



LFE Walkabout

Make notes on the following points during your walkabout:

How clear are the signs, symbols and displays that explain the agency services and that direct you around the agency environment?

Can you tell what services and supports the agency provides when you walk in?

How easy is it to tell who/what/when/how/where the agency serves?

What agency jargon could be a barrier to you understanding the services provided?

Do you need to fill out a form to use this agency's services? How easy is the form to read and complete?

Is friendly, helpful, confidential assistance readily available?

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Widening Access for Adult Literacies Project
<http://www.wideningaccessforliteracies.ca>

After the walkabout

Discuss what you discovered:

What features of the agency support or hinder an LFE?

Support

Hinder



Use the Literacy Alberta LFE checklist to help identify areas for improvement and strategies for change. (See Appendix 2 in Participant Package.)

Possible improvements

Identify priorities for making changes

Identify strategies to carry out these priority changes.