

ECHO Scale: Items & Subscales

SCALE	ITEMS (*) = reversed item
Positive Effect	1, 3, 5, 6, 9, 10
Service & Cost	12, 14, 15
Negative Features	2*, 7*, 11
Personal Image	4*, 8, 13*

Instructions for Manual Scoring of the ECHO

- 1) Assign a value for each answer from the table below

Response	Not a Reversed Item	Reversed Item
A Not At All	1	7
B A Little	2	6
C Somewhat	3	5
D Medium	4	4
E Considerably	5	3
F Greatly	6	2
G Tremendously	7	1

- 2) Calculate the average score for each subscale, e.g., if items for the Negative Features subscale have assigned scores of 6,4,and 3, the Negative Features subscale score is $(6+4+3)/3 = 4.3$
- 3) The Global Score is the mean of the scores for all the items.
- 4) If the box is checked in item 11 (hears well on the telephone without hearing aids), omit this item even if an answer was also selected from the scale.