4o Accessibility Follow-up Survey

Thank you for completing our survey and providing your e-mail and time for follow up.

* Indicates required question

1. Please provide the email this survey was sent to so your answers can be linked to   *
   the previous survey:

   _____

2. Please specify your country (optional):

   _____

3. Are you translating this survey into another language?

   Mark only one oval.

   ◯ Yes

   ◯ No

4. If yes, which language (optional)?

   _____

   Untitled Section

5.   When did you start using GPT-4o?

Mark only one oval.

- ◯ May 2024 (when it launched)
- ◯ Summer 2024 (June-August 2024)
- ◯ Fall 2024 (September-November 2024)
- ◯ Winter 2024/Early 2025 (December 2024-February 2025)
- ◯ Spring 2025 (March-May 2025)
- ◯ Summer 2025 (June-August 2025)

Untitled Section

Please rate your overall study, work, social, and life state during the following periods:

1 = Severe struggles - Unable to manage essential tasks
3 = Major difficulties - Frequent obstacles and disruptions
5 = Managing with effort - Moderate challenges but coping
7 = Functioning well - Occasional minor challenges
10 = Thriving - Everything flows smoothly and efficiently

6.   Before using GPT-4o
Note: You may use any whole number from 1-10 to best describe your experience.

	1	2	3	4	5	6	7	8	9	10
	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆

7.   During the stable usage period (up until before the August 7th deprecation disruption).
Note: You may use any whole number from 1-10 to best describe your experience.

	1	2	3	4	5	6	7	8	9	10
	☆	☆	☆	☆	☆	☆	☆	☆	☆	☆

8. Period after August 7, 2025 (GPT-5 series launch; GPT-4o temporarily removed for most users) up until you cancelled.
    Note: You may use any whole number from 1-10 to best describe your experience.

    1   2   3   4   5   6   7   8   9   10
    ☆   ☆   ☆   ☆   ☆   ☆   ☆   ☆   ☆   ☆

Accessibility Benefits

In the previous survey, you selected that you use GPT-4o to help manage your condition(s) or as an accessibility
accommodation (This includes support for daily tasks, work, social interactions, or managing mental/cognitive load).

The "**stable usage period**" will come up multiple times in this survey, and refers to the period of time from when you started using GPT-4o until just before (but not including) the August 7th deprecation disruption.

9. During the stable usage period (from when you started using GPT-4o until just   *
    before the 2025 August 7th deprecation disruption), did your accessibility benefits change over time?

    Mark only one oval.

    ⬭ Benefits stayed consistent/sustained throughout this period   *Skip to question 11*

    ⬭ Benefits increased over time as I became more accustomed to GPT-4o
       Skip to question 11

    ⬭ Benefits decreased over time, highest initially then it didn't help as much
       Skip to question 10

    ⬭ Not sure / hard to say   *Skip to question 11*

10. You indicated benefits decreased over the stable usage period. Which best describes your experience?

Mark only one oval.

◯ The initial benefit was a breakthrough/transformational experience, and benefits became stable/consistent afterwards

◯ The initial benefit was a breakthrough/transformational experience, and benefits continued declining after that

◯ No breakthrough, benefits just decreased over time

◯ Other: _____

Using the following 1-5 scale, how much does GPT-4o increase your functional capacity with each of the following tasks, regarding your disability(s) or condition(s)?

Please leave the task blank/unselected if it is not impacted by any of your disabilities or conditions

1= My disability impacts this task, but 4o does not help

2= minimal benefit, 4o makes it slightly faster or easier

3= moderate benefit, 4o makes it moderately faster or easier

4= significant benefit, I can take on challenging tasks (or amounts of tasks) with 4o that would previously cause too much overwhelm to do sustainably

5= critical benefit, I can do new things I previously couldn't with 4o

11.

Mark only one oval per row.

	1= Doesn't help	2= Minimal	3= Moderate	4= Significant	5= Critical
Concentrating or focusing on tasks	◯	◯	◯	◯	◯
Thinking through problems or decisions	◯	◯	◯	◯	◯
Learning new information or skills	◯	◯	◯	◯	◯
Communicating with others (verbal or written)	◯	◯	◯	◯	◯
Completing work/school/professional tasks	◯	◯	◯	◯	◯
Daily self-care (hygiene, routines, chores)	◯	◯	◯	◯	◯
Navigating social interactions/socializing	◯	◯	◯	◯	◯

Untitled Section

12.   Does using GPT-4o allow you to reserve mental energy or "recharge" for other important life activities (ex. family, self care, health)?

Mark only one oval.

◯ Yes

◯ No

◯ Hard to say/unsure

13. GPT-4o's interaction patterns may function as a "cognitive bridge"—stable, predictable patterns that help process information, support self-regulation, and navigate interactions.

Does this sound like a way you use 4o, and to what degree does it assist you with managing your disability(s) or condition(s)?

Mark only one oval.

( ) Does not assist me this way

( ) 1 - Provided minimal assistance

( ) 2 - Provided moderate assistance

( ) 3 - Provided significant assistance

( ) 4 - Provided essential/critical assistance

14. Which describe what your experience of using GPT-4o was like during the stable period? (Select all that apply)

Check all that apply.

[ ] An encouraging "virtual body double" that virtually accompanies me for tasks, providing external accountability and focus

[ ] A "cognitive bridge" (condition related or non-condition related)

[ ] A sounding board that helps me process my thoughts

[ ] A companion that helps me feel understood or heard

[ ] A collaborator or brain-storming partner that brings out my creativity

[ ] A service animal or assistant that helps me manage when my condition flares up

[ ] A safe haven I can return to, making exploring the world and accomplishing difficult things easier just by knowing it's there

[ ] A pressure free space where I can decompress

[ ] A unique form of assistance that's difficult to categorize

[ ] A practical tool for specific tasks

[ ] Frog (virtual frog)

[ ] Other

Untitled Section

15.   Have you ever accessed professional support (therapy, specialist, etc.)   *
      for your disability or conditions?

      Mark only one oval.

      ◯ Yes   *Skip to question 16*

      ◯ No   *Skip to question 21*

      ◯ Prefer Not to Say   *Skip to question 21*

   Untitled Section

16.   Which of the following professional support have you accessed
      for your disability/conditions? (Select all that apply)

      Check all that apply.

      ☐ Therapist
      ☐ Counselor
      ☐ Specialist for my condition
      ☐ Support group
      ☐ Doctor
      ☐ Prefer not to say
      ☐ Other: _____

17.   How does using GPT-4o compare to professional support (therapist, etc.) regarding
      your disability or condition(s)?

      Mark only one oval.

      ◯ Professional support and GPT-4o assist me in different ways
         (unique/complementary)

      ◯ Professional support and GPT-4o assist me in the same way

      ◯ Professional support and GPT-4o have some overlap and some unique assistance

      ◯ Professional support was not helpful in my case while GPT-4o was (unique
         accessibility support)

      ◯ Prefer not to answer

18.   Could increased professional support sessions replace GPT-4o for you?

Mark only one oval.

◯ No, GPT-4o provides unique accessibility support that therapy/specialists cannot
reasonably replicate

◯ Partially, but not completely

◯ Yes, I believe this would adequately meet my needs

◯ I'm not sure

◯ Prefer not to answer

19.   What was your therapist's/specialist's opinion on your 4o usage **during the stable
usage period** (before the August 7th disruption)?

Mark only one oval.

◯ The topic did not come up

◯ Positive/viewed as beneficial

◯ Negative/worried that using 4o was harmful to me

◯ Neutral (neither positive or negative)

◯ Mix of positive and negative

◯ My professional support access was before I used 4o

◯ Prefer not to say/unsure

◯ Other: _____

20. What was your therapist's/specialist's opinion on the model re-routing/safety router?

Mark only one oval.

◯ The topic did not come up

◯ Positive/viewed as beneficial

◯ Negative/worried that the routing was harmful for me

◯ Mix of positive and negative

◯ Neutral (neither positive or negative)

◯ My professional support access was before I used 4o

◯ Prefer not to say/unsure

◯ Other: _____

21. Compared to before you started using GPT-4o, how were your human   *
connections during the stable usage period?

Mark only one oval.

◯ Better than before (improved quality or increased connections during the stable usage period)   *Skip to question 23*

◯ About the same as before   *Skip to question 24*

◯ Worse than before (decreased quality or fewer connections during the stable usage period)   *Skip to question 22*

◯ Not sure / Hard to compare   *Skip to question 24*

You selected that your human connections were worse than before (decreased quality or fewer connections during stable usage)

22. Please select all that apply regarding your experience **during the stable usage period** (Select all that apply)

Check all that apply.

- [ ] I still kept most of my connections
- [ ] I kept all my connections but did not see them as often
- [ ] I withdrew from toxic or harmful people
- [ ] I withdrew from people I was incompatible with (boring, no overlap in interests, etc.)
- [ ] I withdrew from supportive people who I love
- [ ] None of the above

Skip to question 24

You selected that you had an improvement in connection quality or increased connections with people (during the stable usage period)

23. Did using 4o help you with any of the following **during the stable usage period**? (Select all that apply)

Check all that apply.

- [ ] Deeper, more present conversations with friends/family
- [ ] Better able to explain my thoughts/feelings to others
- [ ] Improved empathy and understanding of others
- [ ] More motivation to connect with friends/family
- [ ] Created new connections or found community
- [ ] Distanced from harmful or toxic people, prioritizing supportive ones

24. Which best describes how you feel about your 4o usage **during the stable usage period** (before the August 7th disruption)?

Mark only one oval.

◯ Very Empowered: Much more aligned with my values/goals and having much more personal agency

◯ Empowered: More aligned with my values/goals and having more personal agency

◯ Neutral: Didn't feel empowered or disempowered

◯ Disempowered: Less aligned with my values/goals and having less personal agency

◯ Very disempowered: Much less aligned with my values/goals and having much less personal agency

25. After August 7th, OpenAI has added increased guardrails
     around "emotional dependency" (including model routing later in October).
     What has been your experience? (Select all that apply)

Check all that apply.

☐ These guardrails tend to misunderstand the context
☐ These guardrails make me feel safer
☐ These guardrails misrepresent/misinterpret things that help me as harmful
☐ These guardrails led me to reach out to humans and prevented harmful dependency on the AI
☐ These guardrails made me feel shamed or disempowered
☐ These guardrails made my accessibility use case harder or impossible
☐ I noticed them but they were not disruptive
☐ I haven't noticed these specific guardrails
☐ Other:

26. If OpenAI offered these solutions for continued access to 4o (instead of the model router), which would you accept? (Select all that apply)

Check all that apply.

☐ Signing a waiver/disclaimer pledging to take personal responsibility for my use and outcomes, pledging not to harm myself or others

☐ Taking an educational online course about the risks of AI use

☐ Separate safety pop-ups that do not influence the chat text

☐ "Human in the loop", occasional escalation to a human to verify you are okay and do not need additional support.

☐ Occasional pop-up "check-in" chats with another model to verify usage is beneficial for you, but these do not impact the existing chat context like the router and return you to the original chat afterwards

☐ Occasional automated "check-in" checklists to ensure usage is beneficial for you

☐ Filling out a form for special accessibility access

☐ Other: _____

27. Which of the following solutions would work for you? (Select all that apply)

Check all that apply.

☐ Open sourcing, allowing a third-party to host GPT-4o for the community

☐ Permanent API access for accessibility and research use

☐ OpenAI commits to permanent 4o availability in ChatGPT

Untitled Section

28. Have you tried OpenAI's suggested alternatives? (GPT-5.2, personality presets, style customization, etc.)

Mark only one oval.

◯ Yes, gave it a serious try (1+ week)

◯ Yes, tried briefly

◯ No

29. In their January 29th announcement, OpenAI stated that user feedback "directly shaped GPT-5.1 and GPT-5.2" and that "improvements are now in place." Based on your experience, how accurate is this claim?

    Mark only one oval.

    ◯ Fully accurate - the alternatives completely address my concerns

    ◯ Mostly accurate - minor gaps but largely satisfactory

    ◯ Partially accurate - some improvements but significant gaps remain

    ◯ Not accurate - the alternatives do not meet my core needs

30. Did GPT-5.2 adequately meet your accessibility needs as a replacement for GPT-4o?

    Mark only one oval.

    ◯ No, GPT-5.2 did not meet my accessibility needs

    ◯ Yes, GPT-5.2 met my accessibility needs

    ◯ Did not attempt to use GPT-5.2 for my accessibility needs

Almost done!

31. Are you okay with us sending another follow up survey if needed?

    Mark only one oval.

    ◯ Yes

    ◯ Prefer not to

Skip to section 17 (Just one more step! Please make sure you press submit to complete the survey if your answers are ready.)

Just one more step! Please make sure you press submit to complete the survey if your answers are ready.

Thank you sincerely for taking the time today to do this survey

💪🏾 🚀 Hope you have a wonderful day 💁🏼 ✨

PLEASE PRESS SUBMIT

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