

**QUESTIONS FOR NEWFOUNDLAND AND LABRADOR BASIC LITERACY**  
**EDITS/COMMENTS TO S JONES DRAFT OF JUNE 1**

**EVALUATION OF BASIC LITERACY/ABE LEVEL 1 PROGRAMS**  
**NEWFOUNDLAND AND LABRADOR**  
**SURVEY OF LEARNERS**

Note to interviewers: %PROGRAM% should be replaced by the name of the particular program in which the respondent participated.

**Introduction**

Hello, may I speak with (name)?

*If respondent is not home, ask for a good time to call back and record on the call sheet*

*If person answering is not respondent, and asks who is calling and why, say x has been selected for a survey.*

*If they ask what the survey is about say we are afraid we cannot substitute anyone else in the house for this survey.*

Hello, my name is \_\_\_\_\_ . I am with a company called Goss Gilroy. We are doing some work for the Department of Education. They have asked us to talk to people who have been involved in literacy programs. They are trying to help make improvements in the programs available for people. We have been told by %PROGRAM% that you participated in their program.

The questions will take about 20 minutes. Your participation in this interview is voluntary. It will not affect any program in which you are involved in or plan to be involved in. Your responses will be kept confidential. You will not be identified in any reports we prepare.

Would you mind talking to me about your experience with this %PROGRAM%? Would now be a good time for you?

*Notes:*

*If he/she indicates participation in a different literacy program, take note of the program name and proceed to enlist their participation in survey.*

*If he/she did not attend any literacy program, thank them and end the call.*

*If respondent refuses, thank him/ her and end the call.*

*If respondent asks to get back to us, our phone number is local 754-2065 and toll free 1-800-289-1407.*

1. When did you start %PROGRAM%? **(ENTER ON CONTROL SHEET)**

**(IF DO NOT REMEMBER ASK TOTAL TIME SPENT IN PROGRAM**

**Number of Months** \_\_\_\_\_)

1. Month \_\_\_\_\_ Year \_\_\_\_\_

98. Don't know

99. Refused

2. Are you still participating in %PROGRAM%? **(ENTER ON CONTROL SHEET)**

1. Yes **SKIP TO 6**

2. No

99. Refused

3. When did you last attend %PROGRAM%?

1. Month \_\_\_\_\_ Year \_\_\_\_\_

98. Don't know

99. Refused

4. Did you complete %PROGRAM%?

1. Yes **SKIP TO 6**

2. No

98. Don't know **SKIP TO 6**

99. Refused **SKIP TO 6**

5. Can you tell me why you did not find it possible to complete %PROGRAM%?

6. How many days a week did you usually spend in %PROGRAM%?

1. \_\_\_\_\_ days

98. Don't know

99. Refused

7. How many hours a day did you usually spend in %PROGRAM%?

1. \_\_\_\_\_ hours

98. Don't know

99. Refused

**NOTE: FROM 6 AND 7 ESTIMATE HOURS PER WEEK \_\_\_\_\_ hours**

8. So that would make about \_\_\_\_\_ hours per week. Is this right?

1. Yes

2. No (ASK CORRECT NUMBER OF HOURS PER WEEK) \_\_\_\_\_

98. Don't know

---

99. Refused

---

9. Is this the only adult basic education or literacy program you have attended?

1. Yes

2. No

---

98. Don't know

---

99. Refused

10. The next few questions have to do with how satisfied you were with your experience at %PROGRAM%

Would you say you were really satisfied, sort of satisfied or not satisfied at all with each of the following:

a) The time of day the program was offered

---

1. Really satisfied  
2. Sort of satisfied  
3. Not at all satisfied – **ASK REASON**  
4. Refused

b) The number of days a week the program was offered

---

1. Really satisfied  
2. Sort of satisfied  
3. Not at all satisfied – **ASK REASON**  
4. Refused

c) The place where the program was offered (building, rooms)

d) The distance you traveled to get to the program

e) The teaching/tutoring

f) The books and other materials used

g) The total time you spent (or expect to spend) in the program overall

4. Refused

h) The support and encouragement you had from family and friends

i) The support and encouragement you had from other organizations ( e.g. social services)

1. Really satisfied  
 2. Sort of satisfied  
**3. Not at all satisfied – ASK REASON**

4. Refused  
 1. Really satisfied  
 2. Sort of satisfied  
**3. Not at all satisfied – ASK REASON**

4. Refused

11. Was the amount of work required of you in the program: (**READ**)

1. Too much  
 2. Too little  
 3. Just about right  
 98. Don't know                   **DON'T READ**  
 99. Refused                       **DON'T READ**

12. Did the coordinator or instructor/tutor ask you what you would like to study in the program?

1. Yes  
 2. No  
 98. Don't know  
 99. Refused

13. Was %PROGRAM% what you expected it to be?

1. Yes                           **SKIP TO 15**  
 2. No  
 98. Don't know               **SKIP TO 15**

99. Refused

**SKIP TO 15**

14. How was it different from what you expected? **(PROBE FOR WHETHER THE DIFFERENCE WAS POSITIVE OR NEGATIVE)**

1. \_\_\_\_\_

98. Don't know

99. Refused

15. Why did you decide to attend %PROGRAM%? **(PROBE FOR WHAT RESPONDENT WANTED TO GET OUT OF THE PROGRAM.)**

1. \_\_\_\_\_

\_\_\_\_\_

98. Don't know

99. Refused

**IF STILL IN PROGRAM (SEE CONTROL SHEET), SKIP TO 17**

16. Were you able to do that (get what you wanted from the program)?

1. Yes

**SKIP TO 19**

2. No

**SKIP TO 18**

98. Don't know

**SKIP TO 19**

99. Refused

**SKIP TO 19**

17. Have you made progress towards this? (get what you wanted from the program)

1. Yes

**SKIP TO 19**

2. No

**SKIP TO 18**

98. Don't know

**SKIP TO 19**

99. Refused

**SKIP TO 19**

18. Why were you not able to do that?

1. \_\_\_\_\_

**SKIP TO 20**

98. Don't know

**SKIP TO 20**

99. Refused

**SKIP TO 20**

19. Suppose you had a friend who didn't know about %PROGRAM%. He wanted to know how %PROGRAM% has helped you. What is something you could tell him about to show how the program has helped you?

1. \_\_\_\_\_

98. Don't know

99. Refused

20. What was most useful about %PROGRAM% that helped you in working towards/reaching your goal?

1. \_\_\_\_\_

98. Don't know

99. Refused

21. Did you have any problems or concerns that made it difficult to study while in the %PROGRAM%?

1. Yes

2. No

**SKIP TO 24**

98. Don't know

**SKIP TO 24**

99. Refused

**SKIP TO 24**

22. Could you tell me what these problems or concerns were?

1. \_\_\_\_\_

98. Don't know

99. Refused

23. Is there anything that could have helped you with these?

1. \_\_\_\_\_

98. Don't know

99. Refused

24. Did attending %PROGRAM% create any extra financial needs for you?

1. Yes

2. No **SKIP TO 26**

98. Don't know **SKIP TO 26**

99. Refused **SKIP TO 26**

25. Could you tell me the kinds of things you needed extra money for while in the program?

1. \_\_\_\_\_

98. Don't know

99. Refused

26. Were you able to cope financially during the program?

1. Yes

2. No

98. Don't know

99. Refused

**IF STILL IN PROGRAM (SEE CONTROL SHEET), SKIP TO 31**

27. Since you left %PROGRAM%, have you participated in **(READ)**

1. Adult Basic Education (ABE)

2. Skill Training

3. Neither **SKIP TO 32**

98. Don't Know **SKIP TO 32**

99. Refused **SKIP TO 32**

28. How did you find the move to this other program? Was it: (**READ**)

1. Very easy
2. Sort of easy
3. Difficult
4. Very Difficult

98. Don't know **SKIP TO 32**

99. Refused **SKIP TO 32**

29. What made it like this (response to 28)?

1. \_\_\_\_\_

98. Don't know

99. Refused

30. What could have helped make the move easier?

1. \_\_\_\_\_

98. Don't know

99. Refused

**SKIP TO 32**

31. Do you plan on doing more courses after %PROGRAM%?

1. Yes (**PROMPT FOR TYPE OF COURSE**) \_\_\_\_\_

2. No

98. Don't know

99. Refused

32. Now I have a few questions about your activities before you attended  
%PROGRAM% What was the highest grade you attended in the regular school system?

### 1. Grade 6 or less

## 2. Grade 7

100. Grade 8

101. Grade 9

102. Grade 10

103. Grade 11

104. Grade 12

## 8. Other

98. Don't know

99. Refused

**IF RESPONSE ABOVE (QUESTION 32) IS GRADE 11 OR 12, ASK**

33. Did you graduate from high school?

1. Yes **SKIP TO 35**

2. No

98. Don't know

98. Refused

34. What is the main reason you stopped your schooling when you did? (DO NOT READ)

98. Don't know

99. Refused

## **AFTER THE INTERVIEW CODE ABOVE AS PER THE LIST BELOW**

1. Had enough education
2. Did not like school (bored)
3. Did not do well in school
4. Advised to leave school by counselor or teacher
5. Personal illness or disability
6. School not available
7. Had to work/financial reasons
8. Wanted to work/learn a trade
9. Parental family reasons (help family business, illness at home)
10. Own family reasons (marriage, pregnancy)
11. Joined military
12. Other \_\_\_\_\_

35. When you were in regular school did you ever get any extra help with reading?

1. Yes
2. No                   **SKIP TO 37**
98. Don't know   **SKIP TO 37**
99. Refused           **SKIP TO 37**

36. When did you first receive that help?

1. Grade 1
12. Later in elementary school
13. Grades 7-9
4. High school
98. Don't know

99. Refused

**37. IF RESPONDENT IS STILL IN PROGRAM AND THERE FOR LESS THAN TWO MONTHS (SEE CONTROL SHEET) SKIP TO 40**

Now I am going to ask you about some things people do with reading and I would like you to tell me how easily you could do each of them before starting %PROGRAM% and how easily you can do them now.

**ASK THE FOLLOWING – IN FACE TO FACE INTERVIEWS SHOW INTERVIEWEE AN EXAMPLE OF EACH OF THE TYPES OF READING**

a) How easily could you read signs and notices in a grocery store

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes
2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO b)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

b) How easily could you fill out an entry form for a contest

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes
2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO c)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

c) How easily could you read instructions on medicine labels, if you had not taken the medicine before

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes

2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO d)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

d) How easily could you find information in the yellow pages of the telephone book

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes
2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO e)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

e) How easily could you read a letter from a relative or friend

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes
2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO f)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

f) How easily could you read an article in the newspaper

i) Before %PROGRAM%? <b>(READ)</b>	ii) Now? <b>(READ)</b>	iii) Do you ever do this?
1. Easily <b>SKIP TO iii)</b>	1. Easily	1. Yes
2. With some help	2. With some help	2. No
3. With a lot of help	3. With a lot of help	98. Don't know
4. Not at all	4. Not at all <b>SKIP TO 39)</b>	99. Refused
98. Don't know	98. Don't know	
99. Refused	99. Refused	

38. What are some other things you can read or write now that you could not do very well before being in %PROGRAM%?

1. \_\_\_\_\_

98. Don't know

99. Refused

39. Now I am going to ask you about some things people do with numbers and I would like you to tell me how easily you could do each of them before starting %PROGRAM% and how easily you can do them now.

**ASK THE FOLLOWING – IN FACE TO FACE INTERVIEWS SHOW INTERVIEWEE AN EXAMPLE OF EACH OF TYPE OF MATH**

a) If you had to buy a tablecloth and wanted to measure the length and width needed

i) Before %PROGRAM%? ( <b>READ</b> )	ii) Now? ( <b>READ</b> )
1. Easily <b>SKIP TO b)</b>	1. Easily
2. With some help	2. With some help
3. With a lot of help	3. With a lot of help
4. Not at all	4. Not at all
98. Don't know	98. Don't know
99. Refused	99. Refused

b) If you know how much one loaf of bread costs and needed to figure out how much two loaves will cost

i) Before %PROGRAM%? ( <b>READ</b> )	ii) Now? ( <b>READ</b> )
1. Easily <b>SKIP TO c)</b>	1. Easily
2. With some help	2. With some help
3. With a lot of help	3. With a lot of help
4. Not at all	4. Not at all
98. Don't know	98. Don't know
99. Refused	99. Refused

c) If you bought three different items at a store, and wanted to figure out the total cost of the bill

i) Before %PROGRAM%? ( <b>READ</b> )	ii) Now? ( <b>READ</b> )
1. Easily <b>SKIP TO d)</b>	1. Easily
2. With some help	2. With some help
3. With a lot of help	3. With a lot of help
4. Not at all	4. Not at all
98. Don't know	98. Don't know
99. Refused	99. Refused

d) If you know the price of a pair of shoes at a store and needed to figure out how much the 15% tax will be

i) Before %PROGRAM%? (READ)	ii) Now? (READ)
1. Easily <b>SKIP TO 42)</b>	1. Easily
2. With some help	2. With some help
3. With a lot of help	3. With a lot of help
4. Not at all	4. Not at all
98. Don't know	98. Don't know
99. Refused	99. Refused

**SKIP TO 42**

40. Now I am going to ask you about some things people do with reading and I would like you to tell me how easily you could do each of them before starting %PROGRAM%.

**ASK THE FOLLOWING – IN FACE TO FACE INTERVIEWS SHOW INTERVIEWEE AN EXAMPLE OF EACH OF THE TYPES OF READING**

a) How easily could you read signs and notices in a grocery store

i) Before %PROGRAM%? (READ)	ii) Do you ever do this?
1. Easily	1. Yes
2. With some help	2. No
3. With a lot of help	98. Don't know
4. Not at all	99. Refused
98. Don't know	
99. Refused	

b) How easily could you fill out an entry form for a contest

i) Before %PROGRAM%? (READ)	ii) Do you ever do this?
1. Easily	1. Yes
2. With some help	2. No
3. With a lot of help	98. Don't know
4. Not at all	99. Refused
98. Don't know	
99. Refused	

c) How easily could you read instructions on medicine labels, if you had not taken the medicine before

i) Before %PROGRAM%? (READ)	ii) Do you ever do this?
1. Easily	1. Yes
2. With some help	2. No
3. With a lot of help	98. Don't know
4. Not at all	99. Refused

98. Don't know

99. Refused

d) How easily could you find information in the yellow pages of the telephone book

i) Before %PROGRAM%? (**READ**)

- 1. Easily
- 2. With some help
- 3. With a lot of help
- 4. Not at all
- 98. Don't know
- 99. Refused

ii) Do you ever do this?

- 1. Yes
- 2. No
- 98. Don't know
- 99. Refused

e) How easily could you read a letter from a relative or friend

i) Before %PROGRAM%? (**READ**)

- 1. Easily
- 2. With some help
- 3. With a lot of help
- 4. Not at all
- 98. Don't know
- 99. Refused

ii) Do you ever do this?

- 1. Yes
- 2. No
- 98. Don't know
- 99. Refused

f) How easily could you read an article in the newspaper

i) Before %PROGRAM%? (**READ**)

- 1. Easily
- 2. With some help
- 3. With a lot of help
- 4. Not at all
- 98. Don't know
- 99. Refused

ii) Do you ever do this?

- 1. Yes
- 2. No
- 98. Don't know
- 99. Refused

41. Now I am going to ask you about some things people do with numbers and I would like you to tell me how easily you could do each of them before starting %PROGRAM%.

a) If you had to buy a tablecloth and wanted to measure

- 1. Easily
- 2. With some help

the length and width needed

3. With a lot of help  
4. Not at all  
98. Don't know  
99. Refused  
1. Easily  
2. With some help  
3. With a lot of help  
4. Not at all  
98. Don't know  
99. Refused  
1. Easily  
2. With some help  
3. With a lot of help  
4. Not at all  
98. Don't know  
99. Refused  
1. Easily  
2. With some help  
3. With a lot of help  
4. Not at all  
98. Don't know  
99. Refused

b) If you know how much one loaf of bread costs and needed to figure out how much two loaves will cost

c) If you bought three different items at a store, and wanted to figure out the total cost of the bill

d) If you know the price of a pair of shoes at a store and needed to figure out how much the 15% tax will be

42. Now I want to ask you some questions about reading that you might do.

How often does the newspaper come out in your area?

1. Daily
2. Weekly

3. Other \_\_\_\_\_

98. Don't know

99. Refused

43. How often do you read the newspaper?

1. Every day

2. Weekly

100. From time to time

4. Never **SKIP TO 47**

98. Don't know **SKIP TO 47**

99. Refused **SKIP TO 47**

44. Do you read the newspaper more than when you began %PROGRAM%?

1. Yes

2. No

3. About the same

98. Don't know

99. Refused

45. Do you find it easier to read the newspaper compared to before you were in %PROGRAM%?

1. Yes

2. No

3. About the same

98. Don't know

99. Refused

46. When you read a newspaper, what parts do you usually read? (**READ**)

a) Front page	1. Yes	2. No	98. Don't know	99. Refused
b) Sports	1. Yes	2. No	98. Don't know	99. Refused
c) Buy and sell ads	1. Yes	2. No	98. Don't know	99. Refused
d) TV listings	1. Yes	2. No	98. Don't know	99. Refused
e) Comics	1. Yes	2. No	98. Don't know	99. Refused
f) Entertainment news	1. Yes	2. No	98. Don't know	99. Refused

47. How far from your home is the nearest public library? (**RESPONSE MAY BE EITHER IN DISTANCE OR TIME TO DRIVE**)

---

**NOTE TO INTERVIEWER: ACCEPT ANSWER AND CODE AS**

1. Very close
2. Reasonable distance
3. Not close

98. Don't know

99. Refused

48. How often do you visit a public library? (**READ**)

1. Never	<b>SKIP TO 50</b>
2. Once in a while	<b>(LESS THAN ONCE A MONTH)</b>
3. Often	<b>(MORE THAN ONCE A MONTH)</b>

98. Don't know

99. Refused

49. Do you visit the library more often than you did before you were in %PROGRAM%?

1. Yes
2. About the same
3. Less than before

98. Don't know

99. Refused

50. Are you currently working (**READ**)

1. In a paid job
2. As a volunteer
3. Both
4. Neither

SKIP TO 55

99. Refused **(DON'T READ)** **SKIP TO 55**

51. How important is reading to your current job? (READ)

1. Very important
2. Somewhat important
3. I don't have to read for my current job

98. Don't know (DON'T READ)

98 Refused (DON'T READ)

Do you think being able to read better would

2. No  
98. Don't know  
99. Refused

53. How important is working with numbers to your current job? (READ)

1. Very important
2. Somewhat important
3. I don't have to work with numbers for my current job

98. Don't know **(DON'T READ)**

99. Refused **(DON'T READ)**

54. Do you think being able to work better with numbers would allow you to find a better job?

1. Yes

2. No

98. Don't know

99. Refused

### **SKIP TO 57**

55. Do you think being able to read better would allow you to find a job?

1. Yes

2. No

98. Don't know

99. Refused

56. Do you think being able to work better with numbers would allow you to find a job?

1. Yes

2. No

98. Don't know

99. Refused

57. Now I have a few final questions about yourself

Would you mind telling me which of the following age groups you are in?

1. Under 25
2. 25 to 45
3. 45 Plus

98. Don't know

99. Refused

58. Are you single or married/in a partnership?

1. Single
2. Married/in a partnership

98. Don't know

99. Refused

59. Do you have any dependent children living at home with you? ( may need to clarify this includes children under age 18 or with a disability, still at school)

1. Yes - number \_\_\_\_\_
2. No

98. Don't know

99. Refused

## **60. RECORD GENDER**

1. Male
2. Female

98. Don't know

That is all the questions I have. Is there any thing else you would like to say about %PROGRAM% or your experience in going back to continue your education?

Thank you very much for talking to me today.