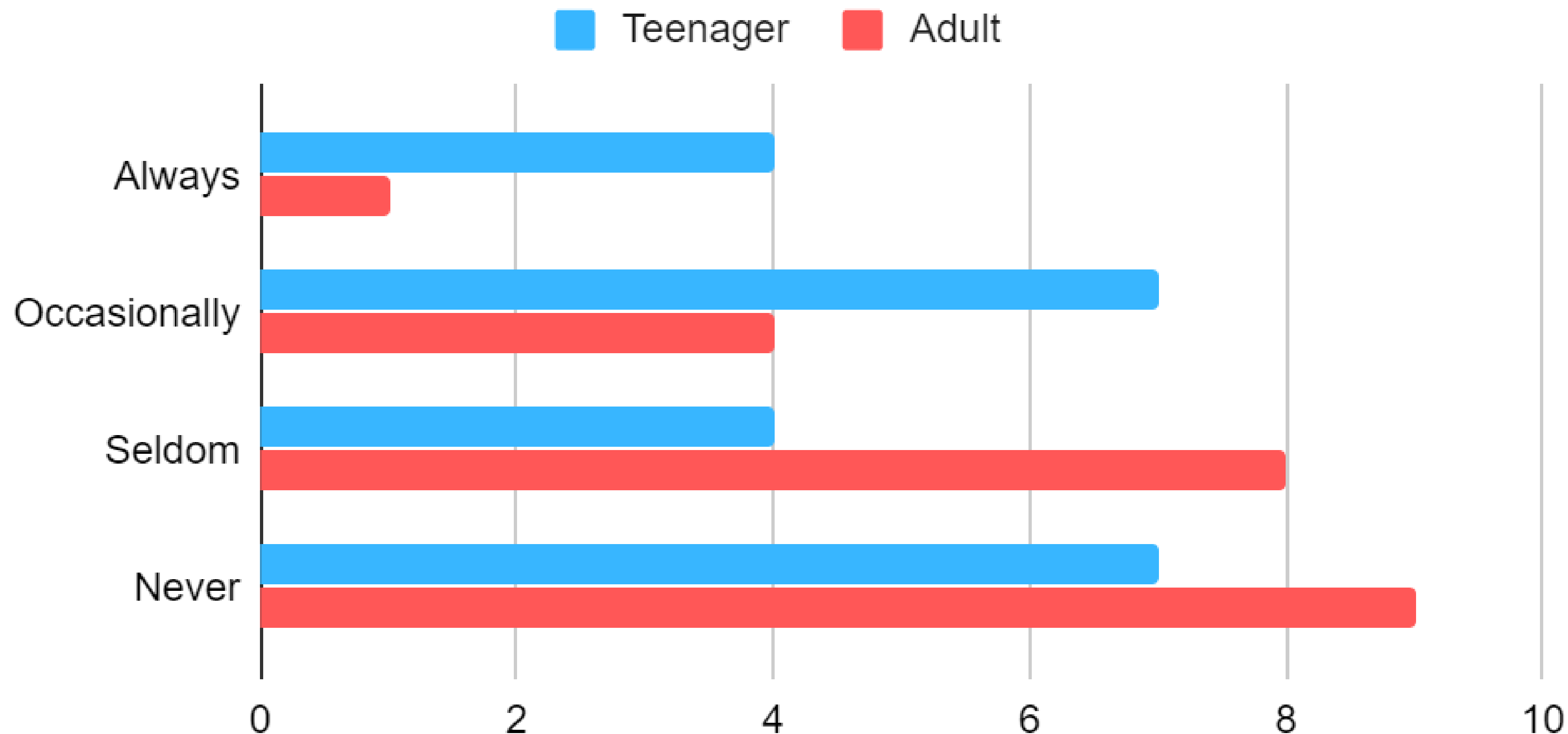
"I like meeting new people but my hearing make me feel more cautious about meeting new people."

Implanted before age 18 - response to the statement as a teenager & as an adult now



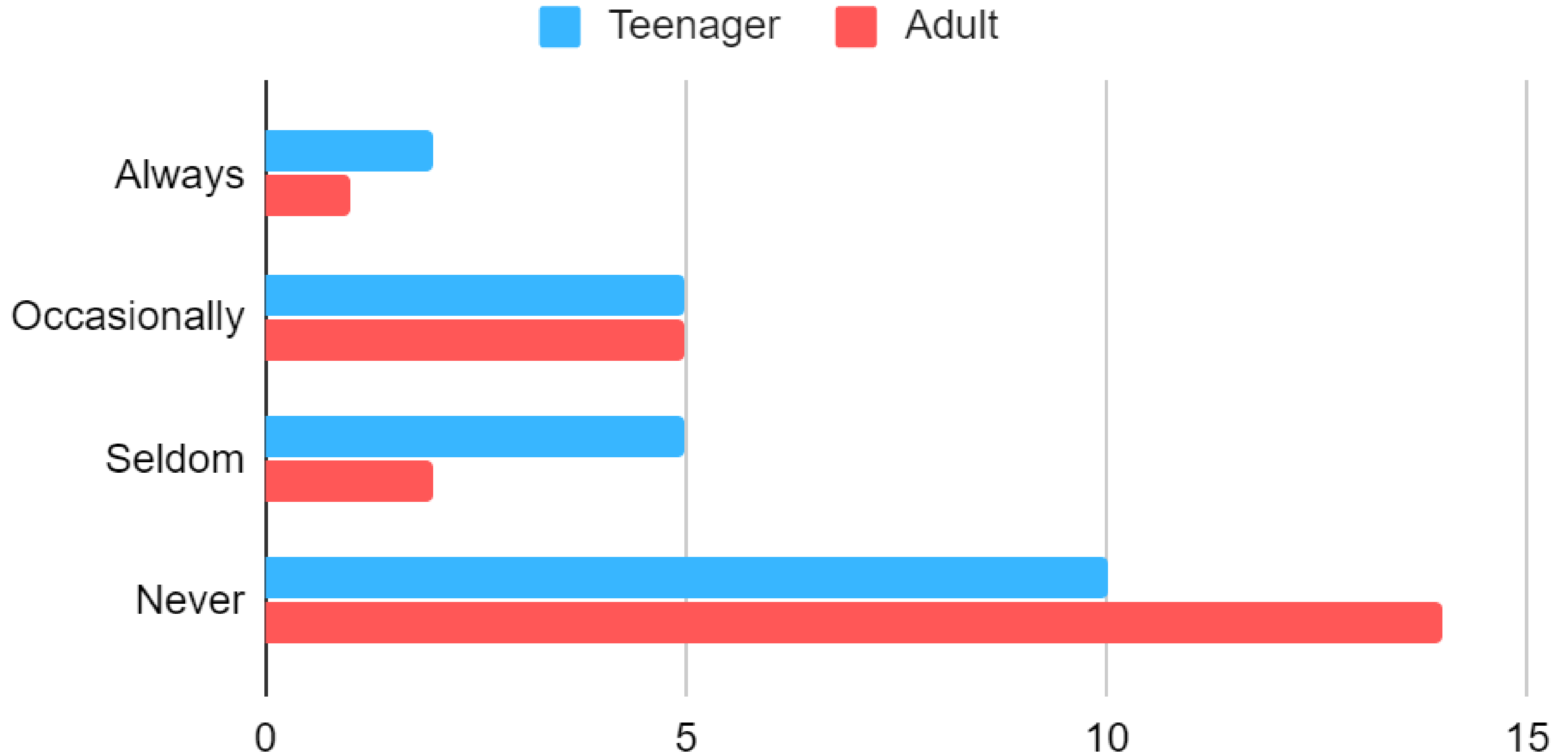
"I worry if my teachers/superiors/peers will question my competency when it comes to leadership in a class/organization."

Implanted before age 18 - response to the statement as a teenager & as an adult now



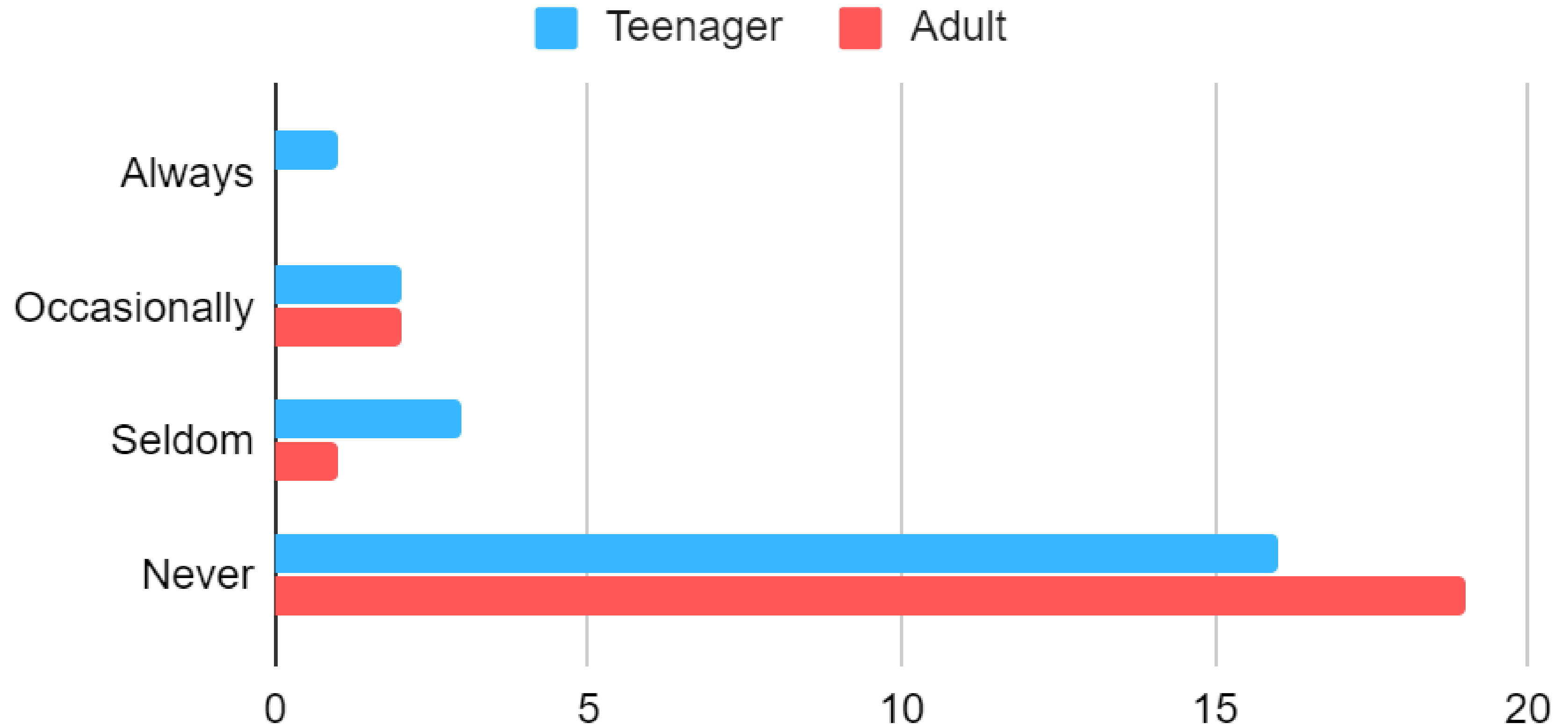
"I feel like a burden to my family."

Implanted before age 18 - response to the statement as a teenager & as an adult now



"I don't want to have any close contact with the deaf and hard-of-hearing community."

Implanted before age 18 - response to the statement as a teenager & as an adult now



What changed, what didn't

Changed

(Frequency of the inner dialogue)

- “I think about how others would judge me because of my CI or hearing needs.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**
- “I try not to let others know that I have CI whenever I could.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**
- “I worry about asking others to repeat themselves.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**
- (continued on the next slide)

No change

(Frequency of the inner dialogue)

- “I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me.”
- “I like meeting new people but my hearing make me feel more cautious about meeting new people.”
- “I don't want to have any close contact with the deaf and hard-of-hearing community.”

What changed, what didn't (cont.)

Changed

(Frequency of the inner dialogue)

- “My CI makes me less presentable/less decent-looking.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**
- “I worry if my teachers/peers will question my competency when it comes to leadership in a class/club.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**
- “I feel like a burden to my family.”
 - ❖ Frequency of thought about the statement **reduces in adulthood**

No change

(Frequency of the inner dialogue)

Inter-Group Comparison

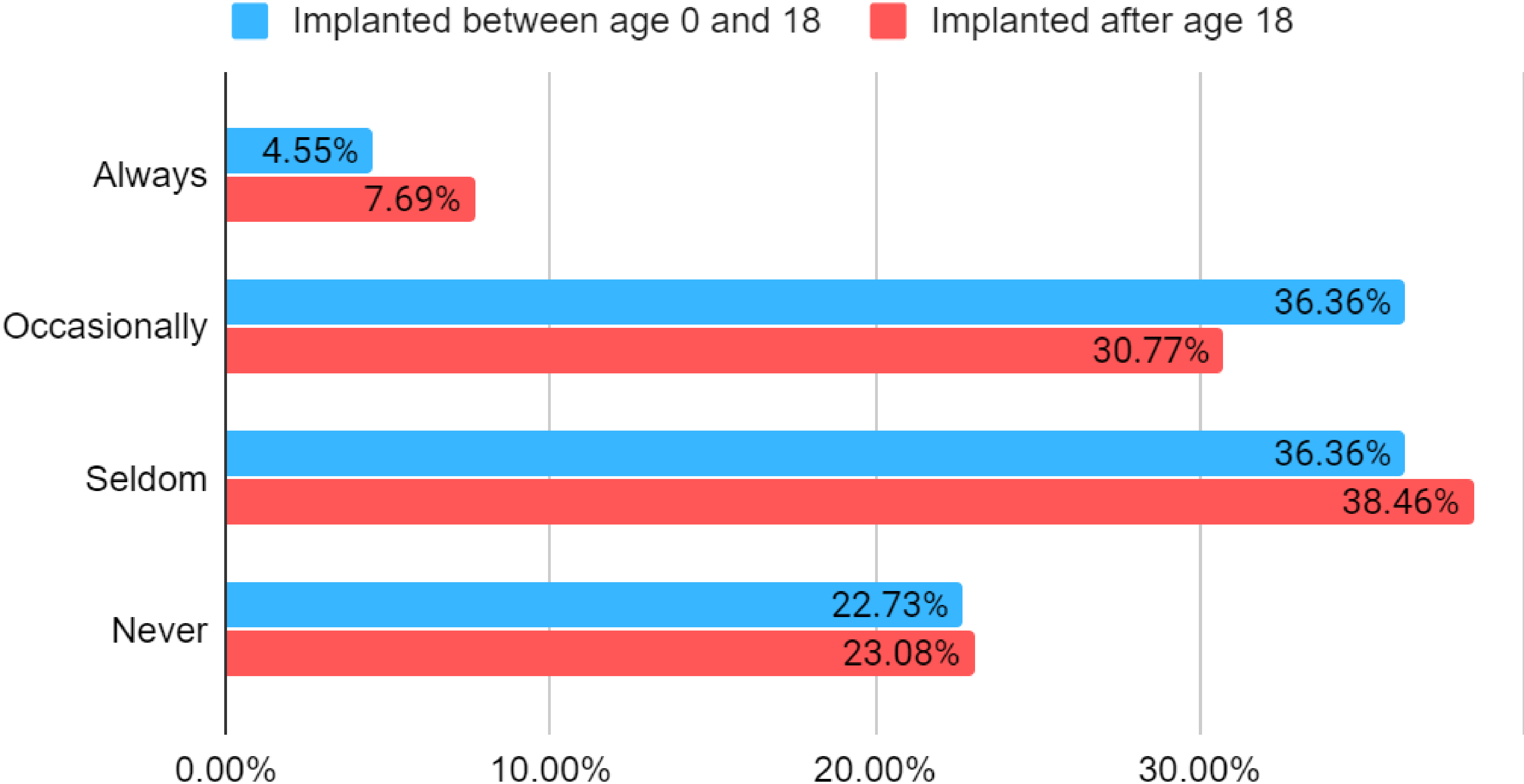
IMPLANTED AT AGE 18 OR BELOW

VS.

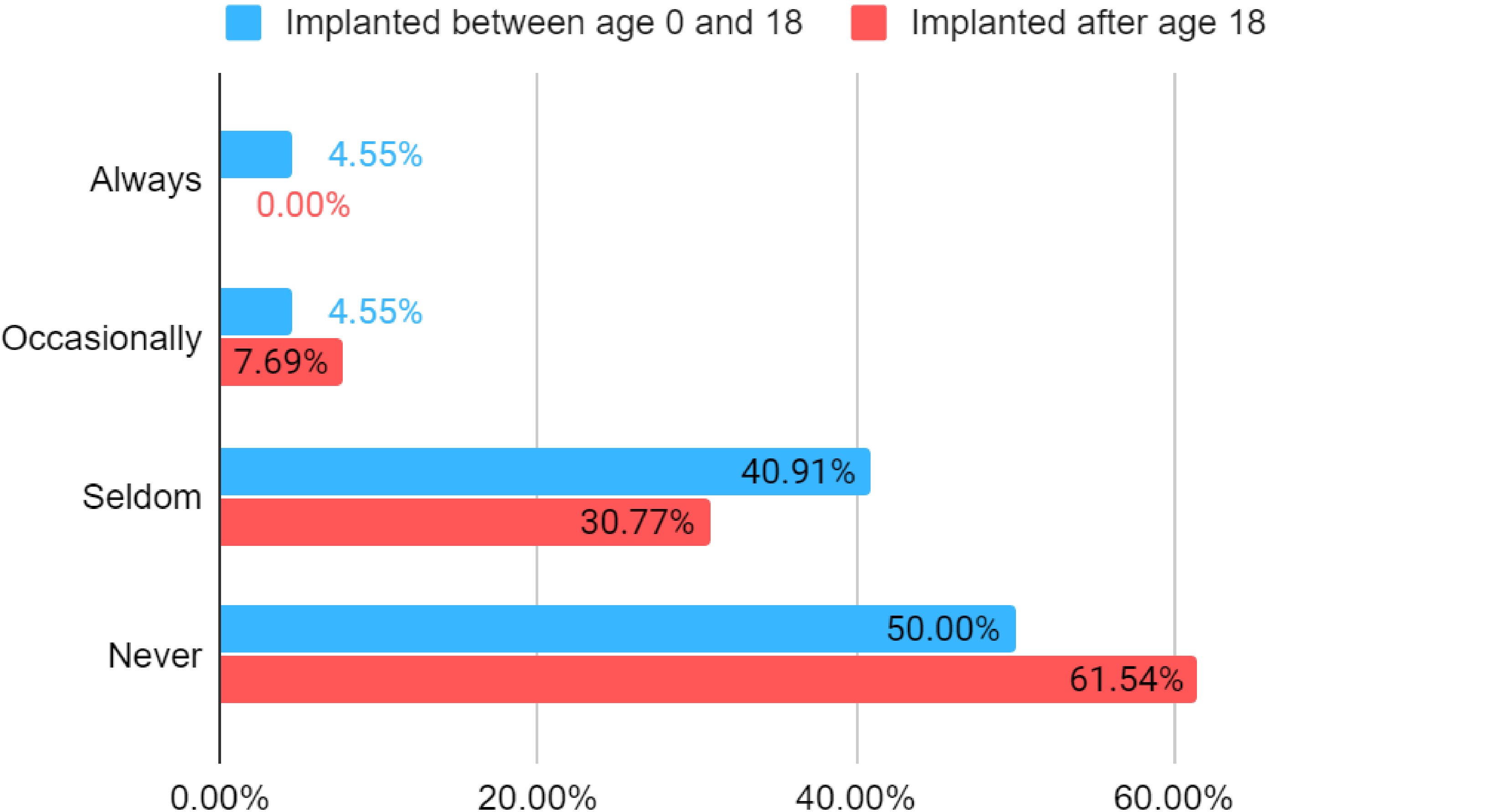
IMPLANTED AFTER 18

9 Inner-Dialogue Statements

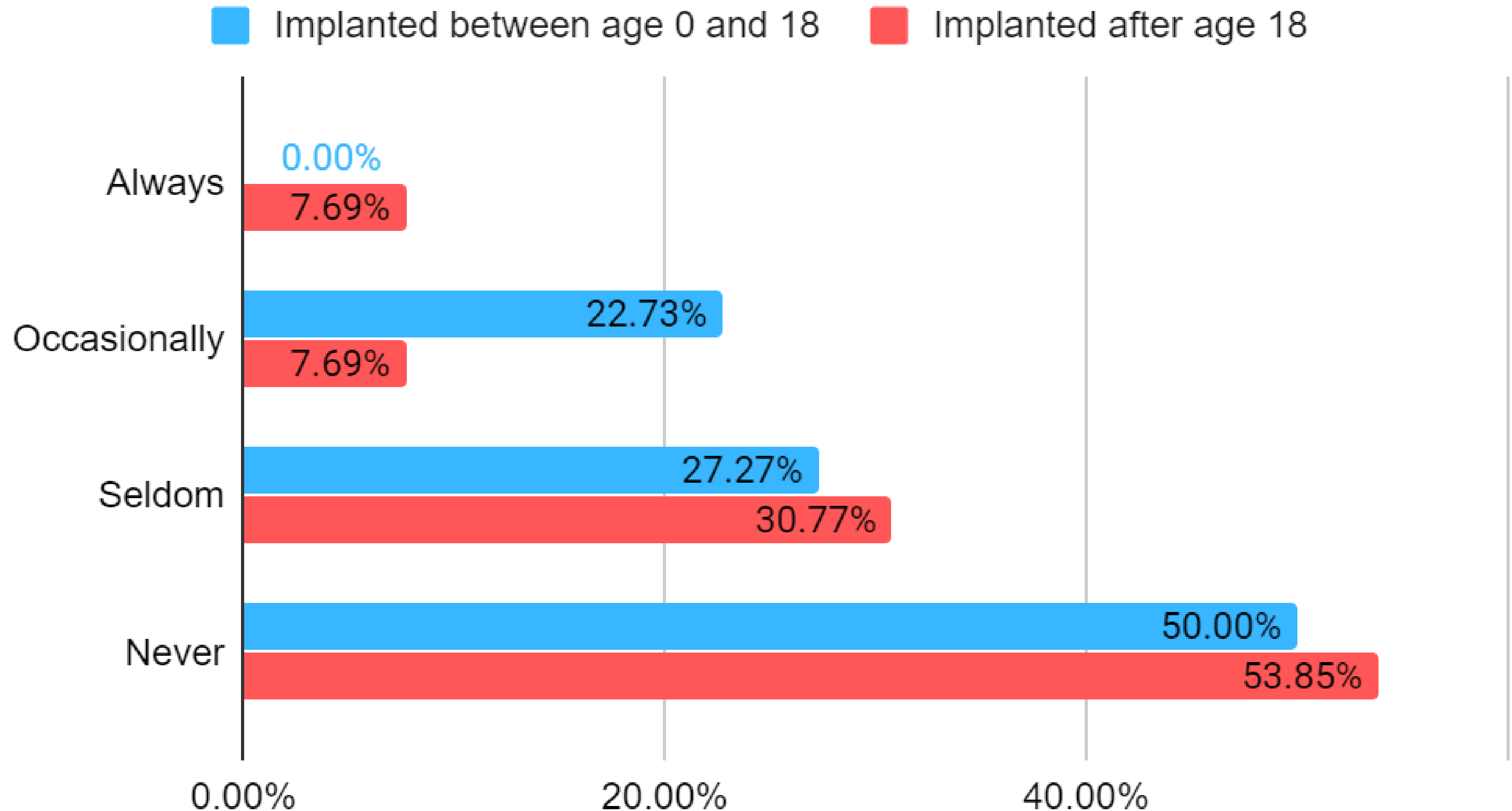
"I think about how others would judge me because of my CI (speech processor, surgical scar) or hearing needs."



"I try not to let others know that I have CI whenever I could."

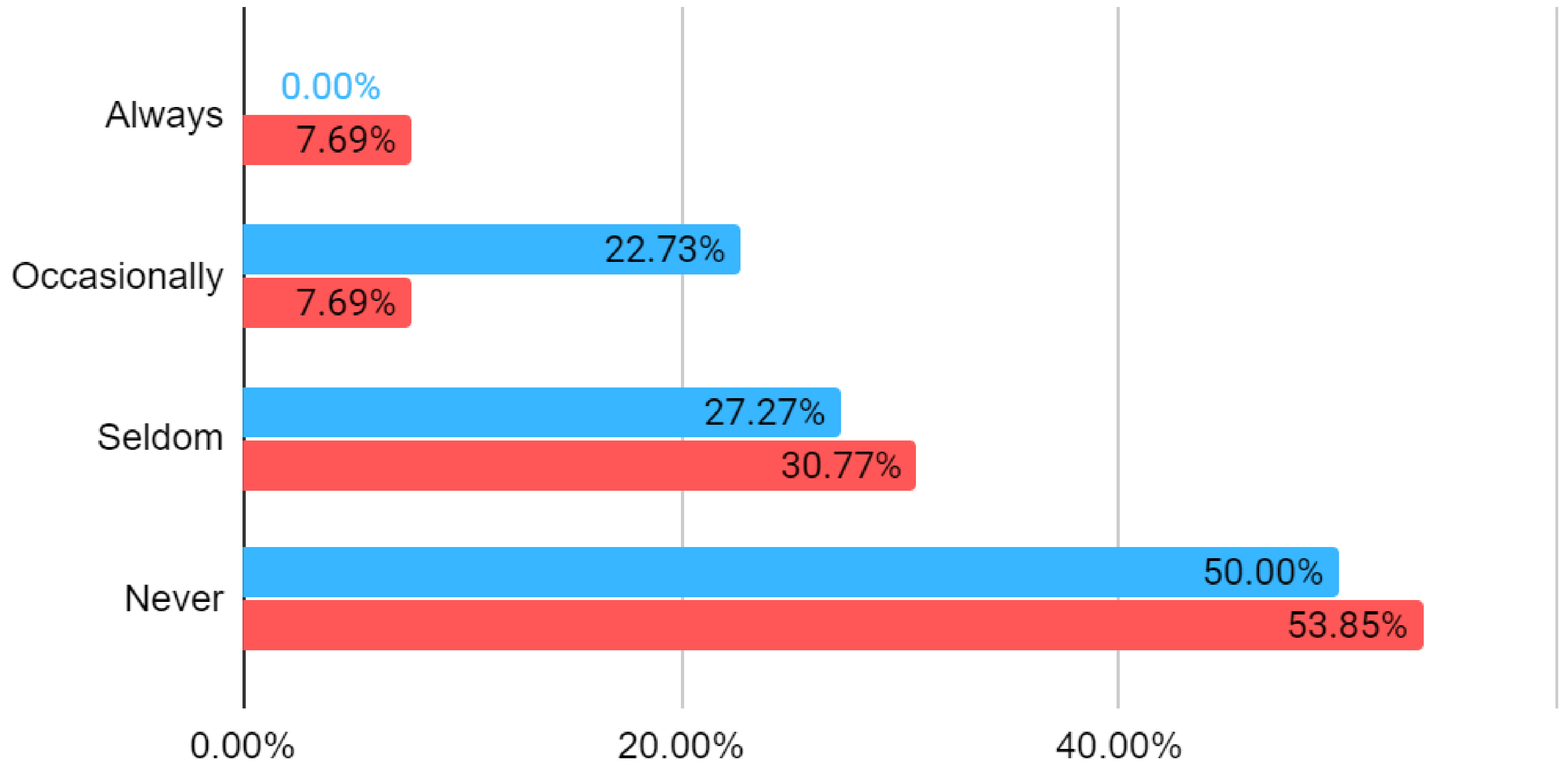


"I worry about asking others to repeat themselves."

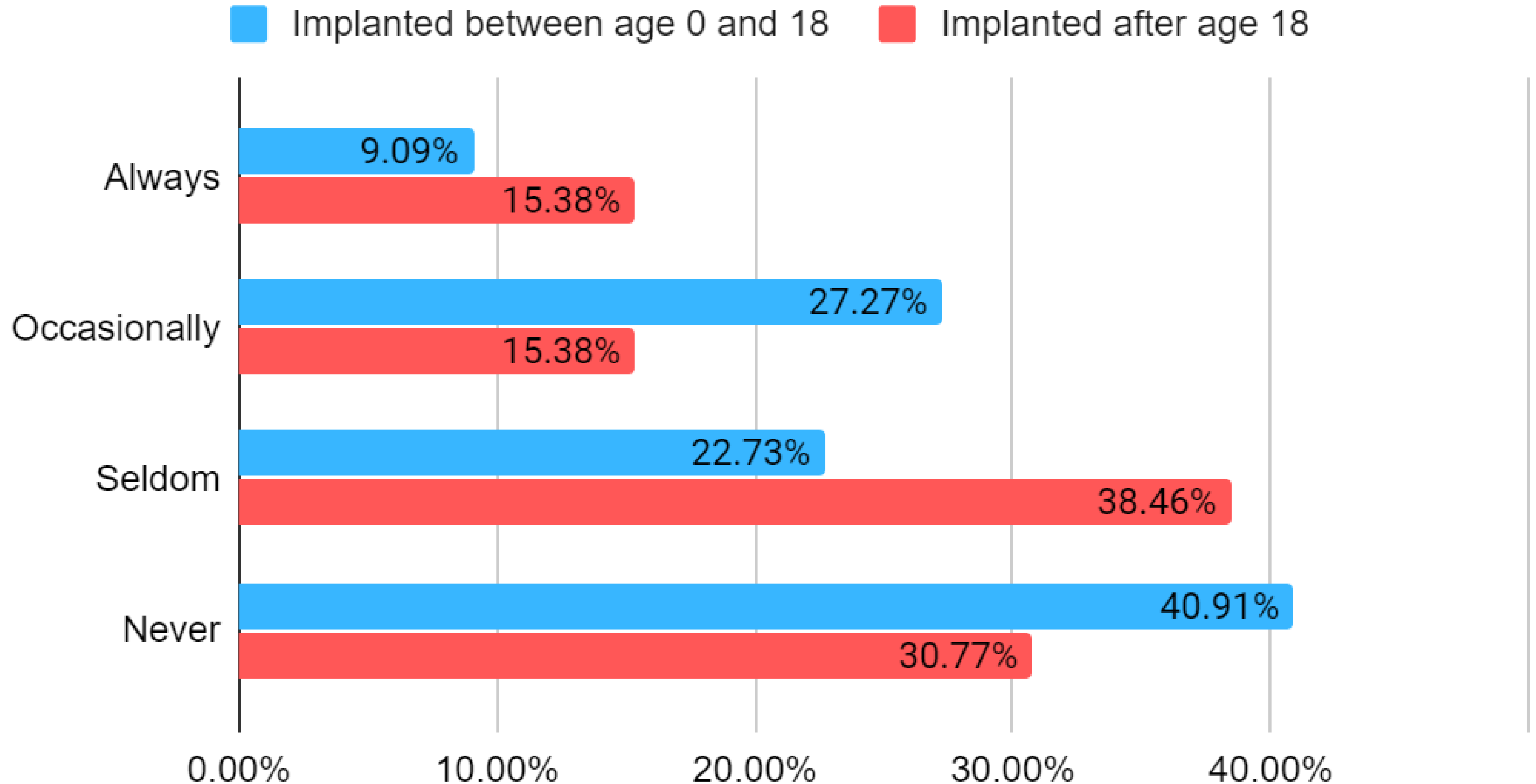


"My CI makes me less presentable/less decent-looking."

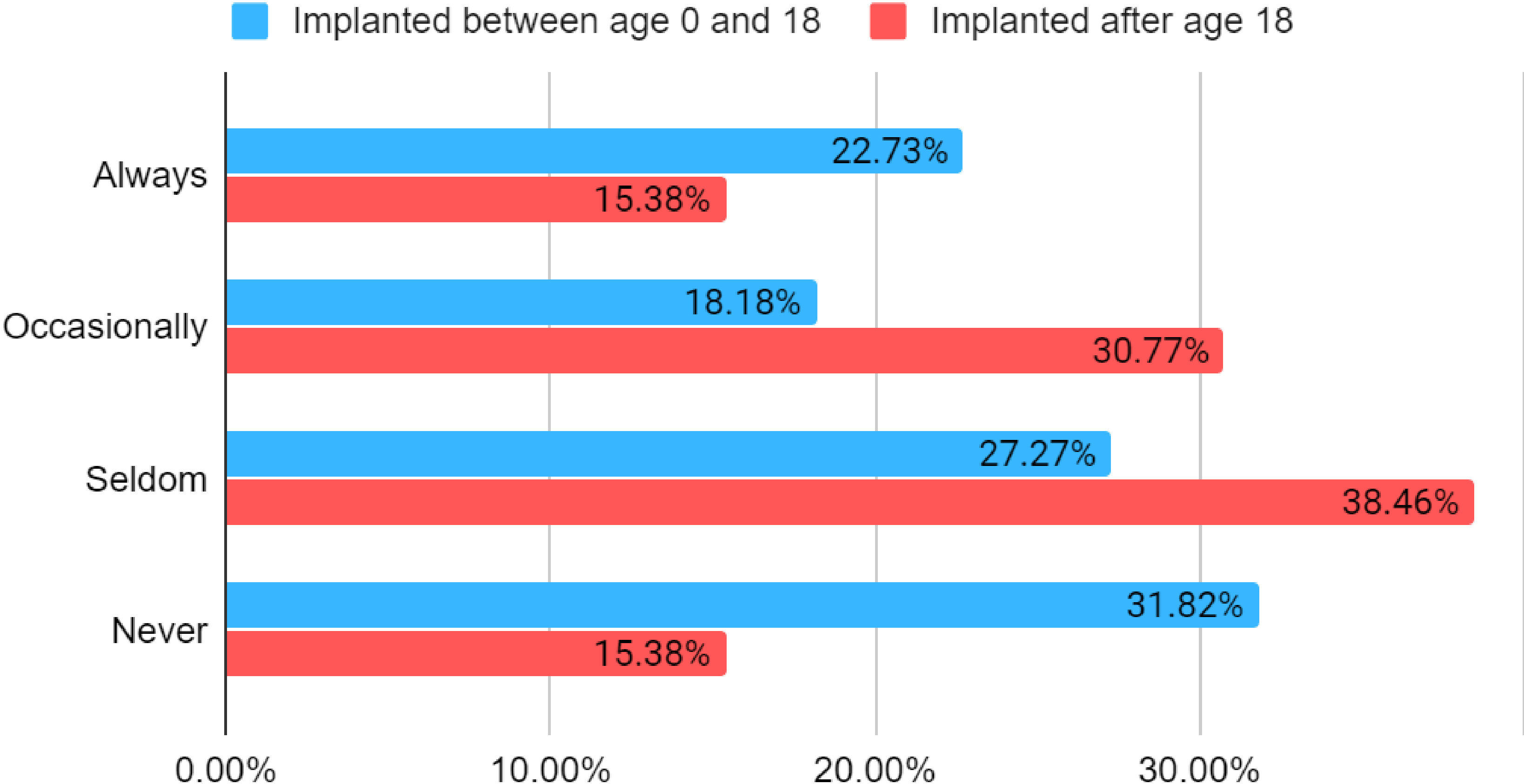
■ Implanted between age 0 and 18 ■ Implanted after age 18



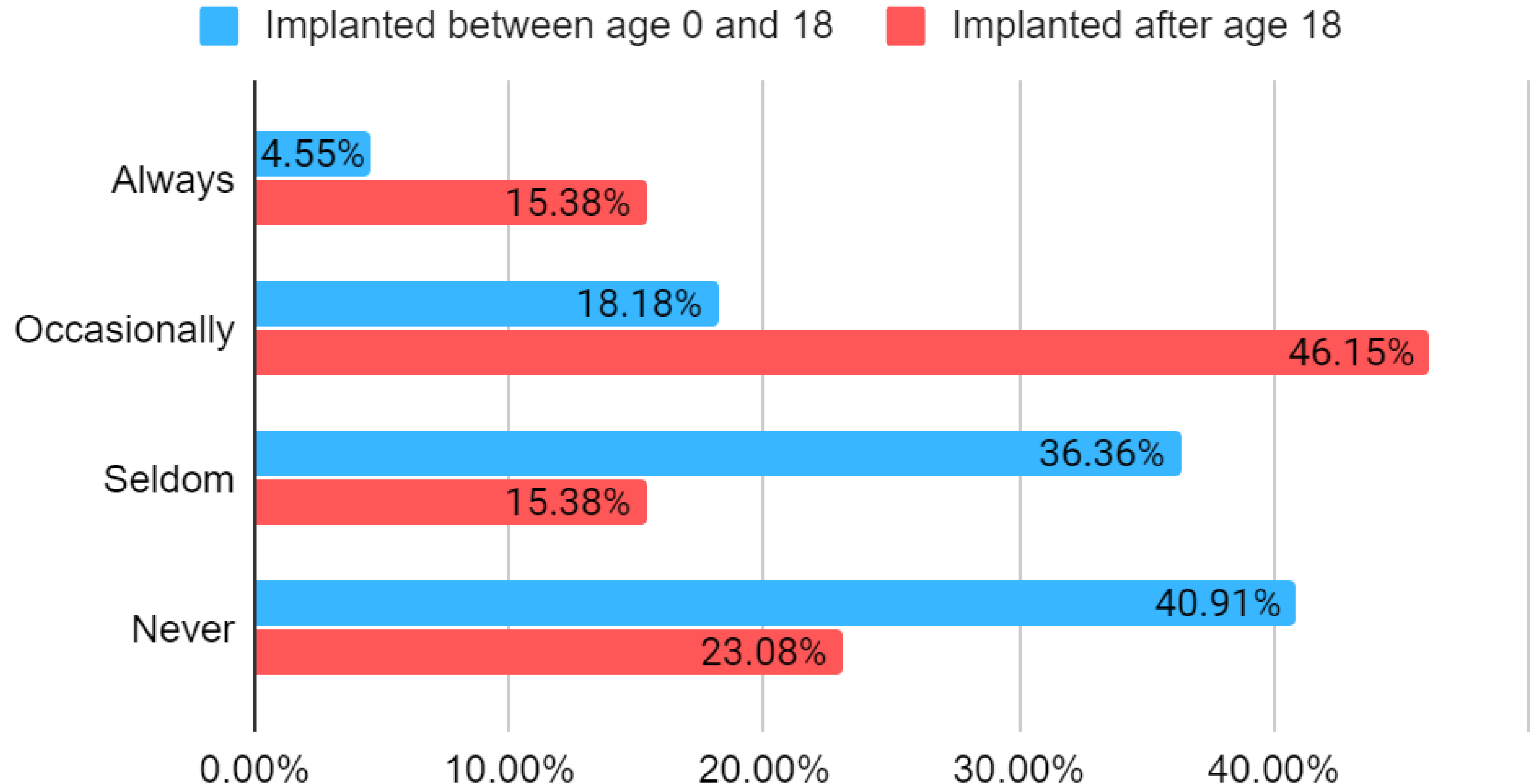
"I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me."



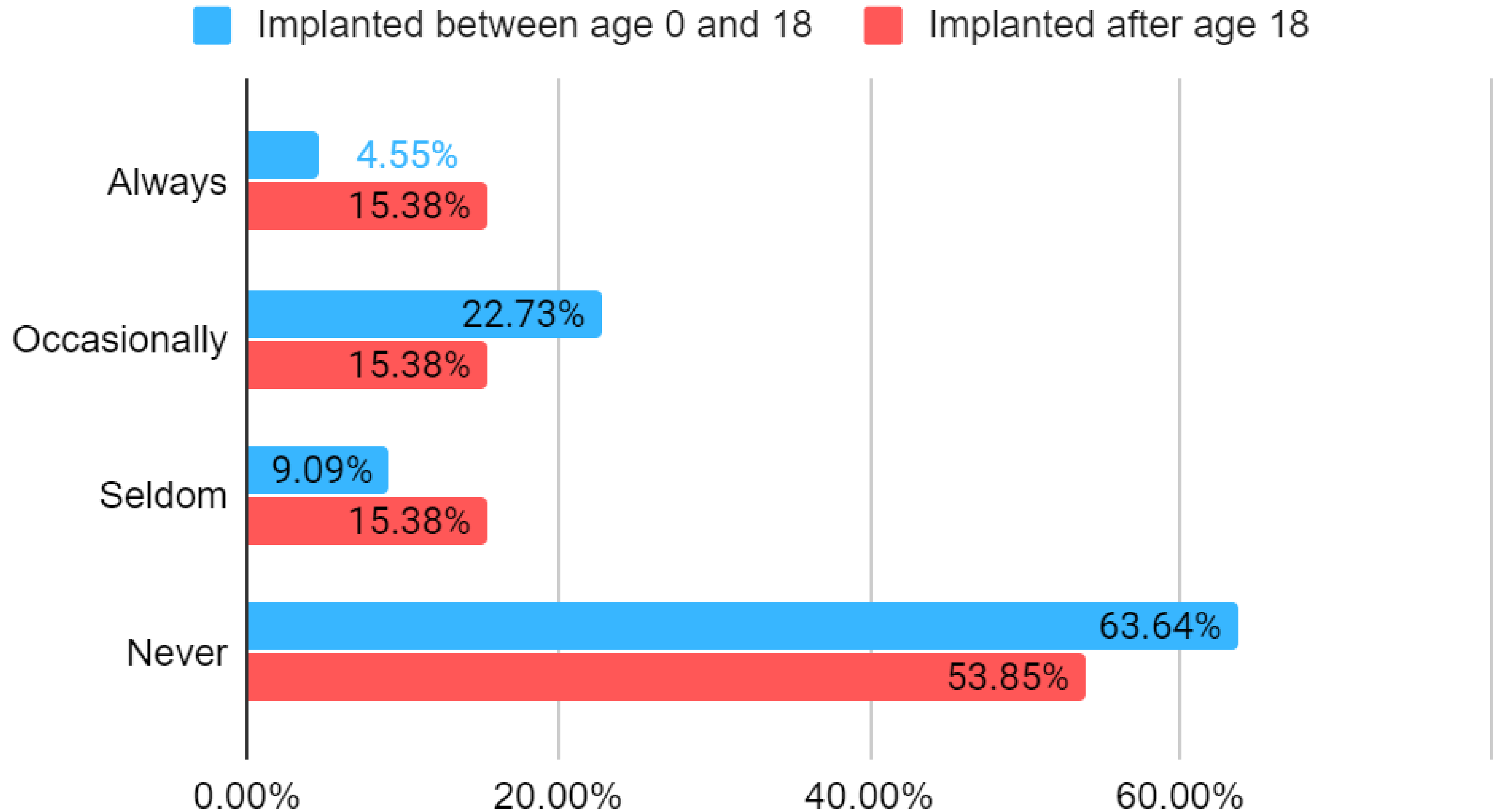
"I like meeting new people but my hearing make me feel more cautious about meeting new people."



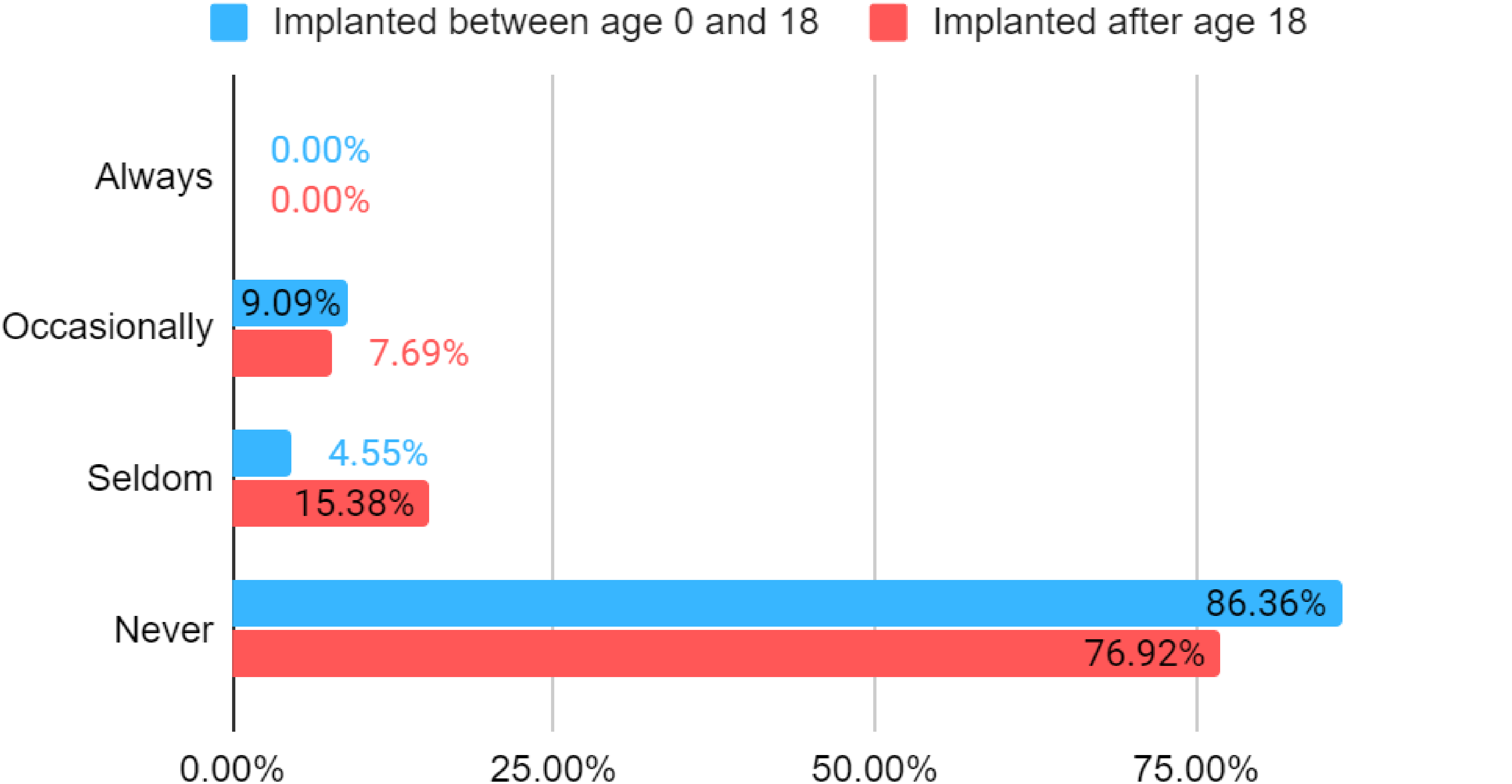
"I worry if my teachers/superiors/peers will question my competency when it comes to leadership in a class/organization."



"I feel like a burden to my family."



"I don't want to have any close contact with the deaf and hard-of-hearing community."



What's similar, what's not?

Similar

(Frequency of the inner dialogue)

- “I think about how others would judge me because of my CI or hearing needs.”
- “I try not to let others know that I have CI whenever I could.”
- “I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me.”
- “I like meeting new people but my hearing make me feel more cautious about meeting new people.”
- “I feel like a burden to my family.”
- “I don't want to have any close contact with the deaf and hard-of-hearing community.”

Not similar

(Frequency of the inner dialogue)

- “I worry about asking others to repeat themselves.”
 - ❖ The **Implanted between age 0 and 18** group has more frequent thought about this statement
- “My CI makes me less presentable/less decent-looking.”
 - ❖ The **Implanted between age 0 and 18** group has more frequent thought about this statement
- “I worry if my teachers/peers will question my competency when it comes to leadership in a class/club.”
 - ❖ The **Implanted after age 18** group has more frequent thought about this statement

Inter-Group Comparison

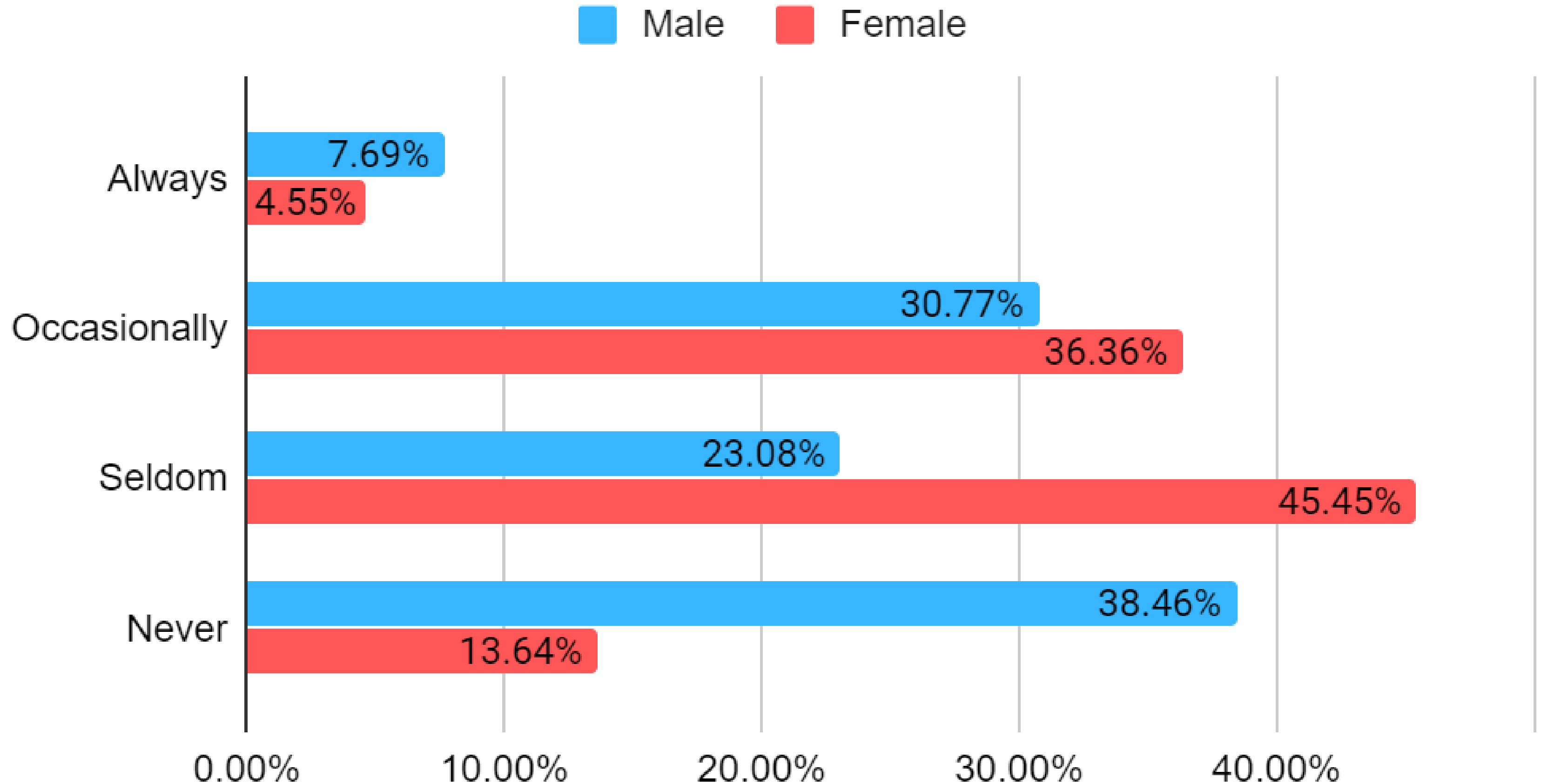
MALE

VS.

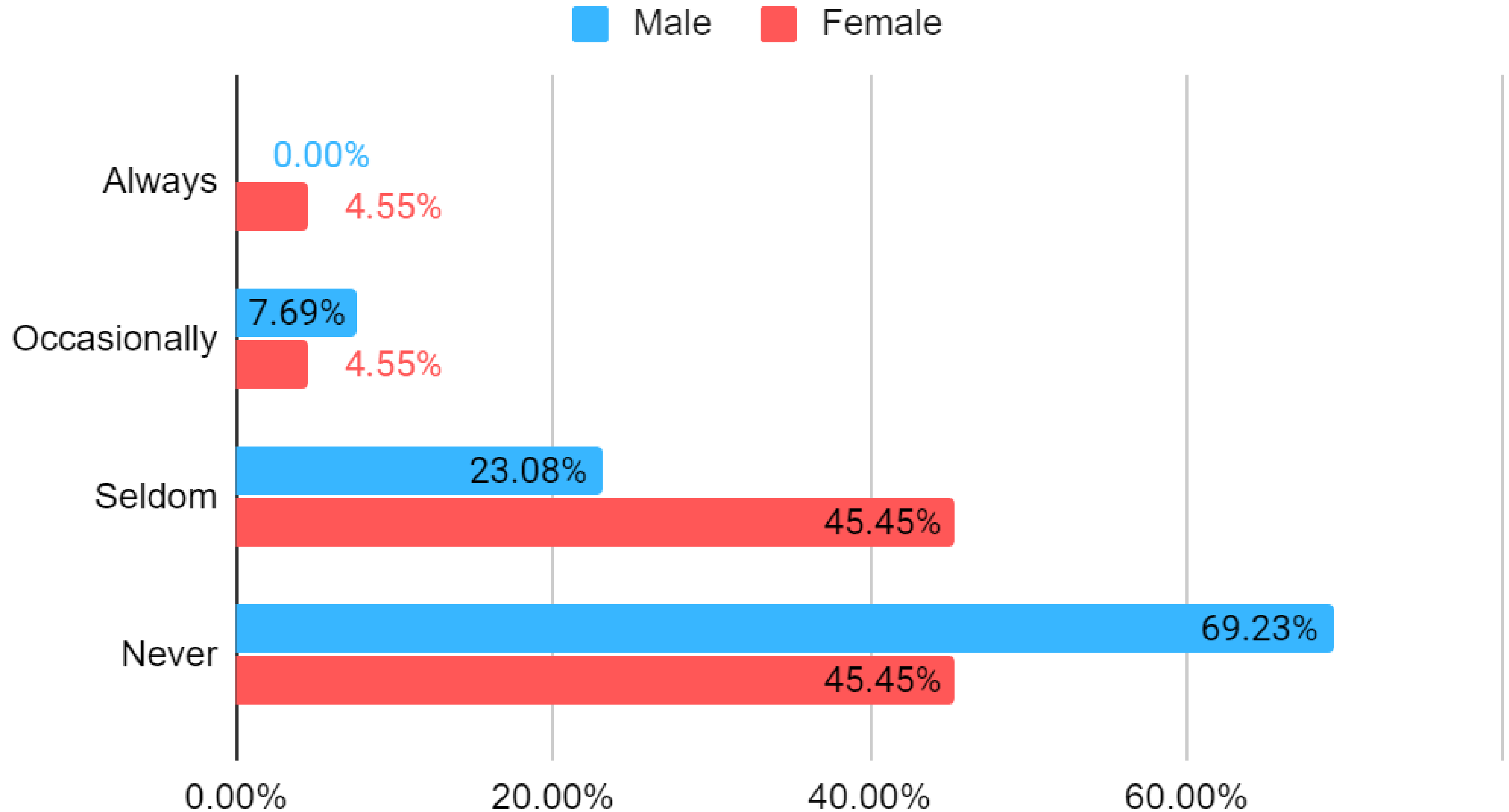
FEMALE

9 Inner-Dialogue Statements

"I think about how others would judge me because of my CI (speech processor, surgical scar) or hearing needs."

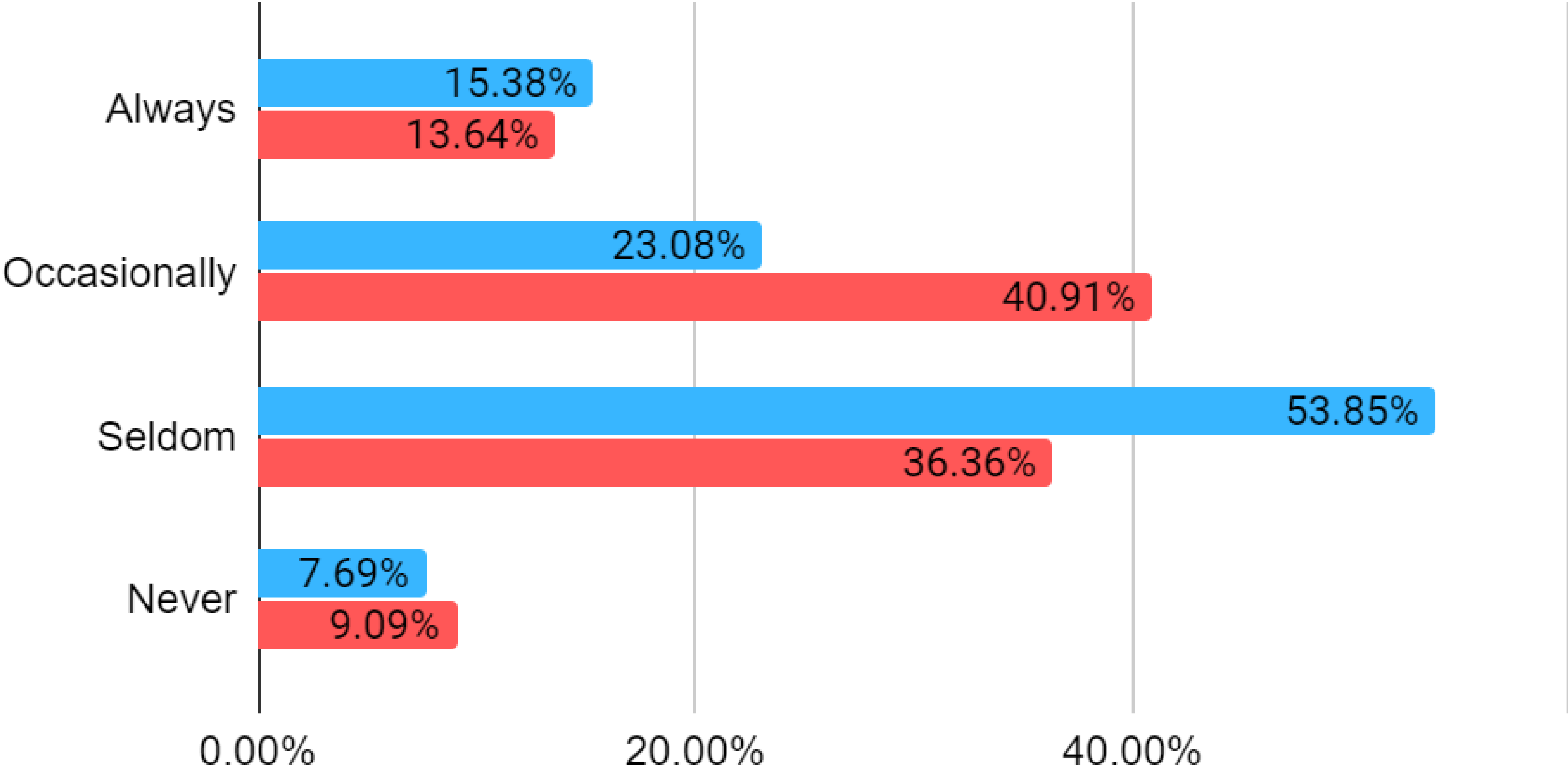


"I try not to let others know that I have CI whenever I could."



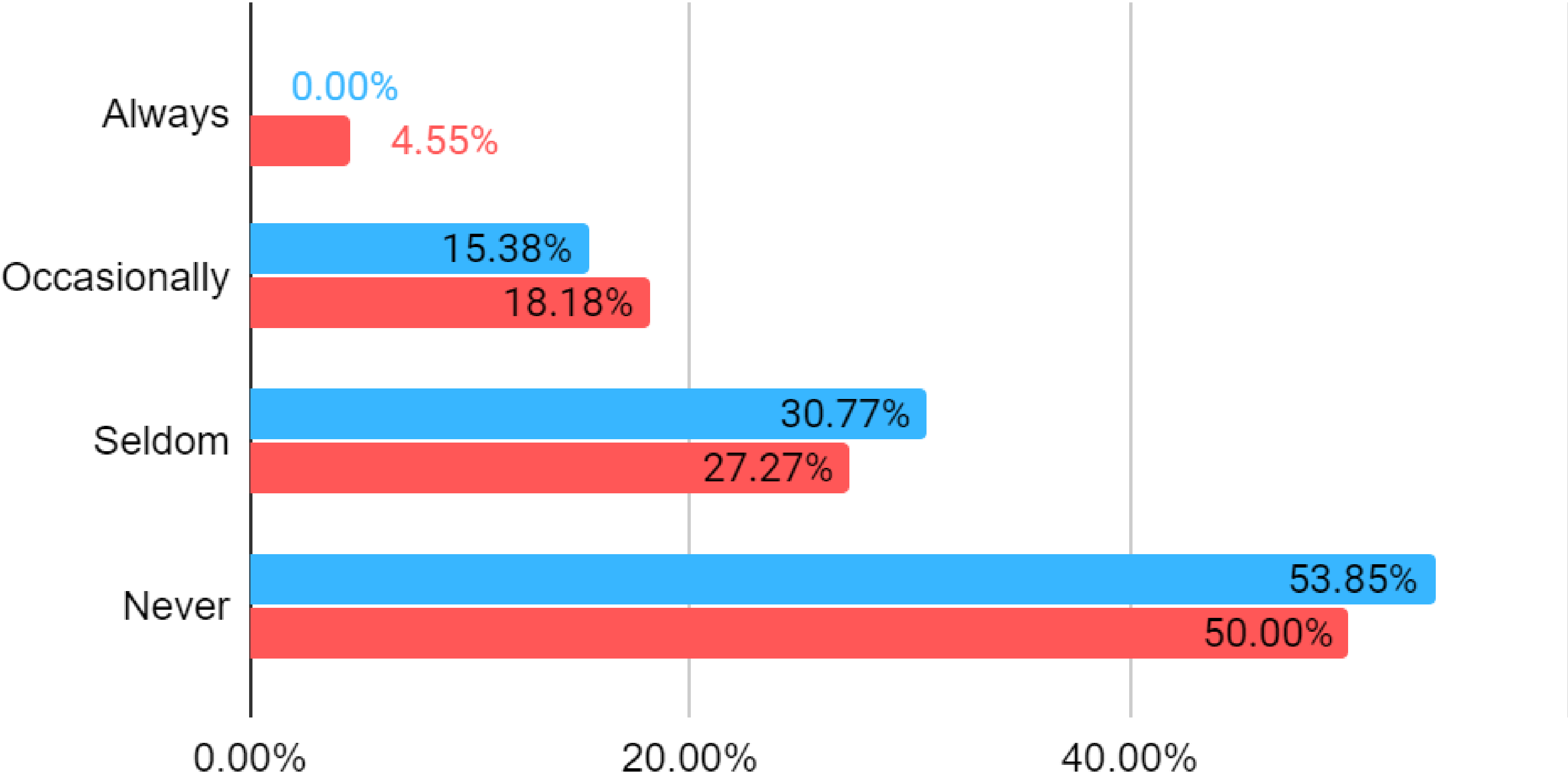
"I worry about asking others to repeat themselves."

Male Female

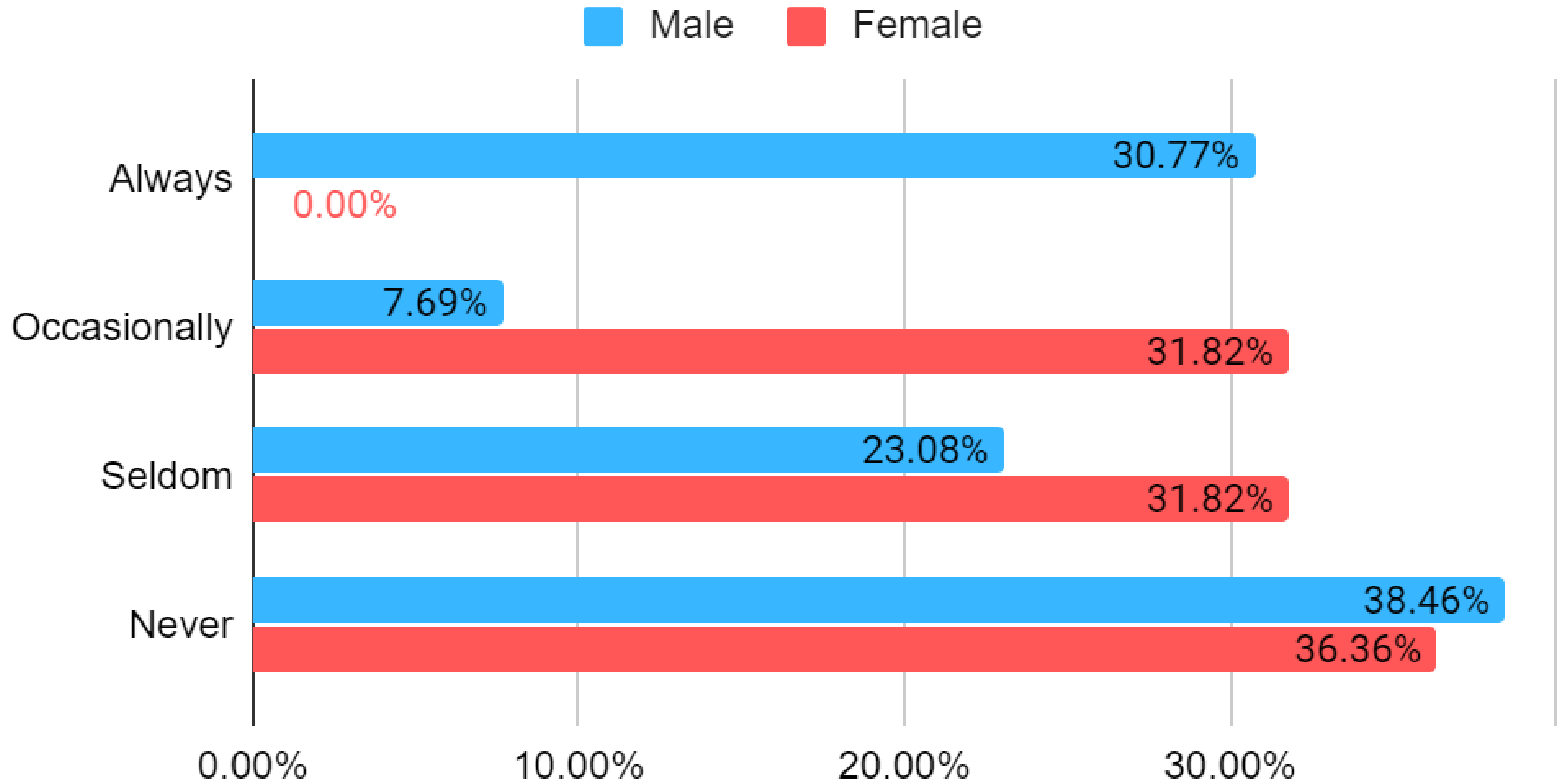


"My CI makes me less presentable/less decent-looking."

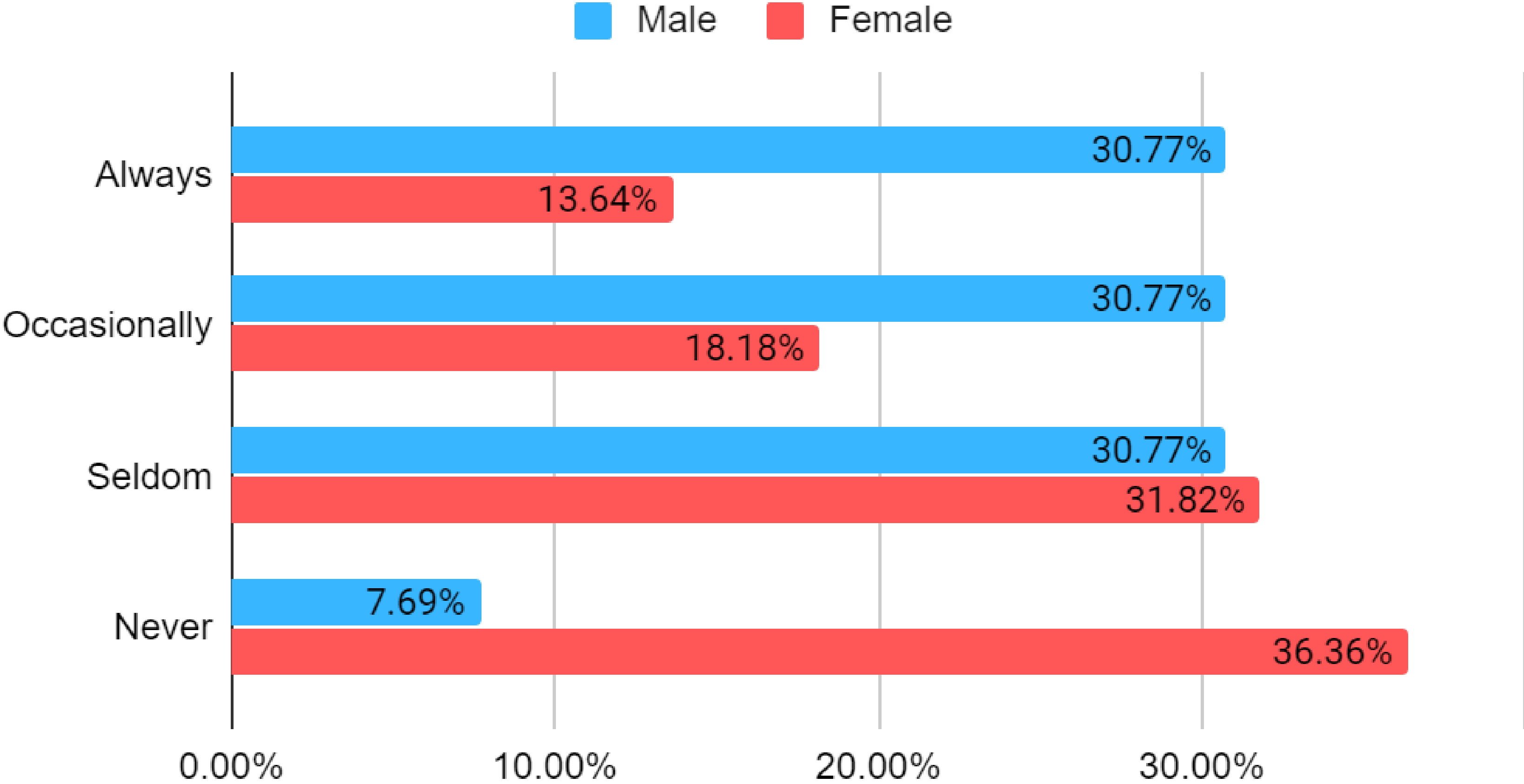
Male Female



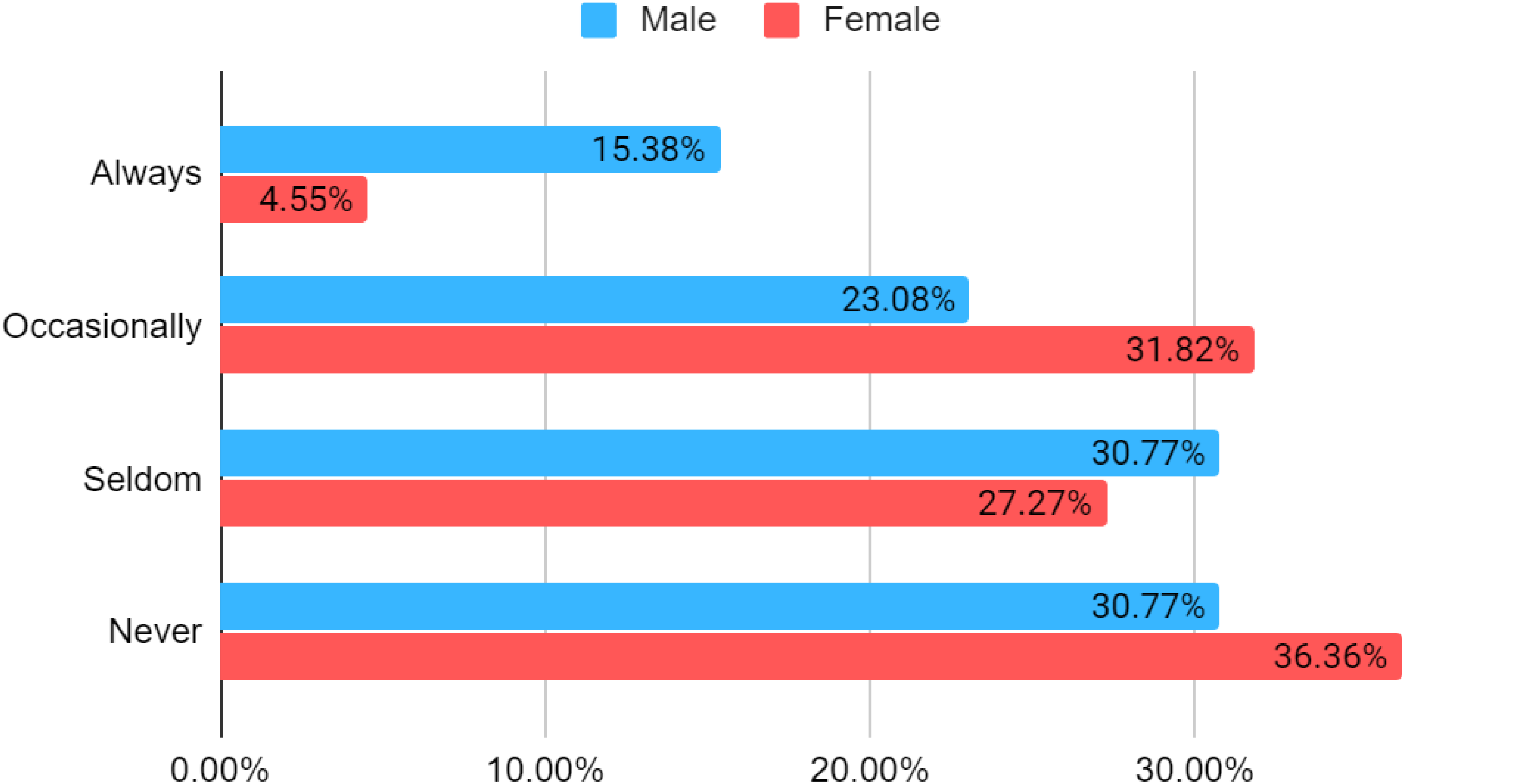
"I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me."



"I like meeting new people but my hearing make me feel more cautious about meeting new people."

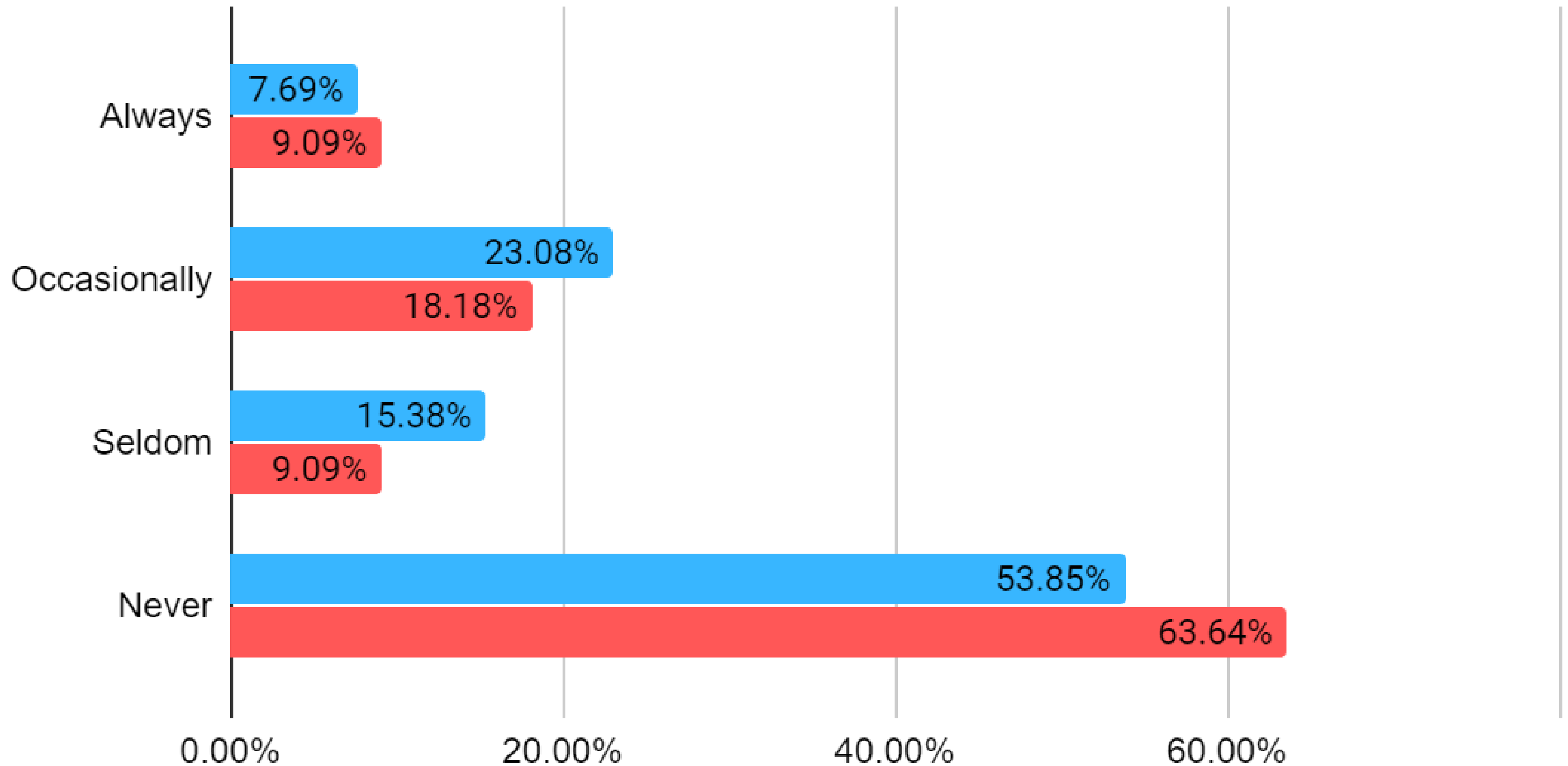


"I worry if my teachers/superiors/peers will question my competency when it comes to leadership in a class/organization."

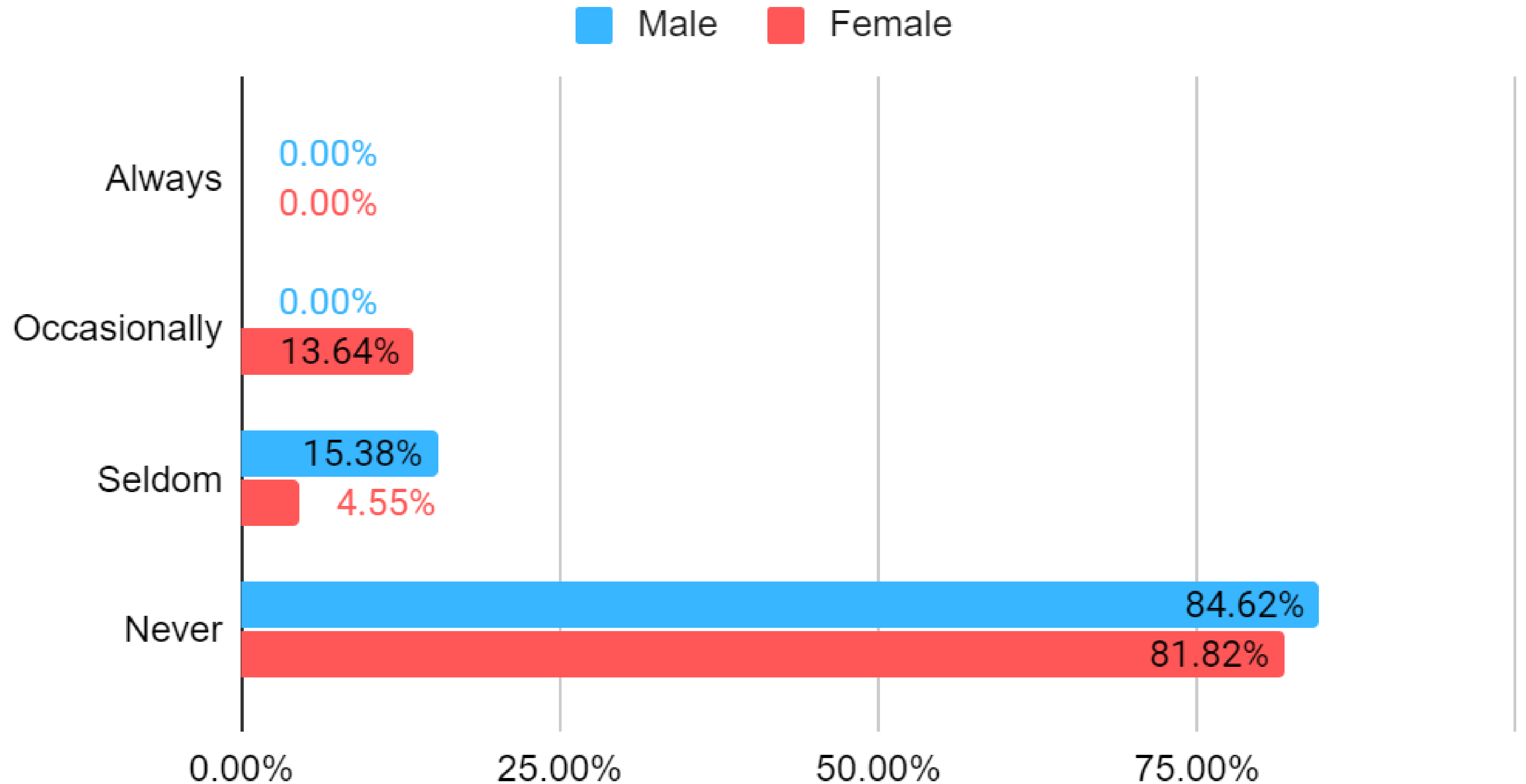


"I feel like a burden to my family."

Male Female



"I don't want to have any close contact with the deaf and hard-of-hearing community."



What's similar, what's not?

Similar

(Frequency of the inner dialogue)

- “I think about how others would judge me because of my CI or hearing needs.”
- “I try not to let others know that I have CI whenever I could.”
- “I worry if my teachers/peers will question my competency when it comes to leadership in a class/club.”
- “I feel like a burden to my family.”

Not similar

(Frequency of the inner dialogue)

- “I worry about asking others to repeat themselves.”
 - ❖ The **Female** group has more frequent thought about this statement
- “My CI makes me less presentable/less decent-looking.”
 - ❖ The **Female** group has more frequent thought about this statement
- “I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me.”
 - ❖ The **Male** group has more frequent thought about this statement
- (continued on the next slide)

What's similar, what's not? (cont.)

Similar

(Frequency of the inner dialogue)

Not similar

(Frequency of the inner dialogue)

- “I like meeting new people but my hearing make me feel more cautious about meeting new people.”
 - ❖ The **Male** group has more frequent thought about this statement
- “I don't want to have any close contact with the deaf and hard-of-hearing community.”
 - ❖ The **Female** group has more frequent thought about this statement

Inter-Group Comparison

***WESTERN CULTURE**

VS.

***EASTERN CULTURE**

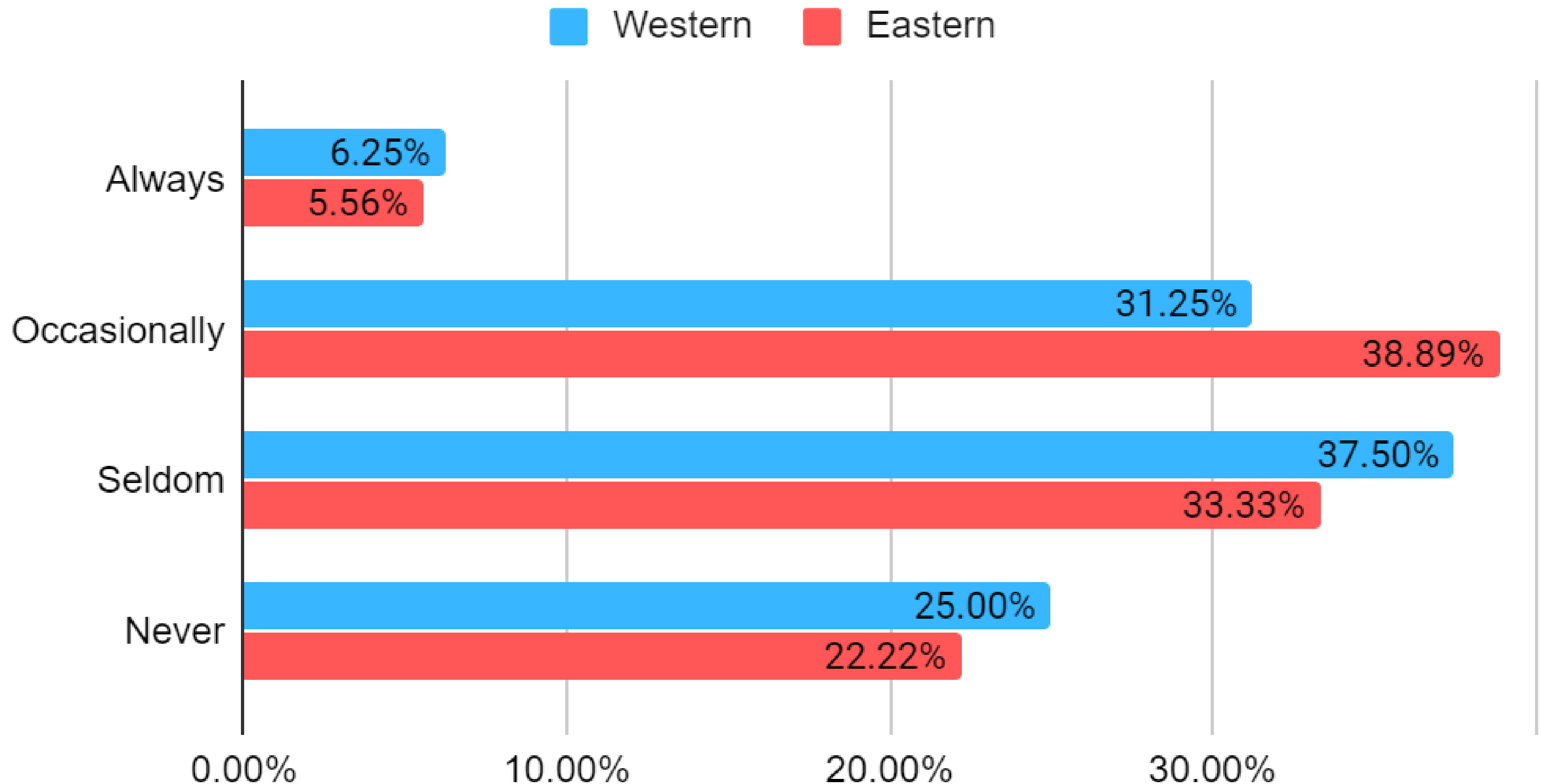
9 Inner-Dialogue Statements

**Definition*

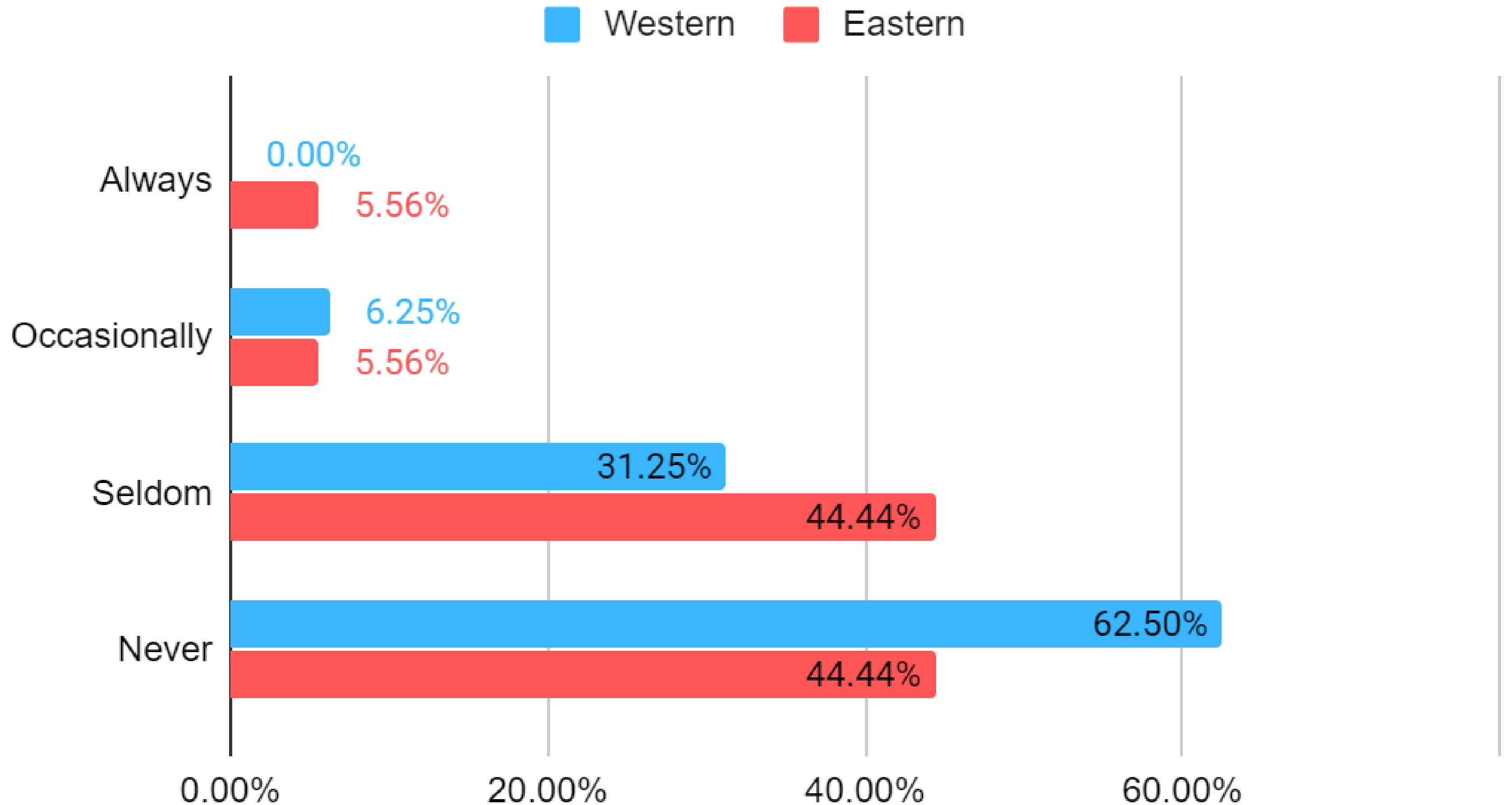
Western culture: Australia, Canada, the UK, the US

Eastern culture: India, Malaysia, Singapore

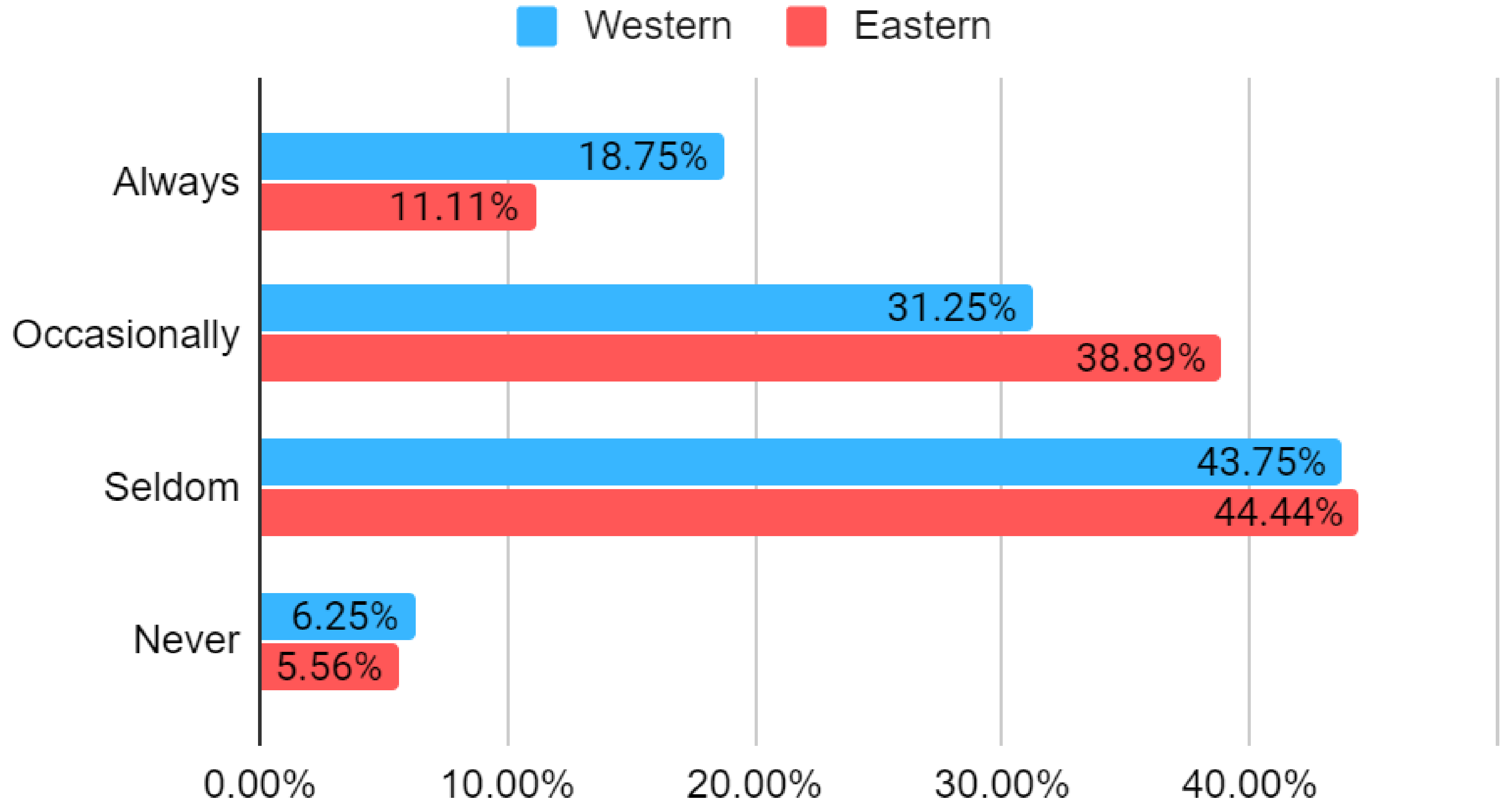
"I think about how others would judge me because of my CI (speech processor, surgical scar) or hearing needs."



"I try not to let others know that I have CI whenever I could."

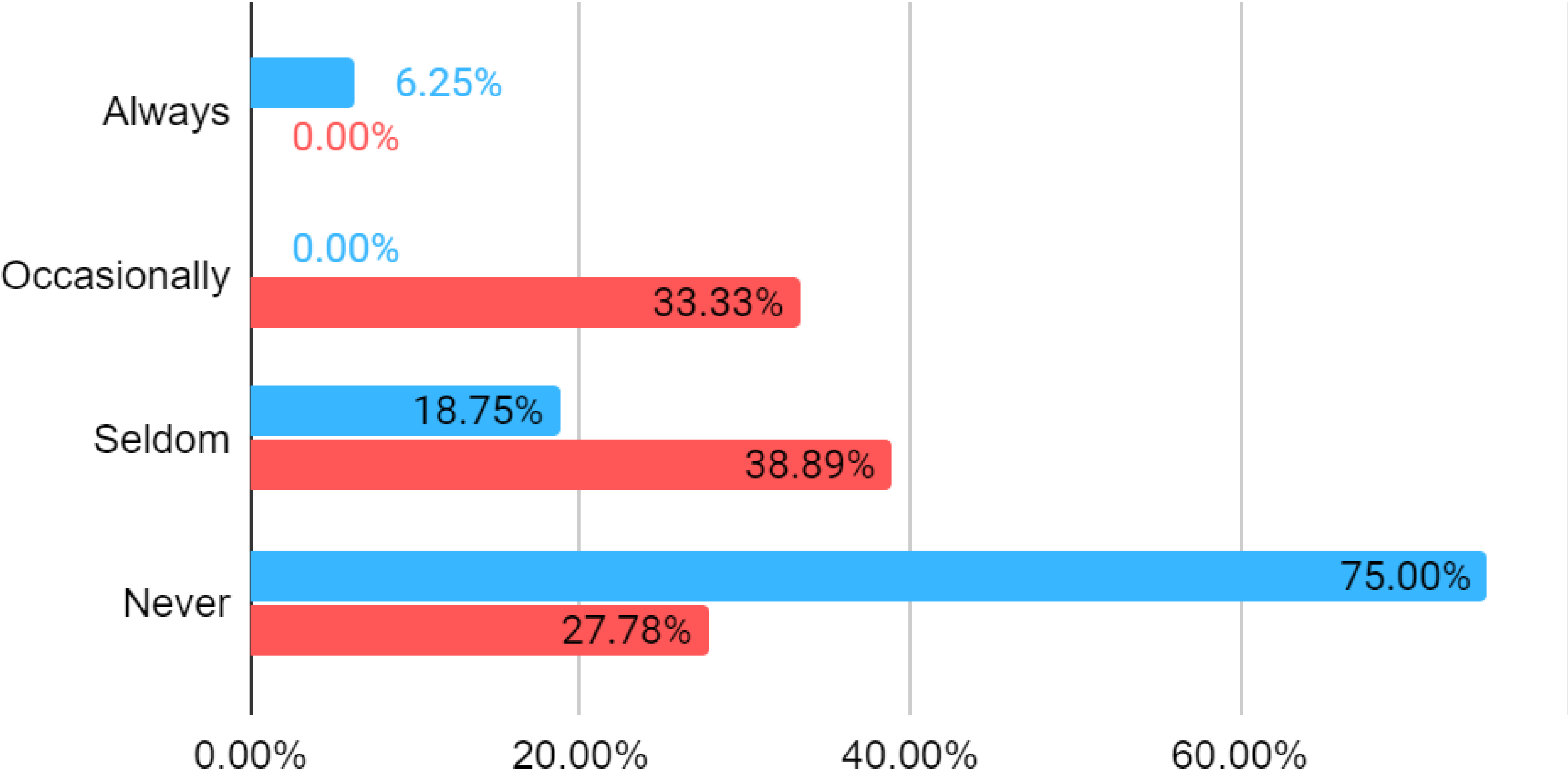


"I worry about asking others to repeat themselves."

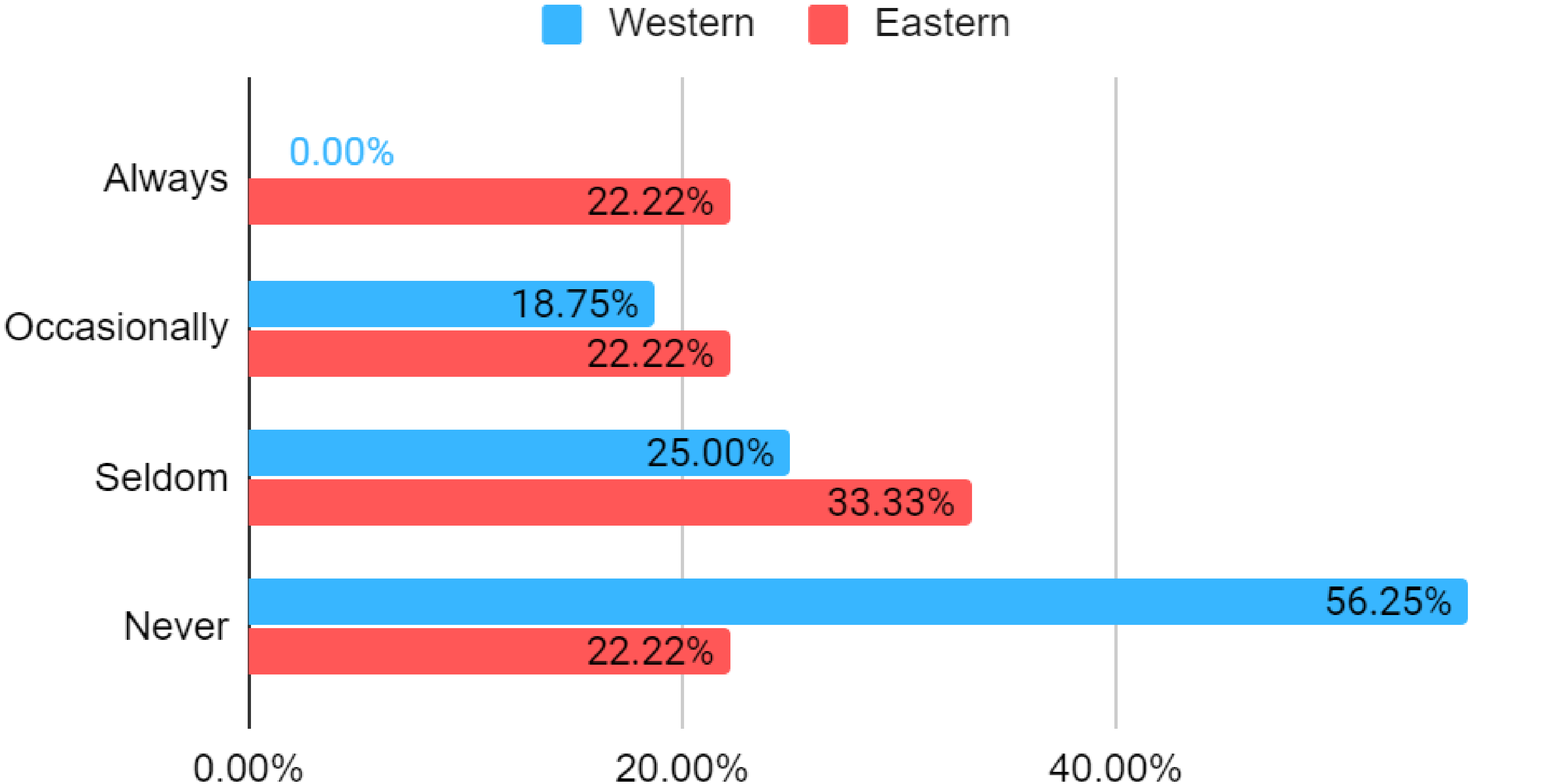


"My CI makes me less presentable/less decent-looking."

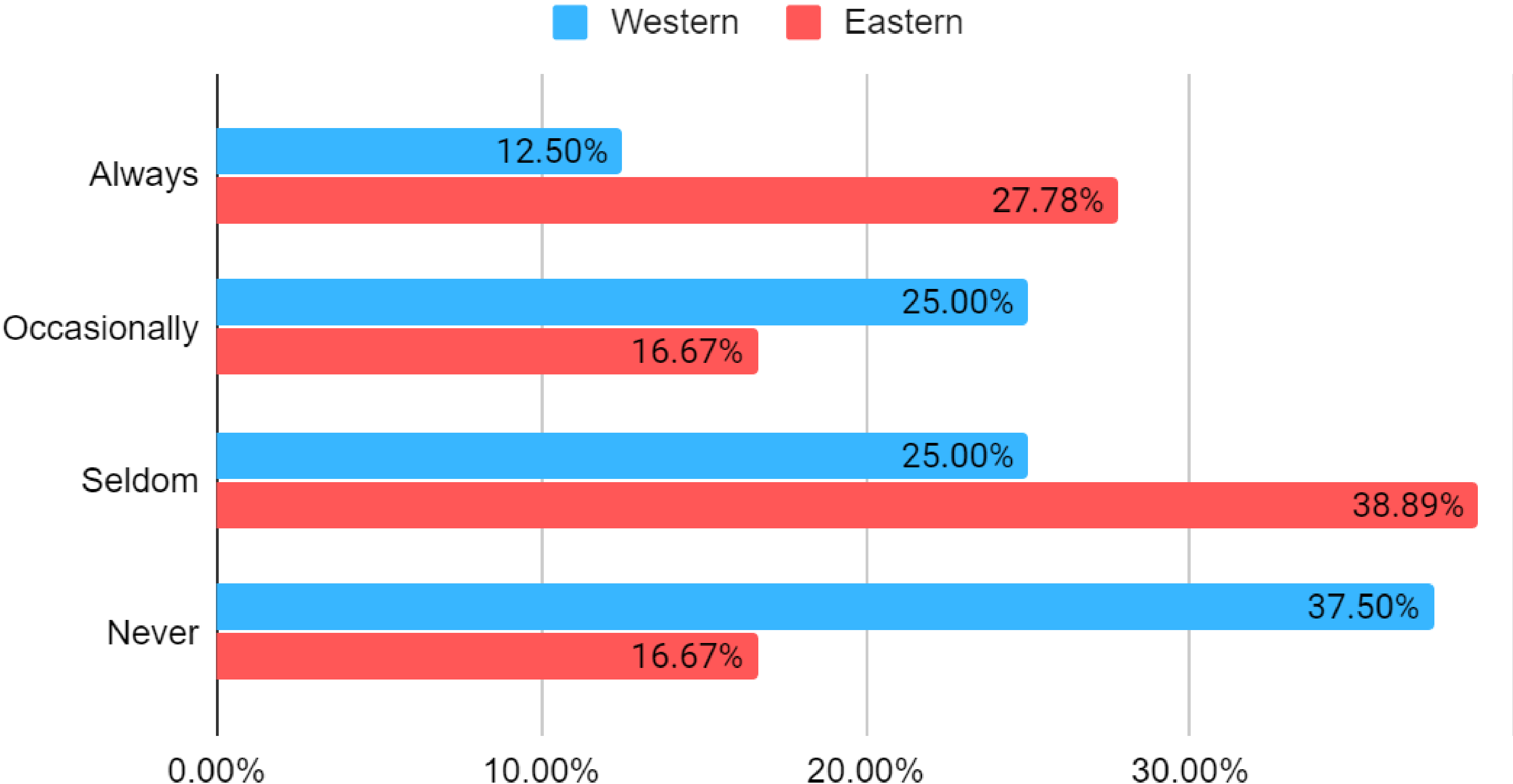
Western %Eastern



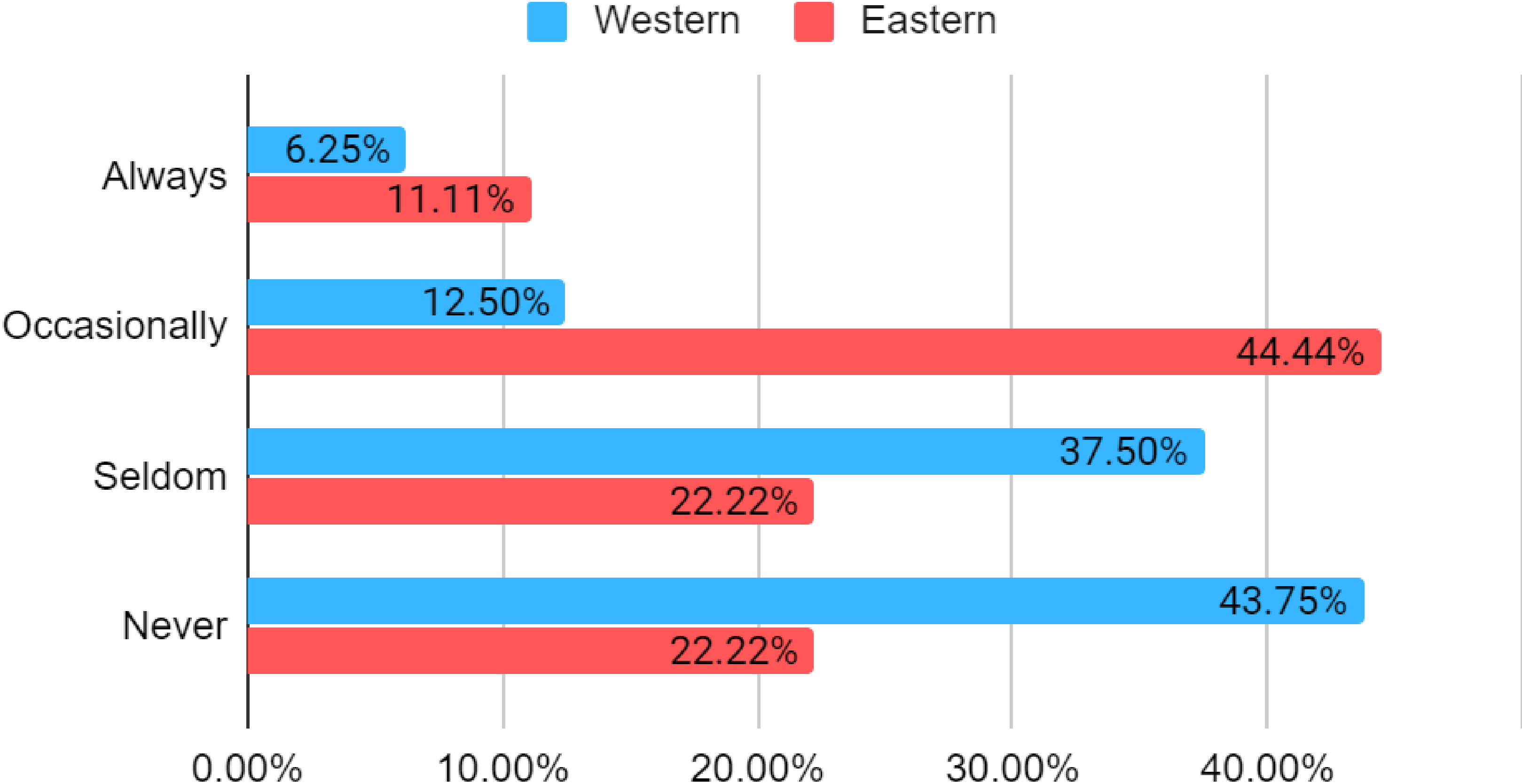
"I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me."



"I like meeting new people but my hearing make me feel more cautious about meeting new people."

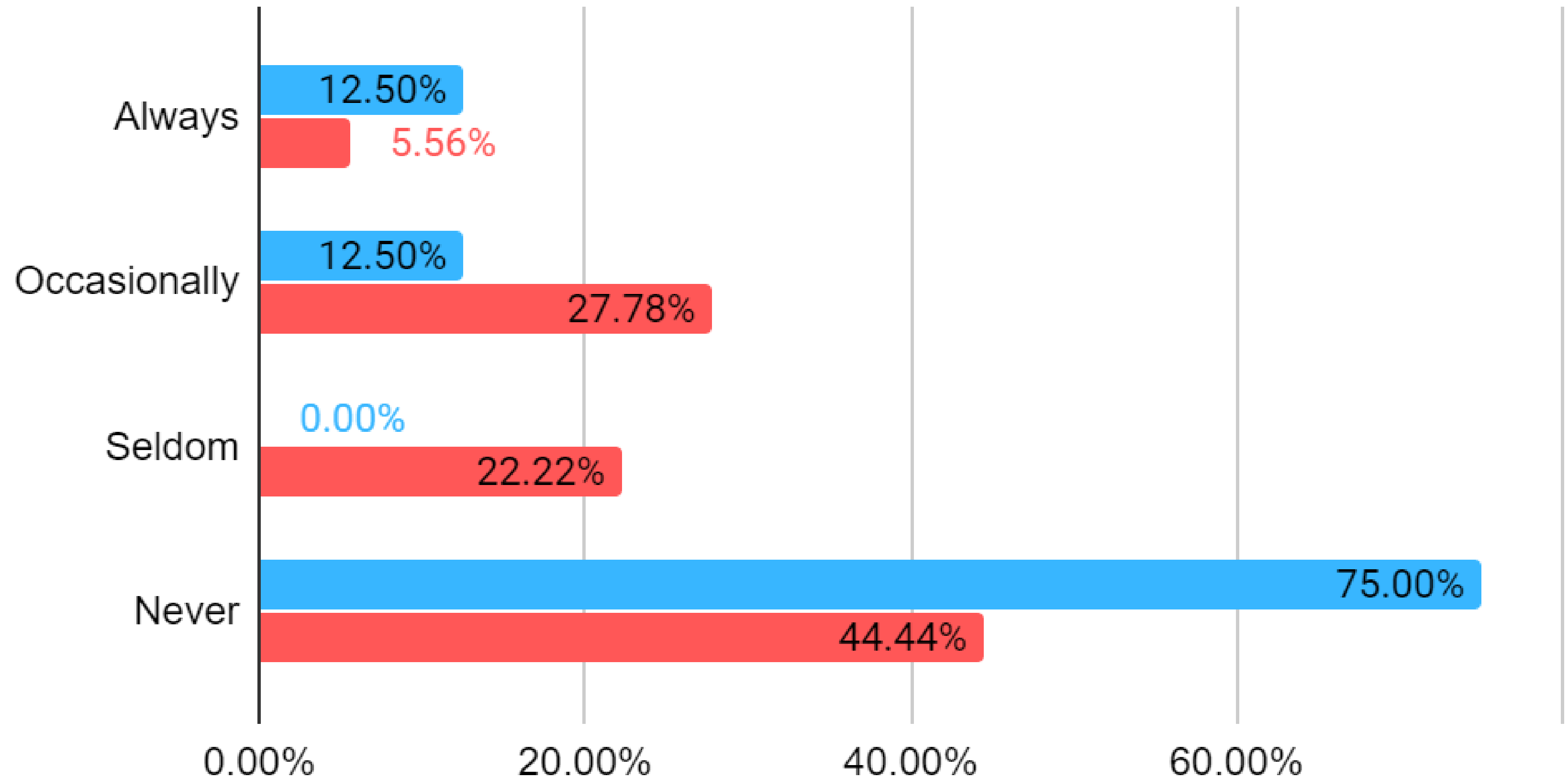


"I worry if my teachers/superiors/peers will question my competency when it comes to leadership in a class/organization."

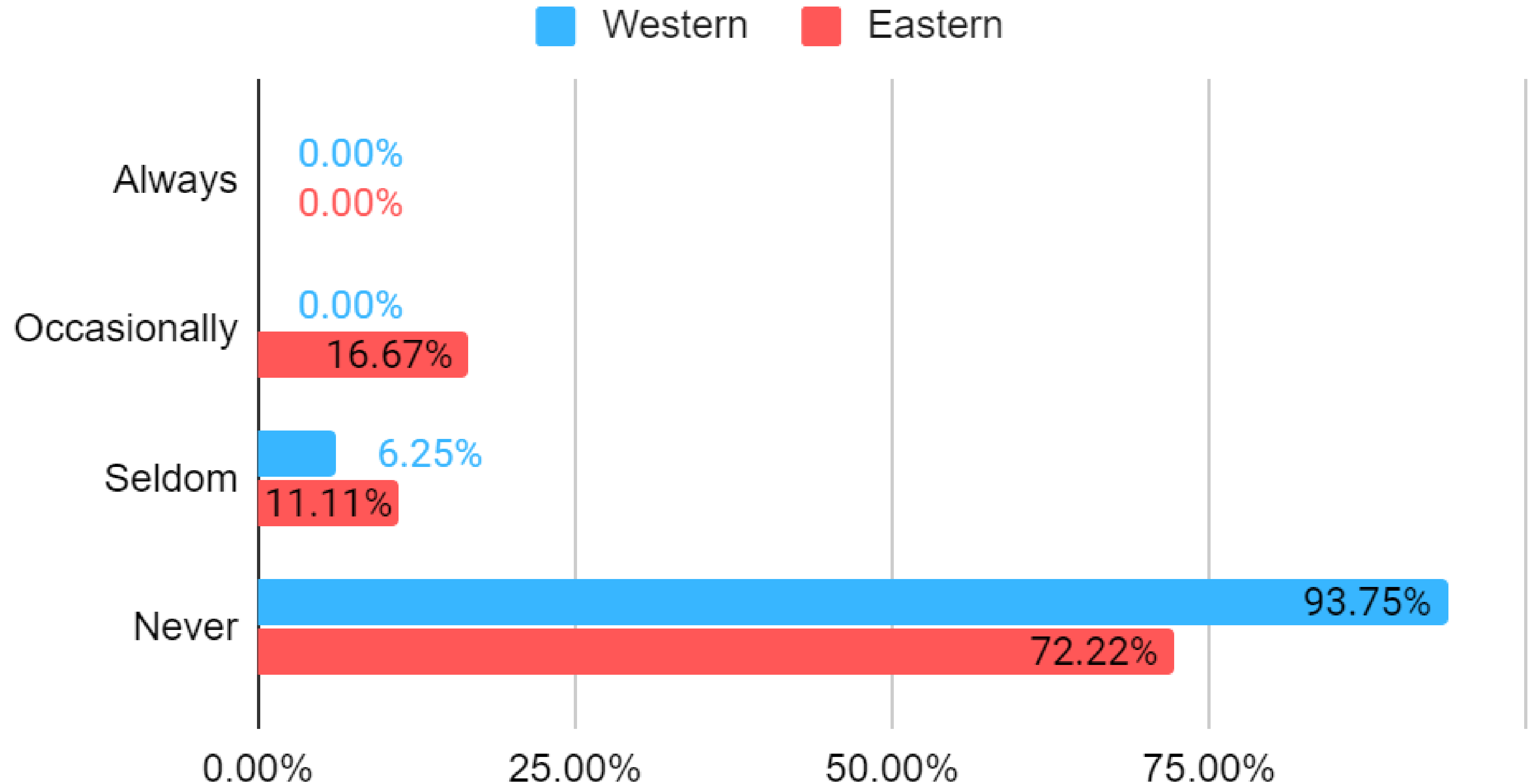


"I feel like a burden to my family."

Western Eastern



"I don't want to have any close contact with the deaf and hard-of-hearing community."



What's similar, what's not?

Similar

(Frequency of the inner dialogue)

- “I worry about asking others to repeat themselves.”

Not similar

(Frequency of the inner dialogue)

- “I think about how others would judge me because of my CI or hearing needs.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- “I try not to let others know that I have CI whenever I could.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- “My CI makes me less presentable/less decent-looking.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- (continued on the next slide)

What's similar, what's not? (cont.)

Similar

(Frequency of the inner dialogue)

Not similar

(Frequency of the inner dialogue)

- “I worry if I'll ever find someone who could see past my hearing loss/hearing needs and love me.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- “I like meeting new people but my hearing make me feel more cautious about meeting new people.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- “I worry if my teachers/peers will question my competency when it comes to leadership in a class/club.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- (continued on the next slide)

What's similar, what's not? (cont.)

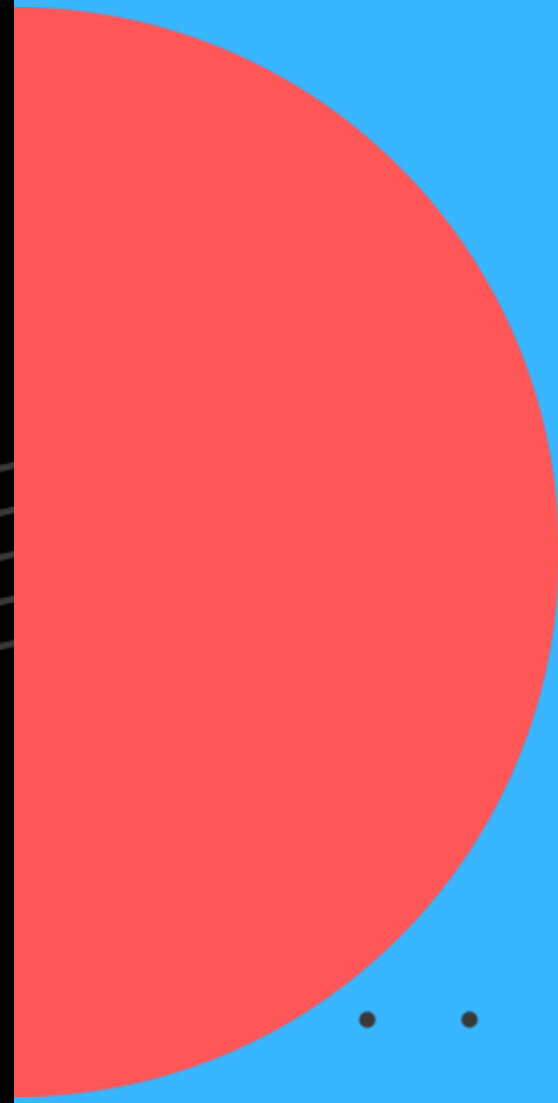
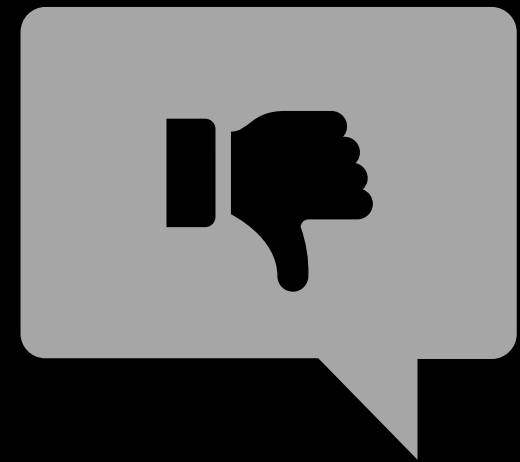
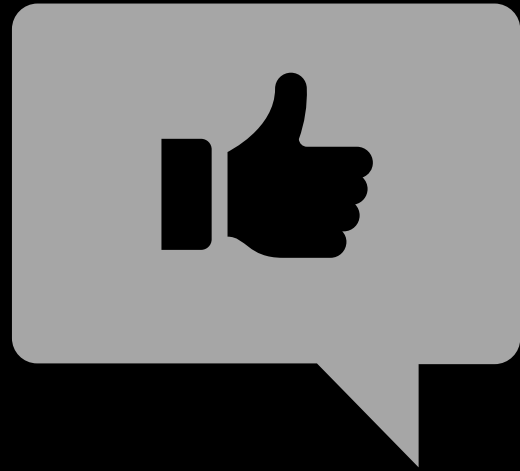
Similar

(Frequency of the inner dialogue)

Not similar

(Frequency of the inner dialogue)

- “I feel like a burden to my family.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement
- “I don't want to have any close contact with the deaf and hard-of-hearing community.”
 - ❖ The **Eastern Culture** group has more frequent thought about this statement



05

Feedback for CI manufacturers



Warranty

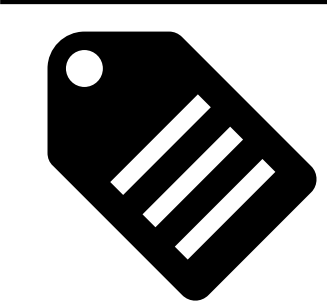
- Longer warranty validity period
- Broader warranty area of coverage
- Replace warranty parts with brand new ones not refurbished ones

Device

- Make the design look unique & practical
- Provide practical accessories technology
- Come out with a CROS system
- Develop a stronger magnet for the newest internal who newly implanted such as the Cochlear Kanso
- Backdate new processor models to 22 electrode recipients faster



What CI manufacturers could do better?



Price

- Spare parts at affordable price
- Broader warranty area of coverage
- Lower the cost and work with medical insurance more effectively



App

- release an app for the phone control, provide users a timeline of when to expect new processors or updates instead of making it such a hidden mystery.
- Keep me updated on new, helpful ci things