



Ministry of Attorney General and  
Minister Responsible for Multiculturalism

# **2005 BCSAP Outcomes and Client Satisfaction Survey Stream 3**

Prepared by:  
**SYNOVATE Ltd. in December 2005**

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

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# OBJECTIVES & METHODOLOGY

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- As part of its performance evaluation process, the Settlement and Multiculturalism Division of the Ministry of Attorney General and Minister Responsible for Multiculturalism wanted to conduct an outcome survey with its end-user clients.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four program streams, as follows:
  - Stream 1 – Information & Support Services
  - Stream 2 – Community Bridging Services
  - Stream 3 – English Language Services for Adults
  - Stream 1-3 – Information, Support & English Language Services for Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some immediate and medium term outcomes outlined in each Stream's Logic Model. In the case of Stream 3, some of the outcomes were: Improved English, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Adjustment To Canadian Life and Pursuit of Personal Goals.
- This report covers the 2005 findings for Stream 3, English as a Second Language Services for Adults (ELSA) and where applicable, compares results to 2004. The Stream 3 Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 3 clients, a random telephone survey was conducted with those who had left Stream 3 ELSA classes between April 2004 and March 2005.
- 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.
- A total of 932 Stream 3 clients were surveyed from listings supplied by the Ministry. After eliminating duplicates and listings with missing phone numbers, a total of 5,043 listings were available to be called. Clients were randomly called by telephone.
- In addition to English, the survey was translated into 8 other languages and administered in the languages of new immigrants, namely: Chinese (Cantonese or Mandarin), Farsi, French, Korean, Punjabi, Spanish, Vietnamese and Arabic.
- All telephone interviewing was conducted from July 12 to August 8, 2005.
- 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 (based on the listings provided to Synovate) 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 932 are accurate to within +/-3%. Results of smaller sub-groups have a larger margin of error. When making comparisons between 2005 and 2004 or between subgroups, larger differences are required to be statistically significant. For example, when comparing 2005 (n=932) to 2004 (n=844) a difference of 5 percentage points is required before that difference can 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. The latter of which did so because of its larger, more reliable sample size.

# OBJECTIVES & METHODOLOGY

- To ensure that each agency's survey responses were appropriately represented within the overall picture of the service stream, agency results were "weighted". This involved adjusting each agency's sample size to reflect their proportion in respect to the total student population group that was eligible to be surveyed. for each provider. In lay terms, that means that if, for example, 6% of all surveys completed were from an agency with 3% of the total eligible group, adjustments were made so that the survey respondents from that agency did not have double the impact on the overall survey results than they should have.

<u>Agency</u>	<u>Listings Available</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>	<u>Agency</u>	<u>Listings Available</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>
Abbotsford Community Services	83	22	15	North Island College – Courtenay	6	1	1
Burnaby Continuing Ed	150	28	28	North Island College – Port Alberni	9	2	2
Burnaby English Language Centre	471	82	87	Northwest Community College			
Camosun College	52	8	10	- Prince Rupert Campus	10	2	2
Central Vancouver Island Multicultural Society	44	10	8	Pacific Immigrant Resources Society	53	10	10
Chilliwack Community Services	34	4	6	Penticton & District Multicultural Society	35	9	6
Collingwood Neighbourhood House	37	7	7	Progressive Intercultural Community			
Coquitlam Continuing Education	512	105	95	Services Society	93	22	17
Cowichan Valley Intercultural/Immigrant Society	15	2	3	Quesnel Continuing Education	7	1	1
Delta Continuing Education	288	47	53	Richmond Continuing Education	120	19	22
Gladwin Language Centre	140	22	26	SUCCESS (Vancouver)	238	37	38
Immigrant & Multicultural Services Society				SUCCESS (Coquitlam)	31	40	33
Of Prince George	43	9	8	SUCCESS (Richmond)	207	15	17
Immigrant Services Society of BC	220	36	41	SUCCESS (Surrey)	92	39	36
Intercultural Association of Greater Victoria	27	5	5	Shane Global Village English Centre – Vancouver	176	38	44
Kamloops Cariboo Regional Immigrant Society	35	11	6	South Vancouver Neighbourhood House	192	6	6
Ki-Low-Na Friendship Society	45	8	8	Surrey Delta Immigrant Services Society	216	43	40
Little Mountain Neighbourhood House	36	7	7	University College of the Cariboo	7	1	1
Maple Ridge-Pitt Meadows Community Education	26	7	5	Vancouver Community College	602	99	111
MOSAIC	263	42	49	Vancouver Formosa Academy Ltd.	269	45	50
New Directions-Vocational Testing and				Vernon & District Immigrant Serv. Society	21	6	4
Counselling	77	19	14	Victoria READ Society	50	14	9
North Island College – Campbell River	11	2	2				
				TOTAL (ALL AGENCIES)	5043	932	932

# EXECUTIVE SUMMARY

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- Currently, 47% of Stream 3 clients are at level 3, which is slightly below the 2004 level. Another 30% are at level 2 and 18% are at level 1.
  - According to Ministry records, 30% of Stream 3 clients have progressed from another level. This is below the 38% of respondents that reported progression in 2004. *However, this difference may be due to the change in how this information was collected – in 2004, it was self-reported, whereas this year, it was based on information extracted from the Ministry's records.*
  - Clients most commonly leave the ELSA program because they find a job, they graduate/ use up all their hours or because they are simply too busy. Compared with last year, fewer Stream 3 clients are leaving because they graduated and more are now leaving because they are too busy or because they used up all their hours.
  - Virtually all Stream 3 clients joined the ELSA program to improve their ability to use English in their daily life, while another seven-in-ten took part in the program in preparation for more schooling. Another 57% took the classes because they thought it would help them find a job or a better job. Generally, all these reasons are mentioned with greater frequency this year than they were in 2004.
  - Consistent with 2004, the majority of clients (68%) this year claim they enjoyed the ELSA classes very much. As well, 94% say they would recommend the classes to others, which is significantly above the 2004 level of 88% recommending the classes.
  - Also unchanged from last year, 61% of clients report that they received much support from the teachers and office staff at their respective agencies.
  - What follows is a summary of client success in achieving each of the immediate and medium term outcomes as outlined in the Stream 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: IMPROVED ENGLISH
- While virtually all Stream 3 clients report that the ELSA classes helped improve their English, compared with last year, slightly fewer clients report that the classes helped very much (38% currently versus 43% last year), while more report that they helped somewhat (57% currently versus 52% last year).
  - When it comes to using English in everyday life, 76% of clients report being able to do at least three or more of the five tasks in English better than they did before the classes. This is identical to 2004 findings.
  - Clients say the greatest improvement is in the area of taking the bus/getting directions/finding their way around town. Consistent with 2004, 84% report they can now do this better in English since taking the ELSA classes.
  - **Unchanged from 2004, 74% of clients met the specific outcomes of Improved English and said the ELSA classes generally improved their English.**
- ### MAJOR OUTCOME: INCREASED UNDERSTANDING OF CANADIAN SYSTEMS & CULTURE
- The ELSA classes are credited with teaching clients more about the Canadian way of life (85% agree this year; 82% last year). Consistent with 2004, the classes also give clients a greater understanding of Canadian expectations for social behaviour, more information about the cultures of others who are new to Canada and the services available to help them live in Canada.
  - Since last year, there has been an increase in the number of Stream 3 clients who credit the ELSA classes with helping them better understand Canadian and provincial laws (61% currently versus 56% last year).

# EXECUTIVE SUMMARY

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- Additionally, in response to a series of six statements, no fewer than 83% accurately identified a statement as correct or incorrect, which is consistent with 2004.
- **An improvement from 2004, 58% of Stream 3 clients currently meet the specific outcome for Increased Understanding of Canadian Systems.** That is, they credit the ELSA classes with improving their knowledge in at least four of the six areas and also correctly answered at least five of the six correct or incorrect questions about Canada.

## **MAJOR OUTCOME: IMPROVED ACCESS & PARTICIPATION**

- This year, 59% of Stream 3 clients have participated in at least three of the four stated activities. While this is an increase over 2004's 44%, the increase is likely due in large part to the change in the criteria for this outcome (e.g. this year clients had to have read English newspapers, watched English TV or listened to English radio, while last year one of the criteria was to have just started a job or volunteered with people who mostly spoke English).
- Specifically, the ELSA classes have led to the majority of Stream 3 clients reading or watching media in English (83%) and using community centres, libraries, etc. (82%). The classes have also led to 57% using English while working or volunteering and 45% to attend a social group or meeting where most people speak English.

## **MAJOR OUTCOME: IMPROVED ADJUSTMENT TO LIFE IN CANADA AND PURSUIT OF GOALS**

- In line with 2004, currently 91% of clients report that the ELSA program has helped them with their life in Canada and has assisted them with tasks such as using English in everyday life, preparing for schooling or finding a better job.

## **SUMMARY OF MAJOR OUTCOME ACHIEVEMENT**

- **A significant increase from 2004, 35% of Stream 3 clients this year were successful in meeting the criteria for Improved English and also achieved all of the other three major outcomes of the program.**
- Another 28% met the criteria for Improved English and met the criteria for two out of the three other major outcomes (an improvement over 2004), while 10% met the criteria for Improved English, but met the criteria on only one other outcome.
- Clients who were most successful in the program (i.e. they met the criteria for Improved English and achieved all of the three other outcomes) include: those with post secondary schooling, and those who reached ELSA level 3.
- The following groups have a below average proportion of clients who were successful in the program: Korean speakers, those who spent less than 4 months/less than 250 hours in ELSA, those 55 and older, Level 1 clients and those without high school education.

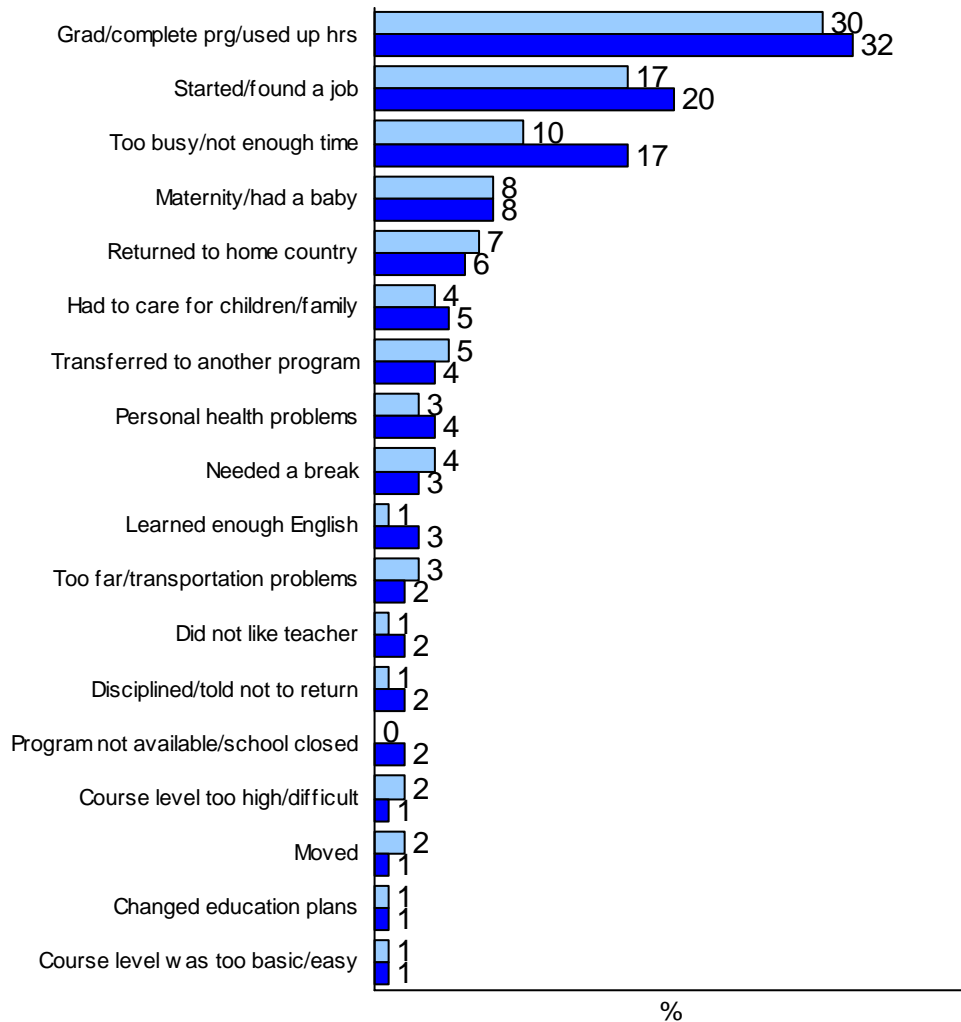
## **SUGGESTIONS FOR THE STREAM 3 PROGRAM**

- The majority opinion among Stream 3 clients continues to be that the classes cover all that they should. If there are to be enhancements to the classes, clients most often request more emphasis on conversational English (9% mentioning) and daily life (8%), with both these suggestions being made by more clients this year compared with 2004.
- When it comes to improving the ELSA program or providing suggestions for the agencies, clients most commonly ask for longer courses (12%), more levels of English (12%) and, again, more conversational English (10%).

# ANALYSIS OF FINDINGS

## Reasons For Leaving Program

### Q1. Why did you leave the program?



■ 2004 (n=844)    ■ 2005 (n=932)

- Stream 3 clients left the program primarily because they completed the program/ used up their hours (mentioned by 32%), started or found a job (20%), or simply because they were too busy (17%). Compared with 2004, more Stream 3 clients are now saying they left because they were too busy, while all other reasons given are in line with 2004.
- Secondary reasons for leaving the program continue to be maternity leave (8%), returning to their home country (6%) and having to care for children/family (5%).
- Clients who are most apt to have left because they found a job are:
  - Those living in the Interior
  - Those who put less than 250 hours into the program
  - Those who spent less than four months in ELSA
- Clients least apt to have left because they found a job are:
  - Those who have spent 500 hours or more in the program
  - Korean speakers
  - Business class immigrants

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## Reasons For Leaving Program (continued)

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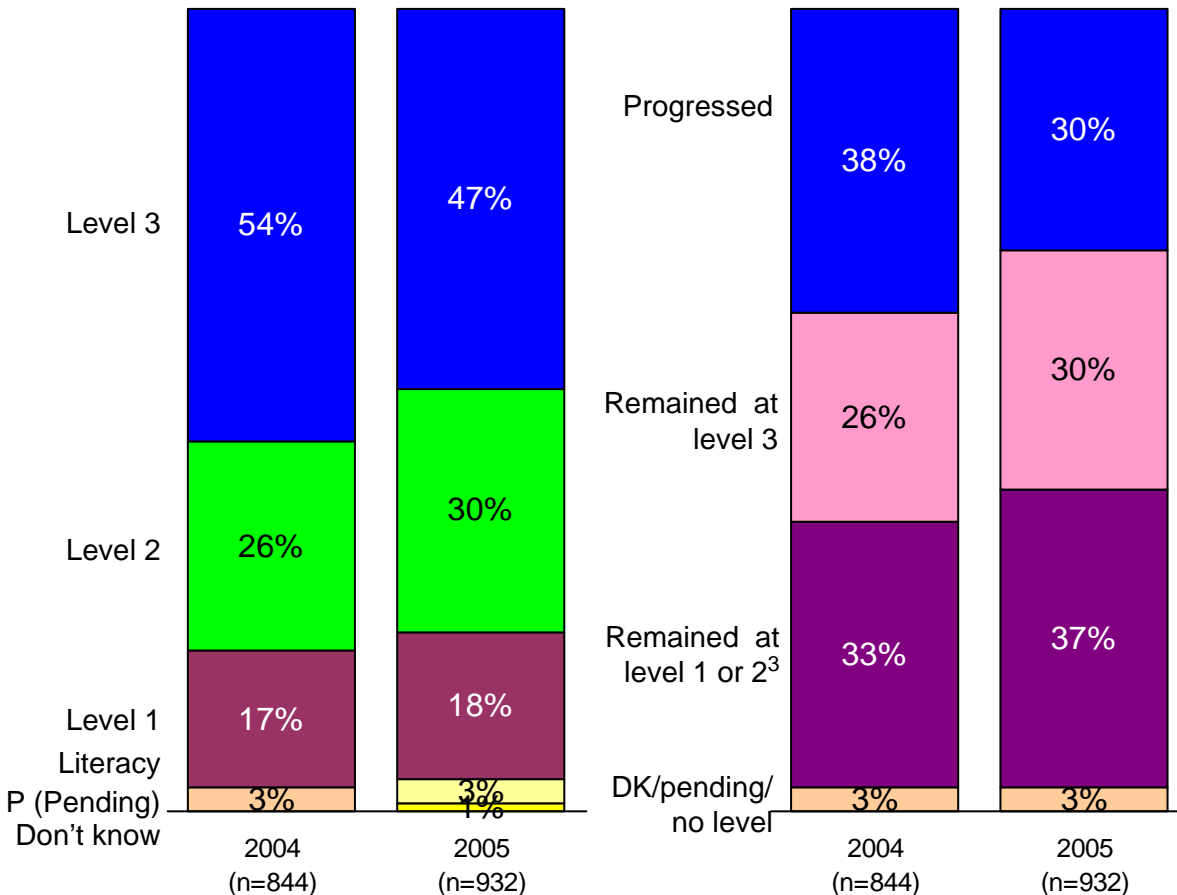
- Clients most likely to have left the program because they graduated/used up their hours include:
  - Those who spent 500+ hours in the program
  - Those who have lived in Canada for 3+ years
  - Those with post secondary schooling
  - Women
  - Those in ELSA level 3
  - Those who spent 8+ months in ELSA
  - Mandarin and Korean speakers
  - Business class workers
- Clients least likely to have left the program because they graduated or used up their hours include:
  - Those who spent less than 250 hours in the program
  - Those that have been in Canada for 1 year or less
  - Those under 25 years of age
  - Those with less than a high school education
  - Men
  - Those in ELSA levels 1 and 2
  - Those who have spent less than four months in ELSA
  - Cantonese speakers
  - Family class immigrants



# Level Achievement and Progression

**Current ELSA Level  
(From Listings)\*<sup>1</sup>**

**Current ELSA Level Versus  
Original ELSA Level (From  
Listings)\*<sup>2</sup>**



- Currently, 47% of Stream 3 clients are at level 3, 30% are at level 2 and 18% are at level 1. The proportion at Level 3 has decreased from last year (54% in 2004).

- Clients most likely to be at ELSA level 3 are:
  - Those with an urban agency
  - Mandarin and Korean speakers
  - Skilled worker class immigrants
  - Those living in the Lower Mainland
  - Those with between 250 and 499 program hours
  - Those with ELSA for 4 to 7 months
  - Those aged 25 to 54
  - Those with post secondary schooling

- Those least likely to be at ELSA level 3 are:
  - Those with a rural agency
  - Those living on Vancouver Island
  - Those with less than 250 program hours
  - Those who have lived in Canada for 3+ years
  - Those aged 55+
  - Those without post secondary schooling
  - Cantonese and Punjabi speakers
  - Family and refugee class immigrants

- 30% of Stream 3 clients have progressed from another level, while 30% have remained at level 3 and 37% have remained at levels 1 or 2. Comparatively, 38% had progressed from another level last year, 26% had remained at level 3 and 33% had remained at levels 1 or 2.

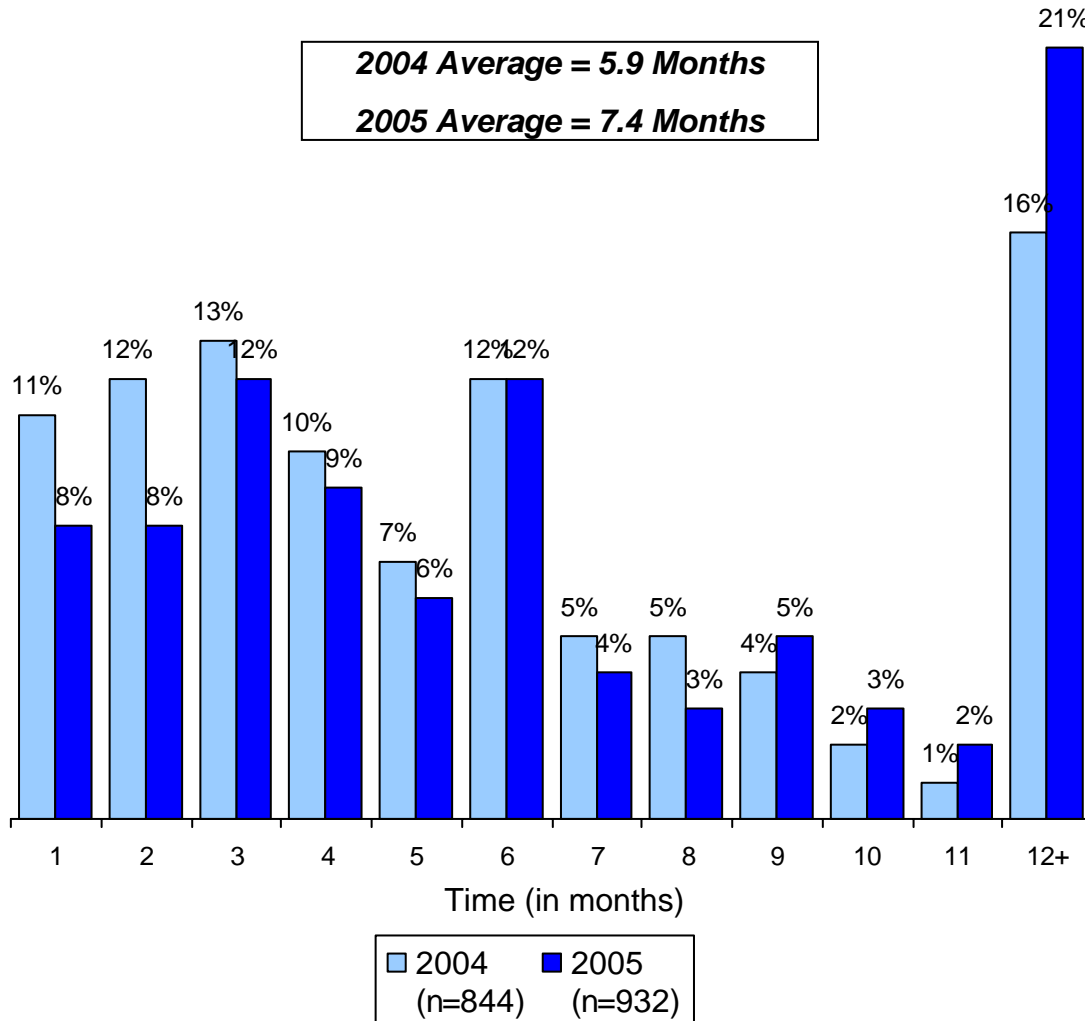
\*<sup>1</sup> In 2004 "What level of ELSA were you in when you left the program?"

\*<sup>2</sup> In 2004 "Did you progress to that level from another level?"

\*<sup>3</sup> In 2004 this category includes those who were reassigned to a lower level.

# Duration Of Attendance

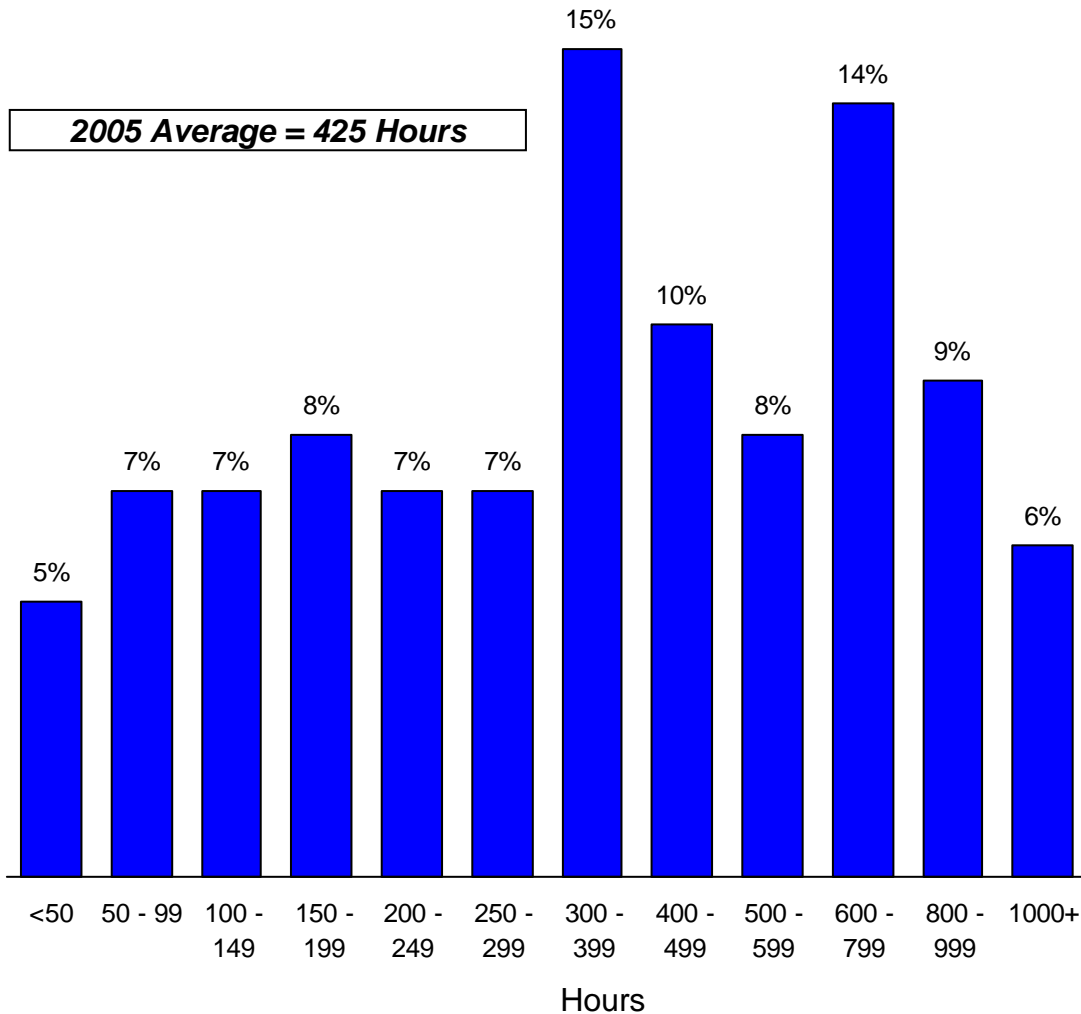
## Q4a. How long did you take ELSA classes at (Agency)?



- The typical Stream 3 client has been taking ELSA classes for just over seven months. This is somewhat longer than last year, when the average Stream 3 client had been taking classes for about six months.
- The following client groups have above average proportions of those who took ELSA classes for 12 months or longer: Chinese speakers, business class immigrants, those who have spent 500 hours or more in the program, those who have been in Canada for 3+ years, those 55 and older, and high school graduates.
- Client groups that have below average proportions of those who took ELSA classes for 12 months or longer include: skilled worker class immigrants, those who have 250 to 499 program hours, those who have been in Canada for 2 years, those who are under 25 years of age and those with post secondary schooling.

# Duration Of Attendance

## Q4b. Total Hours in Program? (From Listings)

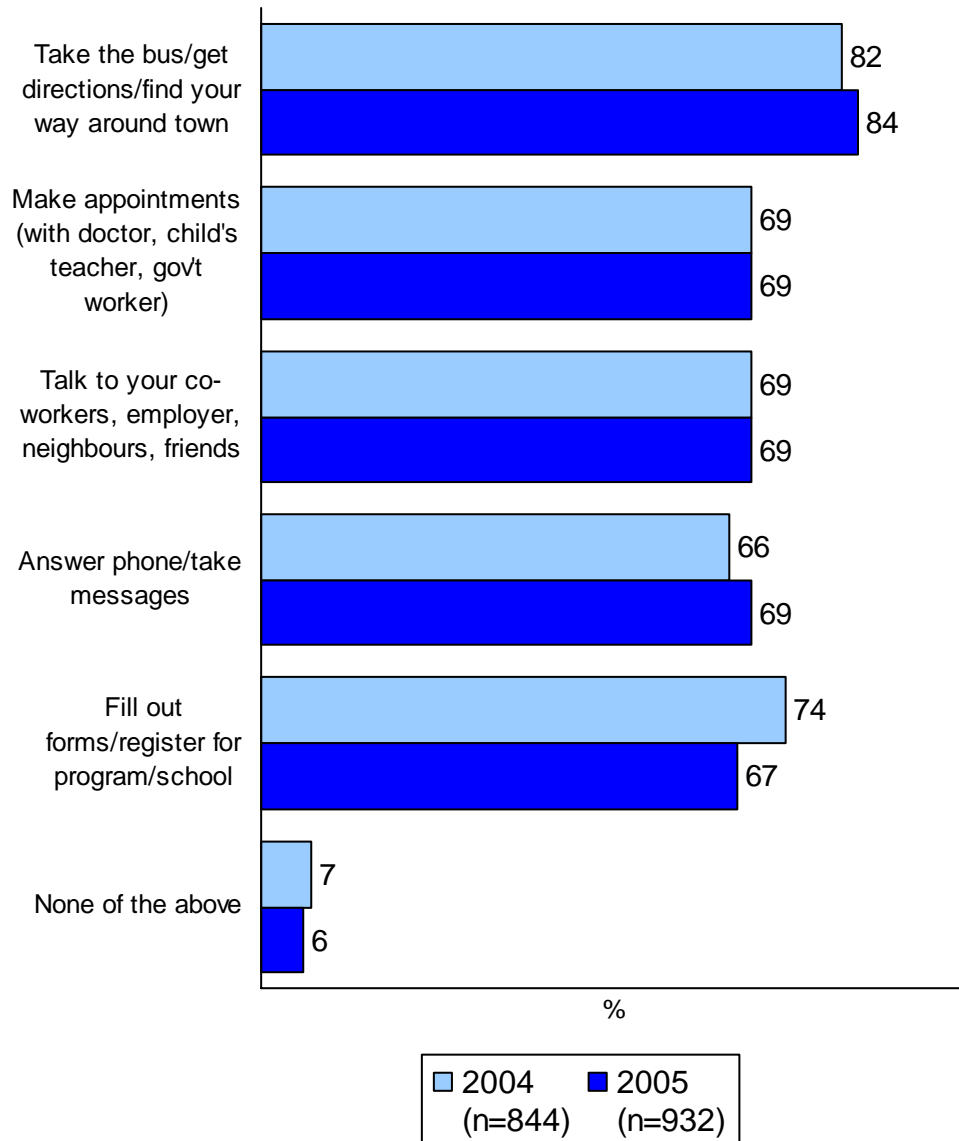


- The average Stream 3 client has been in the program for 425 hours. This average is particularly high among Farsi speakers and among refugee and business class immigrants. Average hours in the program is lowest among Punjabi speakers and those who have only been in the program for less than 4 months.
- This information was not available in 2004.

2005 (n=932)

# Improved English

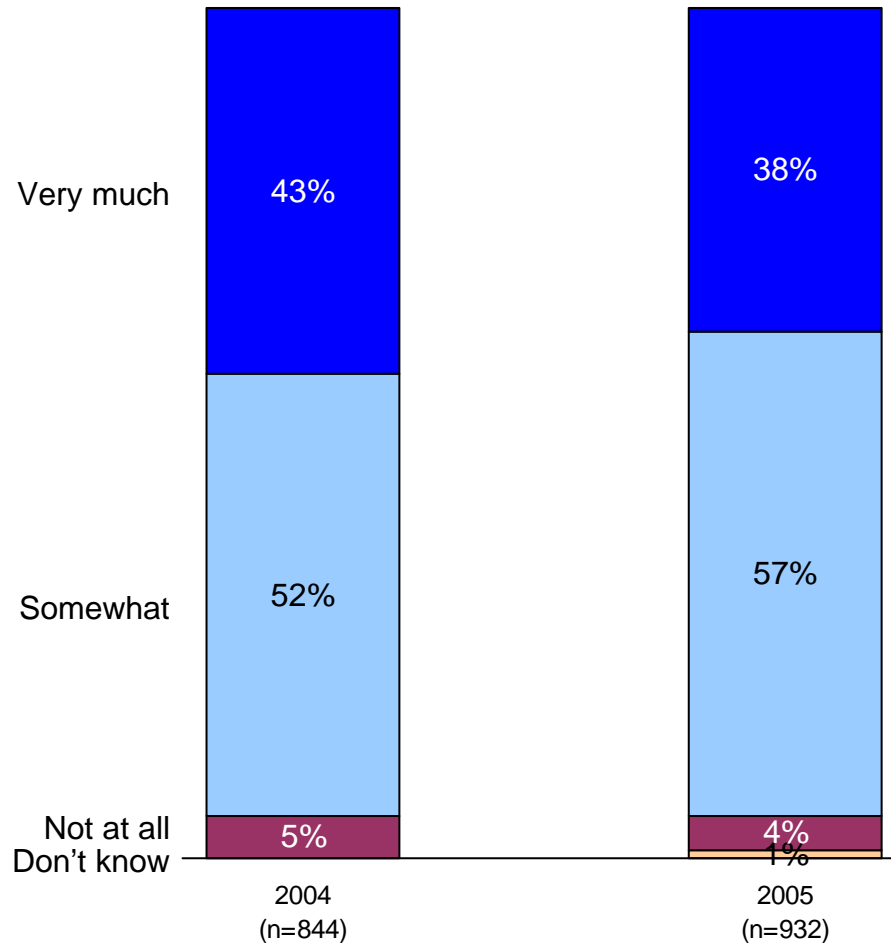
## Q5. After taking ELSA classes, can you do these things better in English?\*



- Consistent with 2004 findings, since taking ELSA classes, the majority of Stream 3 clients are able to take the bus, get directions and find their way around town (84%), make appointments (69%), talk to co-workers, employers, etc. (69%), answer the phone and take messages (69%).
- Although two-thirds said the ELSA classes enabled them to fill out forms or register for a program this year, this falls below the 74% who made this same claim in 2004.
- **Identical to 2004 results, 76% of clients are able to perform three or more of the five tasks since taking the ELSA classes**, which leaves 12% who can complete two of the tasks, 6% who can only do one and 6% who cannot do any of the activities.
- Age, education and the length of time taking ELSA classes appear to be the factors which most influence the level of success clients have performing these everyday tasks. Essentially, younger clients, those with post secondary schooling, those in ELSA level 3 and those who have been taking classes for at least four months or at least 250 hours tend to be better able to perform more of the tasks. Punjabi speaking clients also have had greater success completing more of the tasks compared with other clients.
- Hence, older clients, those with less than a high school education, those with less than 250 program hours or less than 4 months in the program, those at ELSA level 1 and business class immigrants can not perform as many of the activities.

## Improved English (continued)

**Q6. How much did the ELSA classes help you to improve your English?**



- While the large majority of Stream 3 clients continue to credit the ELSA classes with improving their English, there has been a slight decrease in the number of clients finding the classes very helpful. Currently, 38% say the classes helped their English very much and 57% say they helped somewhat. In comparison, in 2004, 43% said the classes helped very much and 52% said they helped somewhat.
- Clients who are the most apt to report the greatest amount of improvement in their English include:
  - Spanish and Punjabi speakers
  - Family class immigrants
  - Rural clients, particularly those living in the Fraser Valley and the Interior
  - Those under the age of 25
- Hence, Chinese and Korean speakers, skilled worker and business class immigrants and urban/Lower Mainland clients have the lowest proportions saying the classes very much improved their English.

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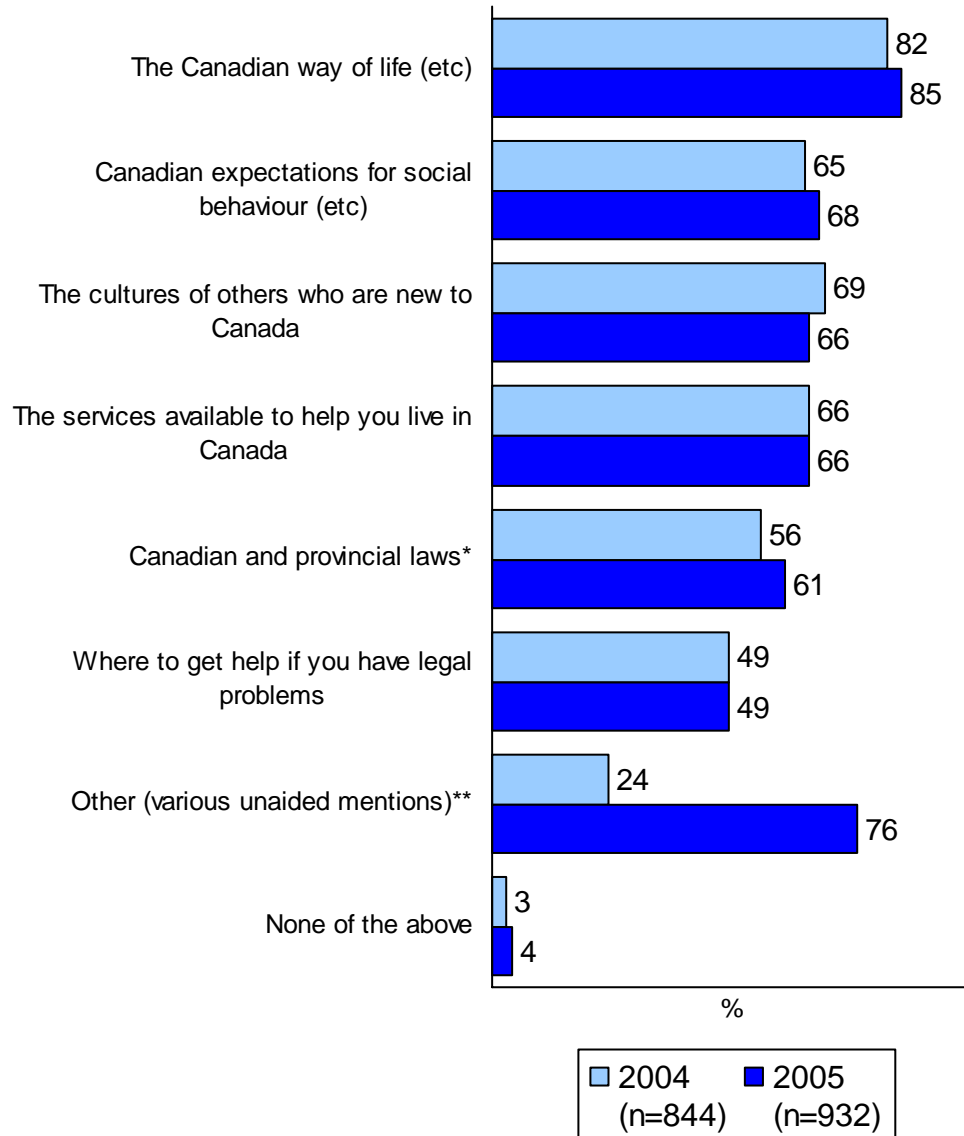
## Improved English (continued)

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- Unchanged from 2004, three-quarters of clients met three or more of the major outcomes of improved English and said their English skills improved very much/somewhat since taking the classes.
- Clients most apt to have met three or more of the major outcomes of improved English and who said their English improved since taking the classes include:
  - Those in level 3
  - Those who have spent 8 or more months in ELSA
  - Those with 250 or more program hours
  - Punjabi speakers
  - Those under the age of 25
  - Those with post secondary schooling
- The following groups have below average proportions of clients who met the outcome for Improved English
  - Those with less than 250 program hours
  - Those with less than high school education
  - Those in level 1
  - Those who have spent less than 4 months in ELSA
  - Those 55 or older

# Increased Understanding Of Canadian Systems And Culture

## Q7. After taking ELSA classes, do you know more about...?



- Consistent with 2004, since taking ELSA classes, 85% of Stream 3 clients report knowing more about the Canadian way of life. This is especially true of Chinese clients, those who are at a higher level, those who spent more time in ELSA and/or those who put 500 or more hours into the program.
- Also unchanged from last year, two-thirds of clients know more about Canadian expectations for social behaviour, the cultures of others new to Canada and the services available to help them live in Canada, since taking the classes. Another one-half of clients continue to agree that the classes helped them find out where to get help if they had legal problems.
- Since last year, there has been a slight increase in the number of Stream 3 clients that say the classes helped them know more about Canadian and provincial laws (56% last year versus 61% currently).
- **Currently, 63% of Stream 3 clients have learned about four or more of the tested areas since taking ELSA classes, an improvement from 57% who did the same in 2004.** Another 24% are currently knowledgeable about two to three of the six tested areas since attending ELSA classes. Only 7% say they are knowledgeable about one area, leaving 6% who learned none of the six areas.
- Clients with an above average understanding of Canadian systems and culture as a result of taking the ELSA classes tend to be rural clients, Punjabi speakers, those who reached level 3, spent at least eight or more months in ELSA and/or spent 500 or more hours in the program.

14 \* In 2004 "Canadian and provincial laws that apply to you"

\*\* Other responses specified in 2004 but not in 2005.

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## Increased Understanding Of Canadian Systems And Culture (continued)

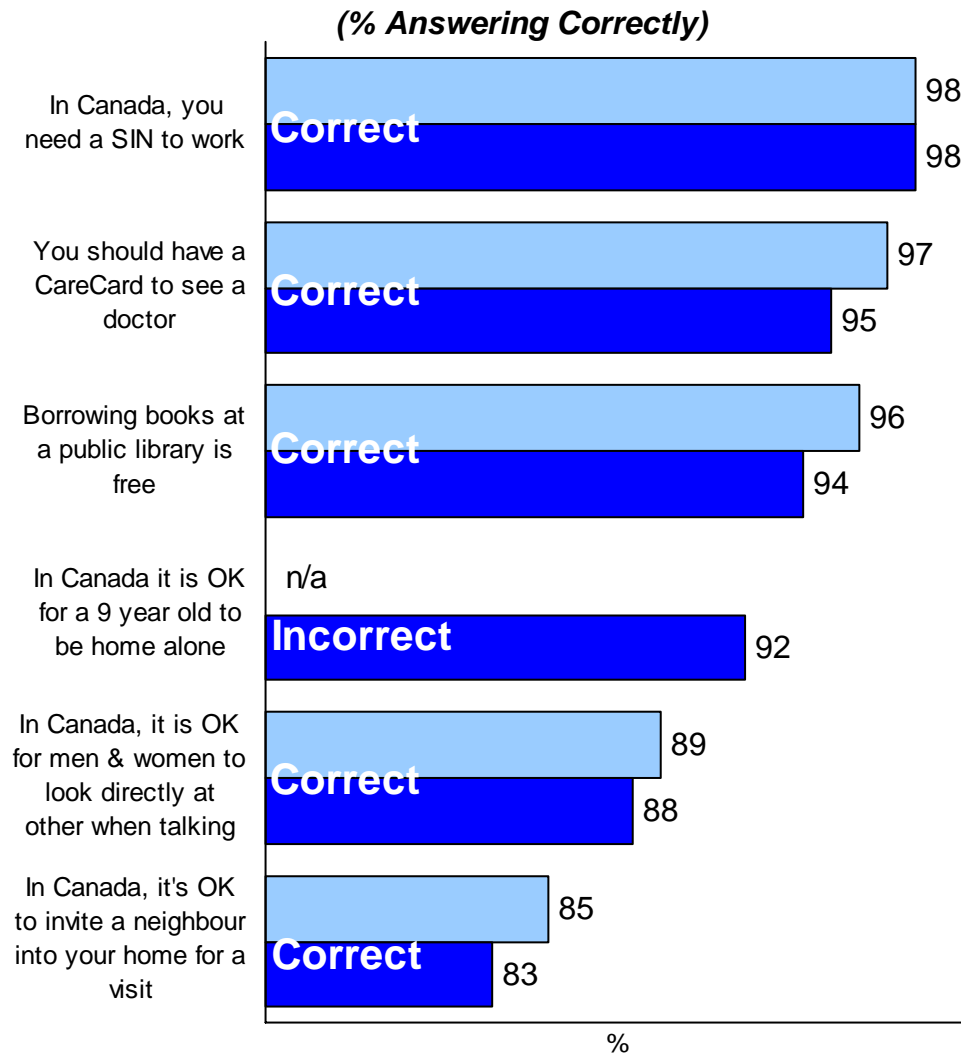
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- Clients who have less than 250 program hours and/or have been in the program for less than 4 months, as well as Korean and Vietnamese speakers have the lowest proportions who say the ELSA classes have helped them learn about the majority of the tested areas.



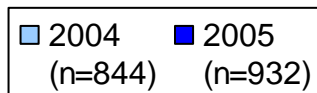
# Increased Understanding Of Canadian Systems And Culture (continued)

**Q8. I am now going to read you some sentences that may be correct or not correct about Canada?\***



- Consistent with last year, no less than 83% accurately answered each of the six statements about Canadian systems and culture.
- Virtually all Stream 3 clients know that they need a SIN to work, should have a CareCard to see a doctor, can borrow books at the library for free, and that it is not okay for a nine year old to be home alone.
- Another 88% know that in Canada men and women can look directly at each other when talking and 83% know it is okay to invite a neighbour into their home for a visit.
- **Identical to 2004, 63% of clients this year accurately answered all of the six questions about Canadian culture and systems.** Another 27% answered five of the questions correctly, leaving only 10% who answered four questions or less correctly.
- Stream 3 clients that are the most apt to have answered all questions correctly include those in ELSA level 3, Mandarin and Korean speakers, skilled worker and business class immigrants. Groups that have the lowest proportions who answered all questions correctly are those 25 years of age and younger, those in ELSA level 1, Punjabi and Arabic speakers and family class immigrants.

\* In 2004 "I am now going to read you some statements that may or may not be true about Canada."



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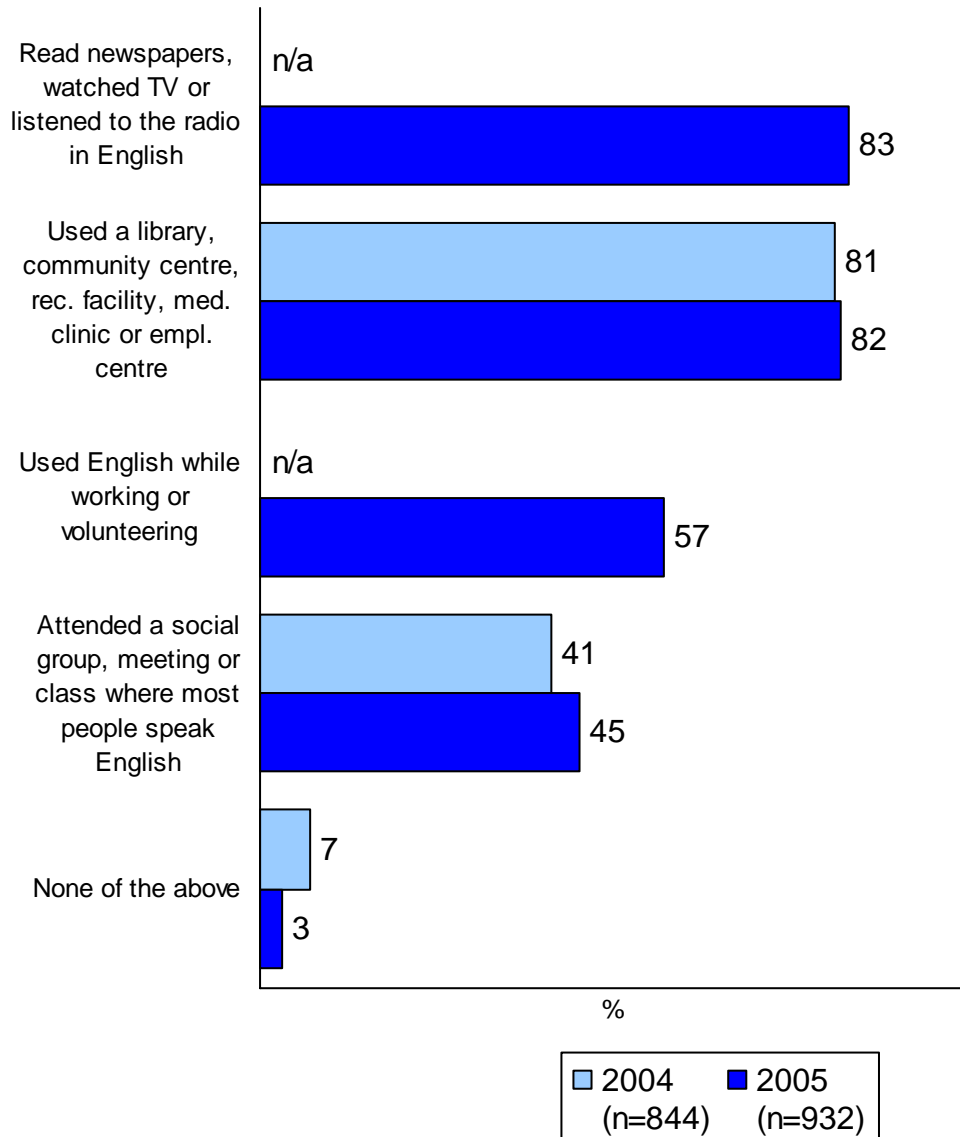
## Increased Understanding Of Canadian Systems And Culture (continued)

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- Improved from 2004, 58% of clients currently meet the major outcome of understanding Canadian systems and culture by learning four or more of the tested areas and accurately answering at least five of the six questions about Canadian systems and cultures.
- Clients who are the most apt to have met this major outcome include:
  - Those who reached level 3
  - Those who spent 8 or more months in ELSA
  - Those who spent 500+ hours in ELSA
- The following groups have below average proportions of clients who met the outcome of Increased Understanding of Canadian Systems and Culture:
  - Those who have less than 250 program hours in ELSA
  - Those who have spent less than 4 months in ELSA
  - Korean speakers

# Improved Access & Participation

## Q9. Since taking ELSA classes, have you...?



- Since taking ELSA classes, over eight-in-ten Stream 3 clients have read the newspaper, watched TV or listened to the radio in English or used a library, community centre, recreation facility, medical clinic or employment centre.
- Another 57% have used English while working or volunteering and 45% have attended a social group, meeting or class where most people speak English.
- These findings are consistent with 2004, where applicable.
- **59% of clients have currently participated in at least three of the four activities that comprise the access and participation outcome**, 25% have participated in two out of the four activities and 12% have participated in only one activity. While the proportion of clients meeting this outcome has improved from last year (44% met it in 2004), this is likely due to the relaxing of two of the activities that make up the outcome e.g. clients are more likely to use English while working or volunteering than to have just started a job or volunteered with people who mostly spoke English.
- Clients who have participated in a greater number of activities than the average include:
  - Those in level 3
  - Those from rural agencies
  - Those who have spent between 250 and 499 hours in the program
  - Those who have spent 4 to 7 months in ELSA
  - Farsi and Spanish speakers
  - Skilled worker class immigrants
  - Refugee class immigrants
  - Those with post secondary schooling

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## Improved Access & Participation (continued)

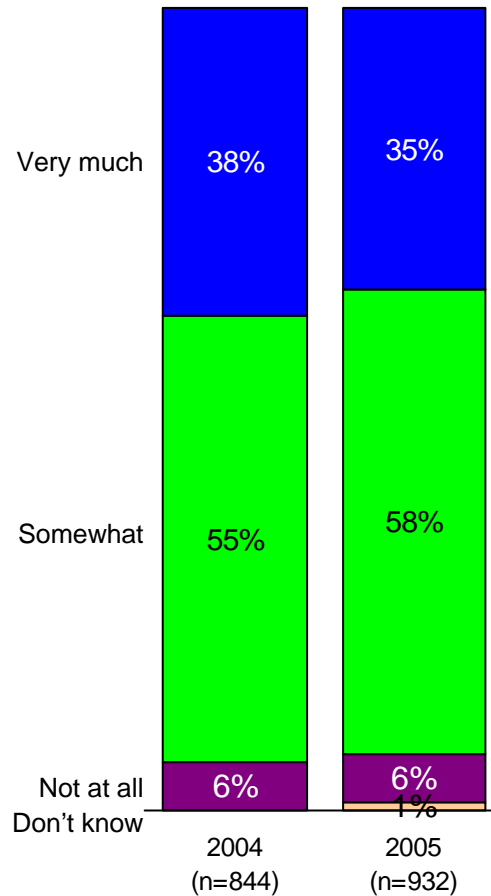
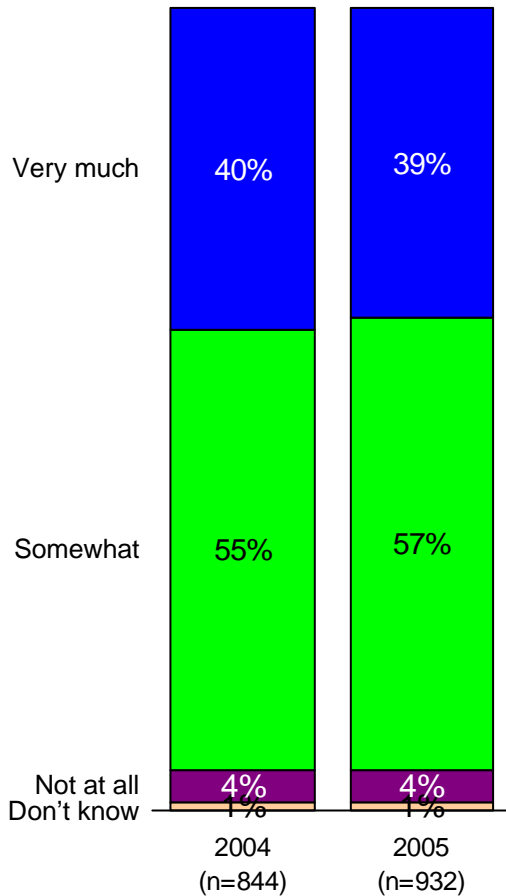
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- The following client groups have below average proportions of those who met the Improved Access and Participation outcome:
  - Those who have lived in Canada for 3 or more years
  - Those with less than a high school education
  - Those in ELSA level 1
  - Those who spent less than 4 months in ELSA
  - Punjabi and Vietnamese speakers
  - Business and family class immigrants

# ELSA's Assistance In Adjustment And Pursuit Of Goals

**Q10. Overall, how much has the ELSA program helped you with your life in Canada?\***

**Q12. Overall, how much did the ELSA program help you to do those things? (e.g. improve ability to use English, prepare for more schooling and help you find a (better) job)**



- Stream 3 clients generally agree that the ELSA program has helped very much (39%) or somewhat (57%) with their life in Canada. This is consistent with findings from last year.
- Regionally, clients from the Fraser Valley, the Interior and Vancouver Island are the most apt to say the program helped very much, while those from the Lower Mainland are the least likely to say it helped very much.
- Other client groups that are more likely to say the program helped very much include:
  - Punjabi, Spanish and Vietnamese speakers
  - Refugee class immigrants
  - Rural clients
  - Those under the age of 25
- Clients from urban agencies, those in ELSA level 1, Chinese (especially Mandarin) and Korean speakers and skilled worker class and business class immigrants are the least likely to say the program helped very much with their life in Canada.

...continued

\* In 2004 "Overall how much has the ELSA program helped you adjust to life in Canada?"

20 \*\* In 2004 "Overall how much did the ELSA program help you to pursue personal goals such as those?"

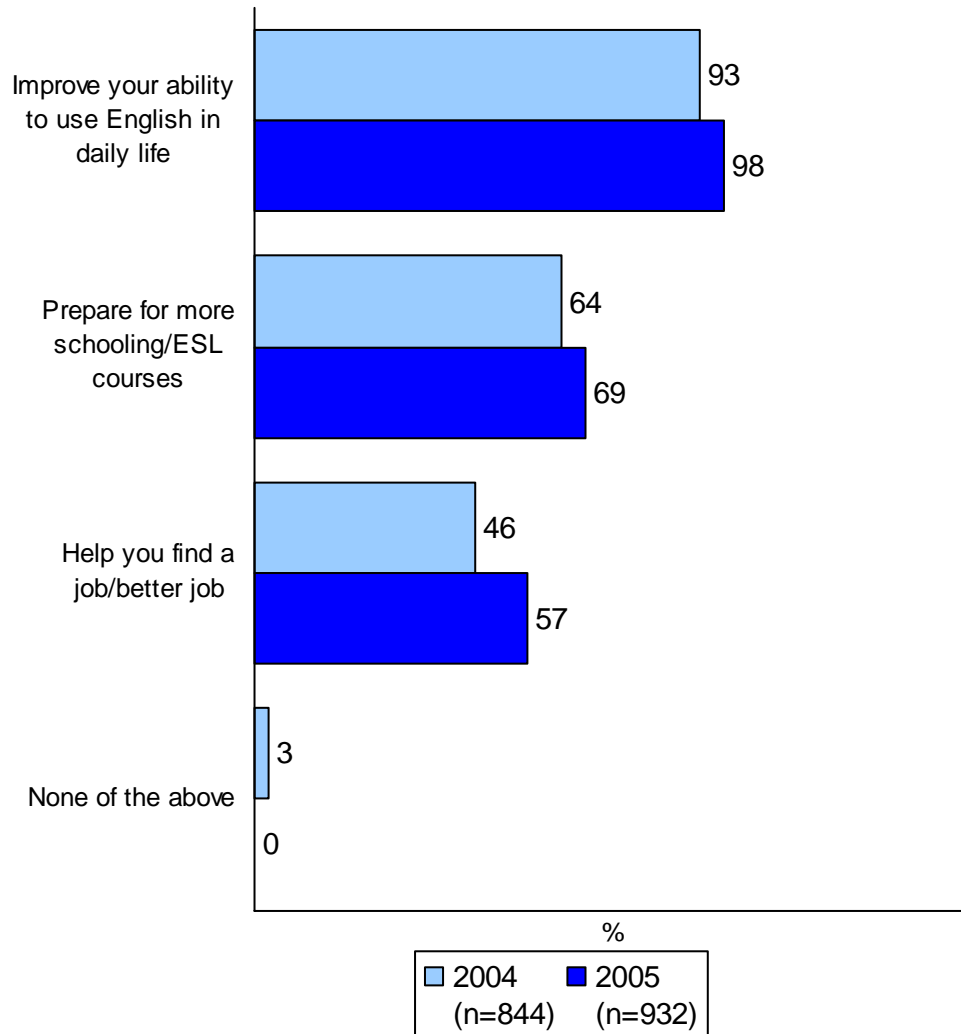
# ELSA's Assistance In Adjustment And Pursuit Of Goals

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- Considering the various reasons why Stream 3 clients enrolled in the program in the first place (e.g. to help them find a job, improve their English skills, prepare for more schooling), 35% say the program helped them very much in this respect, while another 58% say the program was somewhat helpful. Again, these findings are consistent with 2004.
- It is, again, Punjabi and Spanish speakers, those under 25 years of age, family and refugee class immigrants and clients from outside the Lower Mainland and the North (rural clients) who are the most positive about ELSA helping them find a job, prepare for schooling, etc.
- Urban clients (those from the Lower Mainland), Chinese (particularly Mandarin) and Korean speakers and skilled worker and business class immigrants are the least positive about ELSA helping them find a job, prepare for schooling, etc.
- Consistent with last year, 91% of clients (versus 92% in 2004) found the ELSA program helpful to their lives in Canada and in assisting them improve their ability to use English in daily life, prepare for schooling and/or helping them to find a (better) job.
- The following groups are the most likely to have met this major outcome:
  - Those with between 250 and 499 program hours
  - Those who have spent 8 or more months in ELSA
  - Mandarin speakers
- Those with less than 250 program hours and Korean speakers are less likely than the average client to have met the outcome for Improved Adjustment to Life in Canada and Pursuit of Goals.

# Reasons For Attending ELSA Classes

**Q11. Did you take ELSA classes to...?**

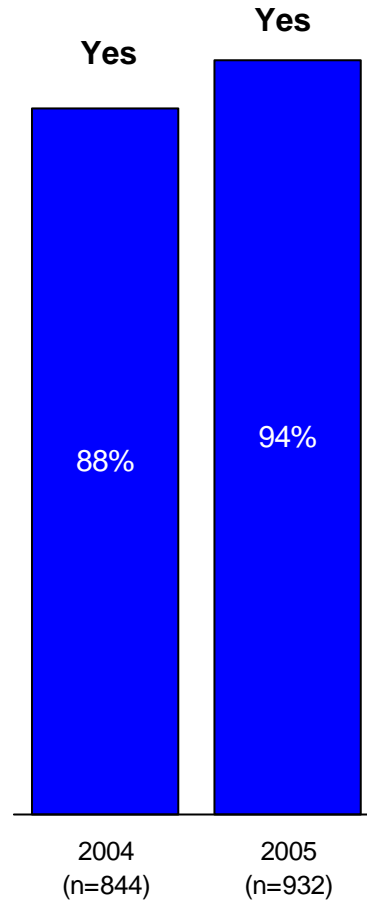
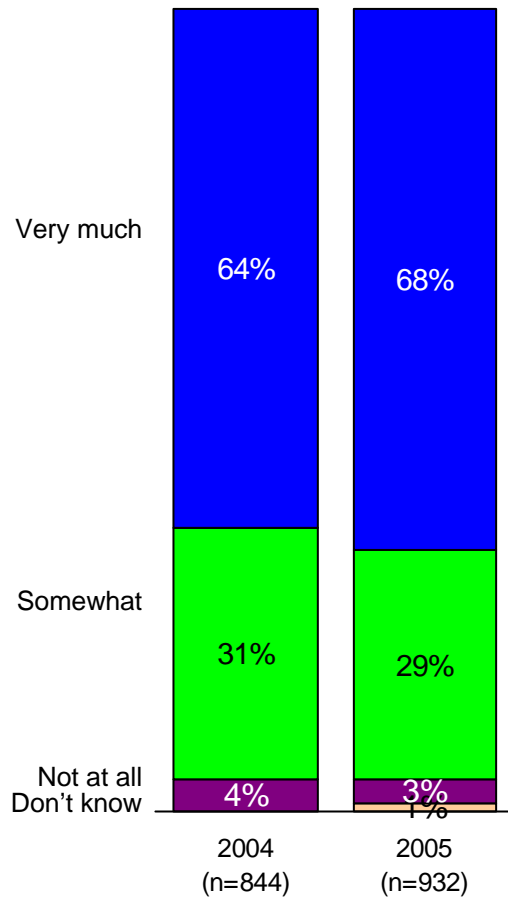


- The large majority of Stream 3 clients took the ELSA classes to improve their English for daily life, even more so than last year (up to 98% from 93% in 2004).
- Another seven-in-ten took the classes to prepare for more schooling (which is generally in line with 2004), and 57% took the classes to help them find a better job (which is a significant increase over 2004 results).
- Overall, 79% of clients took the classes to achieve at least two or more of the three goals, which is notably higher than the 69% who did the same last year.
- Punjabi speakers, refugee class immigrants, those who have been in Canada for a year or less, those under 25, those who have only graduated high school and those with between 250 and 499 program hours are the most apt to have multiple reasons for taking the ELSA classes.
- Korean speakers, rural clients, those with 500 or more program hours, those who have lived in Canada for three or more years and those 55 years of age or older are the least apt to have multiple reasons for taking the ELSA classes.

# Enjoyment Of And Willingness To Recommend ELSA Classes

**Q13. How much did you enjoy the ELSA classes you took at the (Agency)?**

**Q15. Would you tell someone else to take ELSA classes at the (Agency)?**

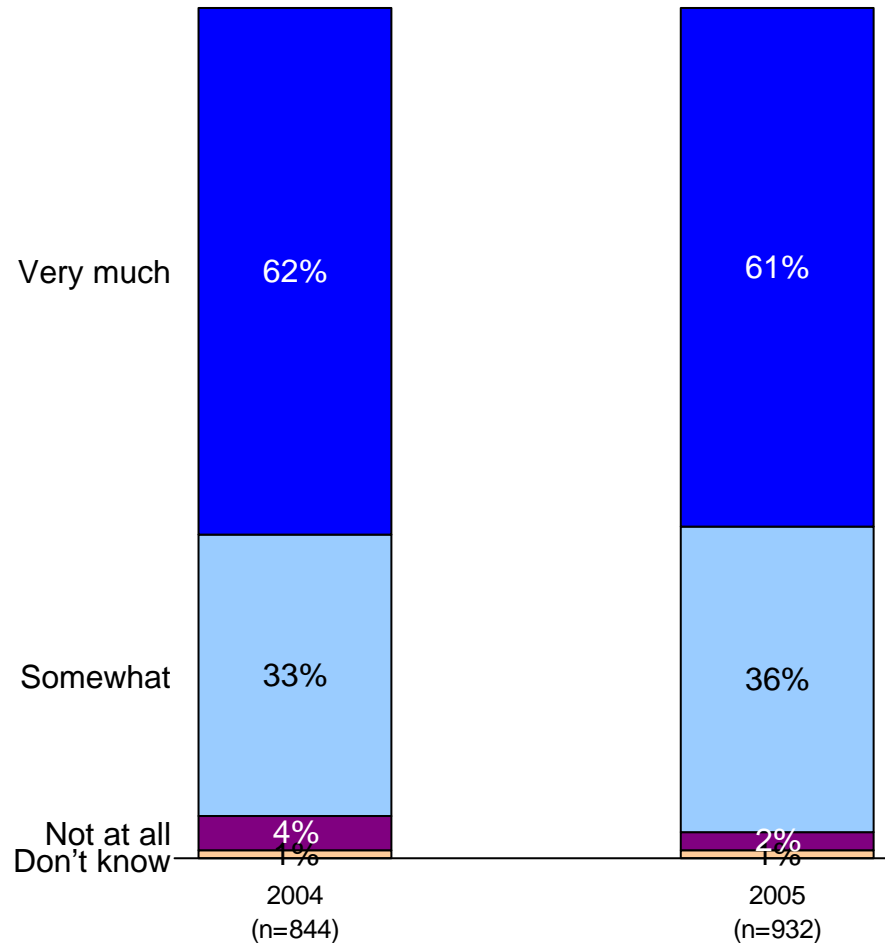


- Consistent with 2004, 68% of Stream 3 clients currently say they enjoyed the ELSA classes they took very much.
- Clients who particularly enjoyed the classes include Punjabi speakers, those who have spent 8 or more months or 500 or more hours in ELSA, clients from rural agencies, and those with a high school diploma.
- Clients who are less likely to enjoy the classes very much include those who have lived in Canada one year or less, those who have spent less than 4 months in ELSA, skilled worker class immigrants and Chinese speakers.
- When it comes to recommending someone else to take ELSA classes, 94% of Stream 3 clients claim they would, which is significantly greater than the 88% who made this claim in 2004.



# Agency Assistance

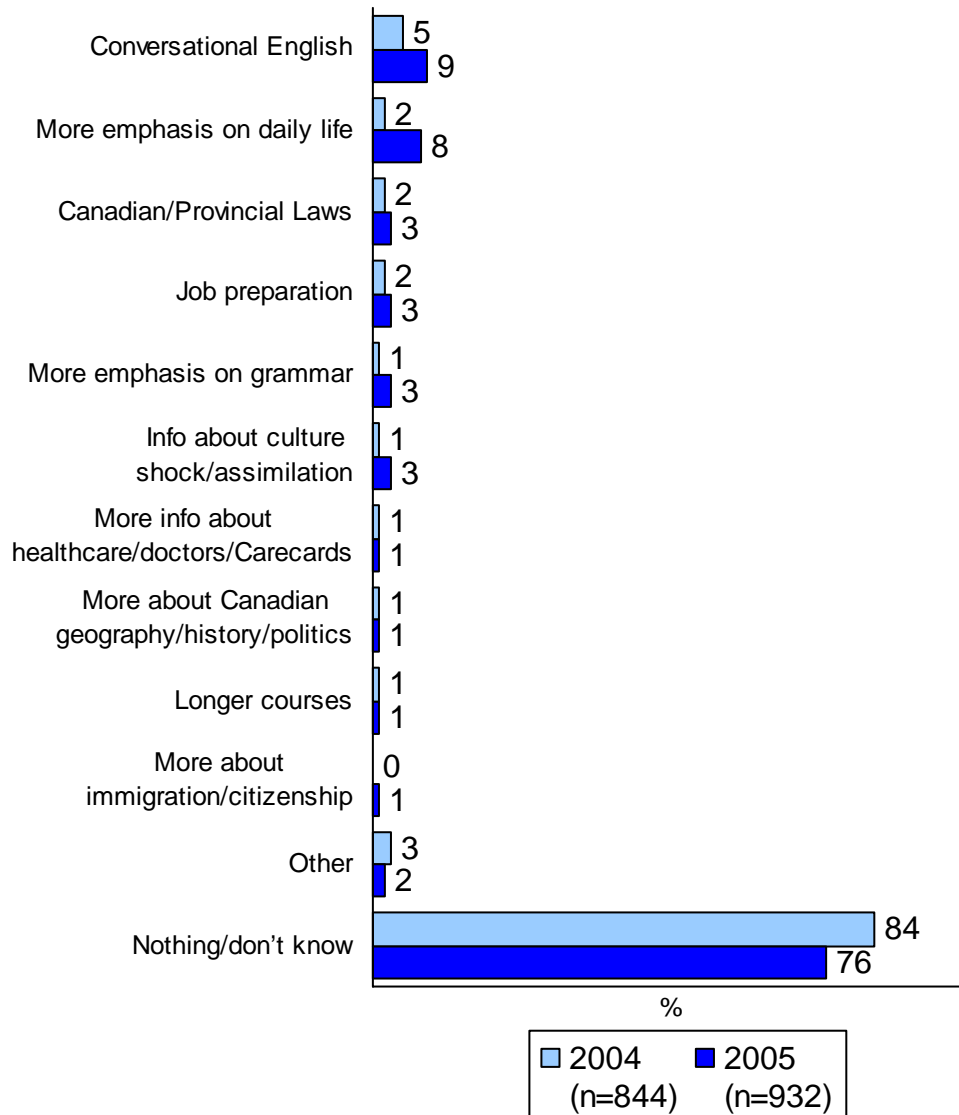
**Q14. How much did the teachers and office staff at the (Agency) give you support and information?**



- Stream 3 clients report that teachers and office staff at the respective agencies gave them the necessary support and information. Specifically, 61% were supported very much while another 36% were supported somewhat. These findings are unchanged from 2004.
- Client groups who report the highest levels of support from teachers and office staff include:
  - Those assisted by rural agencies
  - Those from the Fraser Valley and Vancouver Island
  - Those who have lived in Canada for two years
  - Those under the age of 25
  - Punjabi and Spanish speakers
  - Family class immigrants
- Clients groups who are the least likely to report high levels of support from teachers and office staff include:
  - Lower Mainland residents
  - Chinese and Korean speakers
  - Skilled worker and business class immigrants

# Topics That Should Be Covered In ELSA Classes

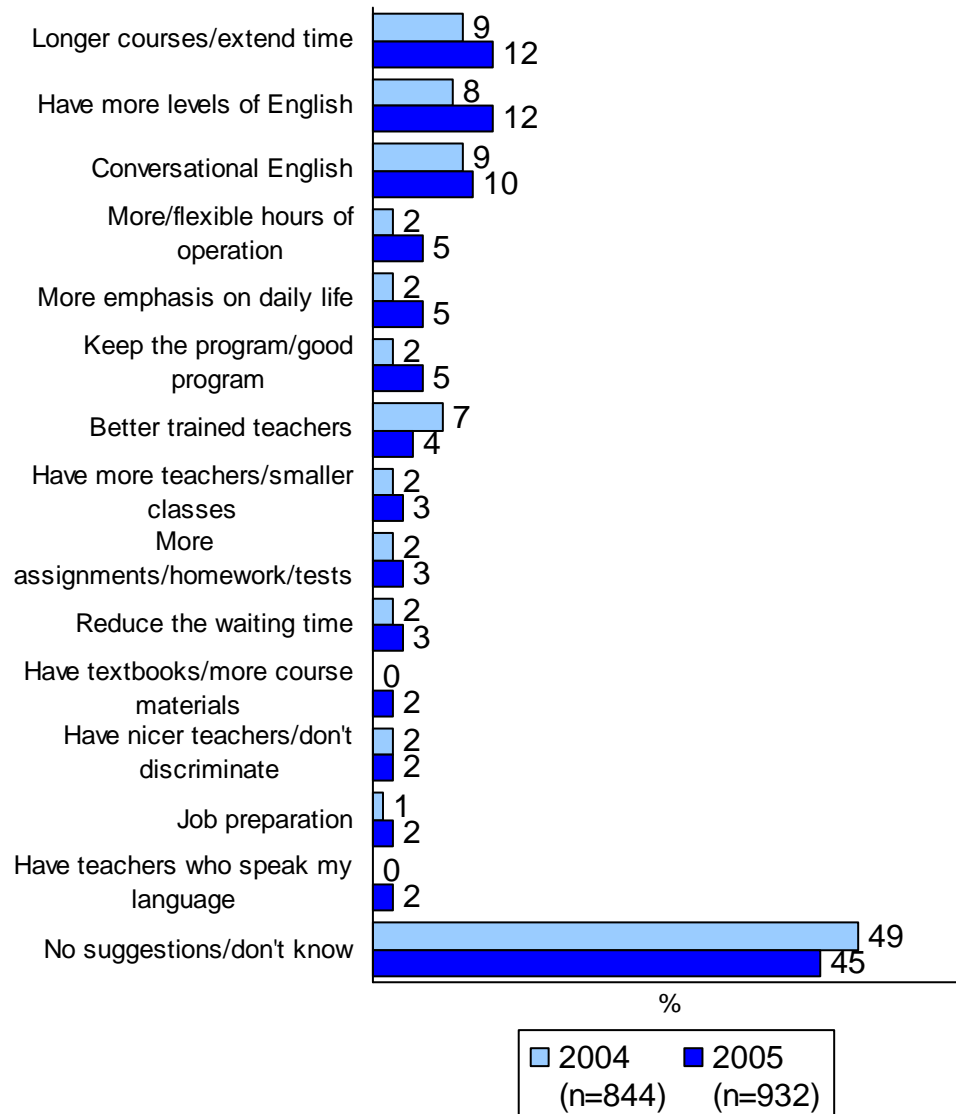
**Q16. Was there anything they should teach in the ELSA classes, but did not?**



- Currently, 76% of Stream 3 clients feel that the ELSA classes cover or teach all that they should or have no suggestions. This is slightly lower than the 84% who were of this opinion in 2004.
- Among the 24% that think the ELSA curriculum is lacking in some way, conversational English (9% mentioning) and more emphasis on daily life (8%) are the two main suggestions made. Both these two suggestions are mentioned significantly more frequently today than they were one year ago.
- 3% say Canadian/Provincial laws should be covered in ELSA classes. Another 3% each say that there should be more emphasis on grammar, more job preparation and more information about culture shock and assimilation.
- Clients who are the least apt to have suggestions for additional curriculum areas include: those who have spent less time in ELSA classes, Fraser Valley residents, those who have not graduated from high school, those under 25, Punjabi, Farsi and Spanish speakers and family and refugee class immigrants.
- ELSA level 3 clients, as well as Chinese and Korean speakers and skilled worker class immigrants are the most apt to have had suggestions for additional areas of coverage.

# Suggestions For Agency Or ELSA Program

## Q17. Do you have any other suggestions for the (Agency), or the ELSA program?



(Only responses of 2% or greater are shown for 2005.)

- When asked if they had any other suggestions for the agency or the ELSA program, 55% of Stream 3 clients said they did (leaving 45% who did not offer any suggestions). This is almost identical to the proportion of Stream 3 clients offering a suggestion in 2004 (51%).
- The main suggestions made are having longer or extended courses (12% mentioning), having more levels of English (12%) and including more conversational English (10%).
- Less common suggestions (each mentioned by 5%) include having more or flexible hours of operation, more emphasis on daily life and keeping or commending the program. Another 4% ask for better trained teachers.
- Most of the aforementioned suggestions in the previous two paragraphs are made with slightly greater frequency this year than they were in 2004 (with the exception for having conversational English and better trained teachers).
- Generally, younger Stream 3 clients, Vietnamese speakers, family class immigrants, rural clients, those from the Fraser Valley and Vancouver Island and those with no post secondary education are the least apt to have put forth suggestions for the agencies or the ELSA program.

...continued

## Suggestions For Agency Or ELSA Program (continued)

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- Meanwhile, Lower Mainland clients, those who have been in Canada for one year or less, those aged 25 to 54, those with post secondary schooling, level 3 clients, Mandarin and Korean speakers, as well as skilled worker class immigrants are the most apt to have put forth suggestions for the agencies or the ELSA program.

# Client Profile

## D1. What level of education have you completed so far?

	<u>2005</u>
Base	932
	<u>%</u>
Less than high school	16
Graduated from high school	28
Attended or completed college or university	55
Refused	1

*A detailed breakdown of client profiles by agency and demographic groups can be found in the data tables appended to this report.*

- Most commonly, Stream 3 clients have completed some level of post secondary schooling. Specifically, 55% have attended or completed college or university, while 28% have graduated high school and 16% have less than a high school education.
- Clients who are most apt to have post secondary schooling include those who:
  - Have lived in Canada for 2 years or less
  - Are between the ages of 25 and 54
  - Are in ELSA level 3
  - Are Mandarin and Korean speakers
  - Are skilled worker class immigrants
- Clients who are the least apt to have post secondary schooling include:
  - Vancouver Island residents
  - Those who have lived in Canada 3+ years
  - Those under 25 years of age
  - Those in ELSA levels 1 and 2
  - Those who have been in ELSA 8+ months
  - Cantonese and Farsi speakers
  - Family and refugee class immigrants
- This question was not asked in 2004.

# Client Profile

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## Years In Canada (From Listings)

	<u>2004</u>	<u>2005</u>	
	844	932	
	%	%	
Base			<ul style="list-style-type: none"> <li>• The average Stream 3 client has lived in Canada for just over three years, which is slightly longer than the average of 2.7 years posted in 2004. Specifically, 71% of Stream 3 clients have been in Canada for three years or less.</li> <li>• Years lived in Canada is typically higher among the following groups:               <ul style="list-style-type: none"> <li>- Those living in rural areas (the North or Interior)</li> <li>- Those aged 55 or older</li> <li>- Those with less than a high school education</li> <li>- Punjabi and Farsi speakers</li> </ul> </li> </ul>
Less than 1 year	1	-	
1 year	28	23	
2 years	37	27	
3 years	12	21	
4 years	7	10	
5 - 9 years	8	12	
10+ years	3	4	
Not stated	5	3	
<i>Average # of years</i>	2.7	3.4	

# Client Profile

## Birth Country (From Listings)

	<u>2004</u>	<u>2005</u>
Base	844	932
	<u>%</u>	<u>%</u>
China	36	42
India	12	12
South Korea	15	10
Taiwan	7	6
Iran	5	5
Vietnam	5	4
Afghanistan	2	4
Colombia	1	3
Russia	2	1
Ukraine	1	1
Sudan	1	1
Mexico	1	1
Iraq	-	1
El Salvador	-	1
Peru	-	1
Romania	-	1
Paraguay	-	1
Germany	-	1
Pakistan	-	1
Yugoslavia	-	1
Turkey	-	-
Ethiopia	1	-
Hong Kong	1	-
Other	9	2

- 42% of Stream 3 clients are originally from China, while 12% are from India and 10% are from South Korea. Compared with 2004, this year there is a higher number of Stream 3 clients from China and a lower number from South Korea.
- The following groups have a significantly higher proportion of Stream 3 clients originally from China:
  - Those living in the Lower Mainland
  - Those over the age of 24
  - Those with post secondary schooling
  - Skilled worker and business class immigrants
- The following groups have a significantly lower than average proportion of Stream 3 clients originally from China:
  - Those living on Vancouver Island
  - Those under the age of 25
  - Those with less than a high school education
  - Those in ELSA level 2
  - Those who have spent less than 4 months in the program
  - Refugee class immigrants

# Client Profile

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## Age (From Listings)

	<u>2004</u>	<u>2005</u>	
Base	844	932	<ul style="list-style-type: none"> <li>The majority of Stream 3 clients fall into the 25 to 54 year old age category, which is consistent with 2004. Also unchanged from one year ago is that another 10% are under 25 years of age, while the remaining 11% are 55 and older.</li> </ul>
	<u>%</u>	<u>%</u>	
<25	10	10	<ul style="list-style-type: none"> <li>Client groups with the highest proportion of the middle age range individuals (i.e. between 25 and 54) include:                             <ul style="list-style-type: none"> <li>- Those with post secondary schooling</li> <li>- Those in ELSA level 3</li> <li>- Mandarin and Korean speakers</li> <li>- Skilled worker and business class immigrants</li> </ul> </li> <li>Client groups with the lowest proportion of the middle age range individuals include:                             <ul style="list-style-type: none"> <li>- Those with less than a high school education</li> <li>- Men</li> <li>- Punjabi speakers</li> <li>- Family class immigrants</li> </ul> </li> </ul>
25-54	80	78	
55+	9	11	
Not stated	1	1	



# Client Profile

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## Language (From Listings)

	<u>2004</u>	<u>2005</u>
Base	844	932
	<u>%</u>	<u>%</u>
Mandarin	27	27
Chinese	4	13
Punjabi	12	12
Korean	16	10
Cantonese	12	8
Farsi/Persian	5	6
Spanish	4	6
Vietnamese	5	4
Arabic	2	2
Russian	3	-
Other	9	10

- 27% of Stream 3 clients speak Mandarin, 8% speak Cantonese, while 13% simply list their language as Chinese. Compared with last year, the same number of clients list their language as Mandarin, fewer clients say they speak Cantonese, while significantly more list their language as just Chinese.
- Consistent with 2004, 12% are Punjabi speakers. Another 10% speak Korean which is significantly lower than 2004's 16%.

# Client Profile

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## *Gender (From Listings)*

	<u>2004</u>	<u>2005</u>	
Base	844	932	
	<u>%</u>	<u>%</u>	
Male	27	30	• Consistent with last year, seven-in-ten Stream 3 clients are female.
Female	72	69	
Not stated	1	-	

# Client Profile

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## *Immigration Class (From Listings)*

	<u>2004</u>	<u>2005</u>
Base	844	932
	<u>%</u>	<u>%</u>
Family class	37	34
Skilled worker	31	28
Business class	17	16
Refugee (government or private sponsored)	8	14
Provincial nominee	1	1
CNV student	2	-
Not stated	4	7

- Consistent with 2004, 34% of Stream 3 clients are family class immigrants, while 28% are skilled workers and 16% are business class immigrants.
- This year, compared with 2004, there are significantly more Stream 3 clients who are refugee class immigrants (14% versus 8% last year).

# Client Profile

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## *Region (From Listings)*

	<u>2004</u>	<u>2005</u>
Base	844	932
	<u>%</u>	<u>%</u>
Lower Mainland	88	85
Fraser Valley	7	7
Vancouver Island	3	4
Interior	1	3
North	1	1

- The large majority of Stream 3 clients reside in the Lower Mainland (85%).
- Hence, over 90% are using an urban rather than a rural agency.

## *Urban Versus Rural*

	<u>2005</u>
Base	932
	<u>%</u>
Urban	94
Rural	6

# Questionnaire



## ELSA PROGRAM SURVEY

### A. INDICATE AGENCY FROM LISTINGS:

AGENCY	CITY	REGIONS
1. Abbotsford Community Services- Abbotsford	Abbotsford	Fraser Valley
2. Burnaby Continuing Ed (School District #41)	Burnaby	Lower Mainland
3. Burnaby English Language Centre	Burnaby	Lower Mainland
4. Camosun College	Victoria	Vancouver Is
5. Central Vancouver Island Multicultural Society	Nanaimo	Vancouver Is
6. Chilliwack Community Services	Chilliwack	Fraser Valley
7. Collingwood Neighbourhood House	Vancouver	Lower Mainland
8. Coquitlam Continuing Education (SD #43)-	Coquitlam	Lower Mainland
9. Cowichan Valley Intercultural and Immigrant Society (CVIIAS)	Duncan	Vancouver Is
10. Delta Continuing Education (SD #37)	Delta	Lower Mainland
11. Gladwin Language Centre	Abbotsford	Fraser Valley
12. Immigrant and Multicultural Services Society of Prince George-	Prince George	North
13. Immigrant Services Society of BC (ISS)	Vancouver	Lower Mainland
14. Inter-Cultural Association of Greater Victoria (ICA)	Victoria	Vancouver Is
15. Kamloops Cariboo Regional Immigrant Society	Kamloops	Interior
16. Ki-low-na Friendship Society	Kelowna	Interior
17. Little Mountain Neighbourhood House	Vancouver	Lower Mainland
18. Maple Ridge - Pitt Meadows Community Education (SD #42)	Maple Ridge	Fraser Valley
19. MOSAIC-	Vancouver	Lower Mainland
20. New Directions - Vocational Testing and Counselling Services	Langley	Fraser Valley
21. North Island College - Campbell River	Campbell River	Vancouver Is
22. North Island College – Courtenay	Comox/Courtenay	Vancouver Is
23. North Island College - Port Alberni	Port Alberni/Oliver	Vancouver Is
24. Northwest Community College (NWCC) - Prince Rupert Campus	Prince Rupert	North
25. Pacific Immigrant Resources Society (PIRS)-	Vancouver	Lower Mainland
26. Penticton & District Multicultural Society- Penticton Campus (PDMS)	Penticton	Interior
27. Progressive Intercultural Community Services Society (PICS)	Surrey	Lower Mainland
28. Quesnel Continuing Education (SD #28)	Quesnel	North
29. Richmond Continuing Education (SD #38)	Richmond	Lower Mainland
30. Shane Global Village English Center	Vancouver	Lower Mainland
31. South Vancouver Neighbourhood House (SVNH)	Vancouver	Lower Mainland
32. SUCCESS (United Chinese Community Enrichment Services Society)	Vancouver	Lower Mainland
33. SUCCESS (United Chinese Community Enrichment Services Society)	Richmond	Lower Mainland
34. SUCCESS (United Chinese Community Enrichment Services Society)	Coquitlam	Lower Mainland
35. SUCCESS (United Chinese Community Enrichment Services Society)	Surrey	Lower Mainland
36. Surrey Delta Immigrant Services Society (SDISS)-	Surrey	Lower Mainland
37. University College of the Cariboo (Williams Lake Campus)	Williams Lake	Interior
38. Vancouver Community College	Vancouver	Lower Mainland
39. Vancouver Formosa Academy Ltd	Vancouver	Lower Mainland
40. Vernon & District Immigrant Services Society	Vernon	Interior
41. Victoria READ Society	Victoria	Vancouver Is

## B. INDICATE LANGUAGE FROM LANGUAGE LISTED, COUNTRY OR RESPONDENT

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 on behalf of the BC Government that pays for the ELSA classes that you took at (INSERT AGENCY NAME/ACRONYM). We are calling to ask about your satisfaction with the ELSA classes that you attended there. It will only take about 6 minutes.  
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.

### D. FOR SUCCESS, IF LISTINGS DON'T SPECIFY

Q1. I understand that you are no longer taking ELSA classes at (AGENCY). Why did you leave the program?

#### **DO NOT READ.**

1. Needed a break
3. Maternity/had a baby
4. Transferred to another program
5. Disciplined/told not to return for poor attendance
6. Graduated/completed program
7. Learned enough English
8. Too busy/not enough time
9. Started or found a job
10. Still in program **THANK & TERMINATE**
11. Still taking ELSA classes but in another agency **THANK & TERMINATE**
12. Used up hours/ran out of hours
96. Other (specify)
97. No reason in particular

Q4a. How long did you take ELSA classes at (AGENCY)? \_\_\_\_\_ months

Q4b. DO NOT ASK, OBTAIN FROM STARS/LISTINGS: TOTAL HOURS IN PROGRAM

Q5. After taking ELSA classes, can you do these things better in English: **READ**

1. Take the bus, get directions or find your way around town
2. Make appointments, for example, with your doctor, your child's teacher or a government worker
3. Talk to your coworkers, employer, neighbours or friends
4. Answer the phone and take messages
5. Fill out forms or register for a program or school

Q6. How much did the ELSA classes help you to improve your English: **READ**

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

Q7. After taking ELSA classes, do you know more about: **READ**

1. Canadian and provincial laws
2. Where to get help if you have legal problems
3. The services available to help you live in Canada
4. The Canadian way of life, for example, holidays, what people do in their free time, customs or general habits
5. The cultures of others who are new to Canada
6. Canadian expectations for social behaviour, for example, disciplining children or relations between men and women
7. Has the ELSA program helped you know more about anything else?
  1. YES (DO NOT SPECIFY)
  2. NO

Q8. I am now going to read you some sentences that may be correct or not correct about Canada. For each, please tell me whether it is correct or not correct. **READ, ROTATE**

	Correct	Not Correct
You should have a CareCard to see a doctor	1	2
Borrowing books at a public library is free	1	2
In Canada, it is OK for men and women to look directly at each other when talking	1	2
In Canada, you need a social insurance number (SIN) in order to work	1	2
In Canada, it is OK to invite a neighbour into your home for a visit	1	2
In Canada, It is OK for a 9 year old to be at home alone	1	2

Q9. Since taking ELSA classes, have you: **READ**

1. Attended a social group, meeting or class where most people speak English
2. Read newspapers, watched TV or listened to the radio, in English
3. Used a library, community centre, recreation facility, medical clinic or employment centre
4. Used English while working or volunteering

Q10. Overall, how much has the ELSA program helped you with your life in Canada?

1. Very Much                      2. Somewhat                      3. Not At All

Q11. Did you take ELSA classes to: **READ. MULTIPLE MENTIONS ALLOWED**

1. Help you find a job or a better job
2. Improve your ability to use English in daily life, so that you can go shopping by yourself or talk with neighbours
3. Prepare for more schooling or ESL courses



Q12. Overall, how much did the ELSA program help you to do those things, for example, find a job, improve your English or prepare for more schooling? READ

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

Q13. How much did you enjoy the ELSA classes you took at the (AGENCY)? READ

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

Q14. And, how much did the teachers and office staff at the (AGENCY) give you support and information? READ

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

Q15. Would you tell someone else to take ELSA classes at the (AGENCY)?

1. Yes                              2. No

Q16. Was there anything they should teach in the ELSA classes, but did not?

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Q17. Do you have any other suggestions for the (AGENCY) or the ELSA program?

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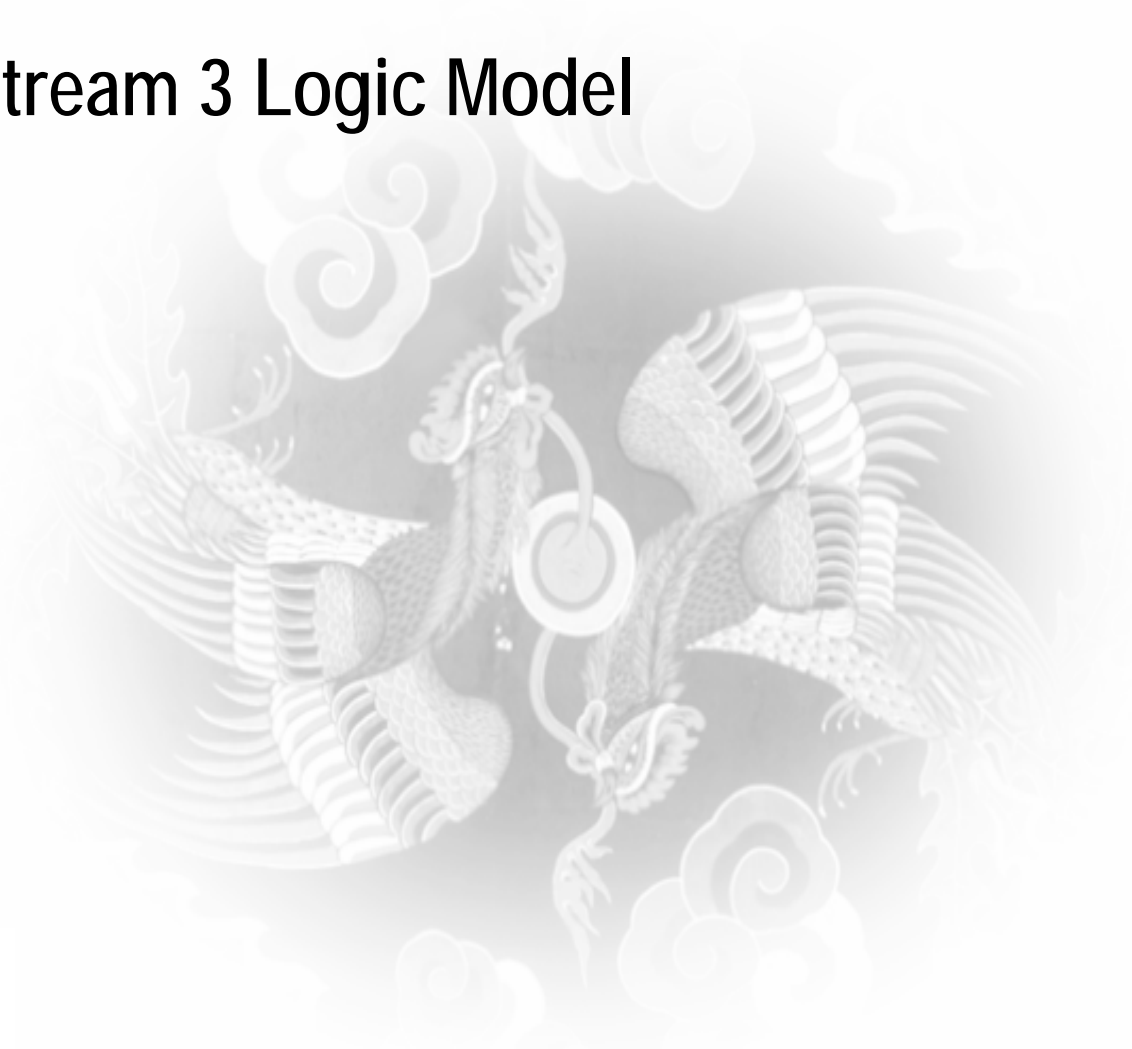
*D1. What level of education have you completed so far...READ*

1. Less than high school
2. Graduated from high school
3. Attended or completed college or university

RECORD SURVEY LANGUAGE

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

# Stream 3 Logic Model



## BCSAP Stream 3 (English Language Services for Adults) Logic Model

**Objective:**  
To provide English language training to adult immigrant and refugee newcomers in order to facilitate their social, cultural, economic and political integration into Canada so that they may become participating members of Canadian society as quickly as possible.

