IO1 questionnaire

Author: UNITS
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No.	Action	Partner	Date
1	Prepared	Version 1	UNITS	20/09/2018
2	Version 2	Changes after online discussion with partners	UNITS	11/10/2018
3	Version 3	Further changes prior to kick-off meeting	UNITS	23/10/2018
4	Version 4	Changes following kick-off meeting	UNITS	11/11/2018
5	Version 5	With comments from partners	UNITS + all partners	20/11/2018
6	Version 6	final, to be validated for Plain Language	UNITS	25/11/2018
7	Commented version for Plain Language	Partners	29/11/2018
8	Released, ready for translation	UNITS	5/12/2018

Intellectual Output 1 (UNITS):

Common methodological framework for easy reading practice and training

Email for respondents: Template to be adapted and translated

Dear ---,
I am writing to you
to ask for your help in our research.

I take part in the EASIT project (http://pagines.uab.cat/easit/).
This is a project about making content easy to understand
through Easy-to-Read Language and Plain Language.

In EASIT, we will create materials
to train experts on making content easy to understand.

To create these materials
we need to know the point of view of experts.

I am contacting you
because you are an expert.

If you wish,
you can help us
and answer the questions we have prepared.
We would be very grateful.

If you are interested,
you can access our questionnaire online here. [ADD LINK WHEN AVAILABLE]

If you prefer to receive the questionnaire
in a different format,
let me know.

Many thanks for your help.

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THE QUESTIONNAIRE

This questionnaire is part of the working activities of the European project EASIT (Easy Access for Social Inclusion Training). EASIT is designed to produce a curriculum and training materials for professionals who can create **easy-to-understand** contents, especially in audiovisual media (e.g., news, films with subtitles, etc.).

In this questionnaire, when we use the expression "easy to understand" we are referring to both Easy-to-Read Language and Plain Language.

This questionnaire has been created keeping in mind the principles of Plain Language and the needs of the target group of this questionnaire. However, if you think you might need support for filling it in, feel free to do so with a support person. If you prefer to receive a paper version of the questionnaire, please feel free to ask for one to the person who invited you to compile it.

Completing the questionnaire should take approximately 20 minutes. The questionnaire is divided into 4 sections. Section 1 focuses on your demographic profile. Section 2 will enquire about your educational background and previous training. Section 3 enquires about your current activity. Section 4 is centered on the skills necessary to become an easy-to-understand content expert. All sections include multiple-choice questions, and they have additional space for you to include comments on anything you consider of importance and which we have not addressed.

Your time and contribution to our research are very important. We would like to thank you for accepting to participate as a respondent.

TERMS OF PARTICIPATION

Please note that completing the questionnaire implies consent. So, if you want to fill in the questionnaire, you will have to read the following information sheet and consent form.

INFORMATION SHEET

The project name is EASIT.
EASIT is the short form of Easy Access for Social Inclusion Training.
Anna Matamala is in charge of the project.
She is from Universitat Autònoma de Barcelona
The aim of this survey

is to get information on your experience when making content easy to understand.
Content can be newspapers, books, TV news, etc.
This survey will last approximately 20 minutes.
We will ask you to give us some personal data.
We will ask you questions on how to make content easy to understand.
We want to know what you think about easy-to-understand content.
If you have any questions,
please send an email to eperego@units.it

Now read the consent form.
A consent form is a document
in which you say you want to take part in the survey.

CONSENT FORM

You will fill in this questionnaire because you want to.
You can stop when you want
and you do not need to explain why.
If you stop, there is no problem at all.
Data will be confidential.
This means that we will not use your name.
The person responsible for this questionnaire is Elisa Perego.
If you want more information about the project,
you can contact Anna Matamala.
Her e-mail is: anna.matamala@uab.cat

Data policy

If you have provided personal data,
Anna Matamala will be responsible to keep them.
Personal data is your name and your e-mail address.
After 5 years,
we will destroy your personal data.

We will follow the European laws
that protect your personal data.

We will not give your personal data
to other people, companies or organisations.

You can ask Anna Matamala:
•   for a copy of your personal data
•   to delete your personal data
•   to change your personal data

Her e-mail is: anna.matamala@uab.cat
Anna Matamala will reply you.

You can also email the person
in charge of personal data at Universitat Autònoma de Barcelona.
The e-mail is: proteccio.dades@uab.cat.

Please, click on the "Yes" button if the following sentences are true:

- I have read the information or
  someone has explained it to me in a way that is easy to understand.
- I have been able to ask questions.
- I want to take part in the survey.

Explicit consent by clicking on "Yes" button:

YES

SECTION 1: DEMOGRAPHIC PROFILE

In this section of the questionnaire we will ask you 7 questions about your personal information. At the end of this section, you will find a text box. In this text box you can write your comments if you wish to do so.

1.1

What country do you live in?

Drop-down menu

1.2

What is your mother tongue?

Drop-down menu

1.3

What is your age?

- ☐ Under 20
- ☐ Between 20 and 30
- ☐ Between 31 and 40
- ☐ Between 41 and 50
- ☐ Between 51and 60
- ☐ 61 or older

1.4

What is your gender?

- ☐ I am a male
- ☐ I am a female
- ☐ Other
- ☐ I prefer not to answer

1.5

What is the highest degree or level of education you have completed? If you are currently enrolled, what is your highest degree received?

- ☐ I have completed **no formal education**
- ☐ I have completed **primary education**
- ☐ I have completed **secondary education**
- ☐ I have completed **vocational courses**
- ☐ I hold an **undergraduate academic degree**
- ☐ I hold a **Master's degree**
- ☐ I hold a **PhD/doctorate degree**
- ☐ Other, please specify: _____
- ☐ I prefer not to answer

1.6

What are you currently? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ Currently, I am a **trainer**
- ☐ Currently, I am a **translator/adapter**
- ☐ Currently, I am a **producer/creator/writer**
- ☐ Currently, I am a **validator/advisor**
- ☐ **Other**

1.7

Where do you currently work? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I currently work at a **University** or in **research institution**
- ☐ I currently work for a **public institution**
- ☐ I currently have a **paid work in a not-for-profit organization**
- ☐ I currently work as a **volunteer in a not-for-profit organization**
- ☐ I currently work in a **broadcasting company**
- ☐ I currently work at a **translation provider**'s
- ☐ I currently work at a **publishing house**
- ☐ I currently am a **freelancer**

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☐ Other – specify: _____

1.8

Is there anything you would like to add? (Optional)

SECTION 2: EDUCATIONAL BACKGROUND AND PREVIOUS TRAINING

This section asks questions on your educational background, in other words, on your field of studies. It also asks questions on your previous training in easy-to-understand language. At the end of this section, you will find a text box. In this text box you can write your comments if you wish to do so.

2.1

What is your filed of study? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ Language and linguistics
- ☐ Teaching and learning
- ☐ Literature
- ☐ Translation
- ☐ Psychology
- ☐ Social work and special pedagogy
- ☐ Communication and journalism
- ☐ Other (specify):

2.2

Have you received training in the production of easy-to-understand content? (Cf. Application p. 37: "There are professionals trained in ER but it is mostly non-formal training linked to associations or institutions who cannot grant an official recognition with ECTS/ECVETS and lack of certification means")

- ☐ Yes > Go to 2.3 and on
- ☐ No > Go to 2.15

2.3

In what easy-to-understand **modality** have you been trained? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I have been trained in **Easy-to-Read Language**
- ☐ I have been trained in **Plain Language**
- ☐ I have been trained in **both** modalities
- ☐ Other, please specify: _____

2.4

What **type of training** have you received? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I have attended **workshops**
- ☐ I have attended a **vocational course**
- ☐ I have attended a **university course**
- ☐ I have done an **internship** and have worked at a firm for a short period
- ☐ I have received **in-house training** (at my company/institution, etc.)
- ☐ I am a **self-taught** expert
- ☐ Other, please specify:

  _____

2.5

In what **format** of easy-to-understand content were you trained? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I have been trained in working with **printed** content
- ☐ I have been trained in working with **digital** content
- ☐ I have been trained in working with **audio** content
- ☐ I have been trained in working with **audiovisual** content (including interpreting)
- ☐ I have **not been trained** in working with any specific format
- ☐ Other, please specify: _____

2.6

In what **field** have you been trained? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ **Education**: for example teaching materials, etc.
- ☐ **Public administration and justice**: for example institutional and administrative documents, public and legal documents, government statements, contracts, etc.
- ☐ **Media and journalism**: for example news, press releases, TV programmes, film scripts, web content, etc.
- ☐ **Culture and literature**: museum brochures or audio-guides, opera librettos, theatre plays, other cultural events, novels, etc.
- ☐ I have received a general training on **several fields**
- ☐ I have not been trained to produce easy-to-understand content in any specific field
- ☐ Other, please, specify: _____

2.7

In what **services** have you been trained? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ Creation/writing of Easy-to-Read Language
- ☐ Creation/writing of Plain Language
- ☐ Adaptation/editing/translation of Easy-to-Read texts (i.e., starting from an original text and turning it into an Easy-to-Read Language text)
- ☐ Adaptation/editing/translation of Plain Language texts (i.e., starting from an original text and turning it into Plain Language texts)
- ☐ Validation/revision of Easy-to-Read Language texts
- ☐ Validation/revision of Plain Language texts
- ☐ Quality control of the final Easy-to-Read Language texts
- ☐ Quality control of the final Plain Language texts

2.8

Which of the following **training activities** have been more useful for you? (Here you can choose 3 answers)

MULTIPLE CHOICE, MAX 3

- ☐ I have found **lectures** very useful
- ☐ I have found **practical writing exercises** very useful
- ☐ I have found **practical revision exercises** very useful
- ☐ I have found **class discussion based on errors** very useful
- ☐ I have found **writing research assessments** very useful
- ☐ I have found **analyzing existing easy-to-understand content** very useful
- ☐ I have found **discussing and comparing easy-to-understand guidelines** very useful
- ☐ I have found **internship and working with experts** very useful
- ☐ Other, please specify: _____

2.9

Overall, for how long have you been trained?

- ☐ Less than 10 hours
- ☐ From 10 to 30 hours
- ☐ From 30 to 60 hours
- ☐ More than 60 hours

2.10

Were you trained using guidelines?

- ☐ Yes > Go to 2.11
- ☐ No > Go to 2.13

2.11

What type of guidelines did you use during your training?

☐ I used **Non-language-specific** guidelines
☐ I used **Language-specific** guidelines
☐ I used **Both**
☐ Other, specify: _____

2.12

What guidelines have you used exactly? Specify:

OPEN QUESTION

2.13

Did you get a certificate after completing the training?

☐ Yes > Go to 2.14
☐ No > Go to 2.15

2.14

Have you ever been asked to show that certificate when you applied for a job?

☐ Yes
☐ No

2.15

How do you continue to improve your skills? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ To improve my skills I **undergo constant experience in the field**
- ☐ To improve my skills I **participate in conferences, workshops, etc.**
- ☐ To improve my skills I **do research**
- ☐ To improve my skills I **analyze existing easy-to-understand contents**
- ☐ To improve my skills I **study existing material (guidelines, academic articles, books on easy-to-understand language, etc.)**
- ☐ To improve my skills I participate in **in-house training (conducted at a company/institution, etc.)**
- ☐ To improve my skills I **talk with other experts**
- ☐ I To improve my skills I **talk with users**
- ☐ At the moment, I am **not doing anything specific** to improve my skills
- ☐ Other, please specify: _____

2.16

Is there anything you would like to add? (Optional)

| |
| |
| |

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SECTION 3: YOUR CURRENT ACTIVITY

This section asks questions on your current activity as an expert in easy-to-understand language. At the end of this section, you will find a text box. In this text box you can write your comments if you wish to do so.

3.1

Did you work in another profession before you became an expert in easy to understand content?

- ☐ Yes > Go to 3.2
- ☐ No > Go to 3.3

3.2

What profession?

- ☐ I was a **journalist or writer**
- ☐ I was a **teacher**
- ☐ I was a **researcher**
- ☐ I was a **social worker**
- ☐ I was a **translator or audiovisual translator** (for example, subtitler, dubbing translator, etc.)
- ☐ I did something else, please specify: _____

3.3

How would you define your activity as an expert in easy-to-understand content?

- ☐ I work as an easy-to-understand expert **full time** and I get paid
- ☐ I work as an easy-to-understand expert **part time** and I get paid
- ☐ I work as an easy-to-understand expert **as a voluntary** and I do not get paid

3.4

What kind of easy-to-understand **modality** do you usually produce? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I usually produce **Easy-to-Read language**
- ☐ I usually produce **Plain Language**
- ☐ I usually produce **Both**
- ☐ Other, please specify: _____

3.5

In what language do you produce easy-to-understand content?

Drop-down menu, MULTIPLE CHOICE

3.6

How long have you been producing easy-to-understand content?

- ☐ Less than 3 years
- ☐ Between 3 and 6 years
- ☐ Between 6 and 9
- ☐ Between 9 and 12
- ☐ Between 12 and 15
- ☐ More than 15 years

3.7

With what **format** of easy-to-understand content do you usually work? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ I usually work with **printed** content
- ☐ I usually work with **digital** content
- ☐ I usually work with **audio** content
- ☐ I usually work with **audiovisual** content (including interpreting)
- ☐ Other, please specify: _____

3.8

For what **field** do you usually produce easy-to-understand content? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ **Education**: for example teaching materials, etc.
- ☐ **Public administration and justice**: for example institutional and administrative documents, public and legal documents, government statements, contracts, etc.
- ☐ **Media and journalism**: for example news, press releases, TV programmes, film scripts, web content, etc.
- ☐ **Culture and literature**: museum brochures or audio-guides, opera librettos, theatre plays, other cultural events, novels, etc.
- ☐ I usually produce easy-to-understand content in **several fields**
- ☐ I do not usually produce easy-to-understand content in any specific field
- ☐ Other, please, specify: _____

3.9

Which of the following **services** do you perform more often (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ Creation/writing of Easy-to-Read Language
- ☐ Creation/writing of Plain Language
- ☐ Adaptation/editing/translation of Easy-to-Read texts (i.e., starting from an original text and turning it into an Easy-to-Read Language text)
- ☐ Adaptation/editing/translation of Plain Language texts (i.e., starting from an original text and turning it into Plain Language texts)
- ☐ Validation/revision of Easy-to-Read Language texts
- ☐ Validation/revision of Plain Language texts
- ☐ Quality control of the final Easy-to-Read Language texts
- ☐ Quality control of the final Plain Language texts

3.10

When you write easy-to-understand content, do you work **alone or in a team** with other experts?

- □ always alone
- □ mainly alone
- □ sometimes alone and sometimes in a team
- □ mainly in a team
- □ always in a team

3.11

How often do you **work with people who need and use easy-to-understand content** when you prepare your texts?

- □ always
- □ often
- □ sometimes
- □ rarely
- □ never
- □ comment box (you can give us the reason of your choice here):

3.12

Do people who need and use easy-to-understand content make comments on your texts?

- ☐ yes > Go to 3.13
- ☐ no > Go to 3.14

3.13

How often do you incorporate these comments in your texts?

- □ very often
- □ often
- □ sometimes
- □ rarely
- □ never

3.14

How often do you ask the opinion of other easy-to-understand experts to solve problems?

- ☐ very often
- ☐ often
- ☐ sometimes
- ☐ rarely
- ☐ never

3.15

How much do the solutions that you find in other easy-to-understand content help your work?

- ☐ A lot
- ☐ Quite a lot
- ☐ Somewhat
- ☐ Very little
- ☐ Not at all

3.16

Would you like to tell us more about this? Please, specify how other easy-to-understand content helps you in your work.

OPEN ANSWER

3.17

Do you know of the existence of easy-to-understand guidelines?

- ☐ Yes > Go to 3.18
- ☐ No > Go to 3.23

3.18

What type of guidelines are they? (Here you can choose more than one answer)

MULTIPLE CHOICE

- ☐ **National** guidelines
- ☐ **In-house** guidelines
- ☐ Guidelines **from other countries**
- ☐ Guidelines **I created**
- ☐ I don't know
- ☐ Other, please specify: _____

3.19

Do the guidelines you use only apply to **one** language?

- ☐ Yes
- ☐ No

3.20

When you write easy-to-understand content, do you usually use existing guidelines?

- ☐ Always > Go to 3.23
- ☐ Often > Go to 3.23
- ☐ sometimes > Go to 3.21
- ☐ Rarely > Go to 3.21
- ☐ Never > Go to 3.21
- ☐ Comment box: _____

3.21

Why don't you always use existing guidelines? OPEN QUESTION/OPTIONAL

3.22

What guidelines do you use exactly? Specify: OPEN QUESTION//OPTIONAL

3.23

Do you think we need shared guidelines for all Europe?

- ☐ Yes
- ☐ No

3.24

Have you ever been a teacher of easy-to-understand content?

- ☐ Yes
- ☐ No

3.25

Do you currently teach easy-to-understand content?

- ☐ Yes
- ☐ No

3.26

Is there anything you would like to add? (Optional)

SECTION 4: SKILLS

This section has 8 questions on the skills that an expert in easy-to-understand content should have. Skills are the ability to do something well. Your point of view on the skills that you think should be emphasized in training is important. It will give us important information of how to design our course.

4.1

To deliver good quality easy-to-understand content, an expert should have knowledge in the following areas: (Here you can choose 3 answers)

MULTIPLE CHOICE, MAX. 3 ANSWERS

- ☐ Easy-to-understand history, status, and applicable scenarios
- ☐ Easy-to-understand principles, guidelines, recommendations and standards
- ☐ Target groups: types of disabilities, needs, perception and cognitive processing
- ☐ Studies in reading (print and multimodal texts), and in reading disabilities
- ☐ Language and linguistics (for example, knowing the principles of text analysis, text cohesion and coherence, language complexity, simplification methods)
- ☐ Cognitive linguistics (for example, knowing the principles of language processing)
- ☐ (Media) accessibility (standards, legislation, guidelines, principles and applicable scenarios, technologies, etc.)
- ☐ Multimodality (including the role of paratextual information)
- ☐ Other, specify: _____

4.2

According to you, which of the following **services** needs more emphasis in training?

- ☐ **Creation/writing** of easy-to-understand content
- ☐ **Adaptation/editing/translation** of easy-to-understand content (i.e., starting from an original text and turning it into an easy-to understand text)
- ☐ **Validation/revision** of easy-to-understand content
- ☐ **Quality control** of the final texts
- ☐ **Other**, specify: _____

4.3

Please, rate the following statement on a scale from 1 to 5.

1 = of no importance

2 = of minor importance

3 = neither important nor unimportant

4 = important

5 = extremely important

To deliver a good quality easy-to-understand content, the following items are:

- ☐ Design and layout of the page
- ☐ Skilled and aware use of vocabulary
- ☐ Use of simple syntax (grammar) that helps to understand
- ☐ Clear organization of the information
- ☐ Use of multimodality, that is, of different channels that convey the same meaning (e.g. text and video, or text and picture)

[[[IF WEB SURVEY CREATOR DOES NOT ENABLE US TO BREAK LINES AS ABOVE: On a scale from 1 to 5 (1 – of no importance, 2 – of minor importance, 3 – neither important nor unimportant, 4 – important, 5 – extremely important), rate the importance of the following areas of action to **deliver a good quality easy-to-understand content**:

We would like to know some more details.

According to your experience, what of the following items is most useful in practice and in training? You can choose **one item** per group.

TO BE ADAPTED IN WEB SURVEY CREATOR ACCORDING TO THE REQUIREMENTS OF THE PLATFORM

4.4

Design and layout of the page

- ☐ To produce short texts and short sentences
- ☐ To organize the information on the page (for example, broad margins, broad line spacing, paragraph structure, position of pictures, etc.)
- ☐ To labele information in a clear way, so it is easy to find on the page (for example, to use headings, bullet points, etc.)
- ☐ To use clear typeface, large letters and bold, spacing, etc.

4.5

Vocabulary

- ☐ To use simple words that are easy to understand
- ☐ To define words that are difficult or new
- ☐ Not to use abbreviations
- ☐ Not to use special and difficult words that professionals use to communicate with each other

4.6

Syntax (grammar)

- ☐ To break down information into chunks
- ☐ To write short sentences (one idea per sentence)
- ☐ To use a simple structure of the sentence, so it is clear and easy to follow
- ☐ To use simple punctuation (full stops and no other punctuation)

4.7

Organization of the information

- ☐ To provide summaries
- ☐ To provide glossaries (lists of words with an explanation at the end of the text)
- ☐ To start a text with the most important information
- ☐ To use bold for new words

4.8

Multimodality

- ☐ To use big clear pictures next to the words that help to understand
- ☐ To use different accessible formats to convey information (print, large print, braille, video, face-to-face, website, etc.)
- ☐ To use read aloud functions

4.9

Is there anything you would like to add? (Optional)

| |
| |

This was the last section of the questionnaire. Thank you very much for completing it and helping us with our research. Results and updates will be available on the project website http://pagines.uab.cat/easit/

If you are willing to give us more information about your experience as an expert or teacher of easy to understand content, please get in touch with (person who sent the link to the questionnaire). We will contact you and set a short interview.