

Haomiao Jin (University of Surrey)

Exploring an AI-powered survey interviewing agent for individuals who are blind or visually impaired

While assistive technologies exist, individuals who are blind or visually impaired (BVI) often encounter barriers when completing online surveys. AI-powered interviewing agents offer a promising solution, but their design must be informed by the real-world needs and preferences of target users.

This ongoing study adopts a co-design approach to develop an AI-powered interviewing agent tailored for individuals who are blind or severely visually impaired. A diverse group of participants (N=20–30) is being recruited through online advertisements, support groups, charitable organizations, and snowball sampling. Participants share their experiences with digital devices and survey-taking, identify key accessibility challenges, and outline essential features that would enhance the usability and engagement of an AI-powered agent.

Preliminary findings indicate that participants prioritize interoperability with familiar assistive software and prefer conversational agents that offer human-like, flexible interactions rather than rigid constraints such as time or word limits. Emerging insights suggest that designing an effective survey interviewing agent for this population requires balancing accessibility and data reliability. These findings will inform the development of AI-powered tools that can improve survey accessibility while maintaining the quality of collected data.