



Ministry of Attorney General and
Minister Responsible for Multiculturalism

2005 BCSAP Outcomes and Client Satisfaction Survey Stream 1/3

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SYNOVATE Ltd. in December 2005

For:
**Ministry of Attorney General
Settlement and Multiculturalism Division**

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Appendix:

- Questionnaire
- Stream 1/3 Logic Model

OBJECTIVES & METHODOLOGY

- *Throughout this report, individuals interviewed as part of the research are referred to as “clients”, however they do not represent all agencies’ client groups. Clients who were not able to respond in English or any of the translated languages did not participate in the survey.*
- As part of its performance evaluation process, the Settlement and Multiculturalism Division of the Ministry of Attorney General conducted an outcomes survey in 2004 with its end-user clients, to provide a point of comparison or baseline from which to gauge future performance. The study has now been repeated in 2005 to measure recent performance against the baseline study.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four service streams, as follows:
 - Stream 1 – Information & Support Services
 - Stream 2 - Community Bridging Services
 - Stream 3 – English Language Services For Adults
 - Stream 1/3 Blended – Information, Support & English Language Services For Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some of the immediate and intermediate outcomes outlined in each Stream’s Logic Model. In the case of Stream 1/3 Blended, the key outcomes measured in this survey are: Improved English, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- It should be noted that the use of client surveys to measure service outcome achievement is a pioneer activity in this service delivery area. This is the second year that the survey has been conducted, and outcomes developed and refined at this stage will provide baselines or norms for the future.
- This report covers the findings for Stream 1/3 Information, Support & English Language Services for Adults. The Stream 1/3 Blended Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 1/3 Blended clients, a telephone survey was conducted with those who had attended a Stream 1/3 service between January and June 2005.
- A total of 127 Stream 1/3 clients were interviewed by telephone from 196 listings that were supplied by the agencies to the Ministry. In addition to English, the survey was translated and administered in the most common languages of new immigrants, namely: Cantonese, Farsi, French, Korean, Mandarin, Punjabi, Spanish, Vietnamese and Arabic.
- All interviewing was conducted from Synovate’s Vancouver office from July 12 to August 4, 2005.

OBJECTIVES & METHODOLOGY

- At the data processing stage, the data was weighted to match the relative distribution of Stream 1/3 clients by agency, based on Ministry records, as follows:

<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>
Surrey Delta Immigrant Service Society	15	12
PIRS: Nightingale School	11	12
PIRS: Queen Alexandra Elementary	8	6
PIRS: Thunderbird Community Centre	16	14
PIRS: South Vancouver	5	12
PIRS: Collingwood Neighbourhood House	17	14
North Shore Multicultural Services Society	11	9
Kiwassa Neighbourhood House	19	21
Burnaby Family Life Institute	<u>25</u>	<u>26</u>
Total	127	127

- Although the number of surveys conducted with clients of each agency was broadly in line with the actual number of clients served by each agency, weighting was applied so that the results would reflect the relative number of clients served by each agency rather than the relative number of surveys conducted with each agency's clients

- At the 95% level of confidence, the results on the total sample of 127 are accurate to within +/-6% (after applying the Finite Population Correct Factor). On smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider, meaning larger differences are required to be statistically significant.
- When comparing 2005 results to 2004 (n=127 vs. n=166), a difference of at least 10 percentage points is required in order for that difference to be considered statistically significant at the 95% level of confidence.
- Only significant subgroup differences are noted in this report. The exception to this are those agencies with small sample sizes who performed at least on par with another agency whose performance did register as significantly higher than the average because of its larger, more reliable sample size.
- Due to confidentiality, results of each agency will be presented directly from the Ministry. This will allow agencies to gauge their own results against the provincial picture and to assess their services based on their own clients' feedback. It is the Ministry's intent to discuss results with agencies if there are areas of concern.

EXECUTIVE SUMMARY

- Stream 1/3 Blended clients continue to be satisfied with the program and virtually all clients would recommend it to someone else. However, compared with last year, this year's ratings are not as strongly positive such that only 35% said the program helped them very much when it came to living in Canada compared with 55% last year. The balance this year (64%) said the program was somewhat helpful (compared with 40% in 2004).
- The decline in this year's ratings of the program is occurring primarily among Farsi, and especially Mandarin speakers.
- What follows is a summary of client success in achieving each of the immediate and medium term outcomes as outlined in the Stream 1/3 Logic Model. When interpreting these results, it should be kept in mind that this type of surveying for client outcomes is a pioneer activity in this service delivery sector.

MAJOR OUTCOME: ENGLISH STILL IMPROVING, BUT AT A SLOWER PACE

- While the majority of Stream 1/3 Blended clients continue to note an improvement in their English as a result of taking classes, current ratings are not as strongly positive as in 2004. 76% say their English has somewhat improved (versus 52% last year) while 21% say it has very much improved (versus 36% last year).
- 63% of clients report they have improved on at least three of the four stated goals that measure English improvement (i.e. understand more when people speak English inside and outside of class and speak more English in and outside of class). This is below the level set in 2004, when 76% reported improving on at least three of the four stated goals. With the exception of Cantonese speakers, all other clients note lower levels of improvement on the goals this year compared with 2004.

- The slightly less positive assessment of English improvement this year could also be partly related to the shorter time span clients have been attending the program this year compared with 2004 (50% have only been in the program less than six months compared with only 38% last year).
- Mandarin and Vietnamese speakers are the most apt to give lower ratings on their English improvement this year versus 2004.

MAJOR OUTCOME: BROADER FOCUS REQUIRED FOR UNDERSTANDING CANADIAN SYSTEM & CULTURE

- Stream 1/3 Blended clients are continuing to benefit from agency programs when it comes to understanding Canadian systems and cultures. This year, out of a list of 13 goals, 62% of clients said their agency helped them meet more than half of them (i.e. at least 7 out of the 13 goals). Comparatively, last year, 81% of clients reported that their agency helped them meet at least half or more of that year's 11 goals.
- Agencies continue to be highly praised for helping clients understand the Canadian way of life, and for teaching them about community facilities, where to learn English and where and how to buy food, clothing and household items. Alternatively, helping clients find out where to go for legal advice and understanding the immigration process are goals that agencies are not fully meeting for their clients.
- Out of the list of 13 goals, five are currently being assessed less positively than last year. These are: helping clients understand government services, Canadian expectations for social behaviour, rights and responsibilities as a new immigrant, the emotional effects of moving here and the immigration process.

EXECUTIVE SUMMARY

MAJOR OUTCOME: CLIENTS CONTINUE TO PARTICIPATE AND ACCESS COMMUNITY FACILITIES AND SERVICES

- Stream 1/3 Blended clients continue to report improved access and participation as a result of the program they took. Out of the six activities listed, 45% report doing at least four on their own, which is consistent with 2004 findings. The only difference since 2004 is that slightly fewer clients this year used a library, community centre, recreation facility, medical clinic or employment centre.

MAJOR OUTCOME: IMPROVED CONFIDENCE AND ABILITY, ESPECIALLY FOR MORE SCHOOLING/TRAINING

- Consistent with 2004, nine-in-ten clients report achieving at least two out of the three goals that indicate improvement on confidence and ability.
- This year shows notable improvement over 2004 results when it comes to preparing clients for more schooling or English training (rising from 66% to 81%).

SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- In addition to meeting the service's key major outcome of Improved English, 25% of clients said they also achieved all three of the other major outcomes of the service, namely, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- Another 19% of clients met two of the three major outcomes, another 15% met one of the three major outcomes. Approximately, 3% of clients reported that they only Improved English as an outcome.
- This leaves 39% who did not meet the requirements for Improved English as a result of receiving Stream 1/3 services (including 2% who did not take English classes at their agency of record).

- Compared with 2004, this year's results are not as strongly positive. Last year, 39% achieved all of the three major outcomes along with improved English and only 24% did not meet the requirement for improved English as a result of the Stream 1/3 Blended services.
- Aside from Cantonese speakers, all other Stream 1/3 clients posted outcomes that were not as positive as last year.
- Results indicate that client composition may be a strong factor in determining generally lower success rates at reaching key outcomes. Compared to last year, Stream 1/3 Blended clients are more likely to be Refugee Claimants, Farsi/Dari/Persian speaking, permanent residents (rather than Canadian citizens) and to have lived for a shorter time in Canada. All of these groups (of which there are more this year than last) tend to have less success than other newcomers at reaching the major outcomes. Time in the program is also correlated to some extent with outcome achievement and last year the duration of participation was slightly higher on average (60% attended for more than 6 months last year compared with 50% this year).

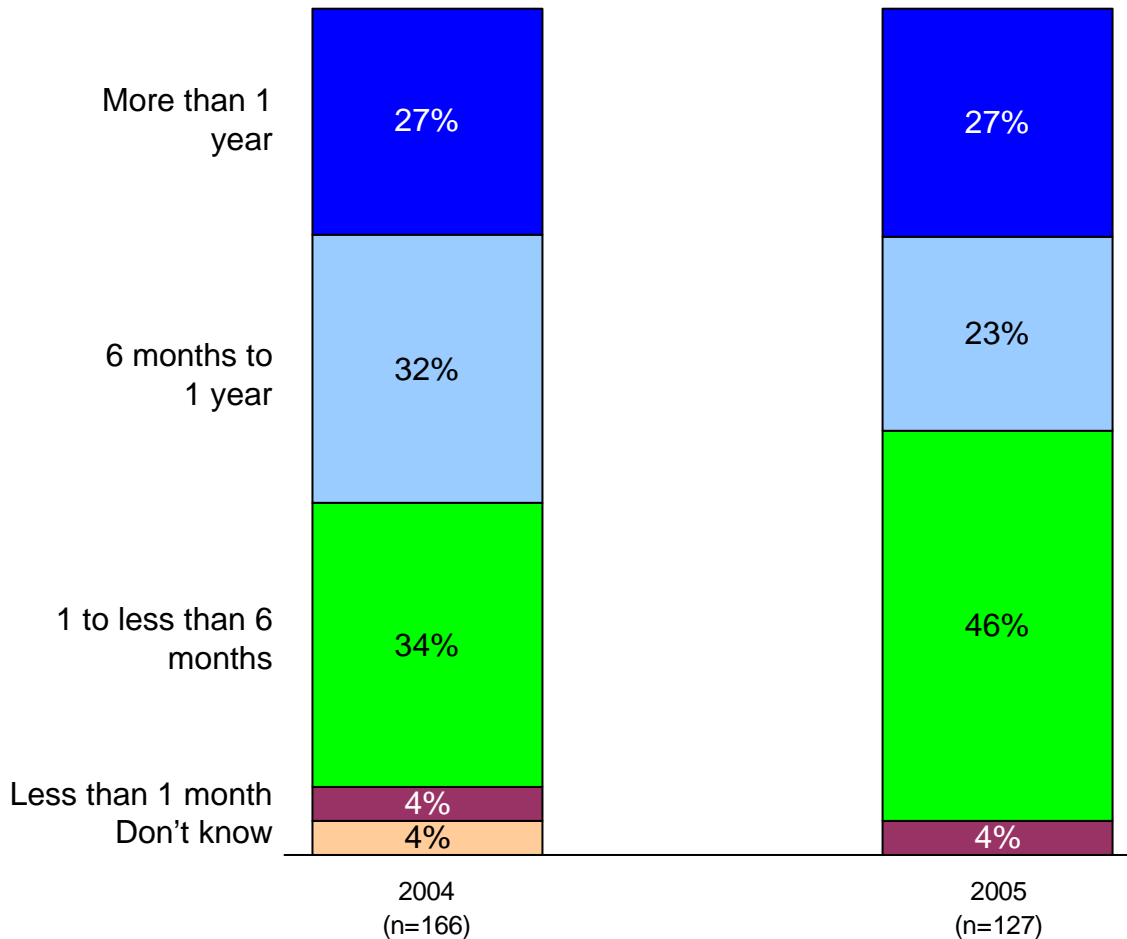
SUGGESTIONS FOR STREAM 1/3 SERVICES

- This year, one-half of Stream 1/3 Blended clients put forth a suggestion to improve the program, which is significantly more than the 31% that had a suggestion last year.
- The main suggestion made by Stream 1/3 Blended clients continues to be to offer more courses and levels beyond the first year. Last year 16% of clients spontaneously made this suggestion and this year 27% put forth the same idea.
- Although not widely suggested, there is a growing number of clients (7% this year versus 2% last year) that said they would like to have more emphasis on English conversation.

ANALYSIS OF FINDINGS

Duration Of Class Attendance

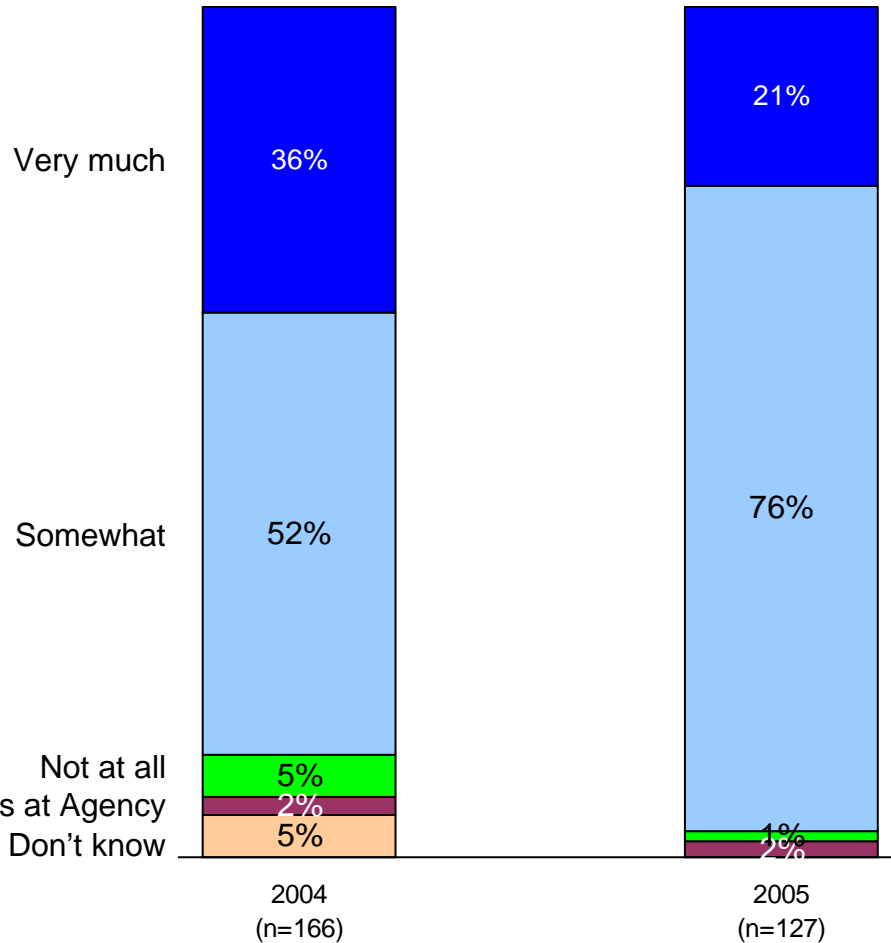
Q1. How long have you been coming to the program at the (Program Location)



- Virtually all clients (96%) have been attending a Stream 1/3 Blended program for at least one month. Specifically, 46% have been attending anywhere from one to five months, 23% have been attending for six to 12 months and 27% have been attending for more than one year.
- Compared with last year, attendance tenure at the Stream 1/3 Blended program is shorter, as only 34% had been attending for one to five months and now that same proportion stands at 46%.
- The longest attendees of the Blended program are:
 - Those whose month tongue is Cantonese
 - Those aged 55+
 - Family class immigrants
 - Those with Canadian citizenship
 - Those with less than high school training

Overall Improvement In English

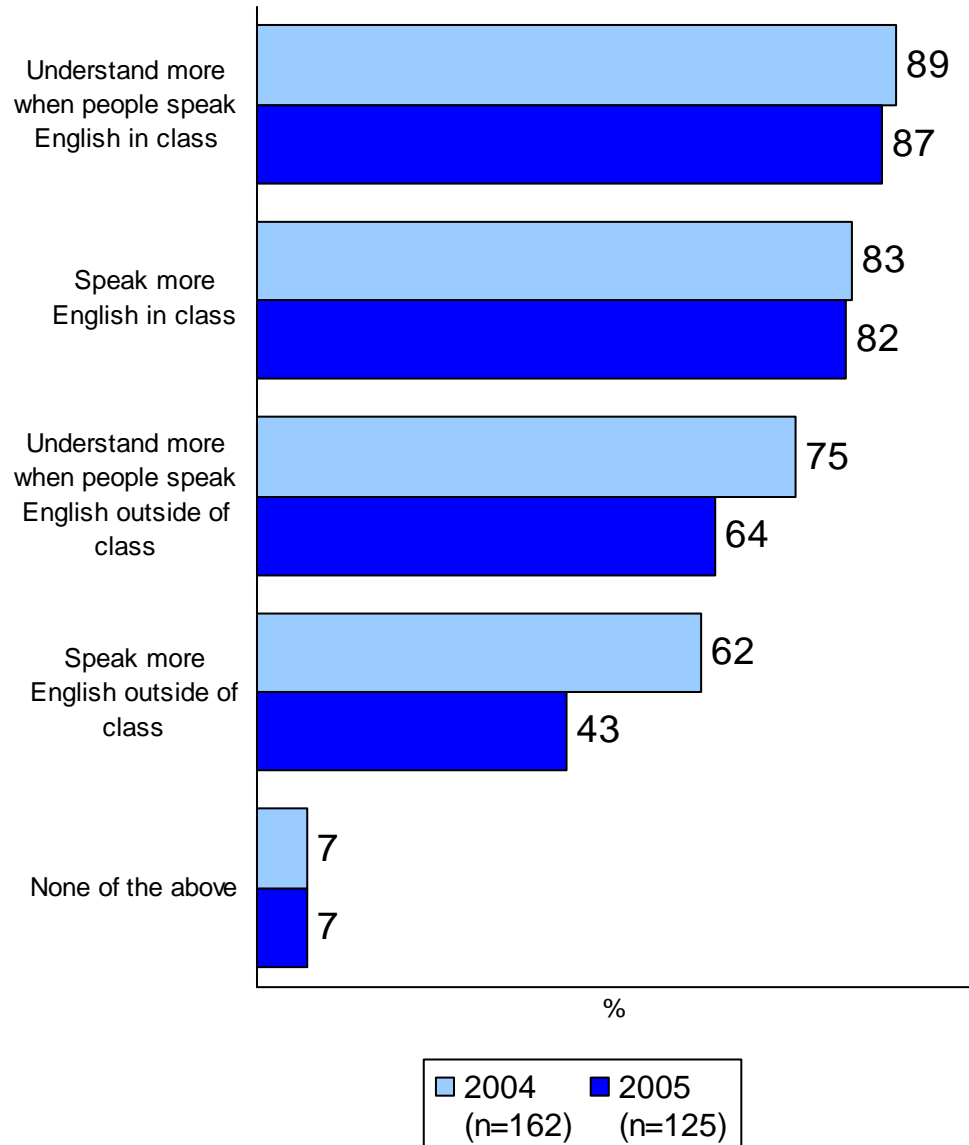
Q2. As a result of taking English classes at (Agency), how much has your English improved?



- Currently, virtually all clients (97%) claim their English has improved as a result of taking English classes, with 21% saying their English has very much improved and 76% saying it has somewhat improved.
- Last year, slightly fewer clients (88%) said their English had improved as a result of taking classes, however, the proportion saying their English was very much improved was significantly higher than this year (36% versus 21% currently).
- Those whose mother tongue is Spanish note the strongest level of improvement in their English.

Improved English Comprehension And Usage

Q3. As a result of these English language classes do you ...



- Consistent with last year’s findings, the large majority of Stream 1/3 Blended clients say that they understand more when people speak English in class and they personally speak more English in class, as a result of taking the English language classes. These high levels of agreement are consistent across all subgroups.
- Another 64% of clients also agree that they understand more when people speak English outside of class and 43% say they speak more English outside of class. However, both these levels of agreement are significantly lower than levels recorded in 2004. This could be partly attributed to the shorter class tenure this year among clients (i.e. clients this year have not been taking English classes for as long as clients last year).
- **Overall, 63% of clients report that they have improved on at least three of these four goals for improving their English, while 19% have improved on two goals, and 11% have improved on one goal.** In comparison, 76% of clients last year reported improving on at least three or more of the four goals.

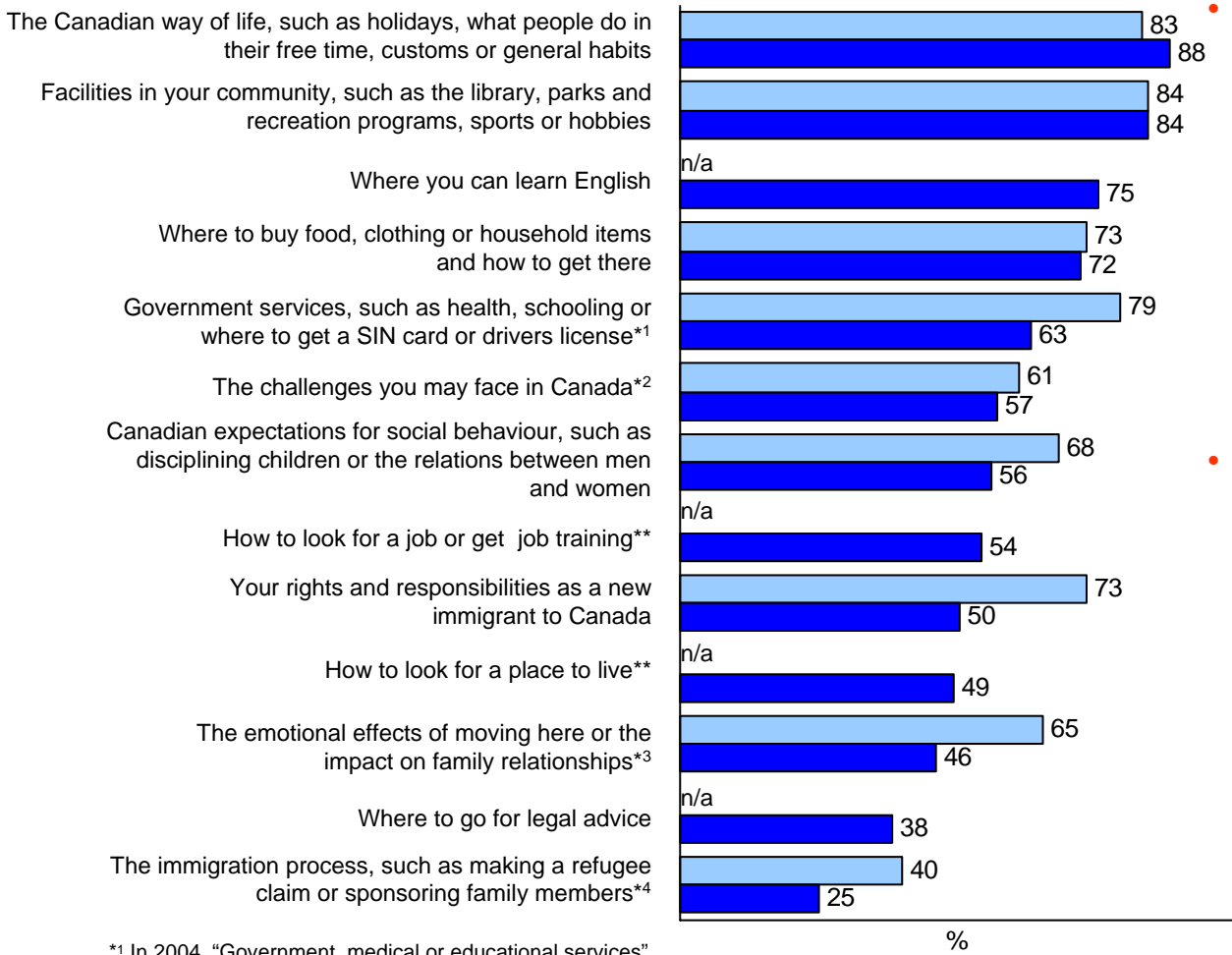
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Improved English Comprehension And Usage

- Consistent with 2004 findings, only 7% report no improvement on any of the four stated goals for improved English comprehension.
- Clients who notice the most improvement when it comes to understanding when people speak English outside of class are family class immigrants and those with Canadian citizenship.
- Clients who are the most apt to be speaking more English outside of class are:
 - Those whose mother tongue is Cantonese
 - Those who have lived in Canada 5+ years
 - Family class immigrants
 - Those who are Canadian citizens

Increased Understanding of Canadian Systems & Culture

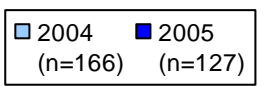
Q4. Has this agency helped you know more about ...



- Out of a list of 13 goals, Stream 1/3 Blended clients agree most strongly that the agency they have been dealing with has helped them know more about the Canadian way of life (88% agreeing), shown or told them about facilities in their area such as the library, parks, and recreation programs (84% agreeing), told them where they can learn English (75%) and where to buy food, clothing and household items and how to get there (72%). These findings are consistent with last year (except for where they can learn English, which was not measured last year).
- Another six-in-ten clients agree the agency has helped them know more about government services (such as health, schooling, where to get a SIN card or drivers license), the challenges they may face in Canada, and Canadian expectations for social behaviour (such as disciplining children or male and female relationships). However, compared to one year ago, less Stream 1/3 Blended clients currently agree that their agency helped them know more about government services and Canadian expectations for social behaviour.

...continued

*1 In 2004, "Government, medical or educational services"
 *2 In 2004, "the opportunities and challenges for you in Canada, such as jobs and educational opportunities open to you"
 *3 In 2004, "how to deal with the emotional effects of moving here and the impact on family relationships"
 *4 In 2004, "the steps you need to go through to immigrate to Canada or bring family members over"
 ** Note in 2004, 64% clients indicated their agency helped them know more about "how to find what they need in Canada, such as a job and a place to live"

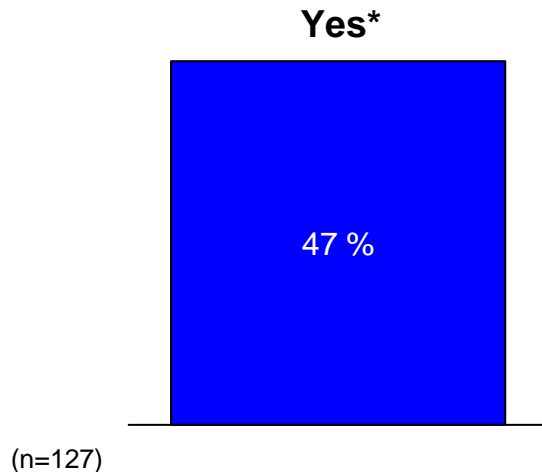


Increased Understanding of Canadian Systems & Culture

- Approximately one-half of all Stream 1/3 Blended clients say their agency helped them know more about the following:
 - How to look for a place to live
 - How to look for a job or get job training
 - Understanding their rights and responsibilities as a new immigrant to Canada
 - The emotional effects of moving here and the impact on family relationships
- The latter two areas (understanding rights and the emotional effects) garnered a notably higher level of agreement last year compared with this year (73% agreeing to the former statement and 65% to the latter statement in 2004).
- The two areas where Stream 1/3 Blended clients appear to be receiving the least amount of help from their agency are with the immigration process (such as making a refugee claim or sponsoring family members) (25%) and where to go for legal advice (38%). The former (the immigration process) earned 40% agreement from clients last year compared with this year's 25%.
- **Out of the 13 goals evaluated, 62% of clients say their agency helped them meet more than half of them (i.e. at least 7 out of the 13).** Only 2% received help with just one of the goals and no one reports that they did not receive help on any one of the 13 goals. Current findings are not quite as positive as last year, when 81% received help from their agency with at least half or more of that year's 11 goals.
- Aside from refugee class immigrants who report a higher level of help from their agency in understanding Canadian expectations for social behaviour, there are no other significant differences between subgroups.

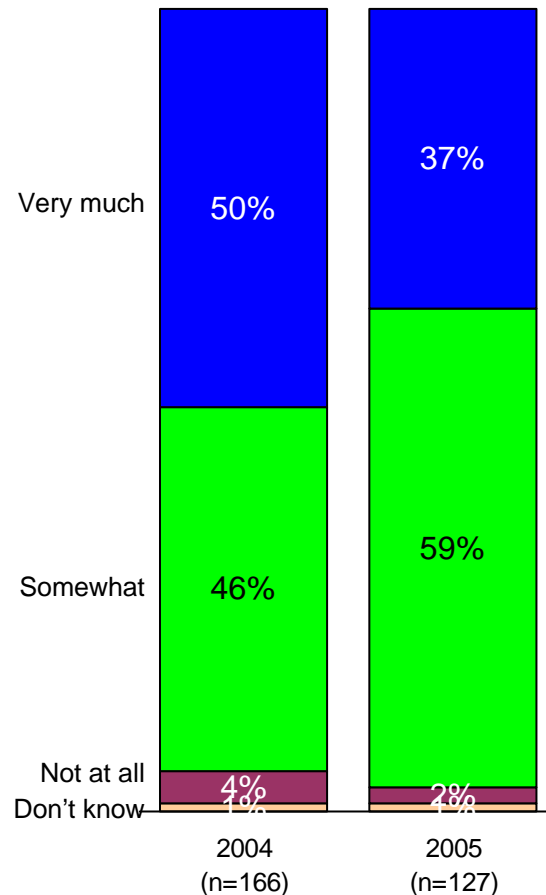
Agency Referral and Assistance

Q5. Has the agency put you in contact with any other services, programs or people who could help you?



* In 2004, 50% of clients said the agency put them in contact with another business or organization that could help them adjust to life in Canada.

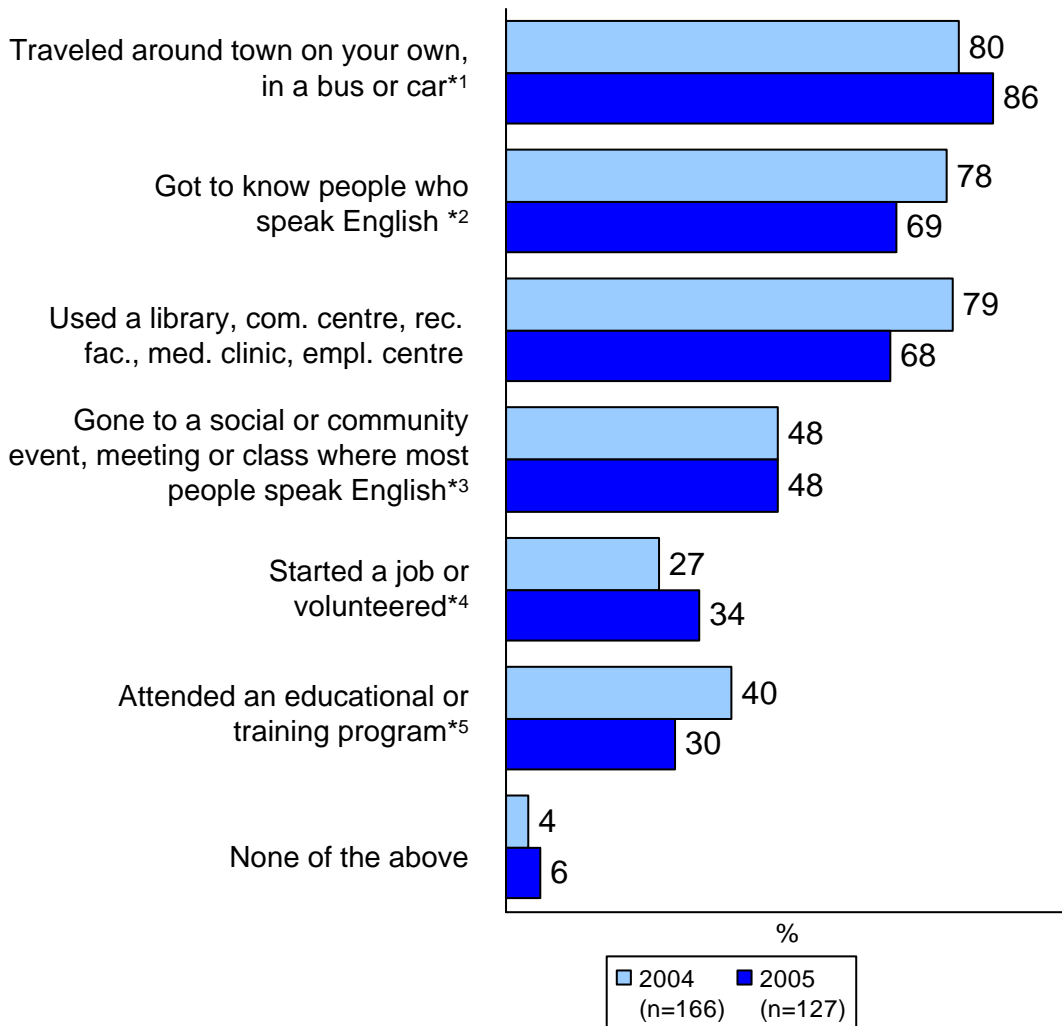
Q6. Overall, how much has this agency helped you by providing information and assistance?



- Just under half of all Stream 1/3 Blended clients report that their agency has put them in contact with other services, programs or people that can help them. In comparison, in 2004, a similar number of clients said their agency put them in contact with other businesses or organizations that could help them to adjust to life in Canada.
- Clients who have been in the program for over one year, those who have their Canadian citizenship and those with post secondary training are the most apt to report that their agency put them in contact with other services, programs or people that can help them.
- While virtually all clients continue to say that their agency helped them in some way by providing information and assistance, this year, clients tend to say that the agency helped them somewhat (59%), rather than very much (37%). Comparatively, last year, clients were equally likely to say their agency helped them somewhat or very much.
- Clients whose mother tongue is Spanish hold the most positive views about their agency i.e. said their agency assisted very much.

Improved Access And Participation

Q7. Since attending the program at this agency, have you done any of the following on your own...?



- Since attending the program at the agency, Stream 1/3 Blended clients have most commonly traveled around town on their own, in a bus or car (86% have), gotten to know people who speak English (69% have) and/or used a library, community centre, recreation facility, medical clinic or employment centre (68% have).
- Other, less widespread areas of participation include going to a social or community event where most people speak English (48%), starting a job or volunteering (34%), and attending an educational or training program (30%).
- Compared with 2004, the only difference in participation (on the comparable factors) is that slightly fewer clients are reporting this year that they used a library, community centre, recreation centre, etc (68% this year versus 79% last year).
- **Of the six activities listed, 45% report to have done more than half of them on their own (i.e. four or more out of the six activities) which is consistent with 2004.** Only 6% of clients claim they have not participated in any of the six activities since attending their program.
- The only subgroup differences are that clients aged 55 and older and Canadian citizens are more apt than their younger counterparts and permanent residents to have started a job or volunteered.

*1 In 2004, "taken public transit, such as the bus"

*2 In 2004, "met people who speak English"

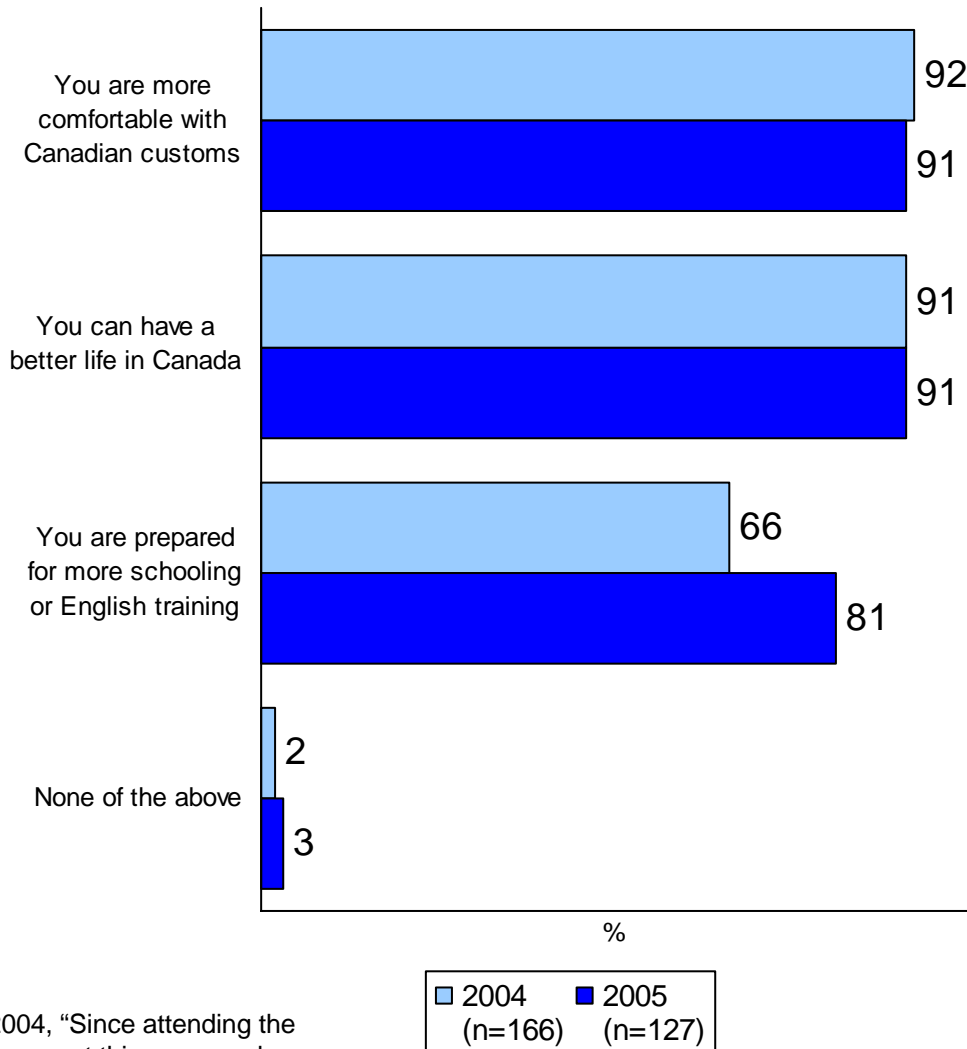
*3 In 2004, "attended a social group, meeting or class where most people speak English"

13 *4 In 2004, "started a job or volunteered with people who mostly speak English"

*5 In 2004, "applied or registered for a program or school"

Improved Confidence And Ability

Q8. Has the program at this agency helped you feel that...?*

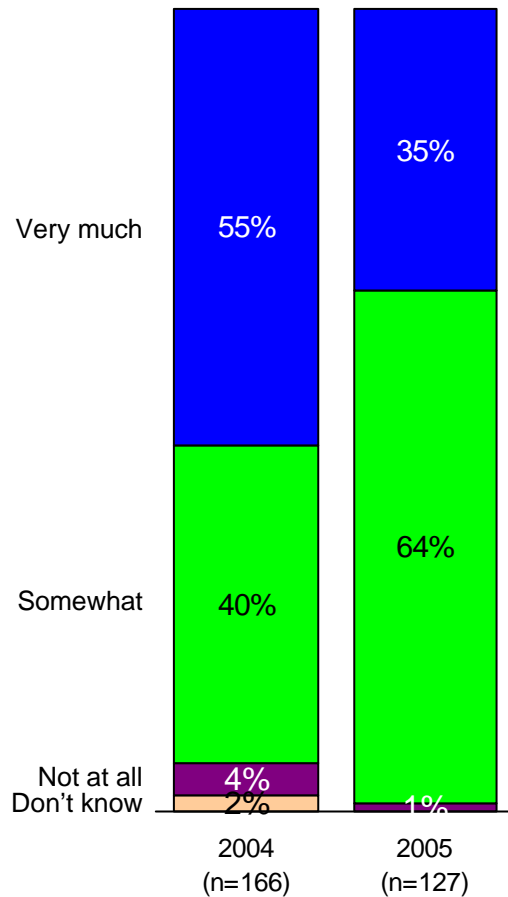


* In 2004, "Since attending the program at this agency, do you feel that...?"

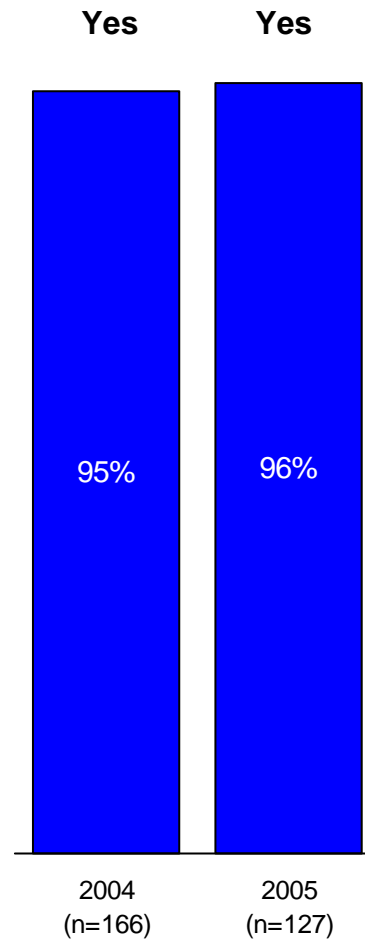
- Stream 1/3 Blended clients continue to agree that the program at the agency helped them feel more comfortable with Canadian customs and helped them feel that they can have a better life in Canada. Over 90% of clients are in agreement with both these points of view, which is consistent with 2004 findings.
- Currently, 81% of clients agree that the program at the agency helped them feel prepared for more schooling or English training. This is significantly higher than the 66% who agreed with this in 2004.
- **Consistent with 2004, nine-in-ten clients achieved improvement on at least two out of the three goals which comprise this outcome.**
- Only 3% say that none of these goals have been met since attending Stream 1/3 classes.

Overall Satisfaction and Willingness to Recommend

Q9. Overall, how much has the program helped you live in Canada?



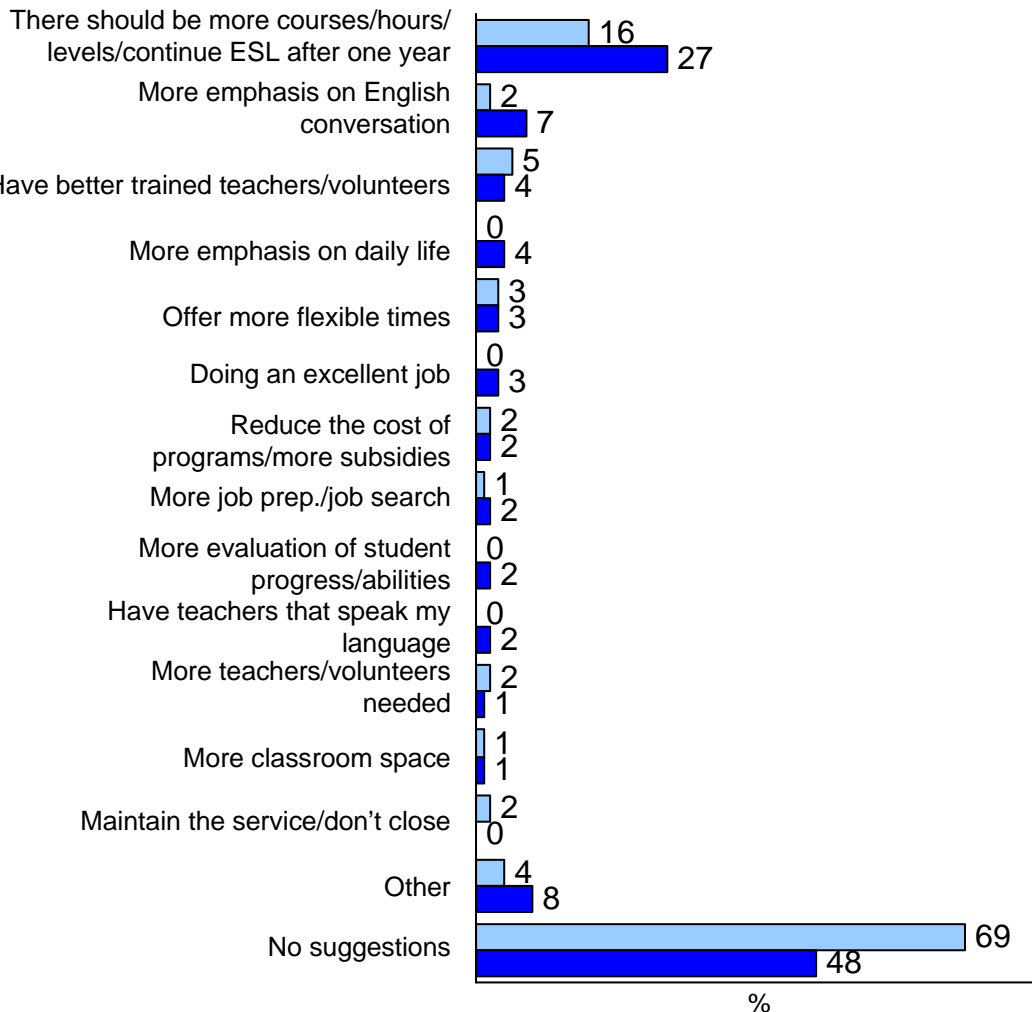
Q10. Would you tell someone else to join the program?



- Consistent with 2004, virtually all Stream 1/3 Blended clients agree that the program has helped them live in Canada. However, unlike 2004 when 55% said the program helped them very much and 40% said it helped them somewhat, this year, only 35% said the program helped very much and the balance, 64%, said it somewhat helped.
- Clients whose first language was Spanish and those aged 55 and older give the most positive assessments of the program in terms of how it has helped them live in Canada.
- Unchanged from 2004, 96% of clients would recommend someone else to join the program.

Suggestions For Agency and/or Services

Q11. Do you have any suggestions to improve the program?*



- This year, half of all Stream 1/3 Blended clients had a suggestion to make to improve the program, which is significantly higher than the 31% who had a suggestion to offer in 2004.
- The most frequently made suggestion by clients to improve the program is to have more courses, hours or levels (i.e. continue ESL after one year). While this was also the primary suggestion made in 2004, this year, it is mentioned even more frequently (16% in 2004 versus 27% currently). Those whose mother tongue is Farsi are the most apt to have made this suggestion.
- And while no other suggestion is made by more than 7% of clients, the 7% who request that the program put more emphasis on English conversation is still significantly higher than the 2% who made the same suggestion in 2004.
- Other suggestions include having better trained teachers and volunteers, more emphasis on daily life, and more flexible times. Another 3% simply stated that their agency is doing an excellent job and to keep it up.

* In 2004, "Do you have any suggestions for the agency and/or its services?"

2004 (n=166) 2005 (n=127)

Respondent Profile

D1. How long have you been living in Canada?

	<u>2004</u>	<u>2005</u>
Base	166	127
	<u>%</u>	<u>%</u>
Less than 1 year	12	18
1 year to less than 2 years	9	8
2 years to less than 3 years	9	6
3 years to less than 5 years	18	18
5 years to less than 10 years	17	16
10 years to less than 20 years	28	31
20 years+	8	3
<i>Average # of years</i>	7.5	6.7

- The average Stream 1/3 Blended client has been living in Canada for 6.7 years, which is broadly in line with the average of 7.5 years posted in 2004.
- Specifically, 18% have lived in Canada for less than 1 year, while a third have been here for one to just under five years, 16% for five to just less than 10 years and another three-in-ten for 10 or more years.
- Clients who have been living in Canada the longest include:
 - Those whose mother tongue is Vietnamese or Spanish
 - Those 55 years or older
 - Those who are Canadian citizens

Respondent Profile

D2. What country did you immigrate from?

	<u>2004</u>	<u>2005</u>
	<u>%</u>	<u>%</u>
Base	166	127
China	21	20
Vietnam	7	14
Hong Kong	11	13
Iran	11	11
Pakistan	1	8
India	5	7
South Korea	2	3
Mexico	6	2
Japan	1	1
Philippines	1	1
Russia	-	1
Fiji	-	1
Yugoslavia	-	1
South Africa	4	-
England	1	-
Taiwan	1	-
Other Asian	2	9
Other Central American	7	4
Other South American	8	3
Other African	2	2
Other Middle Eastern	5	-
Other European	2	-

- Consistent with 2004, 20% of Stream 1/3 Blended clients immigrated from China, while 13% came from Hong Kong, 11% from Iran and 7% from India. This year 14% of clients came from Vietnam (which is double the proportion from 2004) and 8% from Pakistan (compared with only 1% in 2004).
- Family class immigrants and those who have been in Canada for five or more years are most likely to be from China, while older clients (55+), newer immigrants (been in Canada for less than two years) and those who have been in a program for more than one year are most likely to be from Hong Kong.

Respondent Profile

D3. Under what immigration class did you enter Canada?

	<u>2004</u>	<u>2005</u>	
Base	166	127	
	%	%	
Family class (sponsored by family member)	56	51	<ul style="list-style-type: none"> • 51% of Stream 1/3 Blended clients were sponsored by family members, a number relatively unchanged since 2004
Refugee (Government or private sponsored)	7	30	
Refugee claimant	10	7	<ul style="list-style-type: none"> • However, this year, another 30% immigrated as a refugee (either government or private sponsored), which is notably higher than the 7% who entered Canada under this class in 2004.
Skilled worker (independent professional or trade)	16	5	
Landed immigrant (unspecified)	-	3	<ul style="list-style-type: none"> • There is a higher number of refugee class (government or private sponsored) clients among the following subgroups: <ul style="list-style-type: none"> -Farsi speakers -Permanent residents
Business (including entrepreneur, investor or self-employed)	5	2	
Provincial nominee	-	1	
Retired	1	1	
Visitor/tourist Visa	4	-	
Student Visa	1	-	
Don't know/refused	1	-	

Respondent Profile

D4. Are you a:

	<u>2004</u>	<u>2005</u>	
Base	166	127	
	%	%	
Canadian citizen	50	42	• In line with 2004 findings, this year 42% of Stream 1/3 clients are Canadian citizens, 47% permanent residents, leaving 11% who have some other status.
Permanent resident	38	47	
Other	12	11	

Respondent Profile

D5. Which of the following best describes your age?

	<u>2004</u>	<u>2005</u>
Base	166	127
	<u>%</u>	<u>%</u>
19 – 54	66	69
55+	34	31

- Seven-in-ten of Stream 1/3 Blended clients are between the ages of 19 and 54 which is consistent with 2004.

Respondent Profile

D6. What was the first language you learned as a child?*

	<u>2004</u>	<u>2005</u>	
Base	166	127	
	<u>%</u>	<u>%</u>	
Cantonese	23	25	<ul style="list-style-type: none"> • This year, the top two mother tongues (i.e. first language learned as a child) are Cantonese (25%) and Farsi/Dari/Persian (23%) followed by Vietnamese (13%), Spanish (10%) and Mandarin (10%).
Farsi/Dari/Persian	13	23	
Vietnamese	7	13	<ul style="list-style-type: none"> • Compared with last year, there are currently more Farsi speakers and less Spanish speakers.
Spanish	22	10	
Mandarin	12	10	
Arabic	8	5	
Punjabi	6	3	
Korean	2	3	
Japanese	1	1	
Tagalog	-	1	
Other Asian language	3	7	
Other European language	1	1	
Other	4	-	

* In 2004, "What was the first language you learned?"

Respondent Profile

D7. What level of education have you completed so far?

	<u>2005</u>	
Base	127	
	<u>%</u>	
Less than high school	52	• Just over one-half of Stream 1/3 Blended clients have not graduated from high school. Another 30% have graduated, with the remaining 17% having some level of post secondary schooling.
Graduated from high school	30	
Attended or completed college or university	17	
Don't know/refused	1	• Those whose mother tongue is Mandarin are the most apt to have some level of post secondary schooling.
		• This question was not included in the 2004 survey.

Respondent Profile

D8. Gender

	<u>2004</u>	<u>2005</u>	
Base	166	127	
	<u>%</u>	<u>%</u>	
Male	5	7	• Consistent with 2004, over 90% of Stream 1/3 Blended clients this year are female.
Female	95	93	

Respondent Profile

D9. Survey Language

	<u>2005</u>
Base	127
	<u>%</u>
Cantonese	31
Farsi/Dari	28
Vietnamese	13
Spanish	10
English	6
Arabic	4
Korean	3
Mandarin	3
Punjabi	2
French	1

- Stream 1/3 Blended clients most commonly did the survey in Cantonese (31%), Farsi or Dari (28%), Vietnamese (13%) or in Spanish (10%). Only 6% did the survey in English.

Questionnaire



INFORMATION SUPPORT & ENGLISH LANGUAGE SERVICES SURVEY

A. <u>AGENCY</u>	<u>LOCATION</u>
2. SURREY DELTA IMMIGRANT SERVICES SOCIETY	MAIN OFFICE AT 137 STREET IN NEWTON
6. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	NIGHTINGALE SCHOOL
7. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	QUEEN ALEXANDRA ELEMENTARY SCHOOL
8. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	THUNDERBIRD COMMUNITY CENTRE
9. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	SOUTH VANCOUVER
10. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	COLLINGWOOD NEIGHBOURHOOD HOUSE
11. NORTH SHORE MULTICULTURAL SERVICES SOCIETY	HARRY JEROME RECREATION CENTRE AT LONSDALE
12. KIWASSA NEIGHBOURHOOD HOUSE	KIWASSA NEIGHBOURHOOD HOUSE
13. BURNABY FAMILY LIFE INSTITUTE	EDMONDS RESOURCE CENTRE ON CANADA WAY

B. INDICATE LANGUAGE PREFERENCE FROM LISTINGS:

1. ENGLISH
2. CANTONESE
3. FARSI
4. FRENCH
5. KOREAN
6. MANDARIN
7. PUNJABI
8. SPANISH
9. VIETNAMESE
10. ARABIC
96. OTHER (SPECIFY)

ATTEMPT TO DO LANGUAGE IN ENGLISH

Hello, may I please speak to _____? This is _____ calling from Synovate Research on behalf of the (INSERT AGENCY NAME). We are calling to ask about your satisfaction with the services and classes provided by the (AGENCY) at (LOCATION).

Your answers will be kept confidential.

IF ANOTHER FAMILY MEMBER IS MORE ABLE TO DO THE SURVEY IN ENGLISH THAN THE NAMED RESPONDENT, HE/SHE CAN ANSWER THE SURVEY ON THEIR BEHALF.

Q1. *How long have you been coming to the program at the (LOCATION)...* **READ**

1. Less than 1 month
2. 1 to less than 6 months
3. 6 months to 1 year or
4. More than 1 year

Q2. *As a result of taking English classes at (INSERT AGENCY), how much has your English improved...* **READ**

1. Very much 2. Somewhat, or 3. Not at all
 DNR 4. Have not taken English classes at Agency GO TO Q4

Q3. *As a result of these English language classes do you...* **READ**

1. Understand more when people speak English in class
2. Understand more when people speak English outside of class
3. Speak more English in class
4. Speak more English outside of class

Q4. *Has this agency helped you know more about ...***READ**

1. The Canadian way of life, such as holidays, what people do in their free time, customs or general habits
2. Government services, such as health, schooling or where to get a SIN card or drivers license
3. Where you can learn English
4. How to look for a place to live
5. How to look for a job or get job training
6. Where to buy food, clothing or household items or how to get there
7. Facilities in your community, such as the library, parks, recreation programs, sports or hobbies
8. The challenges you may face in Canada
9. The immigration process, such as making a refugee claim or sponsoring family members
10. Your rights and responsibilities as a new immigrant to Canada
11. Where to go for legal advice
12. Canadian expectations for social behaviour, such as disciplining children or relations between men and women
13. The emotional effects of moving here or the impact on family relationships

Q5. *Has the agency put you in contact with any other services, programs or people who could help you?*

1. Yes 2. No

Q6 *Overall, how much has this agency helped you by providing information and assistance?* **READ**

1. Very much 2. Somewhat or 3. Not at all

Q7. *Since attending the program at this agency, have you done any of the following on your own...***READ**

- ¹ Gone to a social or community event, meeting or class where most people speak English
- ² Started a job or volunteered
- ³ Got to know people who speak English
- ⁴ Used a library, community centre, recreation facility, medical clinic or employment centre
- ⁵ Travelled around town on your own, in a bus or car
- ⁶ Attended an educational or training program

Q8. *Has the program at this agency helped you feel that ...***READ**

1. You can have a better life in Canada
2. You are prepared for more schooling or English training
3. You are more comfortable with Canadian customs

Q9. *Overall, how much has the program helped you live in Canada...***READ**

1. Very much 2. Somewhat or 3. Not at all

Q10. *Would you tell someone else to join the program?*

1. Yes 2. No

Q11. *Do you have any suggestions to improve the program?*

Lastly, a few questions for classification purposes only.

D1. How long have you been living in Canada? _____ YEARS _____ MONTHS

D2. What country did you immigrate from?

- | | |
|-----------------|------------------|
| 1. CHINA | 12. ROMANIA |
| 2. ENGLAND | 13. RUSSIA |
| 3. FIJI | 14. SOUTH AFRICA |
| 4. HONG KONG | 15. SOUTH KOREA |
| 5. INDIA | 16. TAIWAN |
| 6. INDONESIA | 17. UKRAINE |
| 7. IRAN | 18. USA |
| 8. JAPAN | 19. VIETNAM |
| 9. MEXICO | 20 YUGOSLAVIA |
| 10. PAKISTAN | 96. OTHER _____ |
| 11. PHILIPPINES | |

D3. Under what immigration class did you enter Canada? **READ ONLY IF NECESSARY**

- ¹ Family class (sponsored by family member)
- ² Refugee (government or private sponsored)
- ³ Refugee claimant
- ⁴ Skilled worker (independent professional or trade)
- ⁵ Business (including entrepreneur, investor or self-employed)
- ⁶ Provincial nominee
- ⁹⁶ Other _____

D4. And are you a: **READ**

1. Canadian citizen 2. Permanent resident 3. Other

D5. Which of the following describes your age: **READ**

1. Under 19 2. 19-54 3. 55 +

D6. What was the first language you learned as a child?

- | | |
|--------------|-----------------------|
| 1. ENGLISH | 6. FARSI/DARI/PERSIAN |
| 2. CANTONESE | 7. VIETNAMESE |
| 3. MANDARIN | 8. KOREAN |
| 4. PUNJABI | 9. FRENCH |
| 5. SPANISH | 10. ARABIC |
| | 96. OTHER |

D7. What level of education have you completed so far?

- | | | |
|---|--|---|
| <input type="checkbox"/> ¹ Less than high school | <input type="checkbox"/> ² Graduated from high school | <input type="checkbox"/> ³ Attended or completed college or university |
|---|--|---|

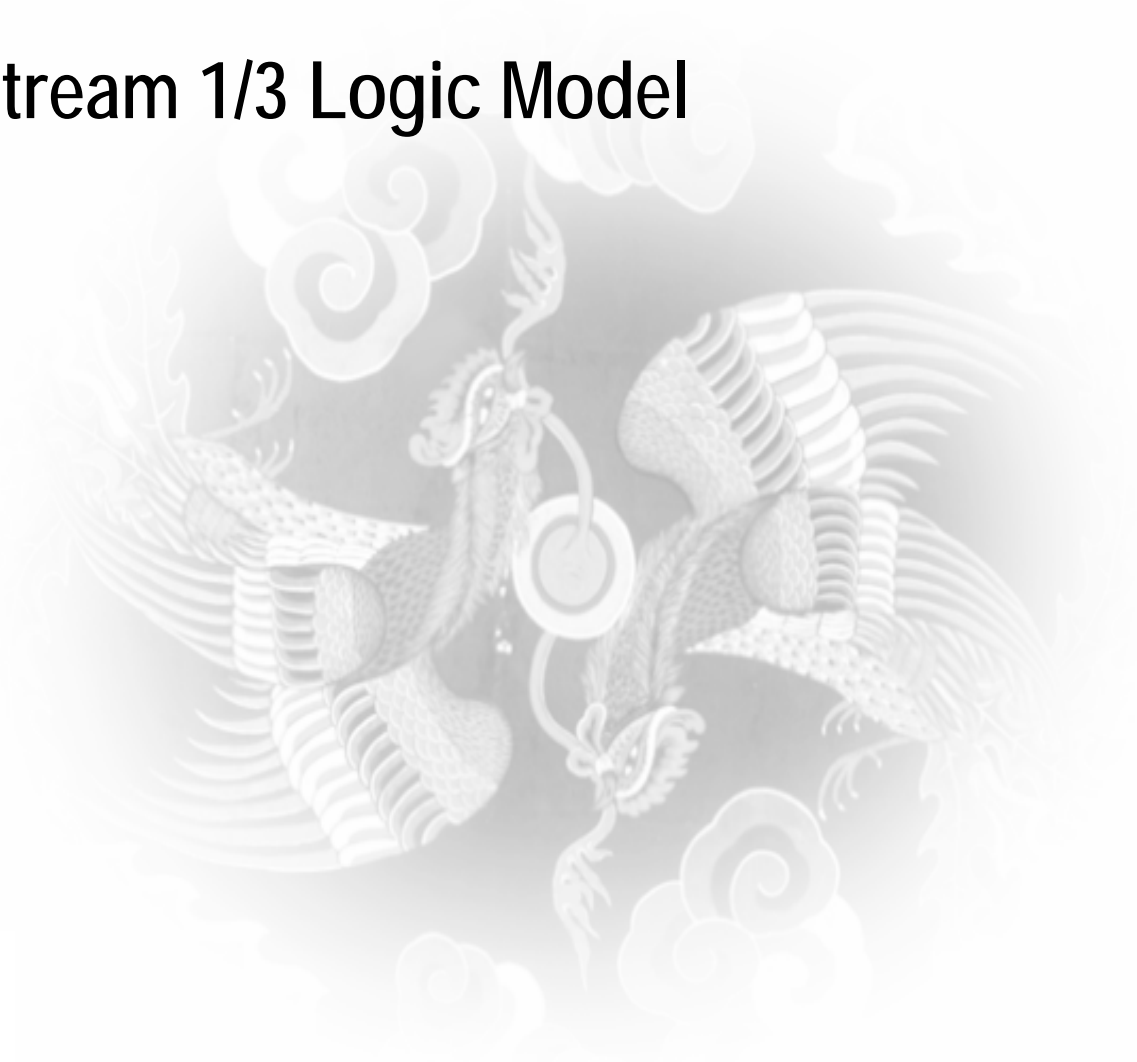
D8. INDICATE GENDER:

1. MALE 2. FEMALE

RECORD SURVEY LANGUAGE

- | | |
|--------------|---------------------|
| 1. ENGLISH | 7. PUNJABI |
| 2. CANTONESE | 8. SPANISH |
| 3. FARSI | 9. VIETNAMESE |
| 4. FRENCH | 10. ARABIC |
| 5. KOREAN | 96. OTHER (SPECIFY) |
| 6. MANDARIN | |

Stream 1/3 Logic Model



BCSAP Stream 1/3 Blended (Information, Support & English Language Services for Adults)
Logic Model

Objective: To provide multiple-barrier immigrant and refugee adults with information about BC society, guidance and support on adjustment issues, connections to the broader community and English language instruction (pre-literacy to basic proficiency) in a culturally appropriate learning environment.

