



COMMUNICATION BASELINE SURVEY
EMPLOYMENT AND TRAINING CLIENT SATISFACTION SURVEY
REPORT



APRIL 20, 2015
SUBMITTED BY:
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TABLE OF CONTENT:

EXECUTIVE SUMMARY.....page 2

METHODOLOGY.....page 6

SURVEY RESULTS.....page 6

Part A: Employment & Training Client Satisfaction.....page 7

Part B: Client Satisfaction (General).....page 16

Part C: Tewatohnhi'saktha Mandate & Public Relations.....page 19

DATA ANALYSIS.....page 37

EXECUTIVE SUMMARY:

The information contained in this report is based on the Employment and Training Client Satisfaction Survey that was conducted between April 11, 2015 and April 20, 2015. A total of 60 surveys were completed. The raw data from the surveys was entered into a database and used in the calculations that are presented in this report.

The goal of the Client Satisfaction Survey is three (3) parts: Part A determines the level of client satisfaction with Tewa's E&T services, Part B determines the level of client satisfaction with reception services, and Part C determines the level of understanding of Tewa's Mandate and Public Relations.

The Employment and Training client list was used to randomly draw names of clients. All of the surveys were conducted by phone, there was no emphasis made to focus on, or avoid, any particular community member.

Items on the survey will be used to evaluate the following topics:

- Increase level of trust among community members
- Increase transparency of Tewa's activities for community and other stakeholders
- Increase awareness of Tewa's programs and services
- Increase community support for Tewa'tohnhisaktha

Part A: Employment & Training Client Satisfaction

The average rating totals for questions 1 to 10 (excluding 10) are:

25 % - Strongly Agree

60 % - Agree

10% - Neither Agree/Disagree

4 % - Disagree

1% - Strongly Disagree

When the ratings “strongly agree” and “agree” are combined, their average total is 85%, and when the ratings “disagree” and “strongly disagree” are combined, their average total is 5%.

The five questions with the highest combined strongly agree/agree ratings in the Employment and Training Client Satisfaction Survey are:

- 96% - Question 1: The procedures required to access Tewa’s E&T programs and services are simple and easy to follow.
- 96% - Question 2: Tewa’s E&T policies were designed to help me achieve my goals.
- 90% - Question 3: I am satisfied with the variety of services offered by Tewa’s E&T division.
- 90% - Question 9: I am satisfied with the time my requests for mtgs or info were addressed.
- 86% - Question 5: My employment counselor helped me access E&T’s programs and services.

The five questions with the highest neither agree/disagree ratings in the Employment & Training Client Satisfaction Survey are:

- 26% - Question 4: Tewa’s E&T programs helped me achieve my career goals.
- 23% - Question 7: My employment counselor assisted in finding the training to meet my career goals.
- 23% - Question 8: My employment counselor gave me information on external agencies....
- 20% - Question 6: My employment counselor provided coaching and advice that helped....
- 1% - Question 3: I am satisfied with the variety of services offered by Tewa’s E&T division.

The five questions with the highest combines disagree/strongly disagree ratings in the Employment & Training Client Satisfaction Survey are:

- 16% - Question 7: My employment counselor assisted in finding the training to meet goals.
- 10% - Question 4: Tewa’s E&T programs helped me achieve my career goals.
- 6% - Question 6: My employment counselor provided coaching and advice that helped me...
- 6% - Question 8: My employment counselor gave me information on external agencies....
- 3% - Question 1: The procedure required to access Tewa’s E&T programs/services are easy..

Part B: Client Satisfaction (General)

The average rating totals for questions 11 to 14 (excluding question 14) are:

- 67% - Strongly Agree
- 30% - Agree
- 1% - Neither Agree/Disagree
- 2% - Disagree
- 0% - Strongly Disagree

When the ratings of Strongly Agree/Agree are combined, their average is 97% and when the rating of disagree/strongly disagree are combined, their average is 3%.

Of the three questions in this category, based on the positive response to each, they would be rated as follows:

- 100% - Question 12: The receptionist at Tewa acknowledged me promptly upon my arrival.
- 100% - Question 13: I am satisfied overall with the level of reception services.
- 90 % - Question 11: The receptionist at Tewa is courteous and helpful.

When the ratings of neither agree/disagree and disagree are combined, their average is 2%.

- 10% - Question 11: The receptionist at Tewa is courteous and helpful.

Part C: Tewatohnhi'saktha Mandate and Public Relations

The average rating totals for questions 15 to 32 (excluding question 31) are:

- 16% - Strongly Agree
- 55% - Agree
- 14% - Neither Agree/Disagree
- 14% - Disagree
- 1% - Strongly Disagree

When the ratings "strongly agree" and "agree" are combines, their average total is 71%, and when the ratings "disagree" and "strongly disagree" are combined, their average total is 15%.

The five questions with the highest combined strongly agree/agree ratings in the Mandate and Public Relations are:

- 96% - Question 19 - I am aware of Tewa's E&T programs and services.
- 86% - Question 20 - I am aware of Tewa's small business programs and services.
- 86% - Question 21 - Tewa programs and services are focused on the needs of the client.
- 83% - Question 27 - Tewa plays a positive role in the community.
- 83% - Question 32 - I consider entrepreneurship a potential career choice.

The five questions with the highest neither agree/disagree rating in the Mandate and Public Relations are:

- 53% - Question 24 - Tewa is transparent with community members.
- 50% - Question 23 - Tewa effectively communicates their activities to the people....
- 43% - Question 16 - I am aware of Tewa's revenue generating activities.
- 40% - Question 25 - Tewa can be trusted to work in the best economic interest
- 40% - Question 22 - My feedback affect change at Tewa.

The five questions with the highest combined disagree/strongly disagree ratings in the Mandate and Public Relations are:

- 33% - Question 23 - Tewa effectively communicates their activities to the people..
- 33% - Question 24 - Tewa is transparent with community members.
- 30% - Question 28 - Tewa is frequently mentioned in the community.
- 23% - Question 16 - I am aware of Tewa's revenue generating activities.
- 20% - Question 17 - I am aware that Tewa's revenue generating activities are meant to help...

Methodology:

This survey consists of three parts:

- Part A - Employment and Training Client Satisfaction
- Part B - Client Satisfaction (General)
- Part C - Tewatohnhi'saktha Mandate and Public Relations

The survey form asked respondents about their level of satisfaction with the Employment and Training programs, services and customer service; their level of satisfaction with Tewatohnhi'saktha reception services; and about their awareness of Tewatohnhi'saktha's Mandate and Public Relations.

One surveyor was established to conduct the surveys. Names were randomly drawn from the Employment and Training Client list. There was no emphasis to focus replies to some questions presented to them.

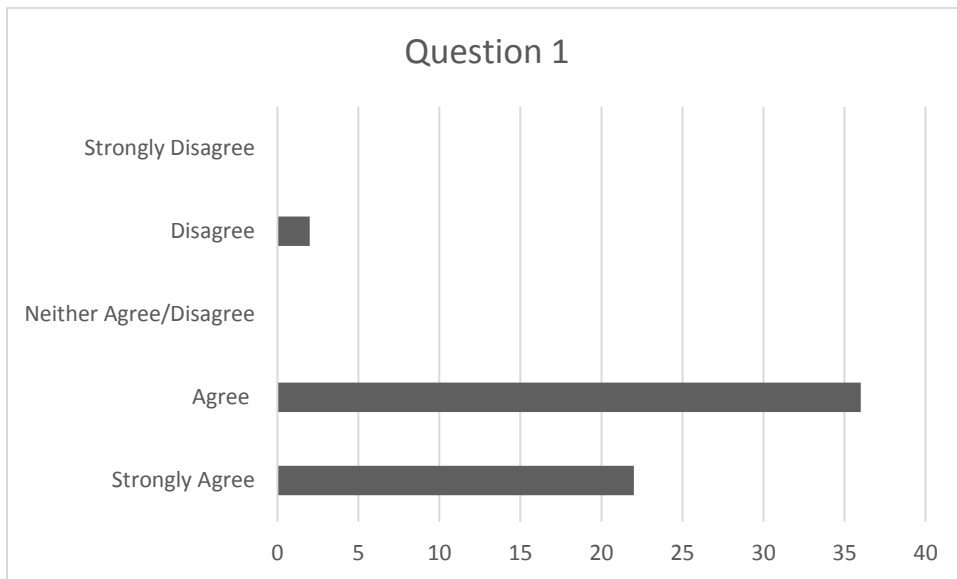
Survey Results:

The survey results include 33 questions, nearly all of which use a five point range from Strongly Agree to Strongly Disagree. Question 31 is the only question with a four point range and different response option (never, several times per year, several times per month, and several times per week). Questions 10, 14, and 33 are strictly comment areas.

A graph has been produced for each question and reflects the response percentage for each possible choice. Below the graph are the figures for the percentage and the actual number of individuals who chose that response (Response Count). Comments for each question are listed below the graph. It should be noted that there were only three (3) people who were surveyed that had comments to state. My belief is that since the majority of clients surveyed were in the age range of 18 to 30, their focus was more on getting the survey done and not spending too much time on presenting comments. They were asked to give their comments at the end of each question with not much success.

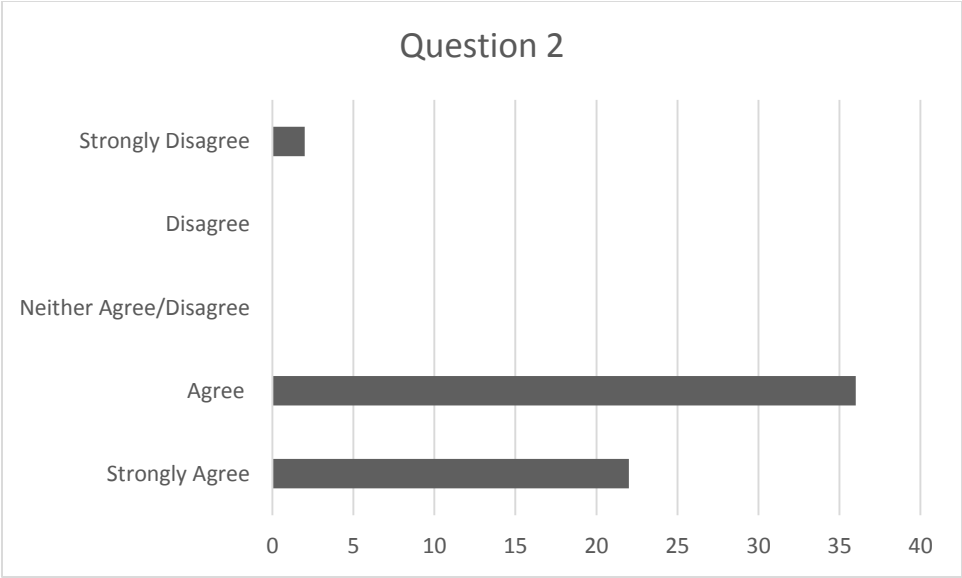
Part A:
Employment & Training Client Satisfaction

Question 1: The procedures required to access Tewa’s E&T programs and services are simple and easy to follow.



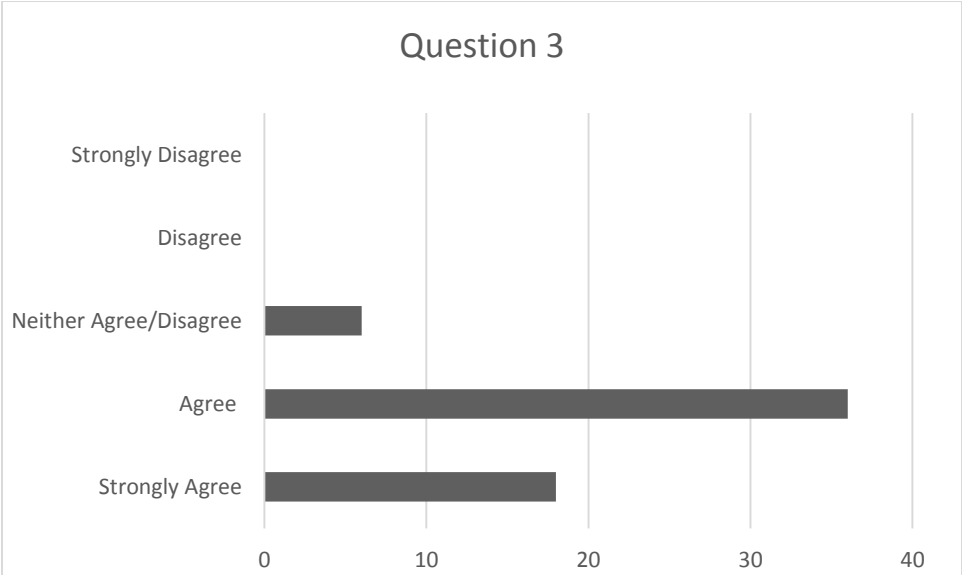
Response Count:	Strongly Agree;	37%	22
	Agree:	60%	36
	Neither Agree/Disagree:		
	Disagree:	3%	2
	Strongly Disagree:		

Question 2: Tewa’s E&T policies were designed to help me achieve my individual career goals.



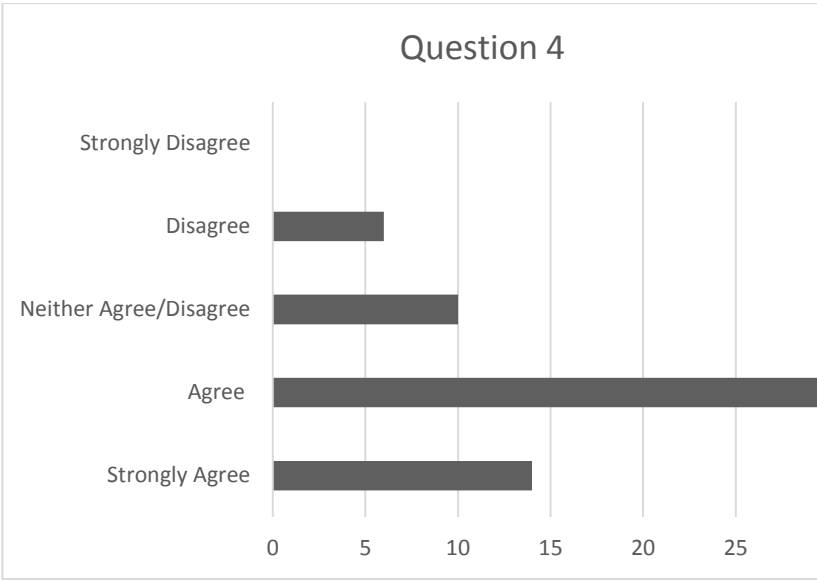
Response Count:	Strongly Agree:	37%	22
	Agree:	60%	36
	Neither Agree/Disagree:		
	Disagree:		
	Strongly Disagree:	3%	2

Question 3: I am satisfied with the variety of services offered by Tewa’s E&T division.



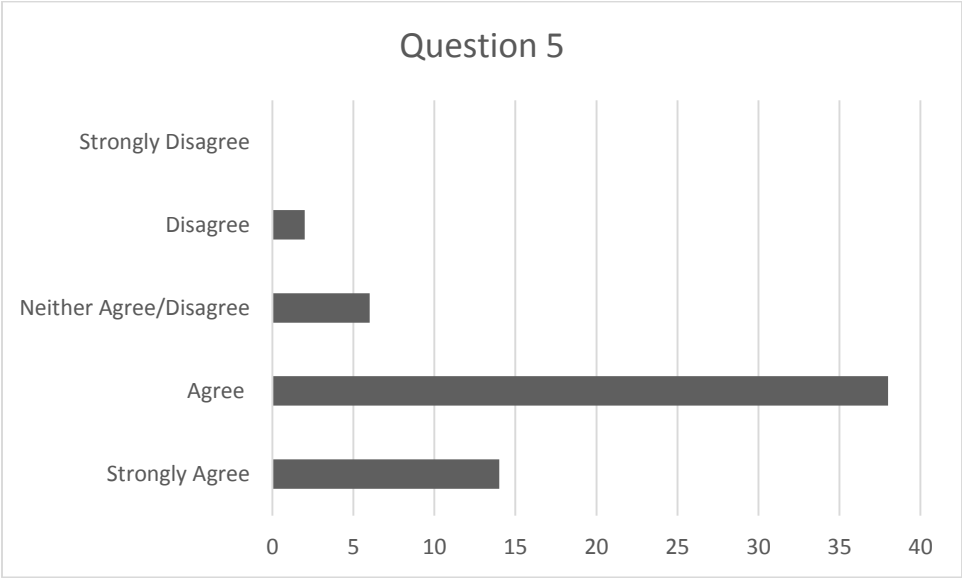
Response Count:	Strongly Agree:	30%	18
	Agree:	60%	36
	Neither Agree/Disagree:	10%	6
	Disagree:		
	Strongly Disagree:		

Question 4: Tewa's E&T programs helped me achieve my career goals



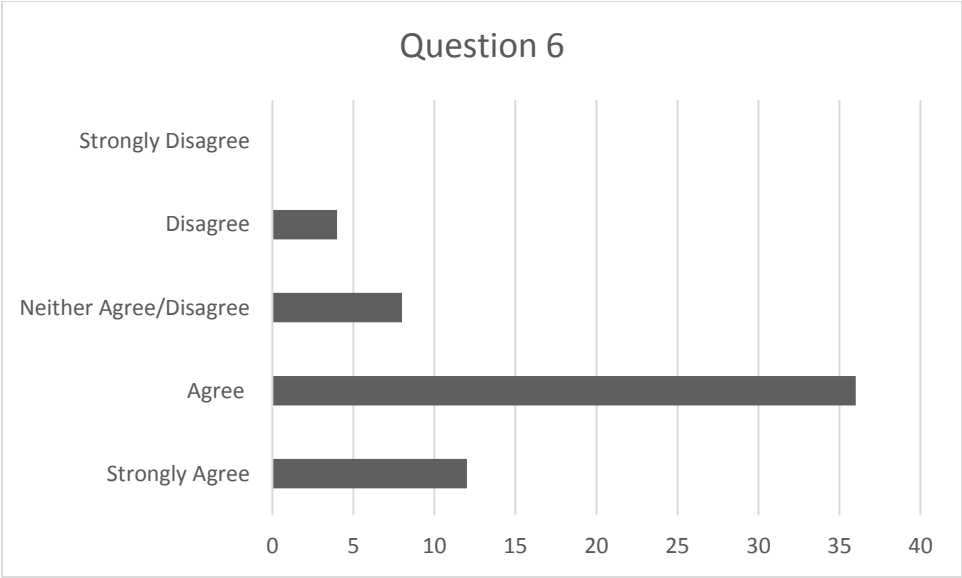
Response Count:	Strongly Agree:	23%	14
	Agree:	50%	30
	Neither Agree/Disagree:	17%	10
	Disagree:	10%	6
	Strongly Disagree:		

Question 5: My employment counselor helped me access E&T programs and services.



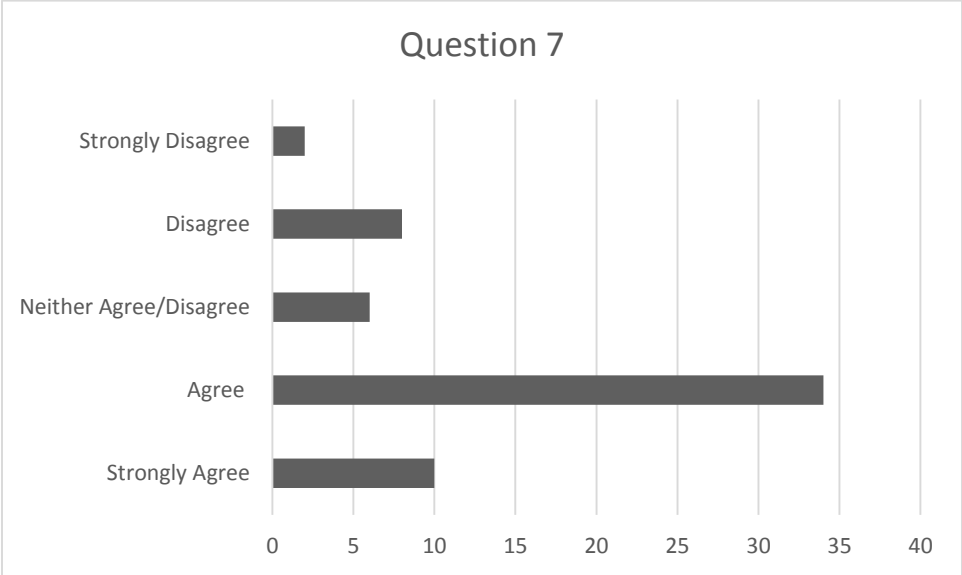
Response Count:	Strongly Agree:	23%	14
	Agree:	64%	38
	Neither Agree/Disagree:	10%	6
	Disagree:	3%	2
	Strongly Disagree:	0	

Question 6: My employment counselor provided coaching and advice that helped me achieve my career goals.



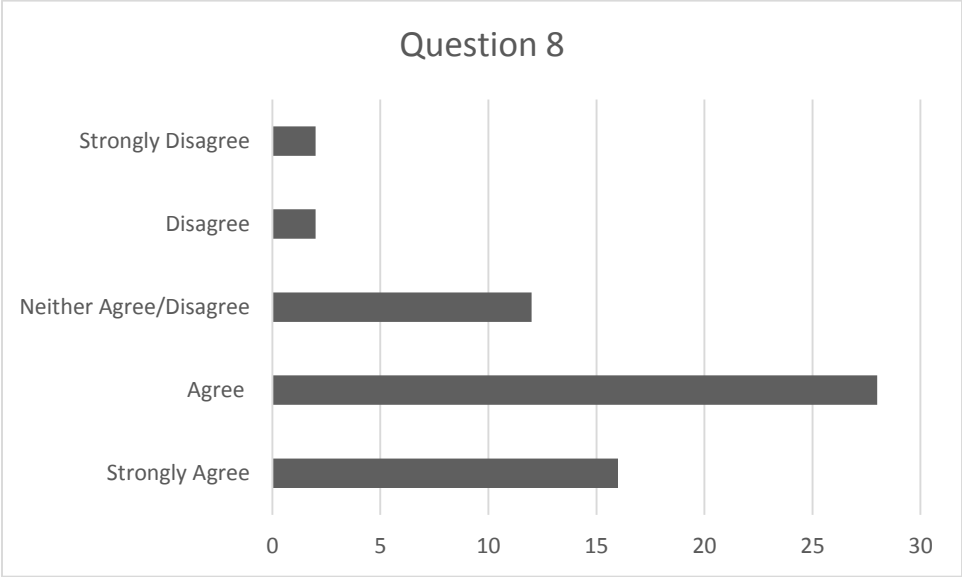
Response Count:	Strongly Agree:	20%	12
	Agree:	60%	36
	Neither Agree/Disagree	13%	8
	Disagree:	7%	4

Question 7: My employment counselor assisted in finding the training to meet my career goal.



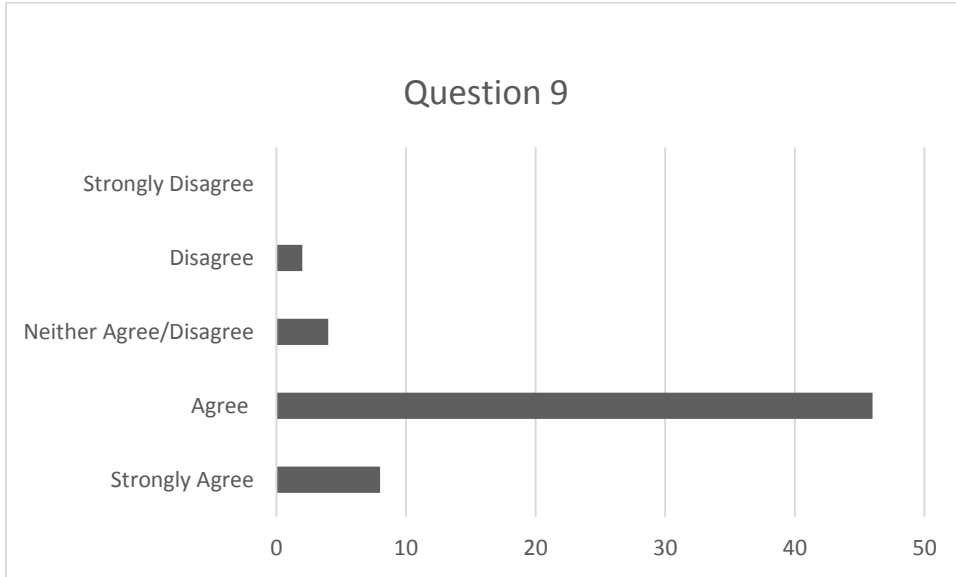
Response Count:	Strongly Agree:	17%	10
	Agree:	57%	34
	Neither Agree/Disagree:	10%	6
	Disagree:	13%	8
	Strongly Disagree:	3%	2

Question 8: My employment counselor gave me information on external agencies that could provide additional help.



Response Count:	Strongly Agree:	27%	16
	Agree:	47%	28
	Neither Agree/Disagree:	20%	12
	Disagree:	3%	2
	Strongly Disagree:	3%	2

Question 9: I am satisfied with the amount of time my requests for meetings or information were addressed.



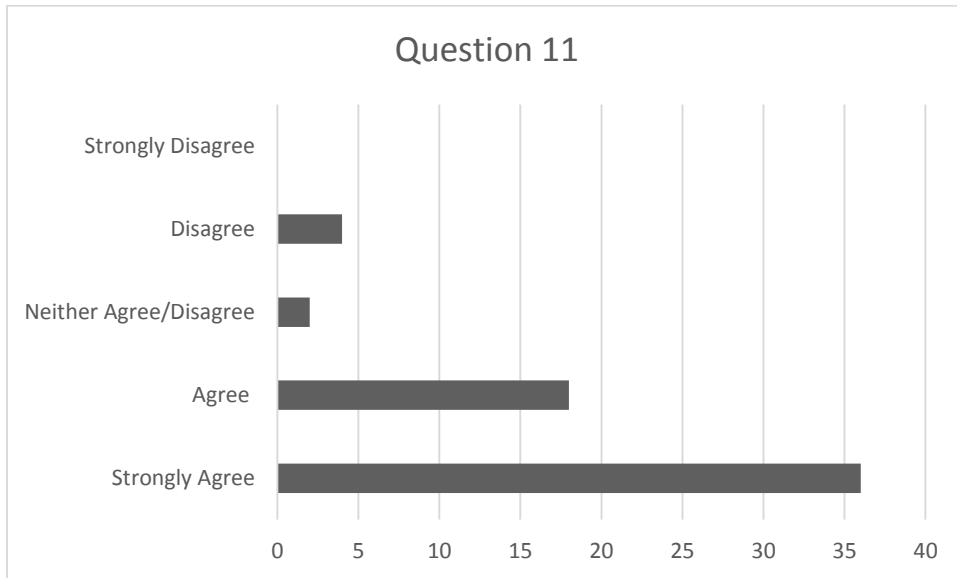
Response Count:	Strongly Agree:	13%	8
	Agree:	78%	46
	Neither Agree/Disagree:	6%	4
	Disagree:	3%	2
	Strongly Disagree:		

Question 10: Would you like to make additional comment about E&T's programs and services you received?

No one chose to offer any suggestions, comments or any other type of input.

PART B: Client Satisfaction (General)

Question 11: The receptionist at Tewa is courteous and helpful.



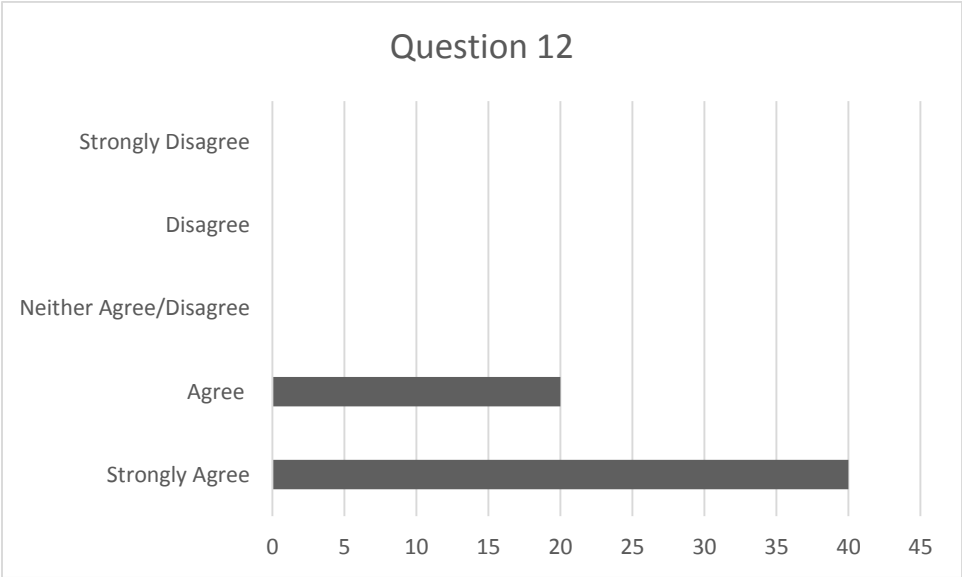
0

Response Count:	Strongly Agree:	60%	36
	Agree:	30%	18
	Neither Agree/Disagree:	3%	2
	Disagree:	7%	4
	Strongly Disagree:		

Comments:

- The permanent receptionist is not so nice, whereas the temps are always nice.

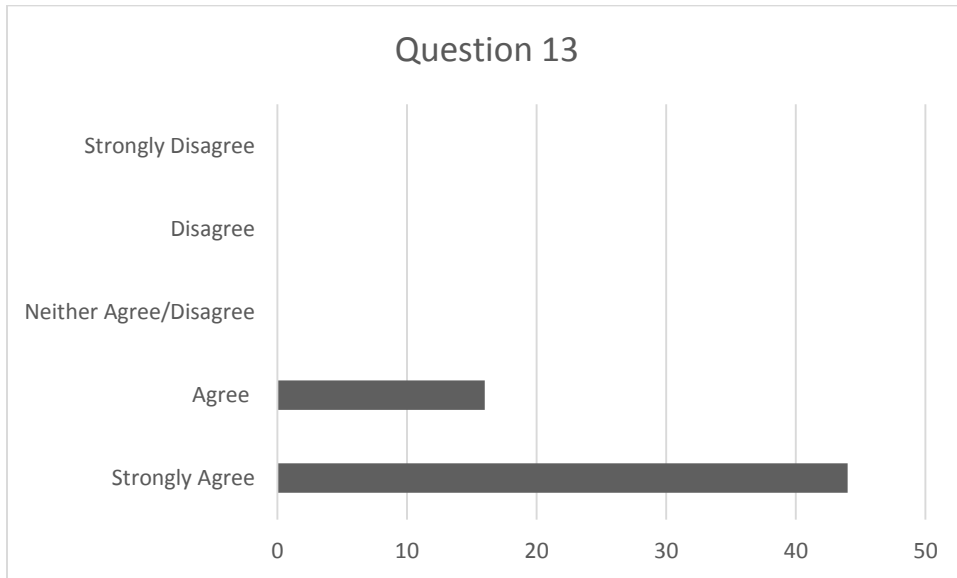
Question 12: The receptionist at Tewa acknowledged me promptly upon my arrival.



Response Count: Strongly Agree:	67%	40
Agree:	33%	20
Neither Agree/Disagree		
Disagree:		
Strongly Disagree:		

Comments:

Question 13: I am satisfied overall with the level of reception services.



Response Count:	Strongly Agree:	73%	44
	Agree:	27%	16
	Neither Agree/Disagree:		
	Disagree:		
	Strongly Disagree:		

Comments:

- No comments

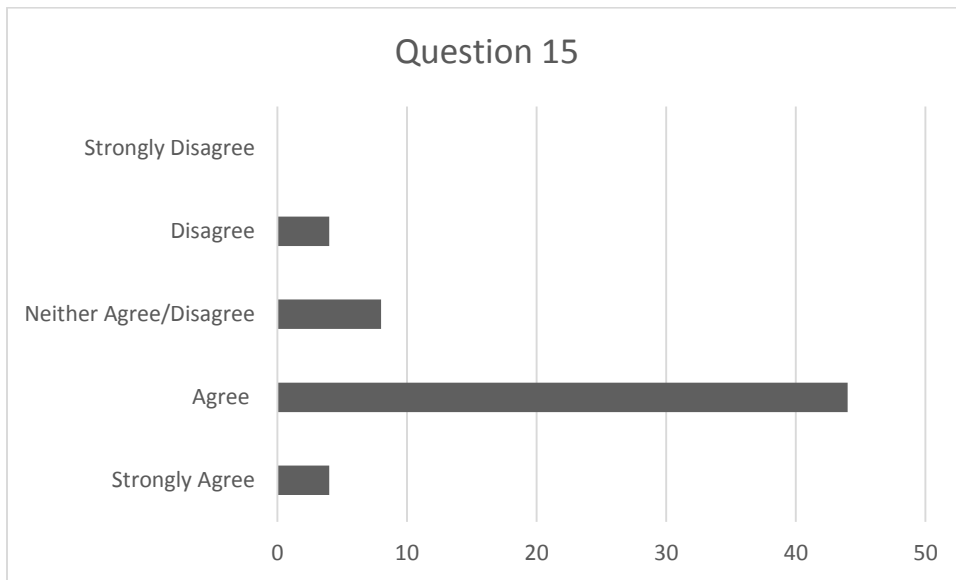
Question 14: Would you like to make any additional comments about reception services?

No comments were made by clients.

PART C:

Tewatohi'saktha Mandate and Public Relations

Question 15: I am aware of Tewa's mandate to create revenue for the community, support small business development, and facilitate E&T.

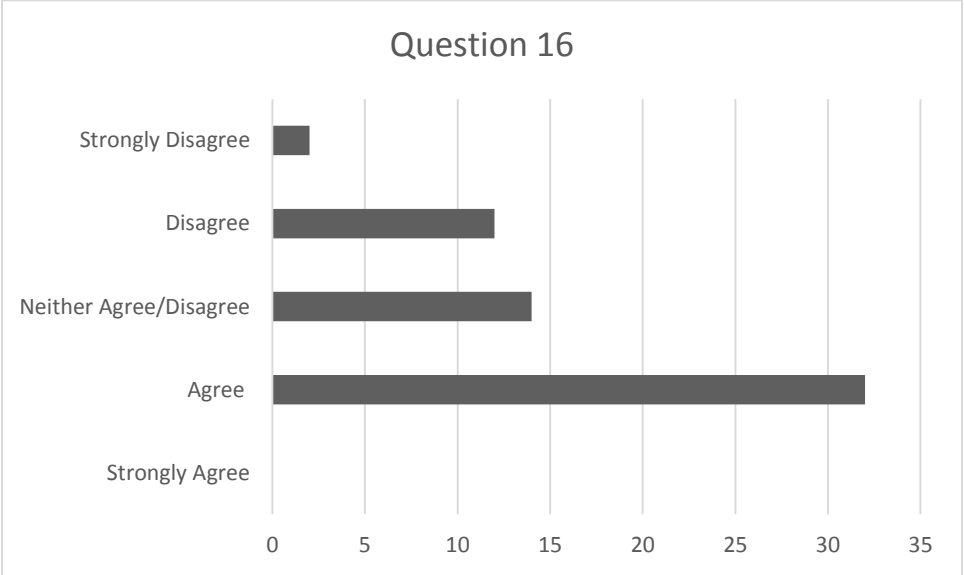


Response Count:

Strongly Agree:	7%	4
Agree:	73%	44
Neither Agree/Disagree:	13%	8
Disagree:	7%	4
Strongly Disagree:		

Comments:

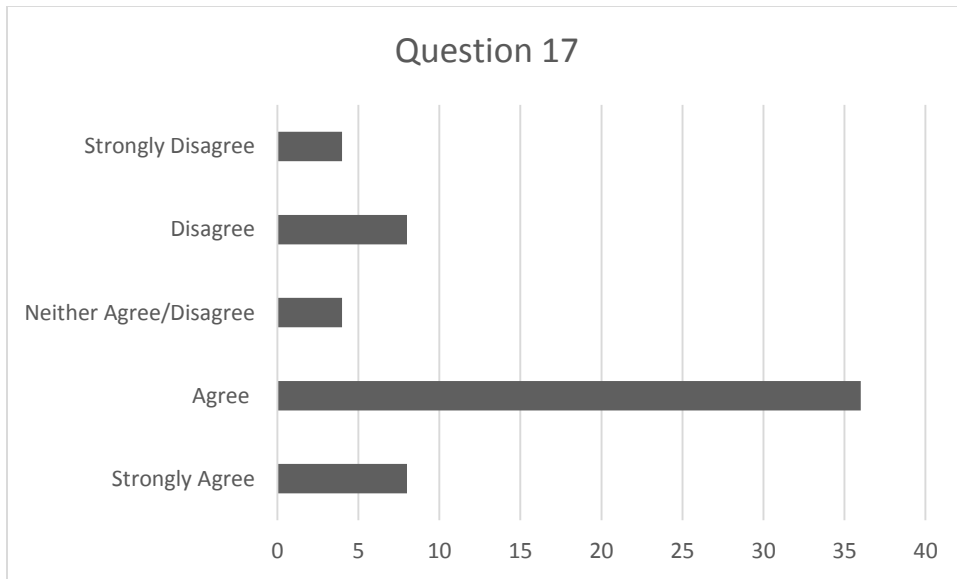
Question 16: I am aware of Tewa’s revenue generating activities.



Response Count:	Strongly Agree:	0	
	Agree:	54%	32
	Neither Agree/Disagree:	23%	14
	Disagree:	20%	12
	Strongly Disagree:	3%	2

Comments:

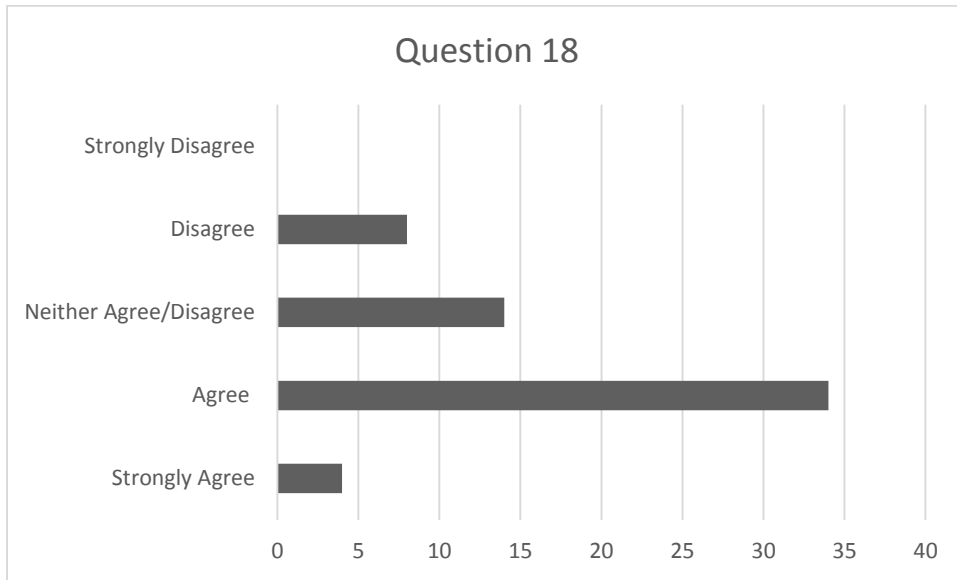
Question 17: I am aware that Tewa’s revenue generating activities are meant to help fund the community’s underfunded programs and services.



Response Count:	Strongly Agree:	13%	8
	Agree:	60%	36
	Neither Agree/Disagree:	7%	4
	Disagree:	13%	8
	Strongly Disagree:	7%	4

Comments:

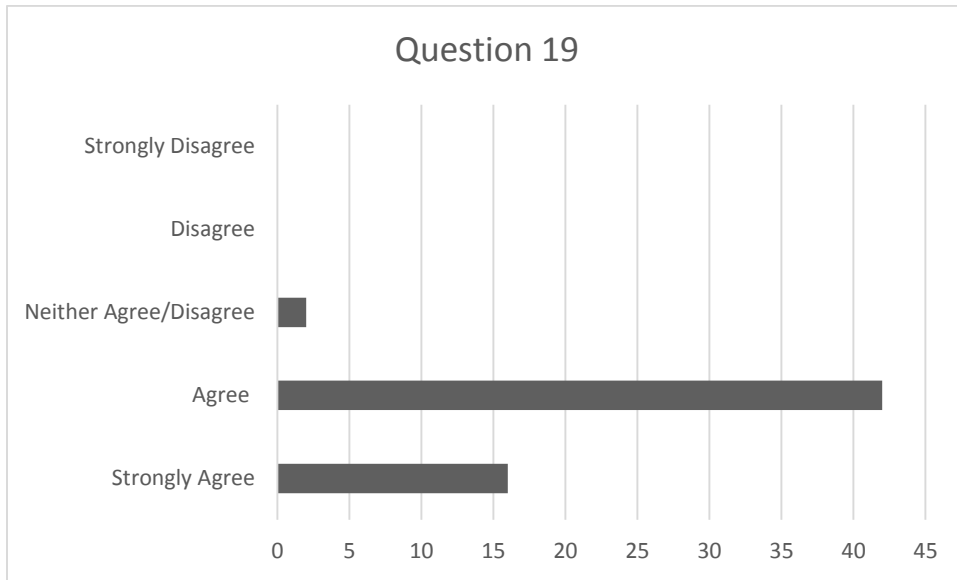
Question 18: I support Tewa’s revenue generating activities.



Response Count:	Strongly Agree:	7%	4
	Agree:	57%	34
	Neither Agree/Disagree:	23%	14
	Disagree:	13%	8
	Strongly Disagree:	0	

Comments:

Question 19: I am aware of Tewa's E&T programs and services.

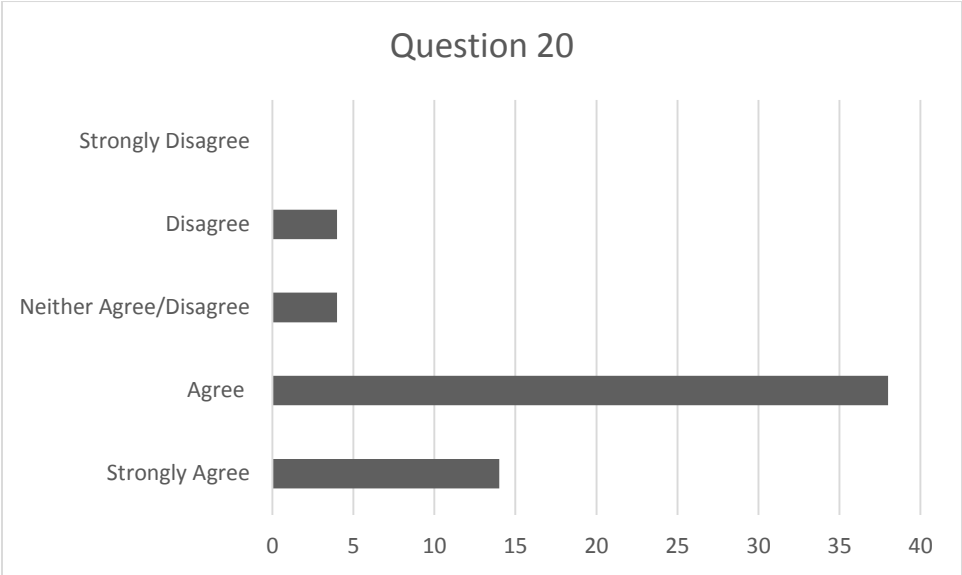


Response Count:	Strongly Agree:	27%	16
	Agree:	70%	42
	Neither Agree/Disagree	3%	2
	Disagree:	0	
	Strongly Disagree:	0	

Comments:

- No comments

Question 20: I am aware of Tewa’s small business programs and services.

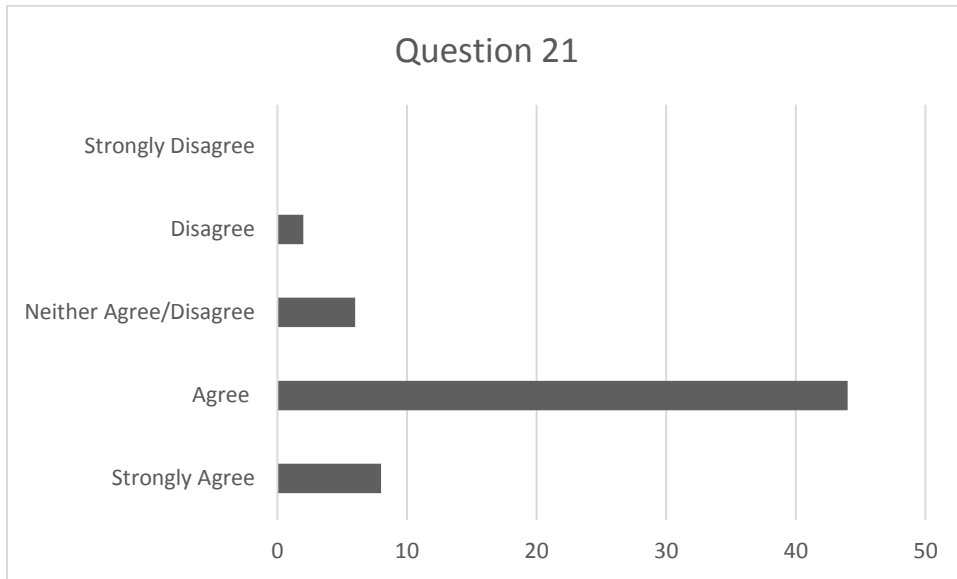


Response Count:	Strongly Agree:	23%	14
	Agree:	63%	38
	Neither Agree/Disagree:	7%	4
	Disagree:	7%	4

Comments:

- No comments

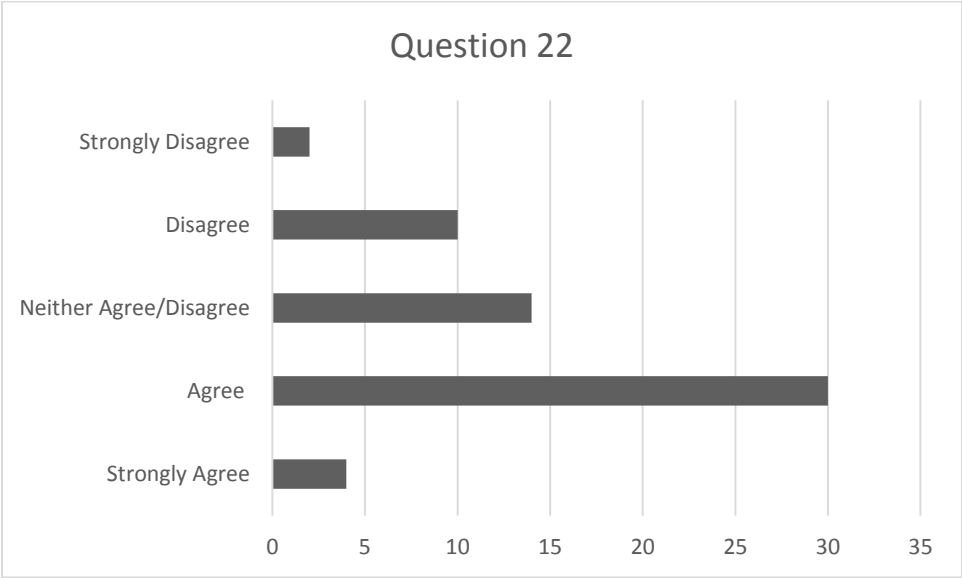
Question 21: Tewa programs and services are focused on the needs of the client.



Response Count:	Strongly Agree:	13%	8
	Agree:	74%	44
	Neither Agree/Disagree:	10%	6
	Disagree:	3%	2
	Strongly Disagree:	0	

Comments:

Question 22: My feedback affects change at Tewatohhni'saktha.



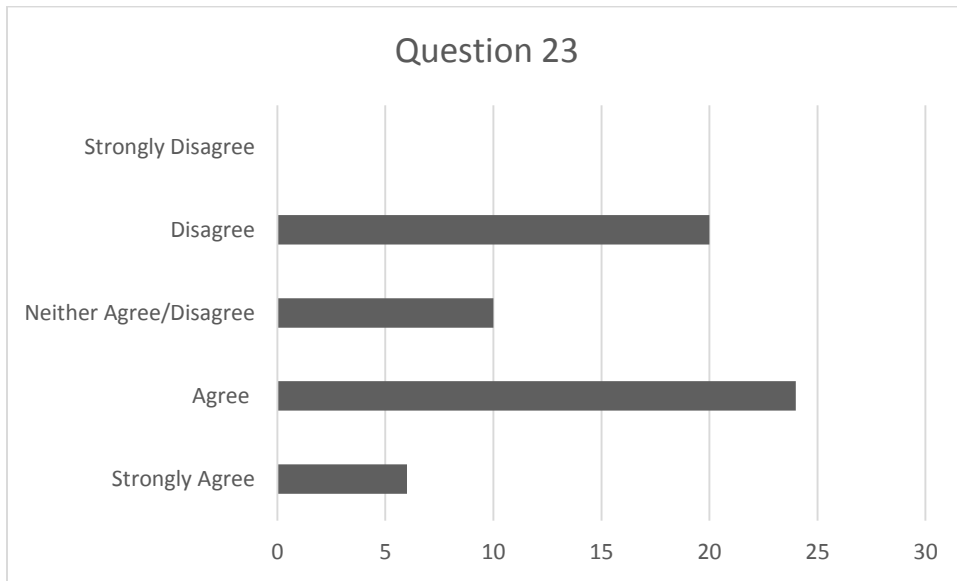
Response Count:

Strongly Agree:	7%	4
Agree:	50%	30
Neither Agree/Disagree:	23%	14
Disagree:	17%	10
Strongly Disagree:	3%	2

Comments:

- I hope so

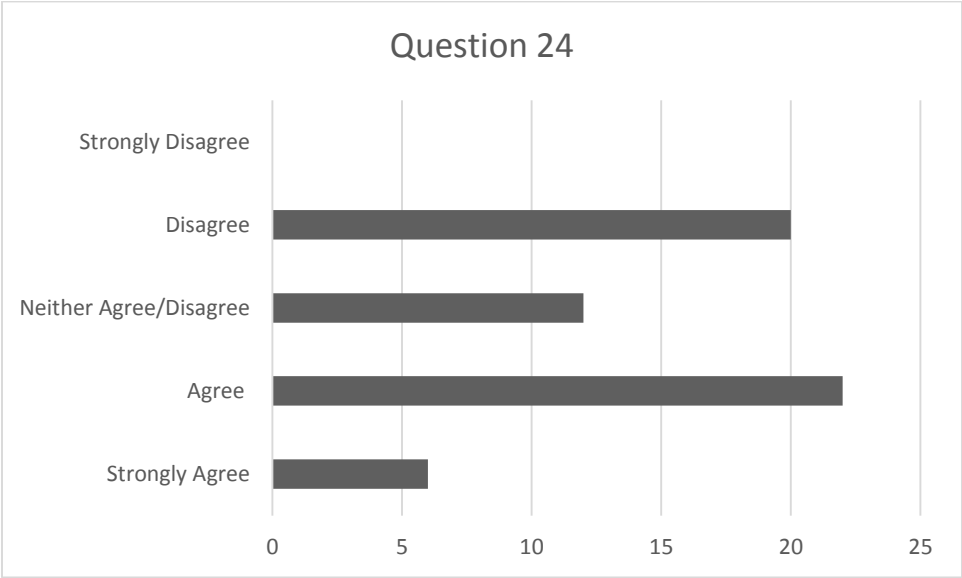
Question 23: Tewa effectively communicates their activities to the people of Kahnawake.



Response Count:	Strongly Agree:	10%	6
	Agree:	40%	24
	Neither Agree/Disagree:	17%	10
	Disagree:	33%	20
	Strongly Disagree:	0	

Comments:

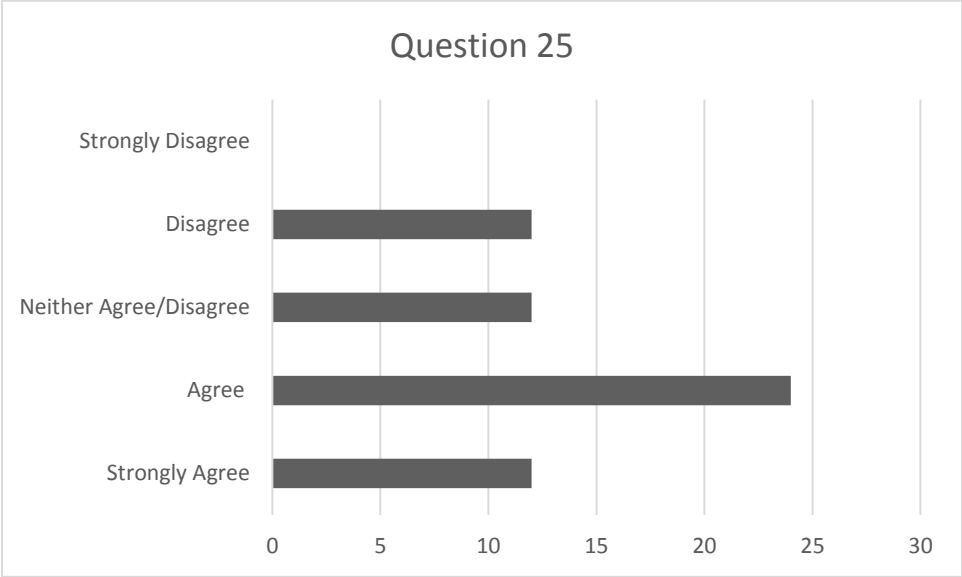
Question 24: Tewa is transparent with community members.



Response Count:	Strongly Agree:	10%	6
	Agree:	37%	22
	Neither Agree/Disagree:	20%	12
	Disagree:	33%	20
	Strongly Disagree:	0	

Comments:

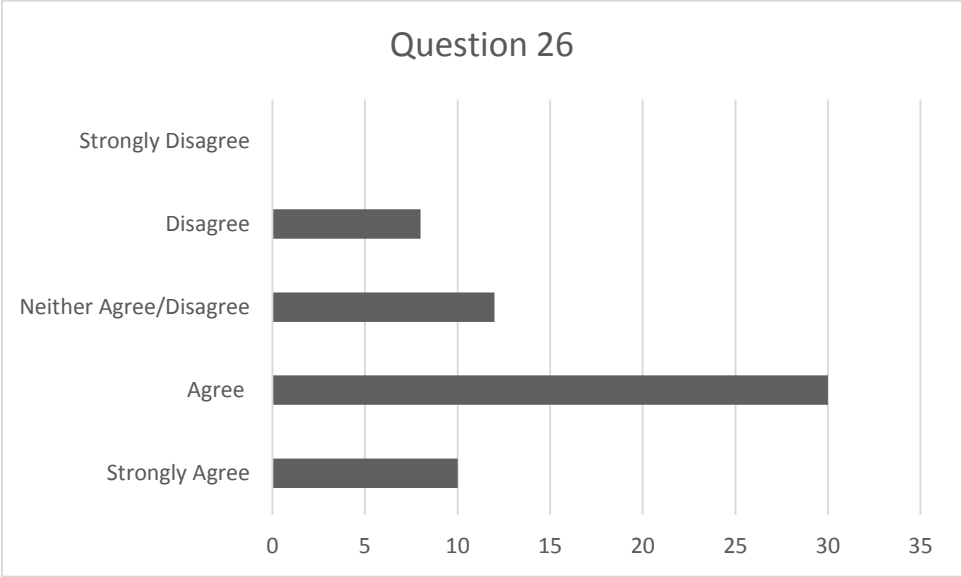
Question 25: Tewa can be trusted to work in the best interest of the Kahnawake people.



Response Count:	Strongly Agree:	20%	12
	Agree:	40%	24
	Neither Agree/Disagree:	20%	12
	Disagree:	20%	12

Comments:

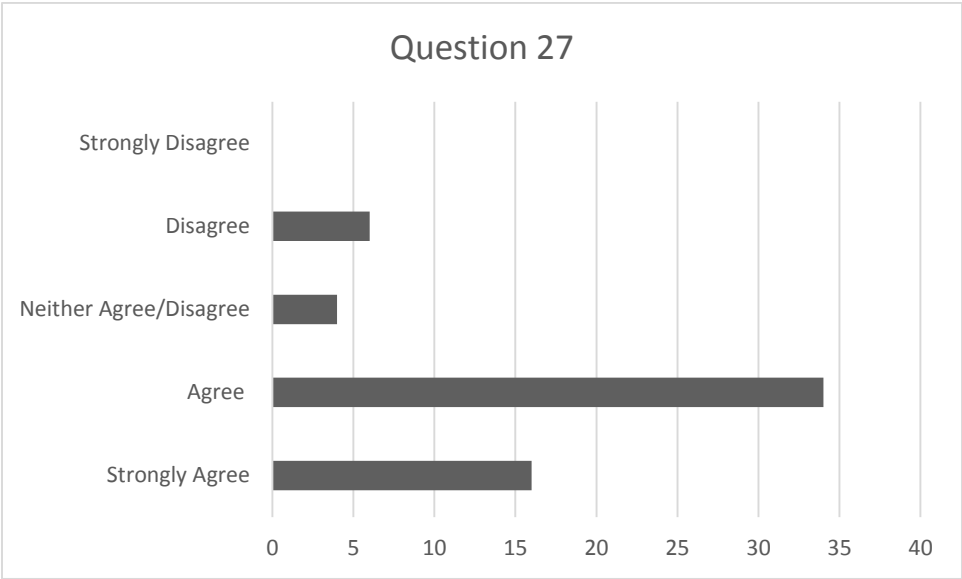
Question 26: Tewa activities are consistent with creating collective prosperity for Kahnawake.



Response Count:	Strongly Agree:	17%	10
	Agree:	50%	30
	Neither Agree/Disagree:	20%	12
	Disagree:	13%	8
	Strongly Disagree:		

Comments:

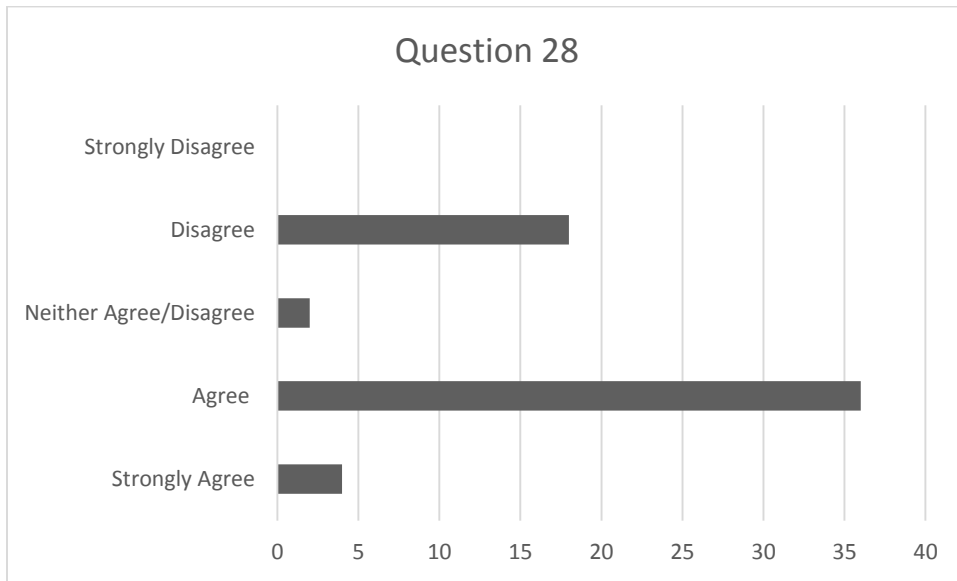
Question 27: Tewa plays a positive role in the community.



Response Count:	Strongly Agree:	27%	16
	Agree:	57%	34
	Neither Agree/Disagree:	7%	4
	Disagree:	10%	6
	Strongly Disagree:		

Comments:

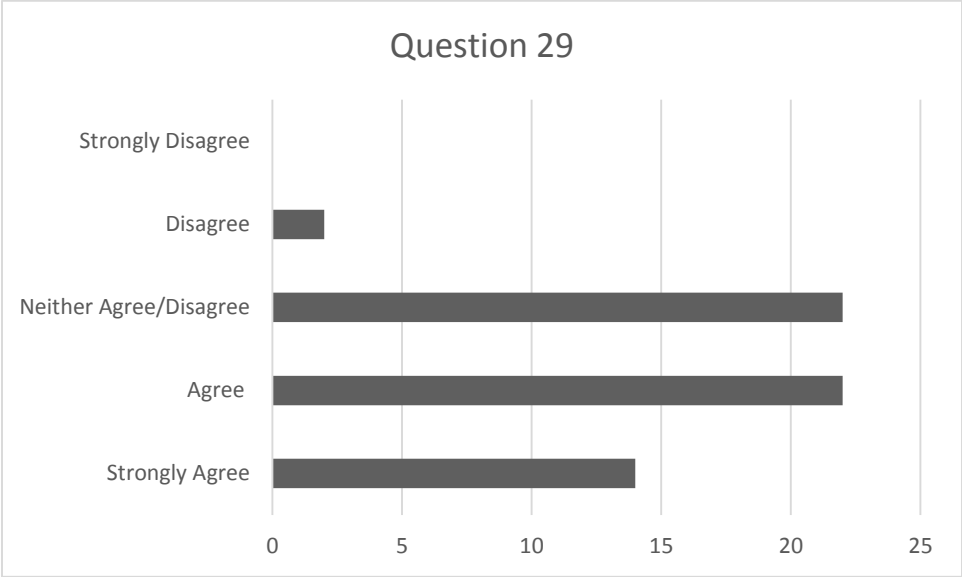
Question 28: Tewa is frequently mentioned in the media or community.



Response Count:	Strongly Agree:	7%	4
	Agree:	60%	36
	Neither Agree/Disagree:	3%	2
	Disagree:	30%	18
	Strongly Disagree:		

Comments:

Question 29: Tewa appears to be a great place to work.

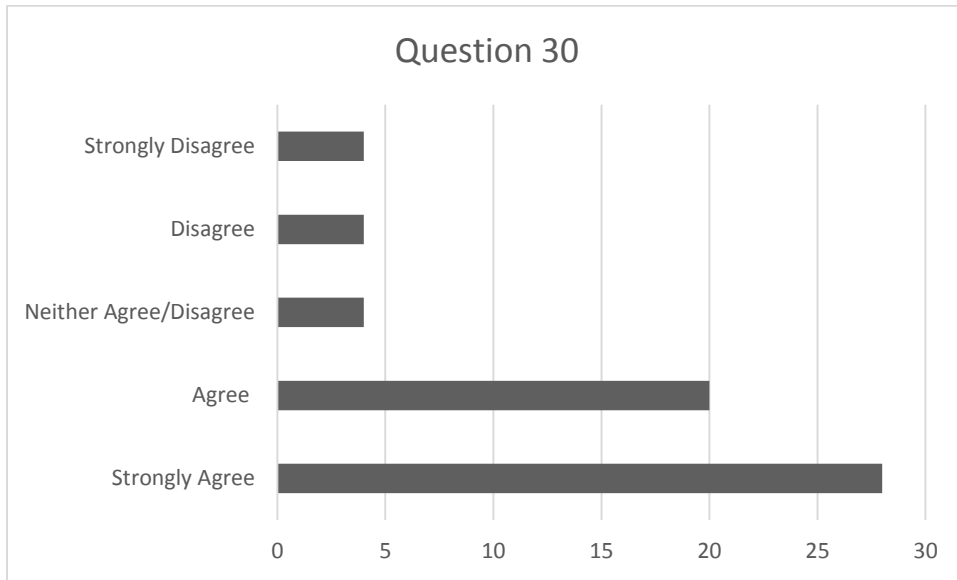


Response Count:	Strongly Agree:	23%	14
	Agree:	37%	22
	Neither Agree/Disagree:	37%	22
	Disagree:	3%	2
	Strongly Disagree:		

Comments:

- Depends on who you ask

Question 30: I am aware of Tewa's Shop Kahnawake program.

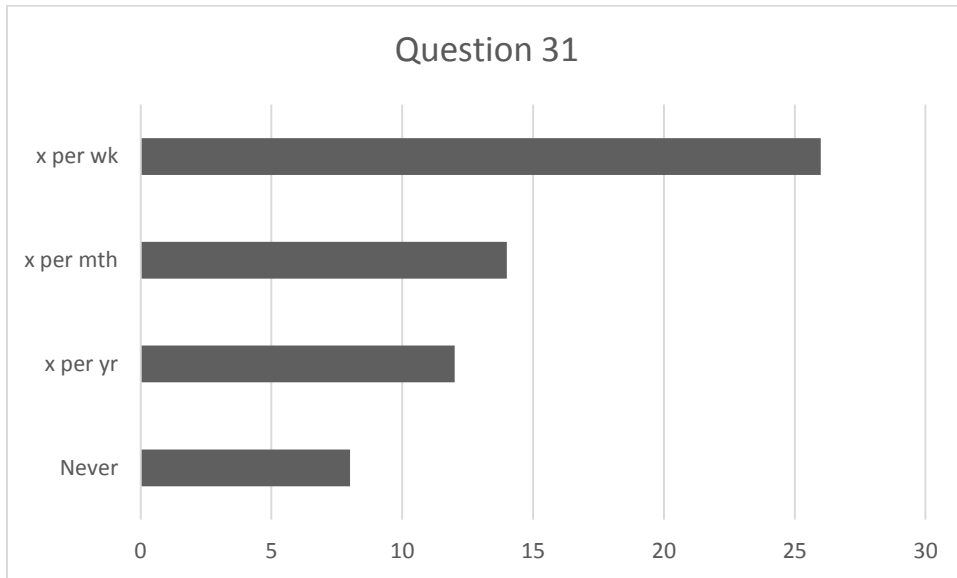


Response Count:	Strongly Agree:	46%	28
	Agree:	33%	20
	Neither Agree/Disagree:	7%	4
	Disagree:	7%	4
	Strongly Disagree:	7%	4

Comments:

- No comment

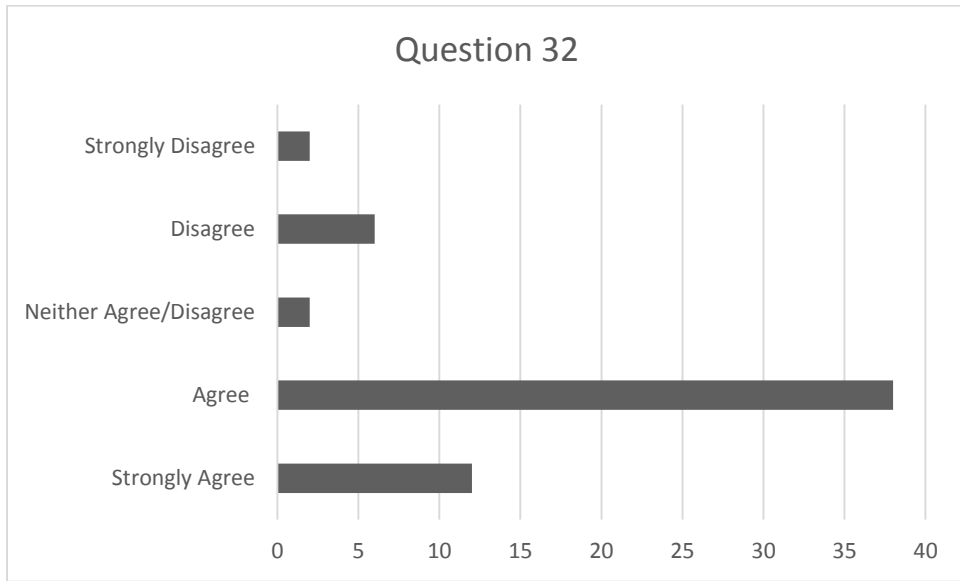
Question 31: How often do you shop for products and services in Kahnawake before shopping off-reserve?



Response Count:	Several times per week:	44%	26
	Several times per month:	23%	14
	Several times per year:	20%	12
	Never:	13%	8

Comments:

Question 32: I consider entrepreneurship a potential career choice.



Response Count:	Strongly Agree:	20%	12
	Agree:	64%	38
	Neither Agree/Disagree:	3%	2
	Disagree:	10%	6
	Strongly Disagree:	3%	2

Comments:

- No comment

Question 33: Would you like to make any additional comments about Tewa?

Data Analysis:

The data analysis is divided into three parts to reflect the format of the survey:

- Part A: Employment and Training Client Satisfaction
- Part B: Client Satisfaction (General)
- Part C: Tewaohni'saktha Mandate and Public Relations

Part A: Employment and Training Client Satisfaction

Question 1: The procedure required to access Tewa's E&T programs and services are simple and easy to follow.

The majority of clients interviewed (96%) agreed with the statement. There were no comments given.

Recommendation: The E&T counselors should be responsible to walk clients through the procedures necessary to access services, eliminating confusion and perhaps shortening the time it takes to access the services they are interested in.

Question 2: Tewa's E&T policies were designed to help me achieve my individual career goals.

96% of respondents either agree or strongly agree with the statement.

Recommendations: It appears that the majority of clients understand the policies of the program and do not have any issues with it. Therefore, perhaps a quick review of existing policies would enhance the client satisfaction.

Question 3: I am satisfied with the variety of services offered by Tewa's E&T division.

Of the clients surveyed, 90% strongly agree/agree with the statement, with 10% neither agree/disagree and disagree.

Recommendation: Counselors should increase awareness of the variety of services offered by their division, promoting the details of their programs and services.

Question 4: Tewa's E&T programs helped me achieve my career goals.

Of the 60 clients interviewed, 73% strongly agree/agree with the statement. The balance of clients show a combined total of neither agree/disagree and disagree of 27%.

Recommendation: refer to recommendations to question 3, as they fall into the same category.

Question 5: My employment counselor helped me access E&T programs and services.

86% of clients responded to strongly agree/agree to this statement. 14% neither agree/disagree and disagree with the statement.

Recommendation: Although the majority of clients agree to the statement, listings of programs and services should be made available to clients wanting to access them if not already available.

Question 6: My employment counselor provided coaching and advice that helped me achieve my career goals.

80% of clients responded to strongly agree/agree, while 20% neither agree/disagree, or disagree. It appears that coaching and advice was provided by counselor, with a small percentage required more than what was given.

Recommendation: Counselors should ensure that clients receive the amount of coaching and advice needed, as this varies with each individual.

Question 7: My employment counselor assisted in finding the training to meet my career goals.

The 73% rating of strongly agree/agree is higher than previous survey, showing a increase in client satisfaction. 27% chose neither agree/disagree, and disagree, which may be attributed to not needing specific training.

Recommendation: Once again, counselors should align the programs and services available to the client needs by developing action plans that are aligned to appropriate training necessary to achieve success.

Question 8: My employment counselor gave me information on external agencies that could provide additional help.

This question received 73% of strongly agree/agree responses, higher than previous survey. Of the balance, 27% neither agree/disagree, which is higher than previous survey results.

Recommendation: Information on external agencies, both on training and funding, should be readily available to clients. Counselors should not wait for clients to ask but should be prepared to make available. Regular follow-up with clients will enable counselors to determine if there are other resources available.

Question 9: I am satisfied with the amount of time my requests for meetings or information were addressed.

90% of clients responded to strongly agree/agree, while 10% neither agree/disagree. This is an improvement compared to previous survey results.

Recommendation: Standards should be set to ensure that clients are responded to in a timely manner, suggestion of same day response, whether by counselor or support staff will ensure that client issues will be dealt with on a timely basis.

Question 10: Would you like to make additional comments about E&T's programs and services you received?

No additional comments were made in this section.

Part B: Client Satisfaction (General)

Question 11: The receptionist at Tewa is courteous and helpful.

Of all the respondents, 90% strongly agree/agree, while 10% neither agree or disagree. There were no comments, which would indicate satisfaction with services received.

Recommendation: Customer service training should be made available to replacement receptionists, ensure constant positive feedback.

Question 12: The receptionist at Tewa acknowledged me promptly upon my arrival.

100% of respondents strongly agree/agree. The one comment made was negative, stating that the receptionist is not friendly.

Recommendation: As it is not apparent which receptionist was at the frontline during that time, and due to the positive responses, a reminder to all receptionists that they are the first person that clients see when entering Tewa, and should always show professionalism when dealing with clients.

Question 13: I am satisfied overall with the level of reception services.

100% of respondents chose strongly agree/agree. There were no comments made to this statement, which indicates satisfaction with reception services.

Recommendation: As stated previously, course in customer service should be offered to replacement receptionists to ensure continuous satisfactory service.

Question 14: Would you like to make any additional comments about reception services?

Of the two comments made, one stated the reception service was very clear and nice, while the other stated that receptionist could be rude.

Recommendation: see recommendation for question 1

Question 15: I am aware of Tewa’s mandate to create revenue for the community, support small business development, and facilitate E&T.

The response of 80% indicates that the majority of clients are aware of the mandate, while only 20% neither agreed/disagree.

Recommendation: Tewa should enforce their mandate of creating revenue for the community by publicly sharing what has transpired during the previous two years.

Question 16: I am aware of Tewa’s revenue generating activities.

Only 53% of respondents strongly agree/agree, while 43% neither agree/disagree or disagree. 4% of respondents strongly disagree with this statement.

Recommendation: This also should fall under a global communication plan, informing the community as to what projects are on-going or forthcoming. This will enhance the trust in Tewa by the community. This has not changed from previous years.

Question 17: I am aware that Tewa’s revenue generating activities are meant to help fund the community’s underfunded programs and services.

74% responded to strongly agree/agree, while 20% neither agree nor disagree, and 6% strongly disagree.

Recommendation: Tewa should increase awareness of their past and present activities in funding programs and services that require additional funding. By publishing the investments into other programs would show Tewa’s commitment to the betterment of the community.

Question 18: I support Tewa’s revenue generating activities.

Only 63% responded to strongly agree/agree, while 23% neither agree/disagree, and 14% disagree with this statement.

Recommendation: There seems to be a pattern of disagreement developing, indicating that Tewa is not sharing enough information with the general public. More information should be going out to the public via newsletters, etc.

Question 19: I am aware of Tewa’s E&T programs and services.

It’s quite apparent that all clients are aware of E&T programs and services as 96% of responses were strongly agree/agree, and only 4% were neither agree/disagree. There were no comments to this statement.

Recommendation: Although the results were positive Tewa should broaden the scope of awareness to the whole community. This should be included in the global communication plan.

Question 20: I am aware of Tewa’s small business programs and services.

The response of 86% strongly agree/agree indicates a good knowledge of SBS programs and services by clients. There were no comments to this statement.

Recommendation: See recommendation for Question 19.

Question 21: Tewa programs and services are focused on the needs of the clients.

86% responded to strongly agree/agree, while 13% neither agree/disagree, with only 1% in disagreement to the statement.

Recommendation: A strategy should be implemented to include the business owners who have accessed any of Tewa’s programs and services to gauge their needs as opposed to having a disconnect with businesses.

Question 22: My feedback affects change at Tewatohnni’saktha.

In the strongly agree/agree category, 56% of respondents concur with this statement. 23% neither agree/disagree or disagree, and 21% disagree.

Recommendation: By publishing the results of this survey and indicating where changes occurred will enhance the trust of the community.

Question 23: Tewa effectively communicates their activities to the people of Kahnawake.

50% of respondents strongly agree/agree with the statement, while 16% neither agree/disagree or disagree, with 34% disagreeing.

Recommendation: Two-way communication between Tewa and the community will increase the awareness of clients as to what activities Tewa is involved in. Providing regular financial updates will aid in accomplishing this, as well as other projects being worked on.

Question 24: Tewa is transparent with community members.

The low percentages of client agreeing with this statement, 46% strongly agree/agree, 20% neither agrees/disagrees, and 34% disagree, indicate that Tewa should be much more transparent than current status.

Recommendation: Providing regular updates on activities will increase the trust level that the community has for Tewa. Quarterly financial reporting to the community would enhance the trust level.

Question 25: Tewa can be trusted to work in the best interest of the Kahnawake people.

60% of clients responded to strongly agree/agree, while 20% neither agree or disagree, while 20% disagree.

Recommendation: The more information given to the community, the more the trust level will increase. Trust must be earned, and information is the key to this issue.

Question 26: Tewa activities are consistent with creating collective prosperity for Kahnawake.

66% of clients strongly agree/agree with this statement, with 20% neither agree/disagree, and 14% disagreeing with the statement.

Recommendation: Promotion of Tewa values within community and organizations, as stated in previous survey, will or should show consistency with creating collective prosperity.

Question 27: Tewa plays a positive role in the community.

Most clients are in agreement with this statement, showing a 83% who strongly agree/agree. 16% neither agree/disagree, with 1% disagreeing.

Recommendation: Although the clients agree with the statement, the organization, including board members, management and staff, should be visible within the community whenever community events occur. By doing so Tewa will play a positive role in the community and gain the trust necessary to be a vital part of our community

Question 28: Tewa is frequently mentioned in the media or community.

60% responded to strongly agree/agree, while 36% neither agree or disagree, leaving a 4% who are in disagreement with the statement.

Recommendation: More media coverage within the community would bring mention of Tewa, be it information on financial issues, updates on current and past projects, etc. Clients seem to want more information flowing from Tewa to the community. Tewa's website has been mentioned in previous questions, this should be reconfigured to become more client accessible.

Question 29: Tewa appears to be a great place to work.

60% of clients strongly agree/agree, with 40% neither agreeing or disagreeing. There were not comments to this statement.

Recommendation: As was stated in the SBS portion of the survey, if Tewa goal is to be the employer of choice in Kahnawake, then they need to inform the potential employees of all the benefits of working at Tewa, not just financial but staff related. A survey of staff satisfaction should be done with shared results for the community to see.

Question 30: I am aware of Tewa's Shop Kahnawake program.

A significant increase in awareness from previous survey, 69% to 80% currently in the strongly agree/agree category, with 6% neither agreeing or disagreeing, and 14% disagreeing. There were no comments to this statement.

Recommendation: To actively promote the Shop Kahnawake program, SBS should be finding ways to enhance this much needed program in Kahnawake. Rather than falling to the wayside, a strong media campaign should be implemented as soon as possible.

Question 31: How often do you shop for products and services in Kahnawake before shopping off-reserve?

The responses range from 45% who shop several times per week, to 10% who never shop in Kahnawake.

Recommendation: The need to increase the local shopping in Kahnawake should be foremost on SBS agenda. This issue falls in the Shop Kahnawake program and should be tackled together in a strong media campaign. Shop owners could be urged to issue weekly flyers to promote their products and perhaps offer incentives to shop local.

Question 32: I consider entrepreneurship a potential career choice.

83% of clients responded to strongly agree/agree, with 17% in disagreement to the statement. There were not comments to the statement.

Recommendation: Tewa should be promoting entrepreneurship as a means of achieving individual goals. They should provide the community with potential areas lacking with the business community, and gear training toward whatever areas show potential.

Question 33: Would you like to make any additional comments about Tewa?

No additional comments were made.

