

EMLS Learner

Baseline and Follow-Up Survey Pack

Customer-facing survey pack for confidence tracking, access preferences and learner reflection

EMLS

Evaluation and Reporting

Purpose

This pack provides short survey questions that can be used before and after EMLS participation. The questions are designed to be brief, accessible and focused on self-reported confidence and support needs. They can be adapted for Easy Read, low-text or supported completion.

1. How to use this survey pack

- Use the baseline check-in before or near the start of a module or pilot.
- Use the follow-up check-in at completion or after a meaningful learning milestone.
- Offer support for people who prefer to answer verbally, with a support person, or in another format.
- Do not require private diagnosis or medical details to complete the survey.
- Use aggregated results wherever possible for reporting.

2. Baseline check-in questions

Question	Response options
Who are you completing this check-in for?	Myself; Someone I support; A student or participant; A client; Other
What are you hoping EMLS or EduLinked support will help with most?	Explaining needs more clearly; Feeling more confident communicating; Using phone or online services; Staying safe online; Supporting someone else; Understanding systems or processes; Other

What best describes the main challenge right now?	Clear information; Communication barriers; Advocating for needs; Suitable tools/resources; Financial barriers; Confidence; Inclusive support; Professional capacity-building; Other
How are you most likely to use support or resources?	On my own; With support; In a group or program; Not sure yet
What access supports may help?	Easy Read; Plain language; Large print; Screen-reader friendly version; Captions; Symbol-supported version; Low-text version; Auslan; Braille; Other; None

3. Confidence rating questions

Use a 1 to 5 scale: 1 = Not confident at all; 2 = A little confident; 3 = Somewhat confident; 4 = Confident; 5 = Very confident.

Confidence area	Baseline rating	Follow-up rating
Explaining my situation, ideas or needs clearly		
Navigating conversations or systems, such as services, forms or phone calls		
Using tools, prompts or strategies to support communication		
Staying safe and making good decisions online		
Using digital services such as websites, forms, email or online accounts		
Using a phone, device or the internet to do everyday tasks		

4. Follow-up questions

Question	Response options or notes
What was most useful?	Short written response or supported discussion.

What was hard to access?	Short written response or supported discussion.
Did the resources or support help you feel more confident?	Yes; A little; Not sure; No
Would you use EMLS or EduLinked resources again?	Yes; Maybe; Not sure; No
What should EduLinked improve?	Short written response or supported discussion.

5. Accessible completion options

- Learner completes independently online or on paper.
- Learner completes with a support person.
- Facilitator reads questions aloud and records the learner's answer.
- Learner uses symbols, pointing, AAC, typing, voice or other communication method.
- Survey is adapted into Easy Read, low-text or interview format.

Important caution

These surveys measure self-reported confidence and experience. They should not be used as a clinical assessment, diagnostic tool or proof of guaranteed learning transfer.

6. Contact

For survey support, contact EduLinked at founder@edulinked.com.au.