



The results of the easy to read survey:

Which kind of easy to understand information people need?

Accessible Information Material - *AIM*

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The results of the easy to read survey to discover which kind of easy to understand information people need

Twenty people per Organization from Italy, Estonia, Lithuania, Poland, Portugal and Spain: people with low literacy skills, with cognitive disabilities and refugees answered to the questionnaire showing an international view about people's needs in terms of accessible information.

The questionnaire was specially created by the project partners and adapted to the specific target of people which the organizations are most concerned with.

You can find the sample questionnaire at this link: <https://www.uniamocionlus.com/wp-content/uploads/2020/09/questionnaire.pdf>

From the results of the survey it is possible to assert that the need for accessible information about health is strong and shared by almost all the respondents from Italy, Estonia, Portugal and Lithuania: people is interested on healthy eating, healthy lifestyle, they want to know more about their disability, they need facilitation to book medical examination and an easier communication with the doctor.

While in Poland and Spain they express a greater interest for easy information to facilitate everyday issues and to have access to information about leisure activities and news. The need to have accessible information on how to get documents and organizational activities is common between the respondents from Italy, Estonia, Lithuania, Portugal and Spain.

The use of computers, from basic information to more specific information as the use of email, social networks and internet and specific programs, is shared with a more incisive interest among the respondents from Italy, Estonia, Lithuania, Portugal and Spain. In general the need for information related to events and places of artistic interest in their own city is quite widespread among all the respondents from every country.

The results of the survey showed to the partner organizations what kind of information should be translated or produced in easy to understand language to satisfy the real needs of the people in the surrounding territory.

Summary of results of the easy to read survey in every country

ITALY - ASSOCIAZIONE UNIAMOCI ONLUS

In general the participants express the need of information related with places where to go with friends, how to move in the city and what to visit and to do in their city, how to improve the relationship with people and make new friendships (for 6 participants the relation with other people and parents and to argue with them is the most relevant difficulty in their life). They need information about how to find a job and how to manage their pocket money, how to use technologies (smartphone and computer, internet); other fields in which they express the common need for accessible information is cooking, health and nature.

More in detail:

- About the activities of Uniamoci Onlus Association, they are interested in them but 6 people don't know how to get more information about our project and our activities and 5 people have no idea about how to reach the Association.
- Half of the participants don't know how to reach their favourite shop and 8 persons are not able to pay by themselves.
- 13 participants don't know at all or just a bit how to cook and **almost all of the participants are interested in easy cooking recipes (18)**.
- Half of the participants don't know how to use public transport.
- 16 participants need information on how to use computer, they want to learn: how to turn on a computer, how to write articles and documents, create and use an email address, how to edit photos and videos, to download and print images, how to do researches, how to use social networks, where to find music and films, how to create a website.
- **Almost everybody (19) would like to have information about health:** they need information about sport, healthy eating and how to lose weight, ecology and information about how to be more happy (including how to go to the beach, how to go out with friends and family, listening to music and cooking desserts).
- 12 Participants need information and facilitation to book a medical examination.
- 16 Participants need information about looking for a Job and about how to pay a bill tax; **almost everybody (18) need information about how to get documents** and about how to find a flat (17).
- **All of the participants are interested in public events in their city,** they want to have information to participate to meetings or conferences,

art exhibitions and music concerts (17). Only 6 participants have a good knowledge of the principal places to visit in their city and almost everybody wants to know how to go to monuments and places of artistic interest (18); 16 persons need information about history and meanings of monuments and places of artistic interest in their city.

ITALY - UNIVERSITY OF CATANIA

The questionnaire aims to understand if it is easy to find useful information for the management of university life on the University of Catania website.

Students browse the website of the University of Catania mainly to search for information on their university career. They look for information about courses syllabus, exams schedule, teachers' reception hours, thesis.

Sometimes some of this information is difficult to find.

For example, for one student it is difficult to access his/her personal university mail, for another student it is difficult find links to teachers' web pages.

Furthermore, **for the majority of the students it is not at all easy to find information on how to fill in the study plan.**

For more than half of the students, on the other hand, it is easy to find information about:

- where the university is located
- how to enroll and how to pay the tuition fees
- how to contact student administration offices
- how to take advantage of CINAP services.

CINAP is the centre of the University of Catania for the integration and the right to study of students with special educational needs.

It is easy for almost all the students to find information about course timetable, courses syllabus and how to contact teachers.

With regard to library services, for almost half of the students it is quite easy to find information about how to borrow a book.

For more than half of the students it is easy to find information about how to find a book in the library catalogue.

Finding information about the canteen's address and the canteen's opening and closing times is easy for some students, less easy for others.

Furthermore, for almost half of the students it is not easy to find information about discounts for public transport for university students.

Almost all students would like get help on how to better use the university's website and some students would like to better use learning platforms in particular.

Using the TEAMS platform to follow the lessons is simple for almost all students but **for some students, it is not easy to download study material and to contact teachers and colleagues on the platform.**

For almost all the students it is quite easy to use STUDIUM platform.

For almost half of the students it is not easy at all to find information about the sports activities organized by the University.

Furthermore, **for the majority of the students it is not easy to find information about internships and how to find a job** on the website. However, it is easier to find information about the jobs you can do with your degree and the possibilities of studying abroad for a short period of time.

It is not easy to find information about discounts for university students to go to the cinema, theatre, concerts, museums.

The answers about the eases of finding information about conferences, concerts, film screenings and guided tours organized by the University are uncertain:

- for some students it is easy to find this kind of information;
- for others to find this kind of information is not easy at all.

ESTONIA - TALLINNA TUGIKESKUS JUKS

From the questionnaire it emerges that people need accessible information about how to manage money responsibly, how to cook, how to use household appliances and also they wanted to know about on topics of interest to them (parties and events in Juks, information about singers, the news, information how public services work, how to overcome the grief and former bullying; information about gardening and nature (work related); information about handcraft.

Thinking on what makes life difficult for them, they answer that can be difficult in noisy environment or moving with companions (because they don't like moving).

Some clients' lives are also complicated by physical disability what makes difficult to walk in the snow or just walking and therefore participation in public events, shopping etc. Also hands' clumsiness or the possibility of using only one hand.

There were difficulties due to low cognitive ability like understanding complex or difficult text, understanding the information (including verbal information), formulating own thoughts, taking responsibility for themselves, orientation

in unfamiliar places (also in hometown), travelling alone, disability to handle unknown things, circumstances, situations. For some clients it is difficult to be surrounded by strangers or being in public places. Usually they were mentioning the fear that someone will ask them something or overall shyness.

More specifically:

- About Juks: most of respondents are interested (14) or more or less interested in what we do in Juks (8), they knew how to get information about events (very well 9, quit well 11); **There were 19 respondents who were very interested about event planning.** Reaching to the Juks - 17 are using public transport to get Juks from home and they were sure, there were also people who are using the special transport and they don't know by themselves how to get Juks.
- About shopping, more than half were very able to go shopping and buy and pay by themselves, although most of them admitted that **they do not count cash themselves** and are buying things based on a list made at home.
- About half of the respondents know more or less how to cook and usually they meant by that they know how to make sandwiches or easier salads and that they are helping at home and in Juks, but **most of them were very interested on easy cooking recipes.**
- Most of our respondents know how to use public transport, but also commented that they know only familiar routes. Those respondents who usually are using the special transport are able to use public transport when someone is guiding and helping them.
- **Most of our respondents agreed that they want to know more about how to use computer (10 so-so and 7 very)**, but it was difficult to answer what they want to know more about using computer. Mostly they want to know very easy and Basic information and skills: how to use keyboard, how to search information about their favourite topics, how to use Word, how to write e-mail. Those who were more experienced were interested on how to download music, how to use online shops, how to make online appointments and reservations, how to make bank transfers, use webcam.
- **All our respondents were interested in information about health** and they wanted mostly to know about healthy lifestyle (how to be healthy and healthy diet) and how to avoid of getting cold (and runny nose) and how to cure when you get ill. Also they were very interested about their disabilities and illnesses.
- Information about how to book a medical examination is also needed (11 respondents said they are very agreeing and 4 so-so). Although most of

respondents said it's something what their families have been taking care of, it would be interesting for them and would give feelings of greater independence being able to book the appointment on the phone or mostly on-line.

- More than half respondents (13) said that they don't need information about how to find a job, some of them were reasoning that they have already a job, but most of them said that they're happy as they are - doing daily activities or being in sheltered work department in Juks. But also there were those who said it would be interesting in the future perspective to know how to find a job or who are planning to look for a job.
- Although **getting documents** has usually been the responsibility of the respondents' parents or guardians, our respondents say quite often that they need to know it because it is interesting and also it would give possibility to seem more independent. 10 of them said that they strongly need to know about the subject and 6 rather need to know.
- Finding and registering a flat and paying for utilities were not the subjects of much interest: 14 of them said that they won't have any interest in how to find a flat and 11 of them in how to pay for utilities. Also it is important to emphasize again that the reason why they are thinking that they do not need to know is not because they know already but vice versa - those subjects are too difficult for them and they will be taken care of by their parents or guardians also in the future like how it has been until now.
- **Public events are topics of interest for our respondents:** only 3 of them said that they have no interest in public events, but 14 were very interested. Our clients have not been very familiar with participation in meetings or conferences, so at first we had to explain the idea and so the responses were somewhere in the middle: 5 wouldn't want to have information, 11 maybe would be interested and 6 would be very interested in information about how to participate in meetings and conferences. More information about art exhibitions and music concerts would be welcome.
- All our respondents were aware of the principal tourist places, 13 of them were saying that they know them very well, and **most of them also wanted to know better how to get to monuments and places of artistic interest and 14 of the respondents were very interested** on history and meaning of monuments and places of artistic interest and 5 of them were moderately interested.

LITHUANIA - ASOCIACIJA “AKTYVUS JAUNIMAS”

Research conducted in Vilnius has shown that **hospitals, Lithuanian language and kindergartens** are the three areas that refugees need the most accessible information about in Lithuania.

According to the survey, talking in Lithuanian is what's the most difficult for most of the refugees, which makes their day to day lives very difficult (causes misunderstandings and stress). The language barrier impedes the quality of many public services. First, it's difficult or almost impossible for the refugees to understand the system behind such services (healthcare, Kindergartens, schools, registration, etc.). Second, when meeting a specialist, one almost always has to rely on a translator or interpreter.

Therefore, looking at different topics and the need for easy-to-understand information:

- **healthcare**
- **education (pre-school especially)**
- **employment**
- **identification documents**
- **flat registration**

are the topics that respondents need most information about.

Respondents were also asked about the need for more easy-to-read information on different parts of urban living like public transport, shopping, cultural activities, etc. On the bright side, shopping and using public transportation were identified as easy to use and understand. **Cultural activities and events happening in the city are interesting for the respondents and were identified as hard to understand, but not as urgent as the previously mentioned topics.**

SPAIN - IES EL GRECO

In order to carry out this survey, we have asked the collaboration of APACE association, an entity that works closely with us in the training of our students. APACE is an association that gives assistance and support mainly to people suffering from cerebral palsy, the majority of the users are people with significant impairment of their basic skills.

The questionnaire has been passed to those users with less disabilities.

Reviewing the collected data, we extract the following conclusions:

- The main information APACE users need is to know their daily tasks and schedule. **They need orientation and guidelines for every day issues.**
- Also they want to have access to information about **leisure activities and news**. They are very interested in sports.
- Most of the participants in the questionnaire are interested in **learning more about the use of computers**. They are very interested in the use of the internet to search information about different things and to communicate with their friends and family. They are also interested in social networks.

Stopping at each of the aspects that have been consulted in the survey we can say that:

- Shopping: Most of the participants can do their own shopping and pay by themselves, but always in shops they know well.
- Cooking: **Most of the participants do not know how to cook, but many of them are interested in how to cook simple recipes.**
- Transport: Most of the participants know how to use public transport, but only on familiar routes. In case they need to move to an unknown area of the city or to other places they will need support.
- Computer: **Most of the participants are interested in getting to know more about the use of computers**, specially about the use of social networks and how to search information in the Net.
- Health: Only six of the participants are very interested in having more information about health issues. Most of them are interested in knowing more about their own condition. About booking a medical examination with their doctor, most of the participants are very interested in knowing how to do it by themselves.

- Organization: **Tasks like to look for a job or to pay taxes are too difficult for them and all of them express to need help to do these things.**
- Public events: **Most of the participants express that are very interested in the public events that take place in Toledo,** especially in music concerts. Exhibitions or conferences arouses less interest.
- Tourist information: Half of the participants know the main monuments of Toledo. **About two thirds of the people asked, wants to know more about historical and artistic places.**

POLAND - TOWARZYSTWO WSPIERANIA INICJATYW SPOLECZNYCH ALPI

After conducting 20 surveys, it can be said that **most of the participants need very simple information on: life, meetings, artistic events, or first aid and doing the shopping.** Poor or no ability to read, count, move independently around the city, as well as nervousness and problems with communication (indistinct speech) are a great difficulty. People who have been using the support of the ALPI Association for several years, are beginning to be aware of these difficulties. A small number of people who are with us briefly say that “they need nothing, they have no difficulties”, they do not understand the meaning of the word “difficulty”. More specifically:

- About the Association ALPI: Our participants have general knowledge about the Association, ongoing projects and schedule of activities. However, there are people who do not know the meaning of the word “schedule”, it is a difficult word for them.
- Shopping: The vast majority of participants know how to get to their favorite store, they can do shopping, but they do not know the value of money, so they shop in the presence of relatives.
- Cooking: Most of our participants know how to cook, but do not cook on their own. A small percentage is interested in learning to prepare simple dishes.
- Transport: Most of the participants know how to use public transport, but they have problems with moving in unknown areas and move only on familiar routes, e.g. home - work, work - ALPI office, home - ALPI office, home - church, home local store.
- Health: Most of our participants do not need health information. They don't use medical advice on their own. Relatives are a great support at this regard. Only 3 people would like to obtain knowledge and skills in first aid.

- Organization: Most of our participants are employed in Pasta Manufacture “Wytwórnia” and they see no need to look for another job. While participating the projects, they wrote application documents: CV and cover letter with the support of a professional adviser. Most people do not need independent housing and do not need information on how to find or rent an apartment. Most people do not pay their own bills, 3 people know anything about taxes.
- Public events: **About half of the participants have knowledge about public events in our city, want to participate in meetings, art exhibitions and music concerts and expect information on this topic.**
- Tourist information: **Most of our participants know the monuments of Białystok, but do not know how to get there.** There is no need to get information about the history and importance of monuments and cultural institutions. It is too abstract: the words “history” or “cultural institutions”, even explained in a simpler way, did not arouse interest.

PORTUGAL - CENTRO SOCIAL E PAROQUIAL SANTOS MARTIRES

In general the participants express their needs of easy information related on how to go to the doctor and how to book a medical examination, how to go to the Post Office or to the bank, how to use public transport and how to make shopping. Almost all of them want to know how to earn some money. They are also interested in cooking and to have simple easy information such as the weather and the meals of the week, rules and personal care. What is most difficult in their life is connected with their independence.

More specifically:

- **All of them are interested in what we do in Santos Martires** but 12 people don't know how to get more information about our project and our activities, **they are interested in our timetable** and 8 people don't know how to reach the institution.
- Around half of the respondents are not able to go to their favourite shop and they are not able to pay for themselves.
- 14 people are interested to know easy cooking recipes.
- **15 people need more information about how to use computer:** basic information, how to write, listen to music, watch videos, make reserches, use of internet, how to play games, how to edit photos, write emails, use of Facebook.
- **Almost all of them wants to have information about health:** they want to

know more about their disabilities, they want to understand what the doctor says when he visits them, how to cook easy and healthy recipes, what to do to feel better, personal care and more information and facilitation to book a medical examination.

- 14 people need information about looking for a Job and **almost everybody needs information about how to get documents and how to pay a bill tax** (18); 16 people are interested in how to find a flat.
- About public events: **almost everybody wants to have information about music concerts** in the city and lot of them wants to have information about public events in the city.
- **Almost everybody is interested in the history of monuments and places of artistic interest and how to reach them.**

This document is a result of the Project **Accessible Information Material – AIM**, a Strategic Partnership for innovation - Erasmus+ Programme.

AIM wants to spread the easy to read and to understand language and to produce and disseminate concrete resources to facilitate the access to information and Communications Technologies (ICT) to people with learning disability and low literacy skills. **The Project is Co-funded by the Erasmus+ Programme of the European Union.**

For more information visit the web-site:

<https://accessibleinformationmaterial.blogspot.com>



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