

Readability and Cultural Competency Checklist

To make sure your documents are readable and culturally competent, we use (and encourage your document writers to use) this Assessment Checklist, originally published by HCFA as a guide for State Medicaid Agencies in 2000.

Content

- | | Yes | No |
|--|--------------------------|--------------------------|
| • Is the purpose of the material immediately obvious to the reader? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is the information limited to an amount that is reasonable for the intended readers? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is the information accurate and current? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are the words and examples culturally appropriate? | <input type="checkbox"/> | <input type="checkbox"/> |

Sequencing, Grouping, and Labeling

- | | | |
|--|--------------------------|--------------------------|
| • Is the sequence and organization intuitive? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the material give the reader the context or background they need to understand the information to follow? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is the text "chunked" into logical sections of reasonable size? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the material use informative headings, subheadings or other devices to help the reader know what follows? | <input type="checkbox"/> | <input type="checkbox"/> |

Writing Style

- | | | |
|--|--------------------------|--------------------------|
| • Does the writer use mostly active voice and a conversational tone? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are the sentences and words short without being choppy? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are the technical terms used adequately explained? | <input type="checkbox"/> | <input type="checkbox"/> |

Motivating, Supporting

Does the material:

- | | | |
|--|--------------------------|--------------------------|
| • Have a positive tone? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Use a proven reading interest device, like: Q&A, True or False, Stories, Dialogues, and Vignettes? | <input type="checkbox"/> | <input type="checkbox"/> |

- | | Yes | No |
|---|--------------------------|--------------------------|
| • Provide sources for more advanced information? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Contain key messages that are compatible and appropriate for the intended audience? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Say where to get help or information? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Indicate the organization that produced it, along with a publication date? | <input type="checkbox"/> | <input type="checkbox"/> |

Design, Organization, and Layout

- | | | |
|--|--------------------------|--------------------------|
| • Is the look of the material compatible with the topic of the document? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the material look attractive at first glance? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Is it easy for consumer to navigate? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Do the graphics quickly convey the intended meaning? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are bullets used effectively? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Does the design use highly readable font types, font sizes, line length, and color in a uniform fashion? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Has the designer avoided, wherever possible, bold, italics, ALL CAPS, hyphenation, watermarks, and shaded text blocks? | <input type="checkbox"/> | <input type="checkbox"/> |

Color and Graphics

- | | | |
|---|--------------------------|--------------------------|
| • Does the use of color help the reader to navigate the text and distinguish key messages? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Are the colors and graphics used appealing and effective to the intended audience? | <input type="checkbox"/> | <input type="checkbox"/> |
| • Do the graphics and photos look like the intended audience, or at least do not offend intended audiences? | <input type="checkbox"/> | <input type="checkbox"/> |

For more information on Readability and Plain Language call Transcend at: (530) 756-5834
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