



# Surveying Consumers about your Organisational Health Literacy

You may like to survey consumers about their experience of your organisation's health literacy - how easy they found it to negotiate and how clear and useful they found the information they received.

## TasCOSS 'How To' Guides

The TasCOSS website provides a series of 'How To' guides on conducting surveys:

- How to write questions for a survey: [www.tascosslibrary.org.au/how-write-questions-survey-0](http://www.tascosslibrary.org.au/how-write-questions-survey-0)
- How to create a paper-based survey: [www.tascosslibrary.org.au/how-to/create-paper-based-survey](http://www.tascosslibrary.org.au/how-to/create-paper-based-survey)
- How to create an online survey: [www.tascosslibrary.org.au/how-to/create-online-survey](http://www.tascosslibrary.org.au/how-to/create-online-survey)

These guides provide information on how to decide what questions to ask, how to structure the questions, how to rank them, and when to use open-ended questions. They cover some of the things to consider when developing paper based or online surveys.

## Possible questions

- How easy was it to get to our service?
- How easy was it to find our service?
- How would you rate your initial reception?
- Were you given clear information about the service and what it could do for you?
- Was the information you received from the worker clear and easy to understand?
- Was the written information you received clear and easy to understand?
- Did you feel that you were treated with empathy and respect?
- Were you able to ask all the questions that you had?
- Were you encouraged to ask questions?
- Did you feel comfortable to ask questions?
- Were you offered help to fill in forms?
- Did you find the physical environment comfortable and welcoming?
- Were signs and directions easy to read and follow?
- Were you given information about any service costs?

- If you were referred on to another service, were you given information about that service?
- Do you feel confident that you have been provided with the information that you need?
- Do you have any suggestions for improvement?
- Did you feel listened to?

## Some tools for online survey design

There are quite a few good online survey design tools available, the following being well-tested.

- Survey Monkey: [www.surveymonkey.com](http://www.surveymonkey.com)
- Google Forms: [www.google.com/forms/about](http://www.google.com/forms/about)
- Typeform: [www.typeform.com](http://www.typeform.com)