

Internal Communication Channels Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about routine workplace updates during the past four weeks. Exclude emergency alerts and private messages about individual cases. Every question is optional.
Describe channels and access barriers without naming coworkers or sharing confidential information.

1. Which channels could you normally access during your working time? Select all that apply.

- ☐ Work email
- ☐ Staff intranet or portal
- ☐ Team chat
- ☐ In-person briefing or meeting
- ☐ Printed noticeboard or handout
- ☐ Work phone call or text
- ☐ Another channel
- ☐ None of these
- ☐ Prefer not to answer

2. Which channel was your main source of routine organizational updates?

- ☐ Work email
- ☐ Staff intranet or portal
- ☐ Team chat
- ☐ In-person briefing or meeting
- ☐ Printed noticeboard or handout
- ☐ Work phone call or text
- ☐ Another channel
- ☐ Did not receive routine updates
- ☐ Not sure

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3. Which one channel would you prefer for routine updates you can read or hear later?

- ☐ Work email
- ☐ Staff intranet or portal
- ☐ Team chat
- ☐ A recorded staff briefing
- ☐ Printed noticeboard or handout
- ☐ Work text message
- ☐ Another channel
- ☐ No preference
- ☐ Not sure

4. How often did repeated versions of the same update make it difficult to identify what you needed to act on?

- ☐ Never
- ☐ Rarely
- ☐ Sometimes
- ☐ Often
- ☐ Always
- ☐ Did not receive routine updates
- ☐ Not sure

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5. How easy was it to find an update again after first receiving it?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Did not try
- ☐ Not sure

6. What most limited your access to routine updates?

- ☐ No suitable device or account
- ☐ Limited time during work
- ☐ Channel difficult to use
- ☐ Language or format did not work for me
- ☐ Too many places to check
- ☐ Another limitation
- ☐ No limitation
- ☐ Prefer not to answer

7. What one change to the channel or delivery routine would help you most?
