

North Texas Commission
2007 Metroplex Survey

Prepared for:
North Texas Commission

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I. INTRODUCTION

During the months of October and November 2007, the University of North Texas Survey Research Center conducted the Metroplex Survey. The Metroplex Survey is an annual survey of 1,200 residents of Collin, Dallas, Denton, and Tarrant Counties. Three hundred respondents are interviewed in each of the four counties. Organizations and researchers purchase time on the questionnaire to ask questions in their areas of interest. The Metroplex Survey offers a low-cost, annual method of exploring issues or for tracking responses over time.

The North Texas Commission (NTC) submitted questions designed to assess reading skills and needs for further reading education in north Texas. The questions covered the following topics:

- Self-assessed reading skills and understanding of written English;
- Experienced levels of difficulty performing common, every day reading tasks;
- Needs for additional reading training.

This report details the findings of each question and provides further analysis at the end of the report that ties the information together.

II. METHODOLOGY

Sample

The conceptual population for the survey was all residents of Dallas, Tarrant, Collin and Denton counties who were 18 years of age or older and who reside in households with telephones. Random digit dialing (RDD) was used as the method of sample generation because it offers the best coverage of active telephone numbers, and it reduces sample bias. The RDD method ensures that:

- the conceptual frame and sampling frame match;
- unlisted telephone numbers will be included, and;
- the sampling frame will be as current as possible, thus maximizing the probability that new residents will be included.

To ensure that only residents of the target counties were interviewed, telephone prefixes outside of the area were excluded. Screening questions were included in the survey instrument to exclude anyone outside of the target area.

The sample was stratified so that 300 interviews were conducted from each of the four counties. A total of 1,200 usable interviews were conducted and analyzed. In a purely random sample, 1,200 interviews yield a margin of error of ± 2.8 percent. This means, for example, that if 40 percent of the respondents answered “yes” to a question, we could be 95 percent confident that the actual proportion of residents in the population who would answer “yes” to the same question is 2.8 percentage points higher or lower than 40 percent (37.2 percent to 42.8 percent). Margins of error are not directly applicable to stratified samples but can be expressed to indicate the adequacy of the sample size.

The data were weighted by county population and race/ethnicity when presenting data for the full sample. Census estimates from 2006 were used to develop the weighting algorithm.

Instrument

The survey instrument was constructed using several sources. Metroplex agencies, companies and University of North Texas departments were offered the opportunity to place questions into the Metroplex survey. NTC staff submitted a set of questions for the 2007 survey designed to measure reading abilities. The questions administered for NTC are included in the Appendix.

Data Collection

Trained telephone interviewers who had previous experience in telephone surveys were used to conduct the survey. Each interviewer completed an intensive general training session. The purposes of general training were to ensure that interviewers understood and practiced all of the basic skills needed to conduct interviews and that they were knowledgeable about standard interviewing conventions. The interviewers also attended a specific training session for the project. The project training session provided information on the background and goals of the study. Interviewers practiced administering the questionnaire to become familiar with the questions.

All interviewing was conducted from a centralized telephone bank in Denton, Texas. An experienced telephone supervisor was on duty at all times to supervise the administration of the sample, monitor for quality control, and handle any other problems. Data for the survey were collected from October 3 to November 11, 2007.

Analysis by Demographic Groups

Questions in the survey were cross-tabulated with the demographic variables presented below. Variables included in the crosstabulations will be discussed in each section of the report.

Length of residence	Length of residence
Years of education	Income
Number of occupants in household	Own or rent home
Age of respondent	Ethnicity
Gender of respondent	Employment status
Have children	

Whenever the responses to a single question are divided by demographic groups, the percentage distribution of responses within one group will rarely exactly match the percentage distribution of another group; there will often be some variation between groups.

The most important consideration in interpreting these differences is to determine if the differences in the sample are representative of differences between the same groups within the general population. This consideration can be fulfilled with a test of statistical significance. The Survey Research Center only reports those differences between groups that are found to be statistically significant.

III. SAMPLE CHARACTERISTICS

The characteristics of respondents in the sample are presented in Table 1. About one-third of the respondents had a high school diploma or less. Nine percent made less than \$15,000 a year and 15.7 percent made less than \$20,000 a year.

Table 1
Respondent Demographics

Demographics	Percentage (n=1,200)
Education	
Less than high school	12.3
High school graduate	21.6
Some college	24.1
College graduate or more	42.0
Length of residence in DFW area	
3 to 12 months	2.1
1 to 4 years	10.2
5 to 9 years	9.7
10 or more years	78.0
Gender of respondent	
Female	62.1
Male	37.9
Age of Respondent	
18 to 25	6.8
26 to 35	15.5
36 to 45	22.1
46 to 55	23.6
56 to 65	14.9
66 to 75	10.4
Over 75	6.9
Ethnicity	
White	49.9
African American	15.0
Hispanic	28.0
Other	7.0

**Table 1 (Continued)
Respondent Demographics**

Demographics	Percentage (n=1,200)
Income	
\$15,000 or less	8.7
\$15,001 to \$20,000	7.0
\$20,001 to \$30,000	8.9
\$30,001 to \$40,000	14.4
\$40,001 to \$50,000	6.9
\$50,001 to \$75,000	17.5
\$75,001 to \$100,000	13.3
\$100,001 to \$150,000	11.2
Over \$150,000	12.1
Own or rent home	
Own	70.8
Rent	26.3
Rent-free situation	2.8
Number of People in Household	
1-2	50.3
3-4	35.0
5 or more	14.6
Have Children	
Yes	39.0
No	61.0
Have Children	
Less than 6 years old	18.8
6 to 12 years old	23.2
13 to 17 years old	18.1
Employment status	
Full-time	49.3
Part-time	9.6
Unemployed	7.5
Retired	22.3
Student	3.4
Homemaker	7.9
Area*	
Dallas	44.3
Denton	11.0
Collin	13.2
Tarrant	31.5

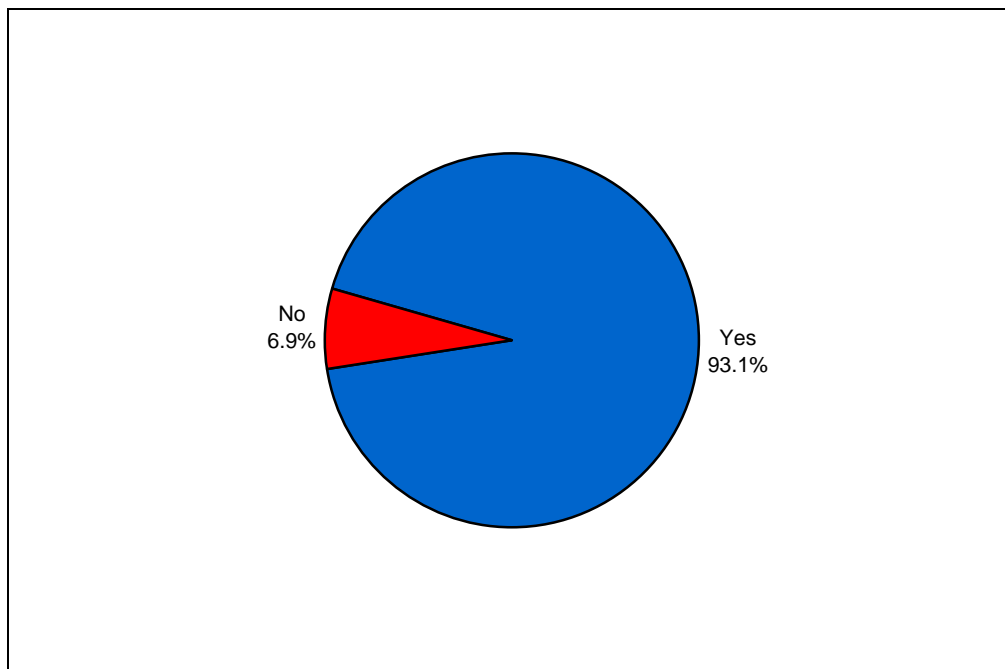
* Unweighted, there are an equal number of respondents from each of the four counties.

IV. FINDINGS

Self-Assessed Reading Skills

The first few questions asked respondents to rate their ability to understand spoken and written English. Another question asked them to rate the adequacy of their reading skills.

Figure 1
Understand Spoken English Well Enough to Get By in Most Situations
(N=1,198)



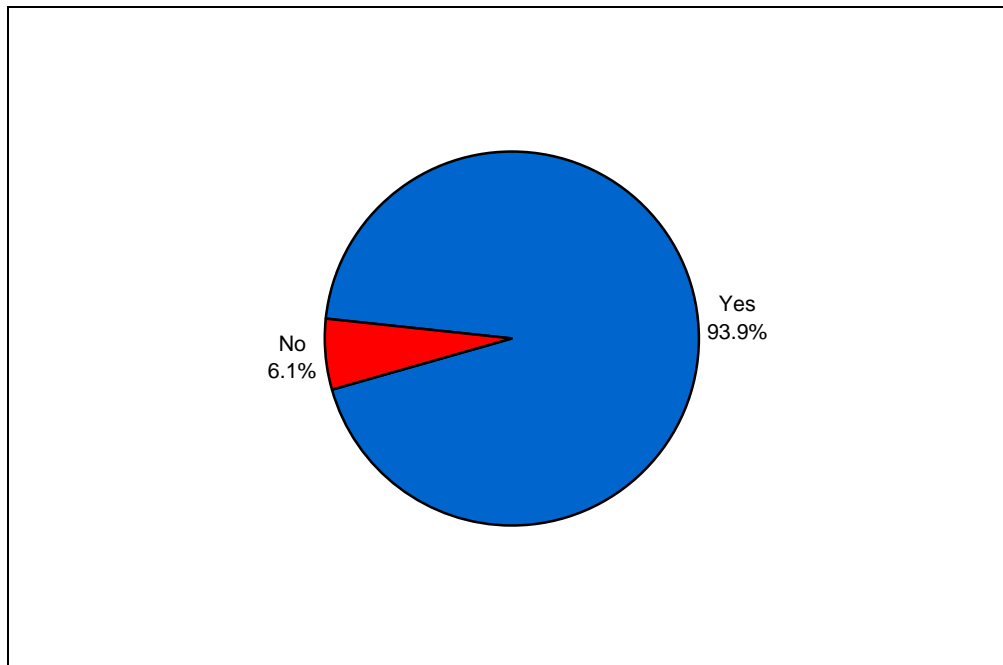
- The first question asked, “Do you understand spoken English well enough to get by in most situations?” As shown in Figure 1, 6.9 percent of the respondents stated that they do not understand spoken English well enough to get by in most situations.
- The percentage stating that they did not understand English well enough was greater among residents living in the Metroplex for less than 10 years (see Table 2).
- Respondents under age 35, with children under age 18, and with less than a high school education, and incomes between \$15,001 and \$20,000 were more likely to report that they did not understand English well enough to get by in most situations. Hispanic respondents and unemployed respondents were more likely to report that they did not understand English well enough.

Table 2
Understand Spoken English Well Enough
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	88.0	12.0
1 to 4 years	83.7	16.3
5 to 9 years	89.5	10.5
10 to 15 years or more	95.0	5.0
Age Group		
18-25	86.3	13.8
26-35	83.2	16.8
36-45	89.0	11.0
46-55	97.5	2.5
56-65	100.0	0.0
66-75	98.4	1.6
Over 75	97.6	2.4
Number of people living in HH		
1-2	99.2	0.8
3-4	93.3	6.7
5 or more	71.4	28.6
Children under 18		
Yes	85.3	14.7
No	98.3	1.7
Home ownership		
Owner	95.0	5.0
Renter	86.9	13.1
Education		
No high school degree	69.7	30.3
High school graduate	94.6	5.4
Some college	96.9	3.1
College graduate or more	97.0	3.0
Income		
\$15,001 or less	91.4	8.6
\$15,001 to \$20,000	77.8	22.2
\$20,001 to \$30,000	85.3	14.7
\$30,001 to \$40,000	89.6	10.4
\$40,001 to \$50,000	100.0	0.0
\$50,001 to \$75,000	95.2	4.8
\$75,001 to \$100,000	100.0	0.0
\$100,001 to \$150,000	100.0	0.0
Over \$150,000	100.0	0.0
Ethnicity		
White	99.5	0.5
African American	98.9	1.1
Hispanic	76.7	23.3
Other	100.0	0.0
Employment status		
Full-time	94.0	6.0
Part-time	97.4	2.6
Unemployment	78.4	21.6
Retired	98.9	1.1
Student	85.0	15.0

Demographic	Percentage responding	
	Yes	No
Homemaker	81.3	18.7
Area		
Dallas	91.1	8.9
Denton	97.7	2.3
Collin	97.4	2.6
Tarrant	92.6	7.4

Figure 2
Understand Written English Well Enough to Get by in Most Situations
(N=1,196)



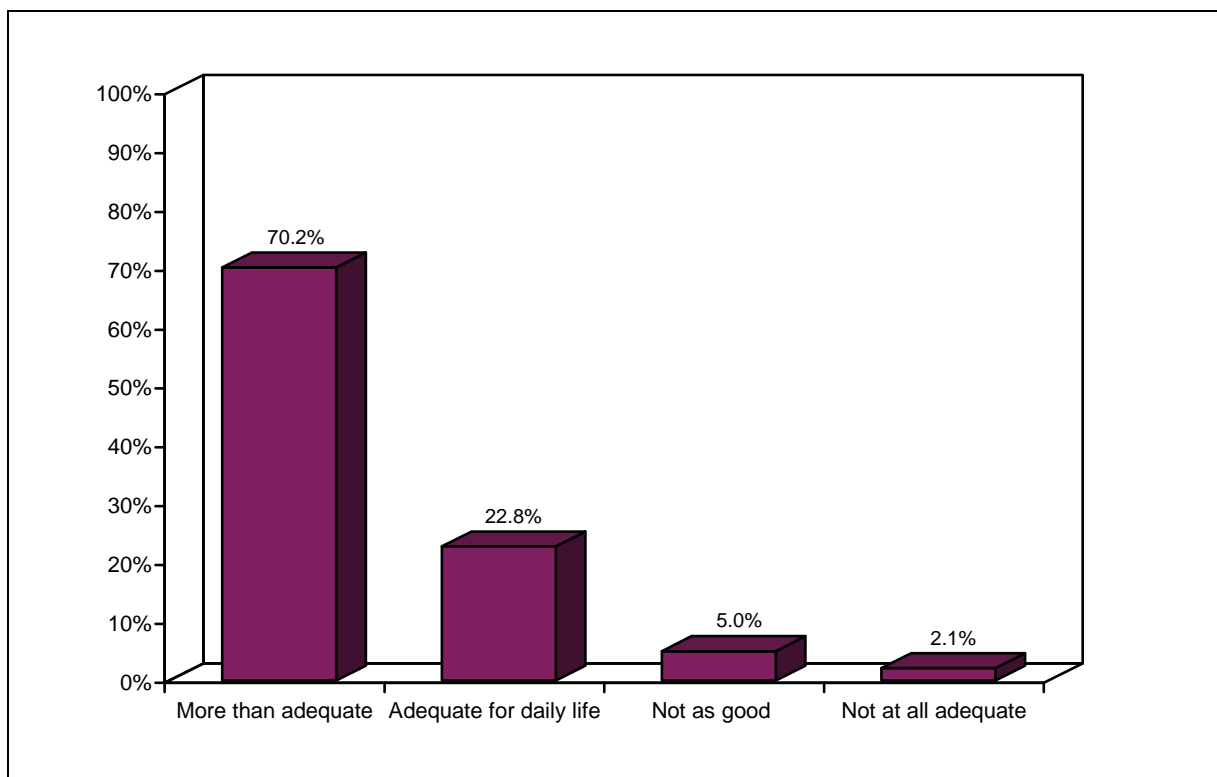
- Six percent of the respondents stated that they did not understand written English well enough to get by in most situations (see Figure 2).
- As shown in Table 3, the percentage stating that they did not understand written English well enough was greater among residents living in the Metroplex for less than 10 years.
- Respondents age 35 or under, with large families, who rent their homes, have less than a high school education, and incomes between \$15,001 and \$20,000 were more likely to report that they did not understand written English well enough to get by in most situations. Hispanic respondents and unemployed respondents were more likely to report that they did not understand written English well enough.

Table 3
Understand Written English Well Enough
By Selected Demographics

	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	88.0	12.0
1 to 4 years	91.0	9.0
5 to 9 years	83.9	16.1
10 to 15 years or more	95.7	4.3
Age Group		
18-25	86.3	13.8
26-35	89.5	10.5
36-45	89.0	11.0
46-55	97.1	2.9
56-65	98.9	1.1
66-75	97.6	2.4
Over 75	98.8	1.2
Number of people living in HH		
1-2	97.8	2.2
3-4	93.4	6.6
5 or more	82.2	17.8
Children under 18		
Yes	89.0	11.0
No	97.1	2.9
Home ownership		
Owner	97.0	3.0
Renter	84.6	15.4
Education		
No high school degree	66.2	33.8
High school graduate	94.2	5.8
Some college	100.0	0.0
College graduate or more	98.2	1.8
Income		
\$15,001 or less	94.6	5.4
\$15,001 to \$20,000	75.3	24.7
\$20,001 to \$30,000	84.8	15.2
\$30,001 to \$40,000	100.0	0.0
\$40,001 to \$50,000	95.9	4.1
\$50,001 to \$75,000	100.0	0.0
\$75,001 to \$100,000	100.0	0.0
\$100,001 to \$150,000	100.0	0.0
Over \$150,000	100.0	0.0
Ethnicity		
White	99.8	0.2
African American	98.3	1.7
Hispanic	79.5	20.5
Other	100.0	0.0
Employment status		
Full-time	93.1	6.9
Part-time	94.7	5.3
Unemployment	86.4	13.6
Retired	98.5	1.5
Student	100.0	0.0
Homemaker	91.2	8.8

	Percentage responding	
	Yes	No
Gender		
Female	95.8	4.2
Male	90.9	9.1
Area		
Dallas	91.7	8.3
Denton	98.5	1.5
Collin	97.4	2.6
Tarrant	94.1	5.9

Figure 3
Self Rating of Reading Skills
(n=1,187)



- Respondents were asked, “In terms of what you need to do to function in life, how would you rate your reading skills?” As shown in Figure 3, over 90 percent rated their reading skills as more than adequate (70.2 percent) or adequate for daily life (22.8 percent). However, 7.1 percent stated that their reading skills are not as good as they could be (5.0 percent) or not at all adequate.
- Ratings of “not at all adequate” were higher among respondents who had lived in the Metroplex for less than one year, between age 18 and 25, with 5 or more people in the household, renting their home, less than a high school education, who were of Hispanic ethnicity, or were unemployed (see Table 4).
- A larger percentage of respondents in Dallas and Tarrant counties reported that their reading skills were not at all adequate compared to respondents from Collin and Denton counties.

Table 4

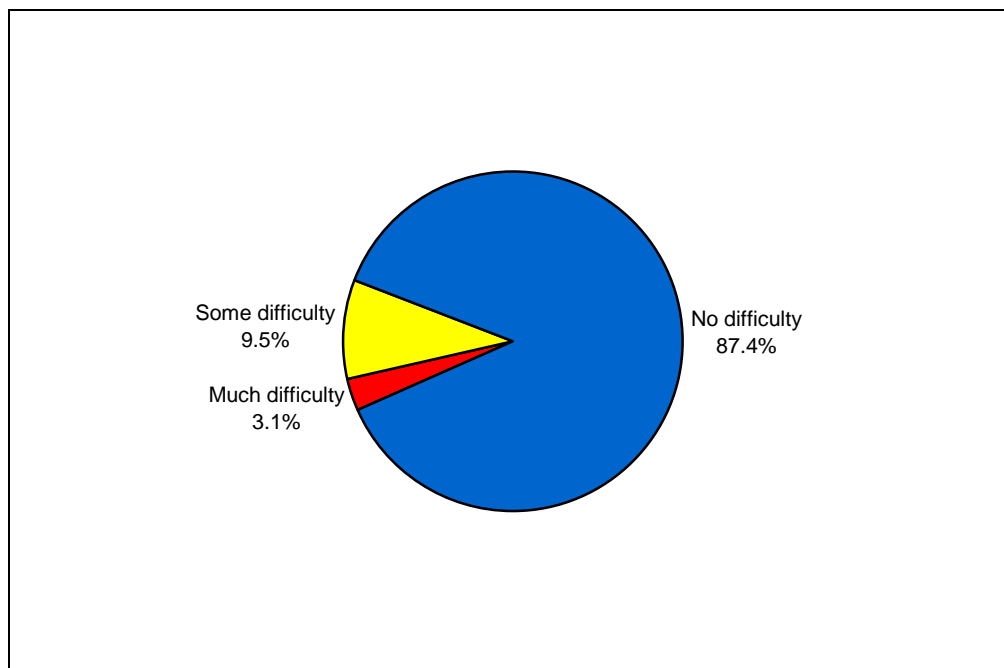
**Rate Your Reading Skills
By Selected Demographics**

Demographic	Percentage responding			
	More than Adequate	Adequate	Not as good as should be	Not at all adequate
Length of residence				
3 months but less than 1 year	52.0	28.0	8.0	12.0
1 to 4 years	69.1	14.6	8.9	7.3
5 to 9 years	62.1	23.3	9.5	5.2
10 to 15 years or more	71.8	23.6	3.8	0.8
Age Group				
18-25	56.3	21.3	16.3	6.3
26-35	75.3	14.0	9.0	1.7
36-45	63.9	30.0	3.4	2.7
46-55	70.7	23.6	3.6	2.1
56-65	83.6	13.6	1.7	1.1
66-75	67.2	26.9	4.2	1.7
Over 75	61.7	34.6	3.7	0.0
Number of people living in HH				
1-2	77.1	20.2	2.4	0.3
3-4	63.8	28.0	5.1	3.1
5 or more	61.3	19.0	14.3	5.4
Children under 18				
Yes	64.7	23.6	8.5	3.2
No	73.7	22.2	2.7	1.4
Home ownership				
Owner	76.4	19.7	3.4	0.6
Renter	54.3	30.9	8.7	6.1
Education				
No high school degree	22.4	40.6	27.3	9.8
High school graduate	53.4	40.2	5.6	0.8
Some college	78.7	19.9	1.4	0.0
College graduate or more	86.6	11.2	0.4	1.8
Ethnicity				
White	84.8	13.9	1.2	0.2
African American	61.8	30.9	5.6	1.7
Hispanic	47.3	34.5	11.9	6.4
Other	72.3	24.1	3.6	0.0
Employment status				
Full-time	74.6	19.6	3.8	2.1
Part-time	76.3	21.1	2.6	0.0
Unemployment	41.4	33.3	18.4	6.9
Retired	68.7	26.3	3.5	1.5
Student	80.0	17.5	2.5	0.0
Homemaker	60.9	27.6	8.0	3.4
Area				
Dallas	66.2	23.4	7.5	2.9
Denton	83.2	15.3	0.8	0.8
Collin	78.5	18.4	2.5	0.6
Tarrant	67.7	26.4	3.7	2.1

Difficulty Reading Various Materials

After the respondents provided the self assessment of their reading skills, they were asked, “Thinking about your reading skills, do you usually have much, some or no difficulty. . .” reading a number of different materials: newspaper articles, papers or announcements sent home from their child’s school, papers from their doctor or the hospital, reading written instructions at their job, labels on food items or medicines, reading bus schedules or other directions, or writing notes or letters. The results of these ratings are presented in Figure 4 through Figure 8 and the related demographics tables.

Figure 4
Difficulty Reading Newspaper Articles
(N=1,049)



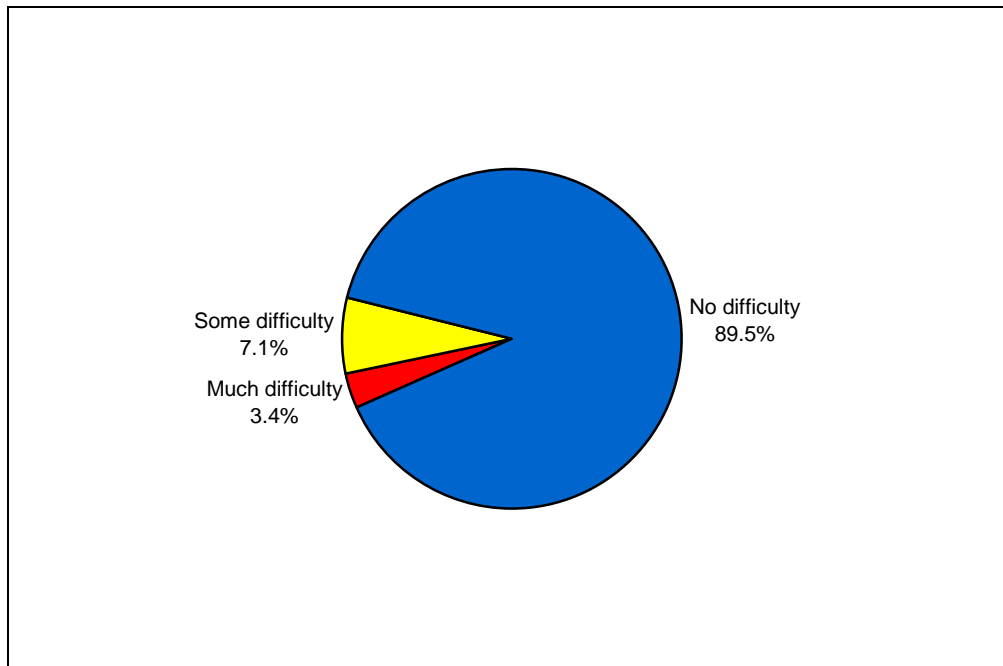
- Thirteen percent reported much (3.1 percent) or some (9.5 percent) difficulty reading newspapers (see Figure 4). Responses varied by several demographic characteristics (see Table 5).

Table 5
Difficulty Reading Newspaper Articles
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Length of residence			
3 months but less than 1 year	12.0	24.0	64.0
1 to 4 years	8.1	9.8	82.1
5 to 9 years	6.8	15.4	77.8
10 to 15 years or more	1.7	8.4	89.9
Age Group			
18-25	7.6	11.4	81.0

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
26-35	1.6	9.2	89.1
36-45	3.4	12.2	84.4
46-55	3.6	11.4	85.1
56-65	0.6	4.0	95.5
66-75	3.3	8.1	88.6
Over 75	2.4	7.3	90.2
Number of people living in HH			
1-2	1.5	8.0	90.5
3-4	3.8	8.6	87.5
5 or more	5.7	16.1	78.2
Children under 18			
Yes	4.6	11.7	83.7
No	2.1	8.2	89.7
Home ownership			
Owner	1.2	6.5	92.3
Renter	7.3	18.2	74.4
Education			
No high school degree	14.3	33.3	52.4
High school graduate	0.8	15.6	83.7
Some college	1.0	2.8	96.2
College graduate or more	2.2	3.2	94.6
Income			
\$15,001 or less	7.6	16.3	76.1
\$15,001 to \$20,000	16.2	23.0	60.8
\$20,001 to \$30,000	3.2	14.9	81.9
\$30,001 to \$40,000	0.0	7.8	92.2
\$40,001 to \$50,000	0.0	10.8	89.2
\$50,001 to \$75,000	0.5	5.9	93.6
\$75,001 to \$100,000	0.0	2.8	97.2
\$100,001 to \$150,000	0.0	0.0	100.0
Over \$150,000	0.8	2.3	96.9
Ethnicity			
White	1.0	4.2	94.8
African American	1.1	9.4	89.4
Hispanic	8.0	19.0	72.9
Other	2.4	9.5	88.1
Employment status			
Full-time	2.7	8.4	88.9
Part-time	0.0	5.3	94.7
Unemployment	8.0	23.9	68.2
Retired	2.7	8.7	88.6
Student	0.0	5.0	95.0
Homemaker	5.4	8.6	86.0
Area			
Dallas	3.2	12.2	84.6
Denton	0.8	6.1	93.2
Collin	3.2	3.2	93.7
Tarrant	3.7	9.8	86.5

Figure 5
Difficulty Reading Papers/Announcements Sent Home from Child's School
(N=467)

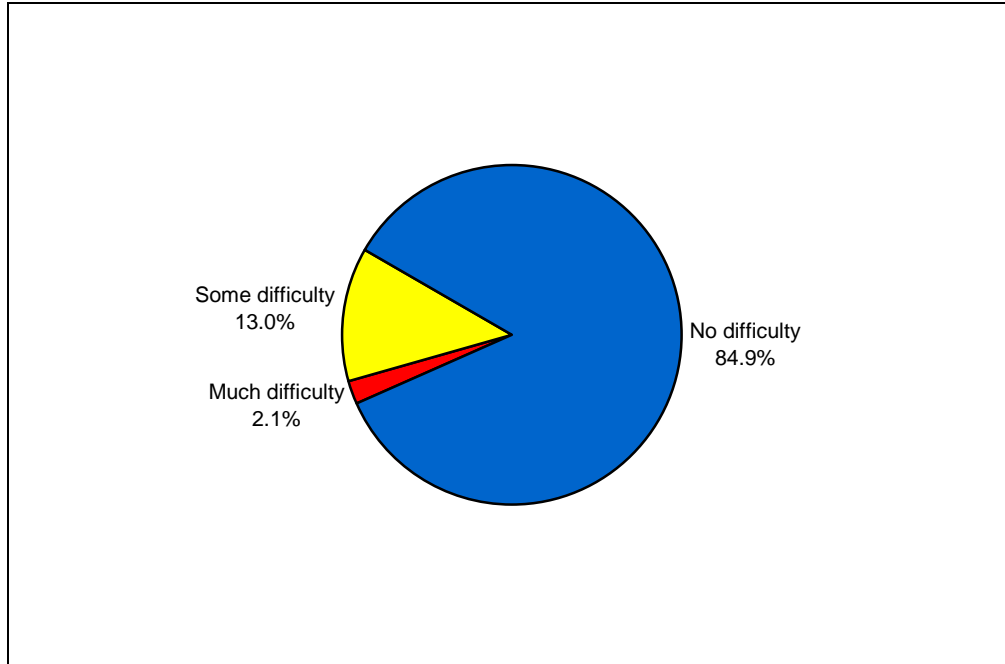


- Eleven percent of the respondents with children reported much (3.4 percent) or some (7.1 percent) difficulty reading announcements sent home from their children's school (see Figure 5). Responses varied by several demographic characteristics (see Table 6).

Table 6
Difficulty Reading Papers/Announcements Sent Home from Child's School
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Number of people living in HH			
1-2	6.1	0.0	93.9
3-4	3.6	4.3	92.1
5 or more	2.0	13.2	84.8
Home ownership			
Owner	1.5	4.5	94.0
Renter	7.5	15.8	76.7
Education			
No high school degree	16.4	32.9	50.7
High school graduate	2.0	7.8	90.2
Some college	0.0	1.0	99.0
College graduate or more	0.0	0.0	100.0
Ethnicity			
White	0.0	0.6	99.4
African American	2.6	2.6	94.8
Hispanic	6.5	16.2	77.3
Other	3.1	3.1	93.8
Gender			
Female	1.7	7.6	90.8
Male	6.2	6.2	87.7

Figure 6
Difficulty Reading Papers from Your Doctor or Hospital
(N=1,187)



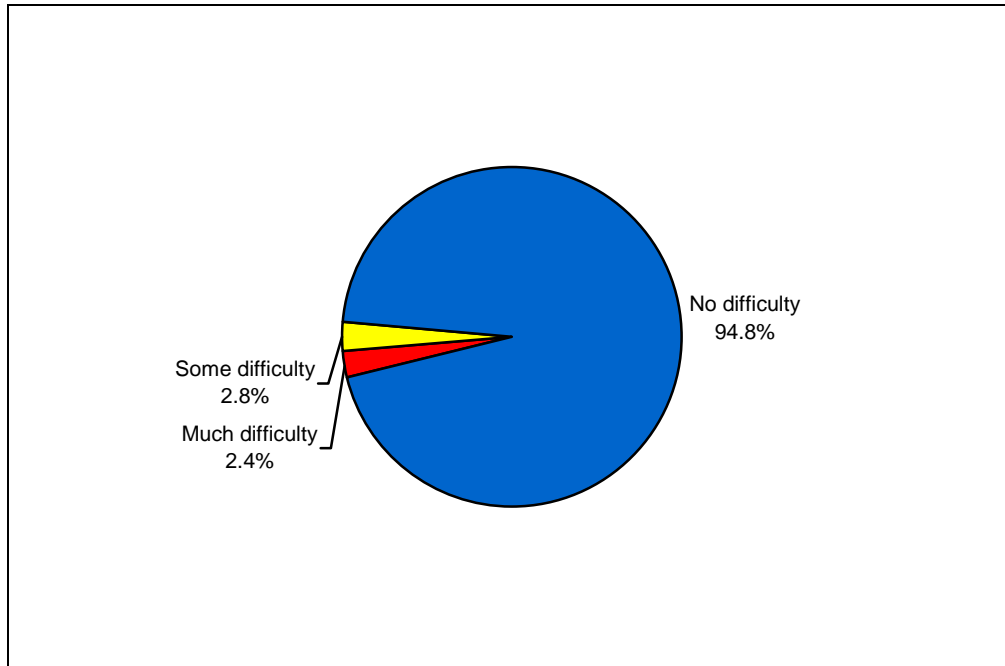
- Fifteen percent of the respondents reported much (13.0 percent) or some (2.1 percent) difficulty reading papers from their doctor or hospital (see Figure 6). Responses varied by several demographic characteristics (see Table 7).

Table 7
Difficulty Reading Papers from Your Doctor or Hospital
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Length of residence			
3 months but less than 1 year	4.5	31.8	63.6
1 to 4 years	3.4	5.1	91.5
5 to 9 years	5.2	6.0	88.8
10 to 15 years or more	1.5	14.4	84.1
Age Group			
18-25	5.2	14.3	80.5
26-35	1.6	9.2	89.1
36-45	1.1	9.9	89.0
46-55	0.7	18.2	81.0
56-65	4.0	11.5	84.5
66-75	2.4	13.8	83.7
Over 75	1.2	13.4	85.4
Home ownership			
Owner	1.5	10.6	87.9
Renter	3.3	19.4	77.3

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Education			
No high school degree	8.5	22.0	69.5
High school graduate	0.0	19.1	80.9
Some college	1.0	10.1	88.9
College graduate or more	1.8	9.1	89.1
Income			
\$15,001 or less	3.4	15.7	80.9
\$15,001 to \$20,000	12.0	20.0	68.0
\$20,001 to \$30,000	3.2	12.6	84.2
\$30,001 to \$40,000	0.6	7.8	91.6
\$40,001 to \$50,000	0.0	18.9	81.1
\$50,001 to \$75,000	0.0	17.3	82.7
\$75,001 to \$100,000	0.0	5.7	94.3
\$100,001 to \$150,000	0.0	6.7	93.3
Over \$150,000	0.8	10.9	88.4
Ethnicity			
White	1.0	10.5	88.5
African American	1.1	13.9	85.0
Hispanic	4.9	17.7	77.4
Other	1.2	9.8	89.0
Employment status			
Full-time	3.0	9.6	87.5
Part-time	0.0	16.7	83.3
Unemployment	0.0	27.6	72.4
Retired	2.3	14.3	83.4
Student	0.0	22.5	77.5
Homemaker	1.1	6.6	92.3
Gender			
Female	1.1	13.0	85.9
Male	3.6	12.8	83.6
Area			
Dallas	1.7	16.2	82.1
Denton	1.5	7.7	90.8
Collin	1.9	7.0	91.1
Tarrant	2.9	12.8	84.3

Figure 7
Difficulty Reading Written Instructions at Your Job
(N=1,079)

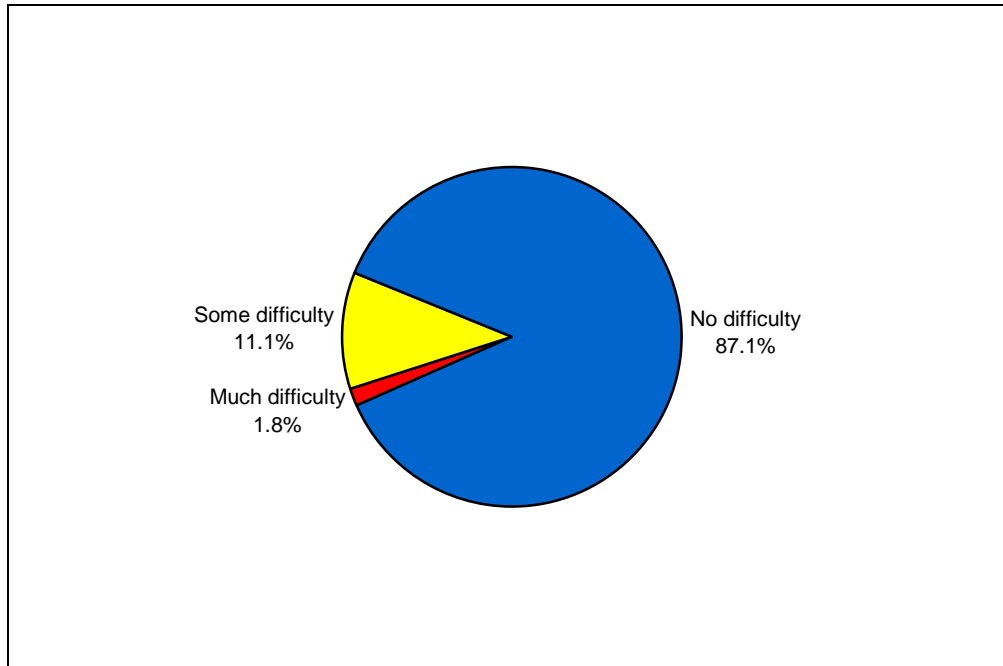


- Five percent of the respondents reported much (2.4 percent) or some (2.8 percent) difficulty reading written instructions on the job (see Figure 7). Responses varied by several demographic characteristics (see Table 8).

Table 8
Difficulty Reading Written Instructions at Your Job
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Number of people living in HH			
1-2	0.8	2.3	96.9
3-4	3.0	2.5	94.4
5 or more	4.8	4.8	90.3
Children under 18			
Yes	4.4	2.6	93.0
No	1.0	2.9	96.1
Home ownership			
Owner	0.3	1.2	98.5
Renter	7.7	7.3	85.0
Education			
No high school degree	10.6	13.6	75.8
High school graduate	2.7	3.1	94.2
Some college	0.4	1.2	98.5
College graduate or more	0.9	0.4	98.7
Ethnicity			
White	0.4	1.2	98.4
African American	0.0	3.7	96.3
Hispanic	7.1	4.7	88.2
Other	1.3	3.8	94.9
Gender			
Female	1.1	2.3	96.6
Male	4.3	3.5	92.2

Figure 8
Difficulty Reading Labels on Food Items or Medicines
(N=1,191)



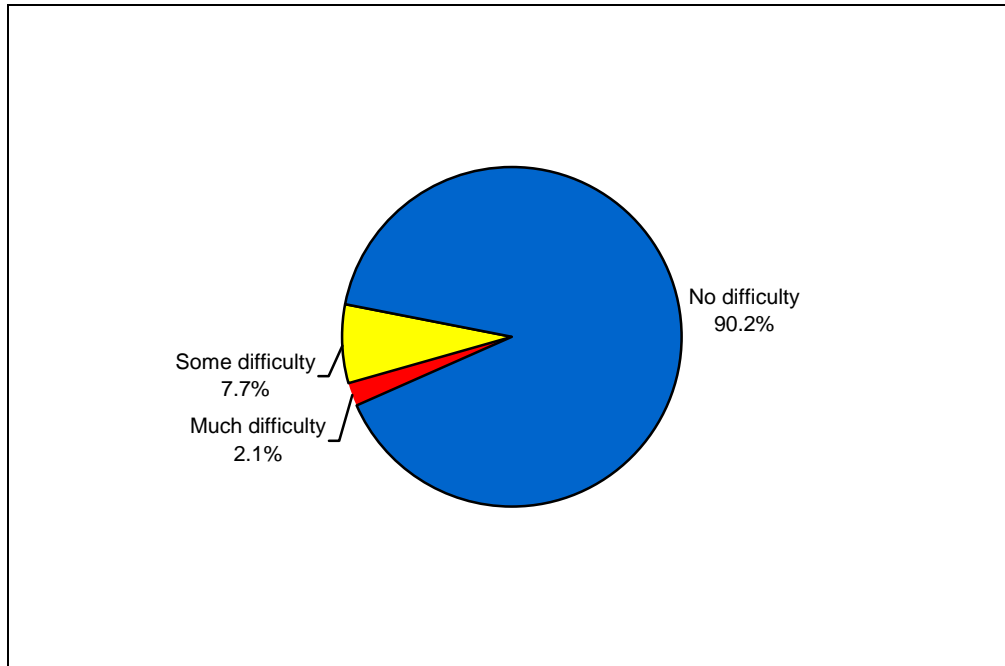
- Thirteen percent of the respondents reported much (1.8 percent) or some (11.1 percent) difficulty reading labels on food items or medicines (see Figure 8). Responses varied by several demographic characteristics (see Table 9).

Table 9
Difficulty Reading Labels on Food Items or Medicines
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Length of residence			
3 months but less than 1 year	12.5	29.2	58.3
1 to 4 years	7.3	4.1	88.6
5 to 9 years	0.0	16.4	83.6
10 to 15 years or more	1.0	10.8	88.2
Age Group			
18-25	6.3	12.5	81.3
26-35	0.0	4.9	95.1
36-45	1.2	10.5	88.3
46-55	2.9	11.8	85.4
56-65	1.1	11.9	86.9
66-75	1.6	13.9	84.4
Over 75	1.2	17.1	81.7
Number of people living in HH			
1-2	0.8	13.9	85.2
3-4	2.9	6.8	90.3
5 or more	1.7	10.3	88.0

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Children under 18			
Yes	3.0	9.5	87.5
No	1.1	12.1	86.8
Home ownership			
Owner	0.8	8.6	90.5
Renter	4.5	17.6	78.0
Education			
No high school degree	7.5	27.9	64.6
High school graduate	1.2	16.1	82.7
Some college	0.7	7.4	91.8
College graduate or more	1.0	5.8	93.2
Income			
\$15,001 or less	3.3	19.6	77.2
\$15,001 to \$20,000	4.1	36.5	59.5
\$20,001 to \$30,000	1.1	12.6	86.3
\$30,001 to \$40,000	1.3	4.6	94.1
\$40,001 to \$50,000	0.0	12.2	87.8
\$50,001 to \$75,000	0.0	8.8	91.2
\$75,001 to \$100,000	0.0	4.2	95.8
\$100,001 to \$150,000	0.0	4.2	95.8
Over \$150,000	0.8	6.2	93.0
Ethnicity			
White	1.0	8.1	90.9
African American	0.0	13.9	86.1
Hispanic	4.2	15.7	80.1
Other	2.4	8.3	89.3
Employment status			
Full-time	2.1	9.3	88.5
Part-time	0.0	3.7	96.3
Unemployment	0.0	25.6	74.4
Retired	0.8	15.6	83.7
Student	2.4	4.9	92.7
Homemaker	4.3	4.3	91.3
Gender			
Female	1.5	9.3	89.3
Male	2.0	13.9	84.1
Area			
Dallas	1.1	14.0	84.9
Denton	2.3	6.1	91.7
Collin	1.9	6.9	91.2
Tarrant	2.9	10.6	86.5

Figure 9
Difficulty Reading Bus Schedules or Other Directions
(N=1,162)



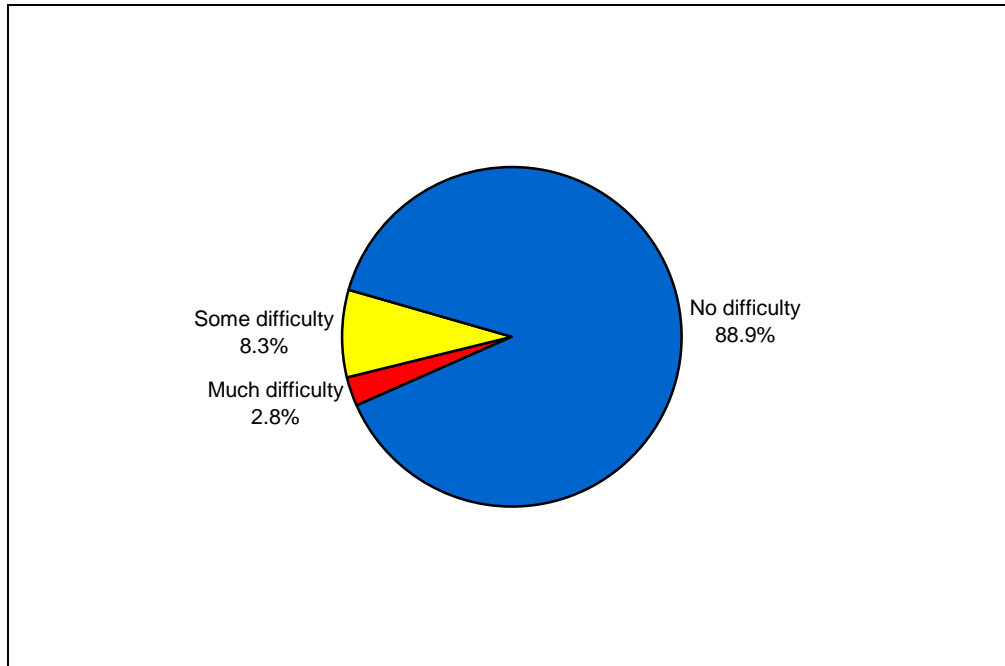
- Ten percent of the respondents reported much (2.1 percent) or some (7.7 percent) difficulty reading bus schedules or other directions (see Figure 9). Responses varied by several demographic characteristics (see Table 10).

Table 10
Difficulty Reading Bus Schedules or Other Directions
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Length of residence			
3 months but less than 1 year	12.5	25.0	62.5
1 to 4 years	4.9	12.3	82.8
5 to 9 years	0.0	5.1	94.9
10 to 15 years or more	1.7	7.0	91.3
Age Group			
18-25	3.8	5.0	91.3
26-35	0.0	7.1	92.9
36-45	0.4	11.5	88.2
46-55	4.0	6.2	89.8
56-65	0.0	5.5	94.5
66-75	2.6	9.5	87.9
Over 75	4.2	7.0	88.7
Number of people living in HH			
1-2	1.6	6.3	92.2
3-4	2.9	9.3	87.7
5 or more	0.0	9.3	90.7

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Home ownership			
Owner	0.9	7.4	91.7
Renter	4.2	9.4	86.4
Education			
No high school degree	6.3	21.8	71.8
High school graduate	1.6	10.4	88.0
Some college	1.1	5.1	93.8
College graduate or more	1.0	3.7	95.3
Income			
\$15,001 or less	4.4	6.7	88.9
\$15,001 to \$20,000	4.1	24.7	71.2
\$20,001 to \$30,000	2.2	7.6	90.2
\$30,001 to \$40,000	0.7	5.3	94.0
\$40,001 to \$50,000	1.4	9.6	89.0
\$50,001 to \$75,000	1.7	12.9	85.4
\$75,001 to \$100,000	0.0	1.4	98.6
\$100,001 to \$150,000	0.0	0.9	99.1
Over \$150,000	0.0	4.0	96.0
Ethnicity			
White	1.1	5.4	93.5
African American	1.7	5.1	93.3
Hispanic	3.6	13.0	83.3
Other	3.7	7.3	89.0
Employment status			
Full-time	1.6	5.1	93.4
Part-time	0.9	5.5	93.6
Unemployment	0.0	31.0	69.0
Retired	2.8	7.7	89.5
Student	0.0	2.6	97.4
Homemaker	4.3	4.3	91.3
Gender			
Female	1.4	9.1	89.5
Male	2.5	5.4	92.1
Area			
Dallas	1.7	9.3	89.0
Denton	1.6	5.5	93.0
Collin	0.6	1.9	97.4
Tarrant	3.3	8.8	87.9

Figure 10
Difficulty Writing Notes and Letters
(N=1,193)



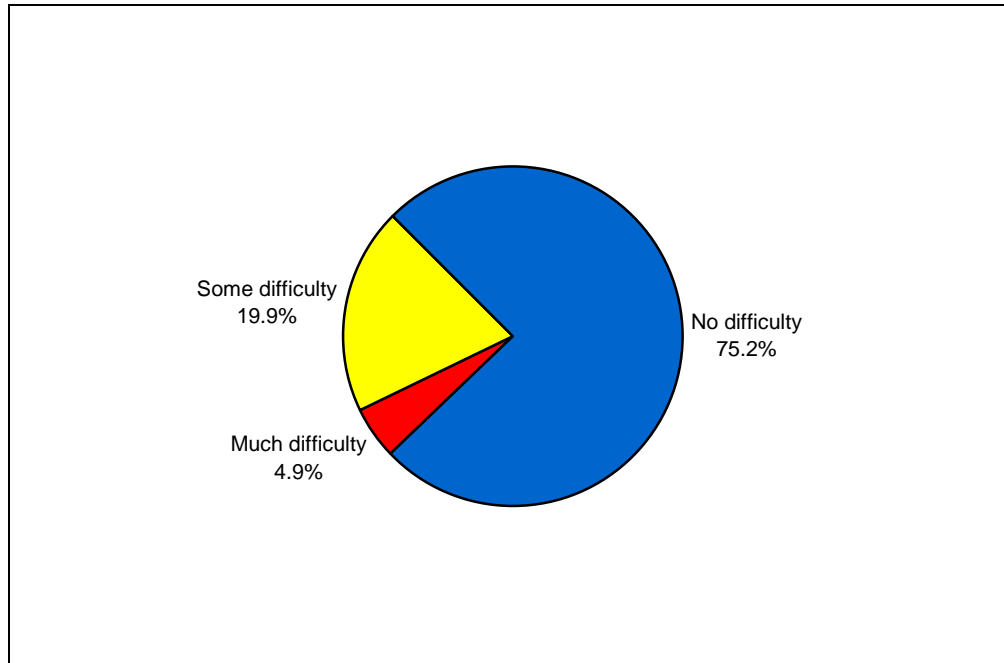
➤ Eleven percent of the respondents reported much (2.8 percent) or some (8.3 percent) difficulty writing notes and letters (see Figure 10). Responses varied by several demographic characteristics (see Table 11).

Table 11
Difficulty Writing Notes and Letters
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Length of residence			
3 months but less than 1 year	12.5	29.2	58.3
1 to 4 years	7.3	6.5	86.2
5 to 9 years	5.1	16.2	78.6
10 to 15 years or more	1.6	7.0	91.4
Age Group			
18-25	6.3	8.8	85.0
26-35	0.0	10.9	89.1
36-45	3.4	12.5	84.0
46-55	2.9	9.3	87.9
56-65	0.6	3.4	96.0
66-75	2.5	3.3	94.2
Over 75	6.3	3.8	90.0
Number of people living in HH			
1-2	1.5	6.7	91.8
3-4	3.6	6.7	89.7
5 or more	4.6	17.7	77.7

Children under 18			
Yes	2.9	12.4	84.7
No	2.7	5.6	91.7
Home ownership			
Owner	0.7	5.6	93.7
Renter	8.0	16.0	76.0
Education			
No high school degree	11.0	28.8	60.3
High school graduate	2.0	15.0	83.1
Some college	0.3	3.8	95.8
College graduate or more	2.0	1.6	96.4
Income			
\$15,001 or less	6.6	14.3	79.1
\$15,001 to \$20,000	12.2	24.3	63.5
\$20,001 to \$30,000	2.1	18.1	79.8
\$30,001 to \$40,000	0.7	9.2	90.1
\$40,001 to \$50,000	0.0	4.1	95.9
\$50,001 to \$75,000	1.1	4.8	94.1
\$75,001 to \$100,000	0.0	0.7	99.3
\$100,001 to \$150,000	0.0	2.5	97.5
Over \$150,000	1.6	0.0	98.4
Ethnicity			
White	1.2	1.9	97.0
African American	1.7	8.9	89.4
Hispanic	5.9	20.5	73.6
Other	3.6	4.8	91.6
Employment status			
Full-time	2.2	8.2	89.5
Part-time	0.0	2.6	97.4
Unemployment	8.0	26.4	65.5
Retired	2.7	4.6	92.7
Student	0.0	0.0	100.0
Homemaker	4.4	11.0	84.6
Gender			
Female	2.6	6.6	90.8
Male	2.9	11.1	86.0
Area			
Dallas	3.0	11.0	86.0
Denton	1.5	2.3	96.2
Collin	1.9	3.2	94.9
Tarrant	3.5	8.8	87.8

Figure 11
Dealing with Government Agencies, Public Companies,
Business and Medical Personnel
(N=1,178)



- Twenty-five percent of the respondents reported much (4.9 percent) or some (19.9 percent) difficulty dealing with government agencies, public companies, businesses, and medical personnel (see Figure 11). Responses varied by several demographic characteristics (see Table 12).

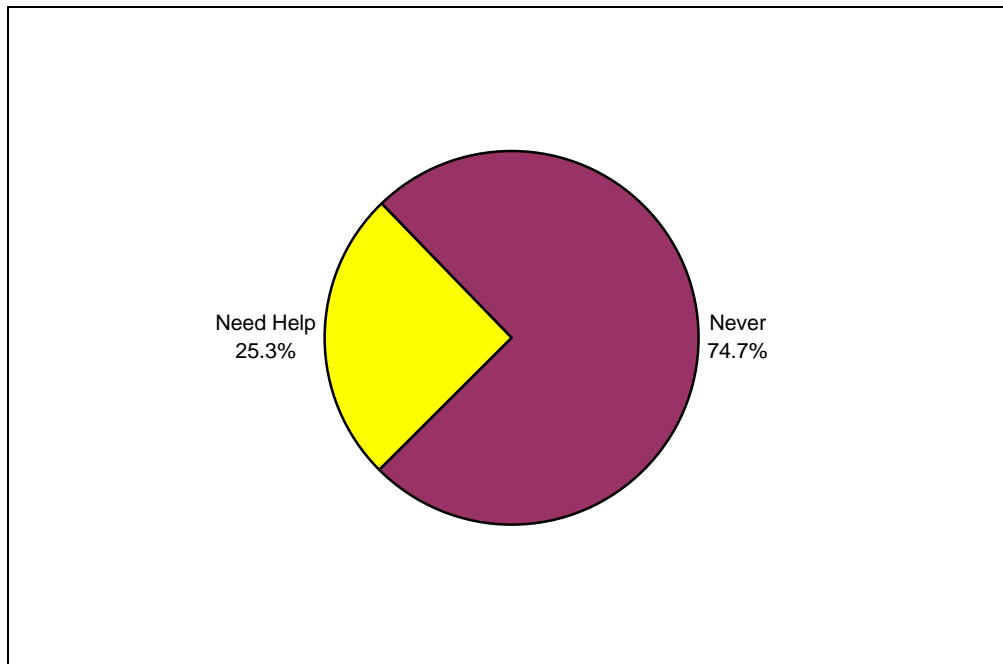
Table 12
Dealing with Government Agencies, Public Companies,
Business and Medical Personnel
By Selected Demographics

Demographic	Percentage responding		
	Much Difficulty	Some Difficulty	No Difficulty
Age Group			
18-25	6.5	24.7	68.8
26-35	7.1	12.0	81.0
36-45	1.9	18.8	79.2
46-55	6.1	22.9	71.1
56-65	5.4	20.4	74.3
66-75	4.2	23.3	72.5
Over 75	1.3	20.0	78.8
Children under 18			
Yes	6.9	19.5	73.5
No	3.6	20.1	76.3
Home ownership			
Owner	3.3	18.2	78.5
Renter	8.8	25.4	65.8
Education			
No high school degree	11.3	26.1	62.7
High school graduate	7.5	28.0	64.6
Some college	3.2	15.5	81.2
College graduate or more	2.2	16.4	81.4
Income			
\$15,001 or less	12.2	30.0	57.8
\$15,001 to \$20,000	4.2	34.7	61.1
\$20,001 to \$30,000	11.6	20.0	68.4
\$30,001 to \$40,000	7.1	18.2	74.7
\$40,001 to \$50,000	5.5	19.2	75.3
\$50,001 to \$75,000	2.2	16.0	81.8
\$75,001 to \$100,000	0.7	17.0	82.3
\$100,001 to \$150,000	0.8	15.8	83.3
Over \$150,000	3.1	15.5	81.4
Ethnicity			
White	3.4	18.7	77.9
African American	6.2	21.3	72.5
Hispanic	7.3	22.0	70.7
Other	2.4	17.1	80.5
Employment status			
Full-time	5.4	17.3	77.3
Part-time	0.0	12.1	87.9
Unemployment	0.0	38.1	61.9
Retired	4.6	23.8	71.6
Student	2.6	12.8	84.6
Homemaker	10.9	18.5	70.7

Need for Help and Additional Training

Respondents were asked if they needed help with any of the reading tasks that were discussed. They were also asked if they thought they could get better work if they received additional training in English and reading. Other questions regarding training are also included in this section.

Figure 12
How Often Other People have to Help with Reading or Writing Activities
(N=1,198)



- Respondents were asked, “In general, how frequently do family members or other people have to help you with the any of the activities we just discussed?” As shown in Figure 12, 25.3 percent reported that they needed help.
- The frequency of needing help is reported in Table 13 and differences in needing help by demographic characteristics are reported in Table 14.

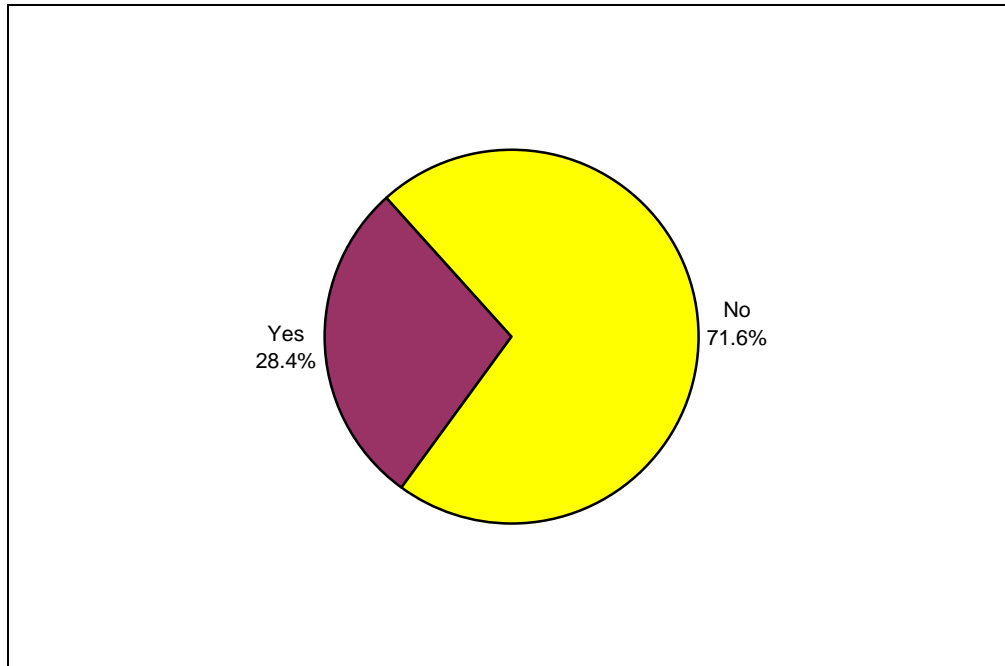
Table 13
How Often Other People have to Help with Reading or Writing Activities
(n=1,198)

	Percentage
Never	74.7
A few times a year	12.2
Monthly	2.5
A few times a month	4.4
Weekly	1.1
A few times a week	2.7
Daily	2.4

Table 14
How Often Other People have to Help with Reading or Writing Activities
By Selected Demographics

Demographic	Percentage responding	
	Need Help	Never
Age Group		
18-25	37.0	63.0
26-35	23.0	77.0
36-45	23.6	76.4
46-55	23.2	76.8
56-65	18.1	81.9
66-7	29.0	71.0
Over 75	40.7	40.7
Number of people living in HH		
1-2	21.9	78.1
3-4	27.3	72.7
5 or more	30.5	69.5
Home ownership		
Owner	19.0	81.0
Renter	38.1	61.9
Education		
No high school degree	63.7	36.3
High school graduate	30.7	69.3
Some college	22.0	78.0
College graduate or more	12.8	87.2
Income		
\$15,001 or less	53.8	46.2
\$15,001 to \$20,000	37.8	62.2
\$20,001 to \$30,000	38.3	61.7
\$30,001 to \$40,000	18.2	81.8
\$40,001 to \$50,000	27.0	73.0
\$50,001 to \$75,000	21.9	78.1
\$75,001 to \$100,000	9.2	90.8
\$100,001 to \$150,000	9.2	90.8
Over \$150,000	15.5	84.5
Ethnicity		
White	16.1	83.9
African American	29.3	70.7
Hispanic	40.1	59.9
Other	22.9	77.1
Employment status		
Full-time	17.0	83.0
Part-time	21.9	78.1
Unemployment	47.7	52.3
Retired	30.4	69.6
Student	35.0	65.0
Homemaker	36.6	63.4
Area		
Dallas	27.1	72.9
Denton	18.9	81.1
Collin	17.1	82.9
Tarrant	28.4	71.6

Figure 13
Could Get Job/Better Job if Received Additional Training in English
(N=1,146)



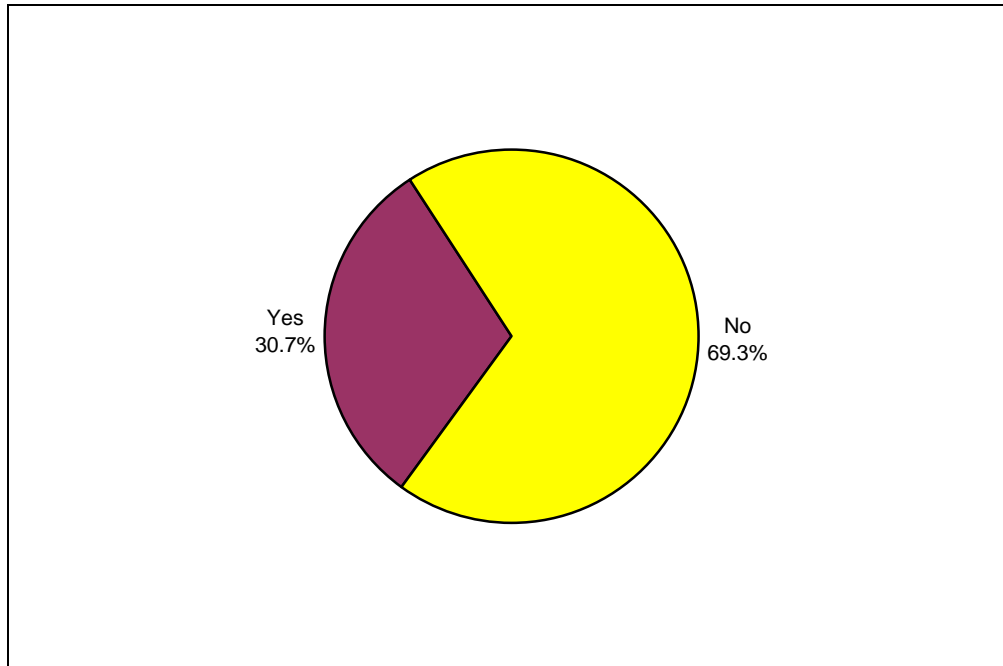
- Respondents were asked if they thought they could get a better job if they received additional training in reading or writing English. As shown in Figure 13, 28.4 percent thought they would be able to get a better job if they received additional training in reading or writing English.
- Demographic differences in these responses are shown in Table 15.

Table 15
Could Get Job/Better Job if Received Additional Training in English
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Age Group		
18-25	48.1	51.9
26-35	37.0	63.0
36-45	38.2	61.8
46-55	29.4	70.6
56-65	7.6	92.4
66-75	20.7	79.3
Over 75	10.4	89.6
Number of people living in HH		
1-2	16.9	83.1
3-4	32.8	67.3
5 or more	56.6	43.4
Children under 18		
Yes	40.2	59.8
No	20.3	79.7
Home ownership		
Owner	22.3	77.7
Renter	46.4	53.6
Education		
No high school degree	72.1	27.9
High school graduate	38.0	62.0
Some college	26.3	73.7
College graduate or more	11.8	88.2
Income		
\$15,001 or less	54.9	45.1
\$15,001 to \$20,000	47.1	52.9
\$20,001 to \$30,000	40.2	59.8
\$30,001 to \$40,000	44.1	55.9
\$40,001 to \$50,000	14.5	85.5
\$50,001 to \$75,000	26.5	73.5
\$75,001 to \$100,000	10.0	90.0
\$100,001 to \$150,000	3.4	96.6
Over \$150,000	11.6	88.4
Ethnicity		
White	8.5	91.5
African American	44.1	55.9
Hispanic	56.8	43.2
Other	23.1	76.9
Employment status		
Full-time	25.4	74.6
Part-time	28.9	71.1
Unemployment	65.8	31.5
Retired	15.8	84.2
Student	42.1	57.9
Homemaker	36.7	63.3
Area		
Dallas	37.1	62.9
Denton	15.7	84.3
Collin	14.7	85.3

Tarrant	26.6	73.4
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Figure 14
Additional Training in English Could Help Achieve Goals in Life
(N=1,186)



- Respondents were asked if they thought additional training in reading or writing English would help them achieve their goals in life. Thirty-one percent of the respondents thought additional training would help (see Figure 14).
- Responses by demographic characteristics are presented in Table 16.

Table 16
Additional Training in English Could Help Achieve Goals in Life
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	62.5	37.5
1 to 4 years	42.1	57.9
5 to 9 years	34.2	65.8
10 to 15 years or more	27.9	72.1
Age Group		
18-25	65.8	34.2
26-35	34.8	65.2
36-45	45.0	55.0
46-55	27.7	72.3
56-65	9.7	90.3
66-75	22.3	77.7
Over 75	12.2	87.8
Number of people living in HH		
1-2	20.7	79.3
3-4	36.3	63.7
5 or more	53.3	46.7

Demographic	Percentage responding	
	Yes	No
Children under 18		
Yes	40.0	60.0
No	24.6	75.4
Home ownership		
Owner	22.6	77.4
Renter	51.0	49.0
Education		
No high school degree	76.9	23.1
High school graduate	39.1	60.9
Some college	22.9	77.1
College graduate or more	17.5	82.5
Income		
\$15,001 or less	58.7	41.3
\$15,001 to \$20,000	54.1	45.9
\$20,001 to \$30,000	37.2	62.8
\$30,001 to \$40,000	41.7	58.3
\$40,001 to \$50,000	20.5	79.5
\$50,001 to \$75,000	30.6	69.4
\$75,001 to \$100,000	13.4	86.6
\$100,001 to \$150,000	7.6	92.4
Over \$150,000	10.2	89.8
Ethnicity		
White	10.4	89.6
African American	47.8	52.2
Hispanic	59.2	40.8
Other	24.1	75.9
Employment status		
Full-time	28.6	71.4
Part-time	28.9	71.1
Unemployment	68.2	31.8
Retired	16.5	83.5
Student	68.8	31.3
Homemaker	40.2	59.8
Area		
Dallas	37.4	62.6
Denton	16.2	83.8
Collin	16.6	83.4
Tarrant	32.4	67.6

Table 17
Reading Skills Classes

	Percentage	
	Yes	No
Considered taking classes to improve reading skills since high school (n=1,199)	25.3	74.7
Searched for classes to improve reading skills (n=1,197)	14.7	85.3
Taken classes to improve reading skills since high school (n=1,195)	27.0	73.0
If classes were available in your area would you participate (n=1,168)	28.8	71.2

- Respondents were asked several questions regarding their interest in reading skills classes. As shown in Table 17, about one-quarter of the respondents had considered taking classes or would participate in classes, but only 14.7 percent had ever searched for classes.
- Demographic breakdowns for the questions in Table 17 are presented in Table 18 through Table 21.

Table 18
Considered Taking Classes to Improve Reading Skills Since High School
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	16.0	84.0
1 to 4 years	32.5	67.5
5 to 9 years	34.2	65.8
10 to 15 years or more	23.4	76.6
Age Group		
18-25	41.3	58.8
26-35	35.9	64.1
36-45	31.2	68.8
46-55	24.2	75.8
56-65	18.1	81.9
66-75	9.8	90.2
Over 75	12.2	87.8
Number of people living in HH		
1-2	16.4	83.6
3-4	29.5	70.5
5 or more	46.0	54.0
Children under 18		
Yes	37.5	62.5
No	17.2	82.8
Home ownership		
Owner	21.0	79.0
Renter	37.6	62.4

Education		
No high school degree	42.9	57.1
High school graduate	28.0	72.0
Some college	26.5	73.5
College graduate or more	18.0	82.0
Income		
\$15,001 or less	40.9	59.1
\$15,001 to \$20,000	27.0	73.0
\$20,001 to \$30,000	24.2	75.8
\$30,001 to \$40,000	42.5	57.5
\$40,001 to \$50,000	23.3	76.7
\$50,001 to \$75,000	22.0	78.0
\$75,001 to \$100,000	20.4	79.6
\$100,001 to \$150,000	13.3	86.7
Over \$150,000	13.2	86.8
Ethnicity		
White	14.2	85.8
African American	30.4	69.6
Hispanic	43.8	56.3
Other	19.0	81.0
Employment status		
Full-time	25.6	74.4
Part-time	23.9	76.1
Unemployment	42.0	58.0
Retired	12.9	87.1
Student	57.5	42.5
Homemaker	32.3	67.7
Area		
Dallas	28.1	71.9
Denton	18.2	81.8
Collin	17.2	82.8
Tarrant	27.0	73.0

Table 19
Searched for Classes to Improve Reading Skills
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	16.0	84.0
1 to 4 years	24.6	75.4
5 to 9 years	24.1	75.9
10 to 15 years or more	12.1	87.9
Age Group		
18-25	16.0	84.0
26-35	20.7	79.3
36-45	15.6	84.4
46-55	17.1	82.9
56-65	8.5	91.5
66-75	12.2	87.8
Over 75	7.5	92.5
Number of people living in HH		
1-2	8.9	91.1
3-4	15.9	84.1
5 or more	32.2	67.8
Children under 18		
Yes	21.1	78.9
No	10.4	89.6
Home ownership		
Owner	12.4	87.6
Renter	21.1	78.9
Education		
No high school degree	28.6	71.4
High school graduate	16.7	83.3
Some college	9.8	90.2
College graduate or more	12.4	87.6
Income		
\$15,001 or less	24.7	75.3
\$15,001 to \$20,000	24.3	75.7
\$20,001 to \$30,000	19.4	80.6
\$30,001 to \$40,000	20.8	79.2
\$40,001 to \$50,000	13.5	86.5
\$50,001 to \$75,000	17.1	82.9
\$75,001 to \$100,000	5.6	94.4
\$100,001 to \$150,000	5.0	95.0
Over \$150,000	8.5	91.5
Ethnicity		
White	7.6	92.4
African American	17.2	82.8
Hispanic	26.1	73.9
Other	14.3	85.7
Employment status		
Full-time	13.0	87.0
Part-time	8.8	91.2
Unemployment	32.2	67.8
Retired	10.3	89.7
Student	30.0	70.0

Homemaker	22.6	77.4
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Table 20
Taken Classes to Improve Reading Skills Since High School
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	40.0	60.0
1 to 4 years	30.6	69.4
5 to 9 years	39.7	60.3
10 to 15 years or more	24.5	75.5
Age Group		
18-25	35.4	64.6
26-35	39.1	60.9
36-45	27.5	72.5
46-55	23.1	76.9
56-65	22.7	77.3
66-75	23.6	76.4
Over 75	20.0	80.0
Number of people living in HH		
1-2	23.3	76.7
3-4	26.3	73.7
5 or more	42.5	57.5
Children under 18		
Yes	33.3	66.7
No	22.8	77.2
Education		
No high school degree	27.4	72.6
High school graduate	14.8	85.2
Some college	26.6	73.4
College graduate or more	33.7	66.3
Ethnicity		
White	22.9	77.1
African American	27.5	72.5
Hispanic	33.9	66.1
Other	25.3	74.7
Employment status		
Full-time	28.7	71.3
Part-time	14.9	85.1
Unemployment	23.9	76.1
Retired	21.8	78.2
Student	62.5	37.5
Homemaker	36.6	63.4
Gender		
Female	23.8	76.2
Male	32.2	67.8

Table 21
If Classes were Available in Your Area would You Participate
By Selected Demographics

Demographic	Percentage responding	
	Yes	No
Length of residence		
3 months but less than 1 year	16.0	84.0
1 to 4 years	38.0	62.0
5 to 9 years	40.5	59.5
10 to 15 years or more	26.5	73.5
Age Group		
18-25	50.0	50.0
26-35	40.6	59.4
36-45	37.5	62.5
46-55	30.4	69.6
56-65	10.3	89.7
66-75	18.3	81.7
Over 75	7.6	92.4
Number of people living in HH		
1-2	16.3	83.7
3-4	35.2	64.8
5 or more	58.0	42.0
Home ownership		
Owner	20.5	79.5
Renter	52.5	47.5
Education		
No high school degree	76.6	23.4
High school graduate	39.2	60.8
Some college	23.3	76.7
College graduate or more	13.3	86.7
Income		
\$15,001 or less	47.3	52.7
\$15,001 to \$20,000	51.4	48.6
\$20,001 to \$30,000	42.2	57.8
\$30,001 to \$40,000	56.8	43.2
\$40,001 to \$50,000	15.1	84.9
\$50,001 to \$75,000	22.5	77.5
\$75,001 to \$100,000	13.5	86.5
\$100,001 to \$150,000	6.7	93.3
Over \$150,000	4.1	95.9
Ethnicity		
White	10.0	89.9
African American	46.3	53.7
Hispanic	55.6	44.4
Other	23.3	76.8
Employment status		
Full-time	27.9	72.1
Part-time	20.4	79.6
Unemployment	55.7	44.3
Retired	14.7	85.3
Student	57.9	42.1
Homemaker	45.7	54.3

Demographic	Percentage responding	
	Yes	No
Area		
Dallas	22.9	77.1
Denton	19.1	80.9
Collin	10.9	89.1
Tarrant	23.6	76.4

CONCLUSIONS

The Metroplex Survey shows that the Metroplex Area contains a population that is generally well-educated and earns significant income. Even when considering these positive findings, the survey shows that a sizable portion of the population appears to be deficient in several measures of literacy.

Six percent do not understand written English well enough to “get by in most situations.” Two percent considered their reading skills to be “not at all adequate” and 5.0 percent stated they were “not as good as they could be.” Over 10 percent reported much or some difficulty doing common reading tasks like reading newspaper articles, notes from their child’s school, directions or notes from their doctor. Twenty-five percent needed help at least a few times a year accomplishing reading tasks. Six percent needed help one or more times each week.

Reading skill deficiencies were highest among people age 45 or younger. People without a high school degree also demonstrated greater incidence of insufficient reading skills as did people earning less than \$30,000. Higher percentages of respondents who were unemployed reported reading difficulties. There were disparities by race/ethnicity with African Americans and Hispanics reporting more problems with reading skills. Reading skill deficiencies were greatest in Dallas and Tarrant counties.

A notable percentage of the respondents expressed interest in obtaining additional training to develop reading and writing skills. Twenty-eight percent thought that they could get a better job if they received additional training in reading or writing English. This percentage was even higher among respondents who were age 18 to 25 (48.1 percent), renters (46.4 percent), without a high school degree (72.1 percent), Hispanic (56.8 percent), or unemployed (65.8 percent). Thirty-seven percent of the Dallas County respondents stated that they could get a better job if they received additional training in English. Twenty-nine percent of all respondents reported that they would be interested in taking classes to improve their reading and writing skills if such classes were available.

APPENDIX

DALLAS/FORT WORTH METROPLEX SURVEY 2007

Hello, my name is _____. The Survey Research Center at the University of North Texas is conducting a survey of Dallas/Fort Worth area residents and I would like to talk with anyone 18 years of age or older. **(TO RESPONDENT)** The University of North Texas is conducting a survey to determine the attitudes and opinions of area residents on a variety of current issues. The questions that I want to ask you will take 10 to 15 minutes and your answers will be useful to researchers and decision makers.

Your participation is voluntary. Your individual responses will be reported as percentages only and will not be shared without your permission. This project has been reviewed and approved by the UNT Institutional Review Board. If you have any questions you may call 800-687-7055.

<<OTHER CLIENT'S QUESTIONS OMITTED>>

1. Do you understand spoken English well enough to get by in most situations?

1. YES
2. NO
9. NR/DK

2. Do you understand written English well enough to get by in most situations?

1. YES
2. NO
9. NR/DK

3. In terms of what you need to do to function in life, how would you rate your reading skills?

1. Not at all adequate
2. Not as good as they should be
3. Adequate for my job and daily life
4. More than adequate
9. DK/NR

4. Thinking about your reading skills, do you usually have much difficulty, some difficulty or no difficulty . . .

	Much Difficulty	Some Difficulty	No Difficulty	DK/NR
a. Reading newspaper articles or other written information	1	2	3	9
b. Reading papers or announcements sent home from your child's school	1	2	3	9
c. Reading papers from your doctor or hospital	1	2	3	9
d. Reading written instructions at your job	1	2	3	9
e. Reading labels on food items or medicines	1	2	3	9
f. Reading bus schedules or other directions	1	2	3	9
g. Writing notes and letters	1	2	3	9
h. Dealing with government agencies, public companies, businesses medical personnel	1	2	3	9

5. In general, how frequently do family members or other people have to help you with the any of the activities we just discussed?

1. Never
2. A few times a year
3. Monthly
4. A few times a month
5. Weekly
6. A few times a week
7. Daily
9. NR/DK

6. Do you think you could get a job or better job if you received additional training in reading or writing English?

1. YES
2. NO
9. DK/NR

7. Do you think additional training in reading or writing English would help you achieve your goals in life?

1. YES
2. NO
9. DK/NR

8. Have you ever considered taking classes to improve your reading skills?

1. YES
2. NO
9. DK/NR

9. Have you ever searched for classes to improve your reading skills?

1. YES
2. NO
9. DK/NR

10. Have you ever taken any classes to improve your reading skills?

1. YES
2. NO
9. DK/NR

11. If classes were available in your area would you participate?

1. YES
2. NO
9. DK/NR