



Tewatohnhi'saktha

Communications Baseline Survey / Employment & Training Client Satisfaction Survey Report

SUBMITTED BY
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Executive Summary

This report provides an overview of the Tewaohnni'saktha Communications Baseline Survey and Employment and Training Client Satisfaction Survey (Appendix A), which was conducted independently by this consultant during the period of February and March 2016. The purpose of the survey is threefold. To **a)** determine the degree to which each objective of the communication strategy has been achieved;

- Increase level of trust among community members
- Increase transparency of Tewaohnni'saktha activities for community and other stakeholders
- Increase awareness of Tewaohnni'saktha programs and services
- Increase community support for Tewaohnni'saktha

b) to determine the level of satisfaction with reception services and; **c)** to determine the level of satisfaction with the Employment & Training Division. Satisfaction was assessed by evaluating the client's:

- awareness of Tewaohnni'saktha mandate, activities and communications strategies
- experience with Tewaohnni'saktha reception services
- views on Tewaohnni'saktha programs and services

Feedback received from this survey will be used to determine whether objectives have been achieved, facilitate improvements and develop recommendations for the future.

SURVEY RESPONDENTS CONFIRM THAT TEWATOHNHI'SAKTHA AND EMPLOYMENT & TRAINING DIVISION DO MANY THINGS WELL

- Tewaohnni'saktha plays a positive role in the community according to 98% of respondents.
- Reception services received a significant 93% satisfaction rating overall.
- Awareness of E&T's programs and services among clients is 100%. Tewaohnni'saktha has achieved their objective of raising awareness by 10% annually, as outlined in the 2012-2015 Communications Strategy.
- 89% of E&T clients strongly agree/agree their counselor helped them in achieving career goals.

FINDINGS THAT MERIT FURTHER STUDY AND/OR ACTION

- Revenue Generation, a key division of Tewaohnni'saktha has a low (42%) awareness rating and continues to lose support with E&T clients (from 78% in 2013 to 50% 2015), despite recommendations outlined in the 2013 survey report.
- Only 53% of respondents think that Tewaohnni'saktha will do anything with feedback from this survey. Tewaohnni'saktha should take steps to ensure clients feel confident that their responses and comments will be valued and considered for action.

Continued: Findings that Merit Further Study and/or Action

- Question 10 received the lowest rating overall with only 32% of clients who strongly agree or agree that Tewatohnhi'saktha is transparent with community members. Immediate action should be taken to reverse this trend and regain trust in the community.
- Pertaining to Question 32, I do not know if there is a time frame in place for counselors to respond to clients who have requested a meeting or information. However, there were enough critical comments, and a 21% decrease in satisfaction since the last report, to warrant further review.

Communications Baseline Survey**The Average rating totals for questions 1-18 (excluding 17) are:**

- 13% Strongly Agree
- 58% Agree
- 19% Neither Agree or Disagree
- 8% Disagree
- 2% Strongly Disagree

When the ratings “strongly agree” and “agree” are combined, their average total is 71%, and when the ratings “disagree” and “strongly disagree” are combined, their average total is 10%.

The five questions with the highest combined strongly agree/agree ratings in the Communications Baseline Survey (Part A) are:

- 100% - Question 5: I am aware of Tewatohnhi'saktha's Employment & Training programs and services.
- 98% - Question 13: Tewatohnhi'saktha plays a positive role in the community.
- 89% - Question 6: I am aware of Tewatohnhi'saktha's Small Business programs and services.
- 87% - Question 15: Tewatohnhi'saktha appears be a great place to work.
- 85% - Question 7: Tewatohnhi'saktha programs and services are focused on the needs of the client.

The five questions with the highest neither agree/disagree ratings in the Communications Baseline Survey (Part A) are:

- 58% - Question 10: Tewatohnhi'saktha is transparent with community members.
- 43% - Question 4: I support Tewatohnhi'saktha's revenue generating activities.
- 42% - Question 8: My feedback affects change at Tewatohnhi'saktha.
- 37% - Question 3: I am aware that Tewatohnhi'saktha's revenue generating activities are meant to help fund the community's under-funded programs and services.
- 35% - Question 2: I am aware of Tewatohnhi'saktha's revenue generating activities.

The six questions with the highest combined disagree/strongly disagree ratings in the Communications Baseline Survey (Part A) are:

- 24% - Question 2: I am aware of Tewatohnhi'saktha's revenue generating activities.
- 19% - Question 9: Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawa'ke.

Continued: highest combined disagree/strongly disagree ratings

- 15% - Question 3: I am aware that Tewatohnhi’saktha’s revenue generating activities are meant to help fund the community’s under-funded programs and services.
- 15% - Question 14: Tewatohnhi’saktha is frequently mentioned in the media or community.
- 15% - Question 16: I am aware of Tewatohnhi’saktha's Shop Kahnawake program.
- 15% - Question 18: I consider entrepreneurship a potential career choice.

Employment and Training Client Satisfaction Survey

The average rating totals for questions 24 – 32 are:

- 15% Strongly Agree
- 68% Agree
- 10% Neither Agree or Disagree
- 5% Disagree
- 2% Strongly Disagree

When the ratings “strongly agree” and “agree” are combined, their average total is 83%, and when the ratings “disagree” and “strongly disagree” are combined, their average total is 7%.

The three questions with the highest combined strongly agree/agree ratings in the Employment and Training Client Satisfaction Survey (Part C) are:

- 89% - Question 30: My employment counselor assisted in finding the training to meet my career goal.
- 88% - Question 25: Tewatohnhi’saktha's Employment & Training policies were designed to help me achieve my individual career goals.
- 87% - Question 29: My employment counselor provided coaching and advice that helped me achieve my career goal.

The three questions with the highest combined neither agree/disagree ratings in the Employment and Training Client Satisfaction Survey (Part C) are:

- 14% - Question 28: My employment counselor helped me access Employment & Training’s programs and services.
- 13% - Question 27: Tewatohnhi’saktha's Employment & Training programs helped me achieve my career goals.
- 12% - Question 26: I am satisfied with the variety of services offered by Tewatohnhi’saktha's Employment & Training division.

The three questions with the highest combined strongly disagree/disagree ratings in the Employment and Training Client Satisfaction Survey (Part C) are:

- 19% - Question 32: I am satisfied with the amount of time my requests for meetings or information were addressed.
- 13% - Question 24: The procedures required to access Tewatohnhi’saktha's Employment & Training programs and services are simple and easy to follow.
- 10% - Question 31: My employment counselor gave me information on external agencies that could provide additional help.

This concludes the Executive Summary.

Methodology

The survey format and questions were previously developed by Tewaohnni'saktha and 65 clean copies were provided to the consultant, 60 of which were successfully completed to fulfill the objective. Respondents were selected randomly from a sampling frame of 248 Employment and Training clients, furnished by Tewaohnni'saktha. No distinction was made to include or exclude any specific client. Confidentiality of clients was observed at all times.

The survey contains three (3) parts:

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

This consultant and one (1) additional surveyor contacted respondents by telephone. Call attempts were made during weekday business hours, evening hours and weekends. Social media proved helpful in making contact with this population and evening hours were most successful, presumably due to student status. Many clients were obliging, pleasant and a moderate number provided feedback.

The following documentation and online resources were consulted prior to writing this report:

- Employment and Training Client Satisfaction Survey Results 2013
- Employment and Training Client Satisfaction Survey Results 2015
- Tewaohnni'saktha Communications Strategy 2012-2015
- Tewaohnni'saktha Website

The data from manually completed surveys was entered and tabulated using Survey Monkey and results are displayed in bar graph format, along with the total response count for each question. With regard to the graphs depicting data, there are some cases where the sum of the graphs totals one tenth of one percent above or below 100 percent. This is attributed to a rounding function in the computer program that tabulated the data.

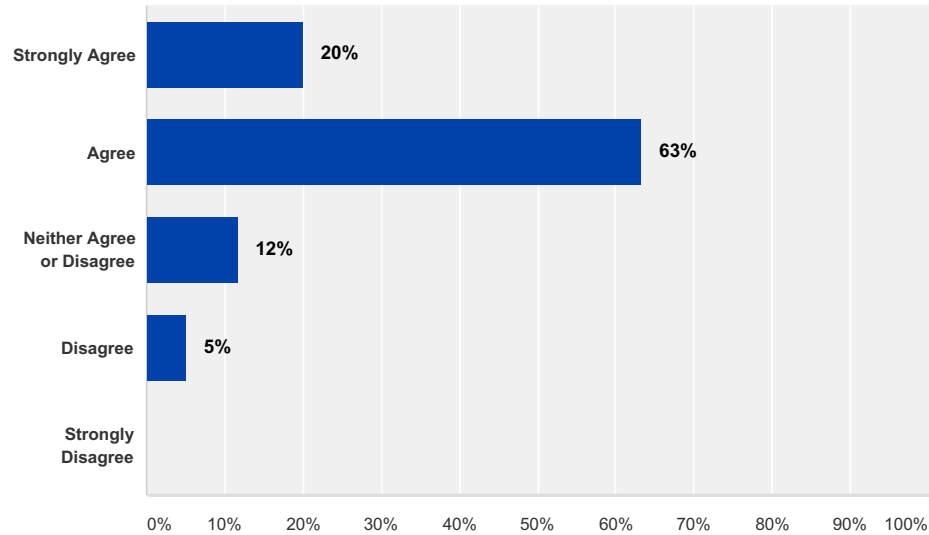
Survey Results

The survey employs the Likert Scale method with five (5) answer choices ranging from Strongly Agree to Strongly Disagree. The exception is Question #17 which offers only four (4) choices: never, several times per year, several times per month and several times per week. Questions 19, 23, and 33 are strictly comment questions.

Analysis and recommendations were based primarily on survey results and limited review literature.

Client comments if available, are transcribed directly below the graph, followed by response percentages and number of responses for each possible answer. An analysis comparing current and past survey results from 2013 and 2015 is also included.

Q1 I am aware of Tewa’s mandate to create revenue for the community, support small business development, and facilitate workforce development.



Answer Choices	Responses	
Strongly Agree	20%	12
Agree	63%	38
Neither Agree or Disagree	12%	7
Disagree	5%	3
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 80%
 Neither A/D: 13%
 SD/Disagree: 7%

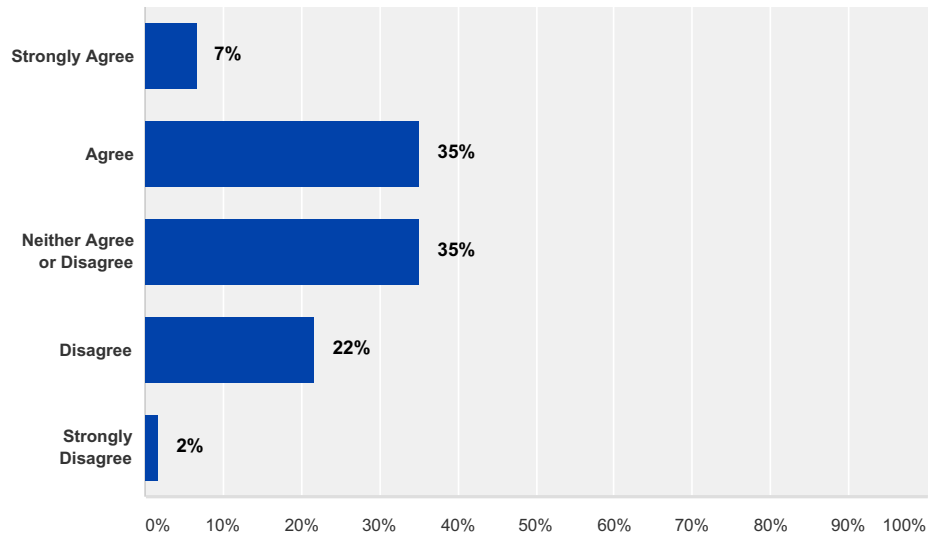
83% of Employment and Training clients surveyed strongly agree or agree that they are aware of Tewatohnhi’saktha’s mandate to create revenue for the community, support small business development, and facilitate workforce development.

2013

SA/Agree: 92%
 Neither A/D: 8%
 SD/Disagree: 0%

That is a 3% increase in awareness since 2015 and a 9% decrease as compared to 2013.

Q2 I am aware of Tewa’s revenue generating activities.



Answer Choices	Responses
Strongly Agree	7% 4
Agree	35% 21
Neither Agree or Disagree	35% 21
Disagree	22% 13
Strongly Disagree	2% 1
Total	60

COMMENTS

1. No idea what this is.

DATA ANALYSIS

2015

SA/Agree: 54%
 Neither A/D: 23%
 SD/Disagree: 23%

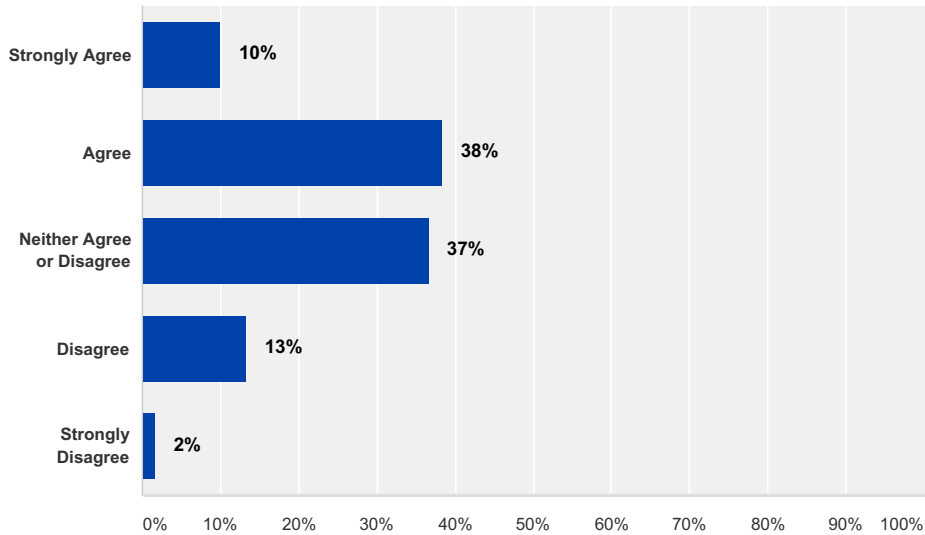
42% of Employment and Training clients surveyed strongly agree or agree that they are aware of Tewatohnhi’saktha’s revenue generating activities.

2013

SA/Agree: 71%
 Neither A/D: 16%
 SD/Disagree: 13%

That is a 12% decrease in awareness since 2015 and a 29% decrease as compared to 2013.

Q3 I am aware that Tewa's revenue generating activities are meant to help fund the community's under-funded programs and services.



Answer Choices	Responses
Strongly Agree	10% 6
Agree	38% 23
Neither Agree or Disagree	37% 22
Disagree	13% 8
Strongly Disagree	2% 1
Total	60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 73%
 Neither A/D: 7%
 SD/Disagree: 20%

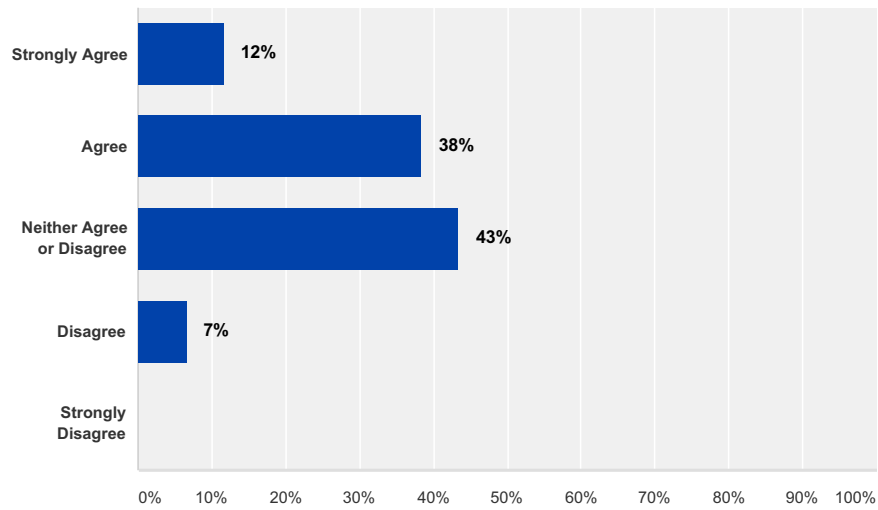
48% of clients surveyed strongly agree or agree that they are aware Tewa's revenue contributes to underfunded community programs and services.

2013

SA/Agree: 72%
 Neither A/D: 21%
 SD/Disagree: 7%

That is a 25% decrease in awareness since 2015 and a 24% decrease as compared to 2013.

Q4 I support Tewa’s revenue generating activities.



Answer Choices	Responses	
Strongly Agree	12%	7
Agree	38%	23
Neither Agree or Disagree	43%	26
Disagree	7%	4
Strongly Disagree	0%	0
Total		60

COMMENTS

1. You need to give more information on this to the community.
2. I don’t know what they are so how can I support them?

DATA ANALYSIS

2015

SA/Agree: 64%
 Neither A/D: 23%
 SD/Disagree: 13%

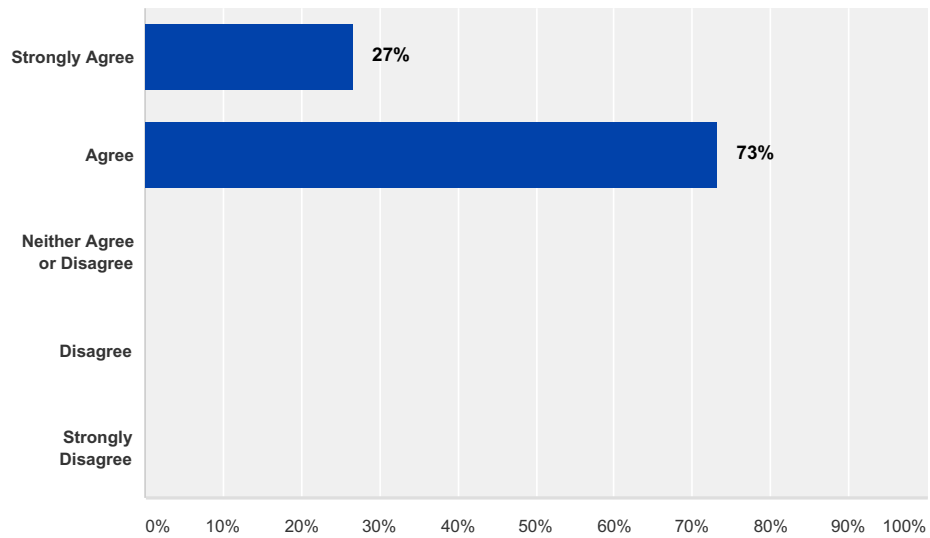
50% of clients surveyed strongly agree or agree that they support Tewa’s revenue generating activities.

2013

SA/Agree: 78%
 Neither A/D: 15%
 SD/Disagree: 7%

That is a 14% decrease since 2015 and a 28% decrease as compared to 2013.

Q5 I am aware of Tewa's Employment & Training programs and services.



Answer Choices	Responses	
Strongly Agree	27%	16
Agree	73%	44
Neither Agree or Disagree	0%	0
Disagree	0%	0
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 97%
 Neither A/D: 3%
 SD/Disagree: 0%

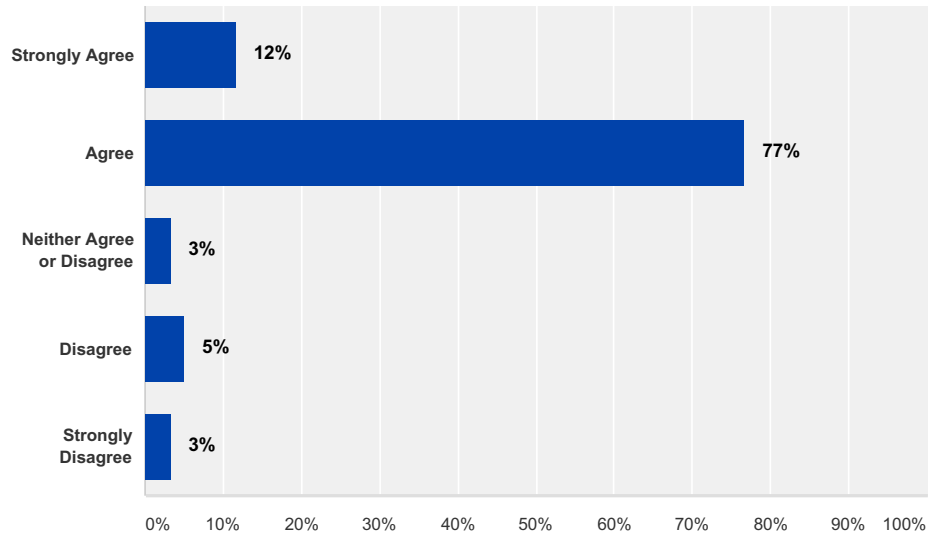
100% of clients surveyed strongly agree or agree that they are aware of Tewaohnni'saktha's Employment and Training programs and services.

2013

SA/Agree: 85%
 Neither A/D: 12%
 SD/Disagree: 3%

That is a 3% increase in awareness since 2015 and a 15% increase in awareness as compared to 2013.

Q6 I am aware of Tewa's business programs and services.



Answer Choices	Responses
Strongly Agree	12% 7
Agree	77% 46
Neither Agree or Disagree	3% 2
Disagree	5% 3
Strongly Disagree	3% 2
Total	60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 86%
 Neither A/D: 7%
 SD/Disagree: 7%

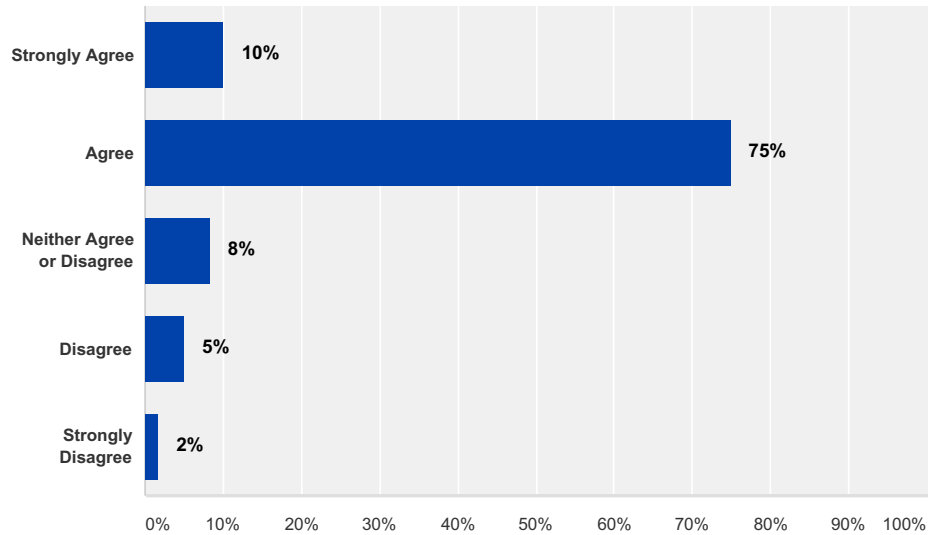
89% of clients surveyed strongly agree or agree that they are aware of Tewaohni'saktha's business programs and services.

2013

SA/Agree: 77%
 Neither A/D: 10%
 SD/Disagree: 13%

That is a 3% increase in awareness since 2015 and a 12% increase as compared to 2013.

Q7 Tewa programs and services are focused on the needs of the client.



Answer Choices	Responses
Strongly Agree	10% 6
Agree	75% 45
Neither Agree or Disagree	8% 5
Disagree	5% 3
Strongly Disagree	2% 1
Total	60

COMMENTS

1. It’s a bit difficult to get in touch with a counselor. She doesn’t call me back.

DATA ANALYSIS

2015

SA/Agree: 87%
 Neither A/D: 10%
 SD/Disagree: 3%

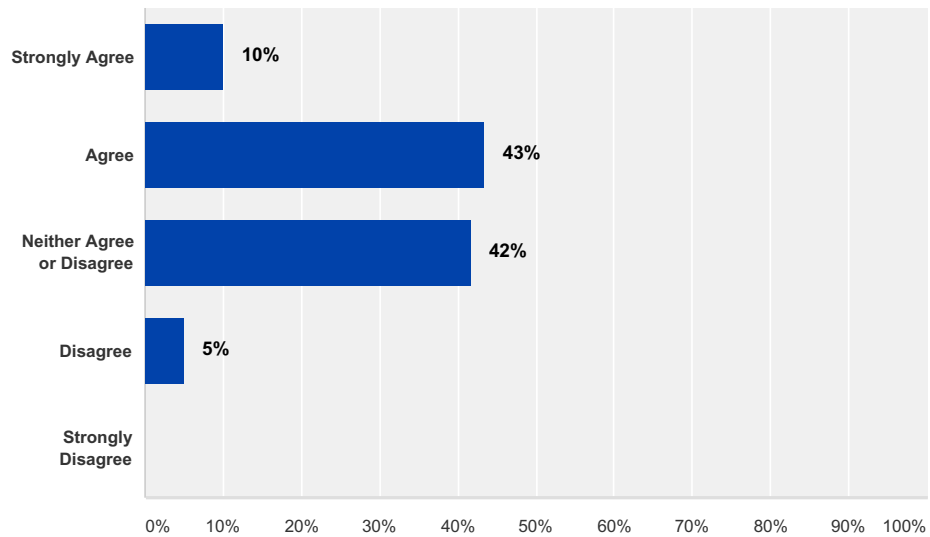
85% of clients surveyed strongly agree or agree that Tewatohnni’saktha’s programs and services are focused on the needs of the client.

2013

SA/Agree: 72%
 Neither A/D: 23%
 SD/Disagree: 5%

That is a 2% decrease in awareness since 2015 and a 13% increase as compared to 2013.

Q8 My feedback effects change at Tewatohnhi'saktha.



Answer Choices	Responses	
Strongly Agree	10%	6
Agree	43%	26
Neither Agree or Disagree	42%	25
Disagree	5%	3
Strongly Disagree	0%	0
Total		60

COMMENTS

1. Well, I hope so. (a common response from a significant amount of clients)
2. Have to wait and see.
3. I really hope so
4. I hope so, that's why I'm taking this survey

DATA ANALYSIS

2015

SA/Agree: 57%
 Neither A/D: 23%
 SD/Disagree: 20%

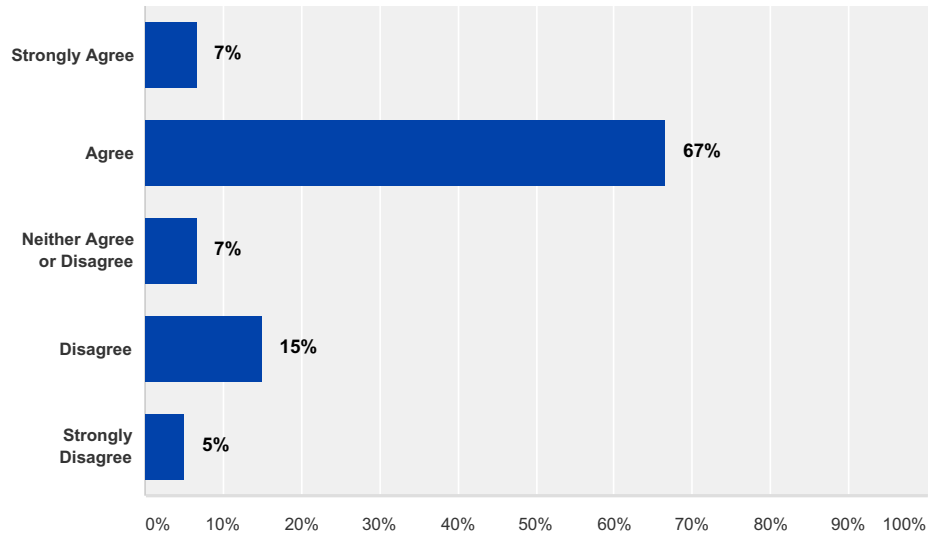
53% of clients surveyed strongly agree or agree that their feedback effects change at Tewatohnhi'saktha.

2013

SA/Agree: 72%
 Neither A/D: 15%
 SD/Disagree: 13%

That is a 4% decrease since 2015 and a 19% decrease as compared to 2013.

Q9 Tewa effectively communicates their activities to the people of Kahnawà:ke.



Answer Choices	Responses
Strongly Agree	7% 4
Agree	67% 40
Neither Agree or Disagree	7% 4
Disagree	15% 9
Strongly Disagree	5% 3
Total	60

COMMENTS

1. Not enough about it through social media.
2. Put out more information about your services so the public will know. Tewatohnhi'saktha works for us and shouldn't hide anything.
3. Kahnawake needs more information on this.
4. They need to put more information out to the people of Kahnawake.

DATA ANALYSIS

2015

SA/Agree: 50%
 Neither A/D: 17%
 SD/Disagree: 33%

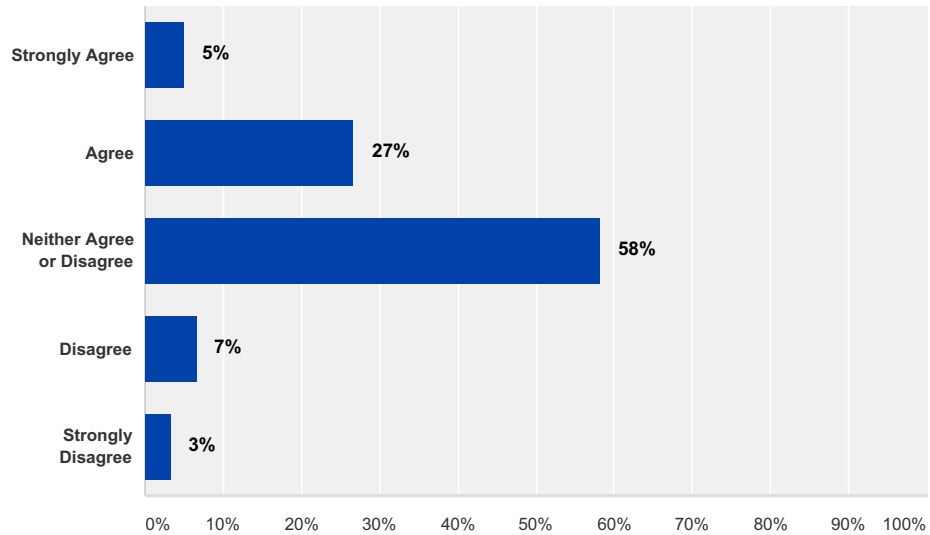
74% of clients surveyed strongly agree or agree that Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.

2013

SA/Agree: 80%
 Neither A/D: 12%
 SD/Disagree: 8%

That is a 24% increase since 2015 and a 4% decrease as compared to 2013.

Q10 Tewa is transparent with community members.



Answer Choices	Responses
Strongly Agree	5% 3
Agree	27% 16
Neither Agree or Disagree	58% 35
Disagree	7% 4
Strongly Disagree	3% 2
Total	60

COMMENTS

1. I think that there are probably things Tewaohnni’saktha can’t share for good reason.

DATA ANALYSIS

2015

SA/Agree: 47%
 Neither A/D: 20%
 SD/Disagree: 33%

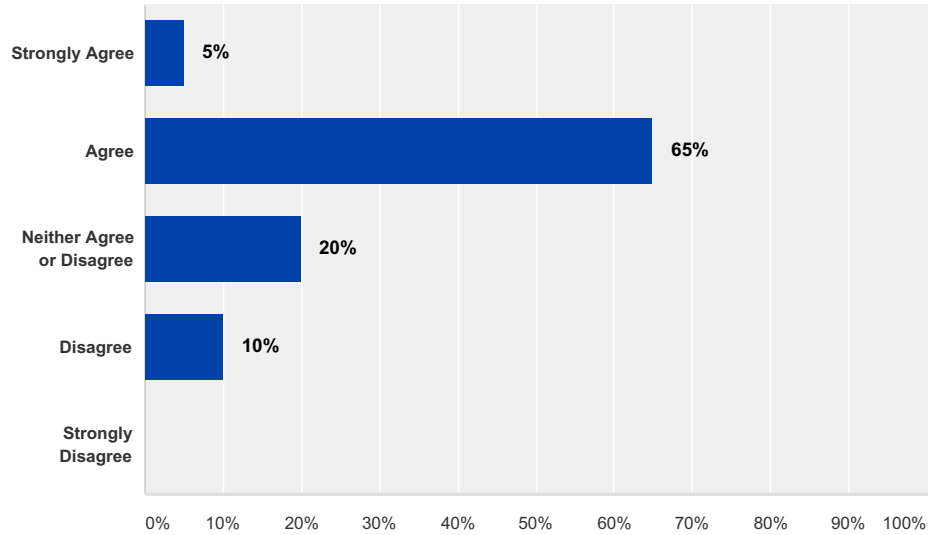
32% of clients surveyed strongly agree or agree that Tewaohnni’saktha is transparent with community members.

2013

SA/Agree: 67%
 Neither A/D: 25%
 SD/Disagree: 8%

That is a 15% decrease since 2015 and a 35% decrease as compared to 2013.

Q11 Tewa can be trusted to work in the best economic interest of the Kahnawà:ke people.



Answer Choices	Responses	Count
Strongly Agree	5%	3
Agree	65%	39
Neither Agree or Disagree	20%	12
Disagree	10%	6
Strongly Disagree	0%	0
Total		60

COMMENTS

1. I think Tewaohnhi’saktha works for themselves (not for the collective).

DATA ANALYSIS

2015

SA/Agree: 60%
 Neither A/D: 20%
 SD/Disagree: 20%

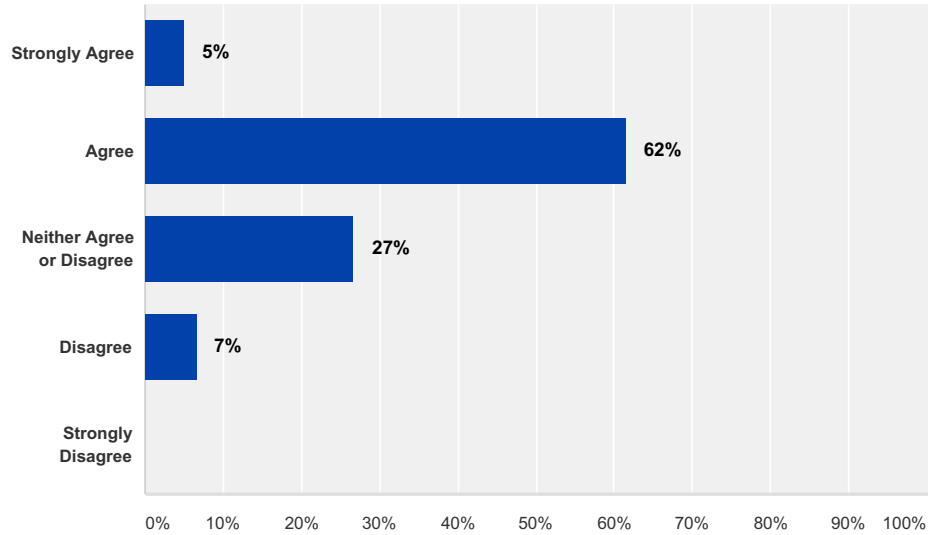
70% of clients surveyed strongly agree or agree that Tewaohnhi’saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.

2013

SA/Agree: 70%
 Neither A/D: 25%
 SD/Disagree: 5%

That is a 10% increase since 2015 and the same percentage as compared to 2013.

Q12 Tewa activities are consistent with creating collective prosperity for Kahnawà:ke.



Answer Choices	Responses	Count
Strongly Agree	5%	3
Agree	62%	37
Neither Agree or Disagree	27%	16
Disagree	7%	4
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 67%
 Neither A/D: 20%
 SD/Disagree: 13%

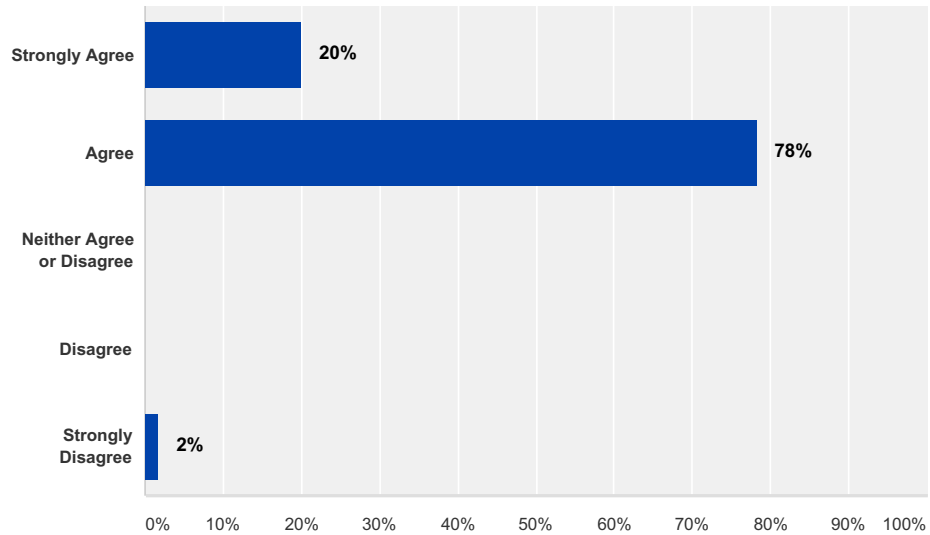
67% of clients surveyed strongly agree or agree that Tewatohnhi’saktha activities are consistent with creating collective prosperity for Kahnawà:ke.

2013

SA/Agree: 52%
 Neither A/D: 36%
 SD/Disagree: 12%

There is no change since 2015 and a 15% increase as compared to 2013.

Q13 Tewa plays a positive role in the community.



Answer Choices	Responses	
Strongly Agree	20%	12
Agree	78%	47
Neither Agree or Disagree	0%	0
Disagree	0%	0
Strongly Disagree	2%	1
Total		60

COMMENTS

1. Potentially they can but they're nowhere near where they should be. They leave lots of room for improvements.
2. I think you "want" to play a positive role but you could be doing more to make that happen.

DATA ANALYSIS

2015

SA/Agree: 84%
 Neither A/D: 7%
 SD/Disagree: 10%

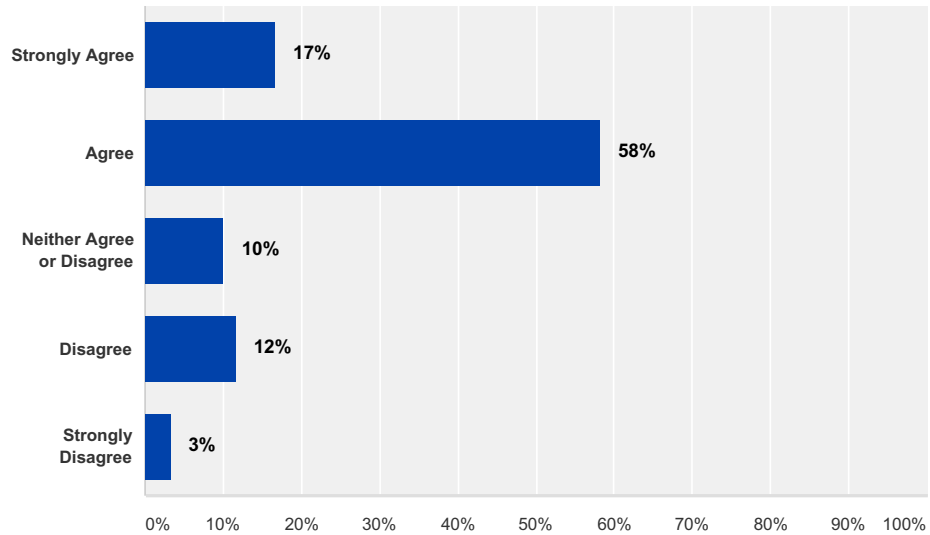
98% of clients surveyed strongly agree or agree that Tewatohnni'saktha plays a positive role in the community.

2013

SA/Agree: 88%
 Neither A/D: 10%
 SD/Disagree: 2%

That is a 14% increase since 2015 and a 10% increase as compared to 2013.

Q14 Tewa is frequently mentioned in the media or community.



Answer Choices	Responses	
Strongly Agree	17%	10
Agree	58%	35
Neither Agree or Disagree	10%	6
Disagree	12%	7
Strongly Disagree	3%	2
Total		60

COMMENTS

1. People need to hear more about it.
2. It is not mentioned enough in the media or newspaper.
3. Not heard of too much

DATA ANALYSIS

2015

SA/Agree: 67%
 Neither A/D: 3%
 SD/Disagree: 30%

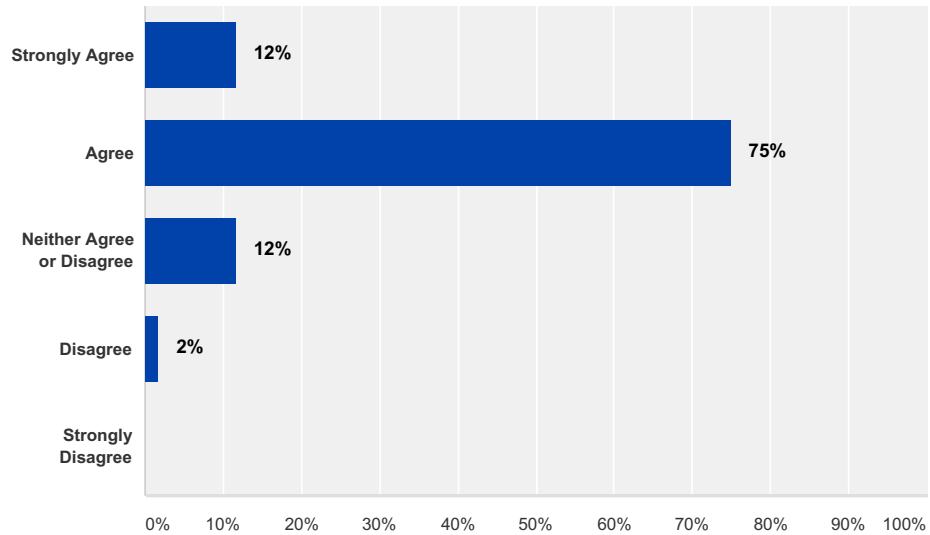
75% of clients surveyed strongly agree or agree that Tewaohnni'saktha is frequently mentioned in the media or community.

2013

SA/Agree: 85%
 Neither A/D: 10%
 SD/Disagree: 5%

That is an 8% increase since 2015 and a 10% decrease as compared to 2013.

Q15 Tewa appears to be a great place to work.



Answer Choices	Responses
Strongly Agree	12% 7
Agree	75% 45
Neither Agree or Disagree	12% 7
Disagree	2% 1
Strongly Disagree	0% 0
Total	60

COMMENTS

1. Not an appropriate question.

DATA ANALYSIS

2015

SA/Agree: 60%
 Neither A/D: 37%
 SD/Disagree: 3%

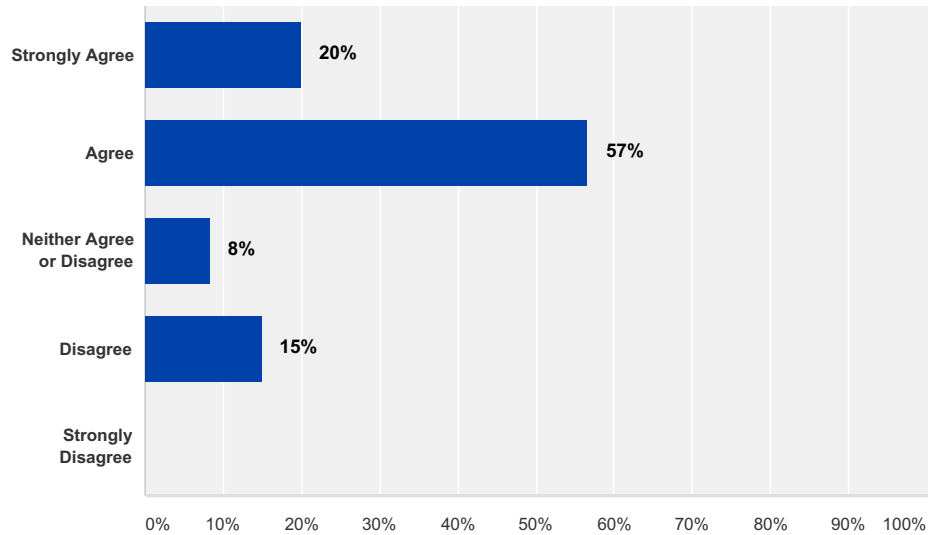
87% of clients surveyed strongly agree or agree that Tewa appears to be a great place to work.

2013

SA/Agree: 72%
 Neither A/D: 21%
 SD/Disagree: 7%

That is a 27% increase since 2015 and a 15% increase as compared to 2013.

Q16 I am aware of Tewa's Shop Kahnawà:ke program.



Answer Choices	Responses	
Strongly Agree	20%	12
Agree	57%	34
Neither Agree or Disagree	8%	5
Disagree	15%	9
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 79%
 Neither A/D: 7%
 SD/Disagree: 14%

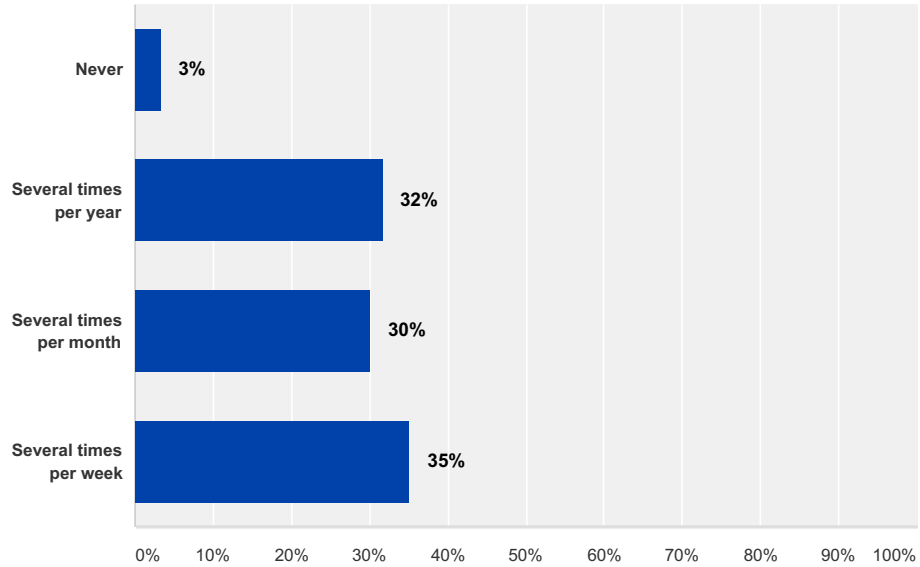
77% of clients surveyed strongly agree or agree that they are aware of Tewaohnni'saktha's Shop Kahnawà:ke program.

2013

SA/Agree: 86%
 Neither A/D: 2%
 SD/Disagree: 12%

That is a 2% decrease since 2015 and an 9% decrease as compared to 2013.

Q17 How often do you shop for products and services in Kahnawà:ke before shopping off-reserve?



Answer Choices	Responses
Never	3% 2
Several times per year	32% 19
Several times per month	30% 18
Several times per week	35% 21
Total	60

COMMENTS

None.

DATA ANALYSIS

2015

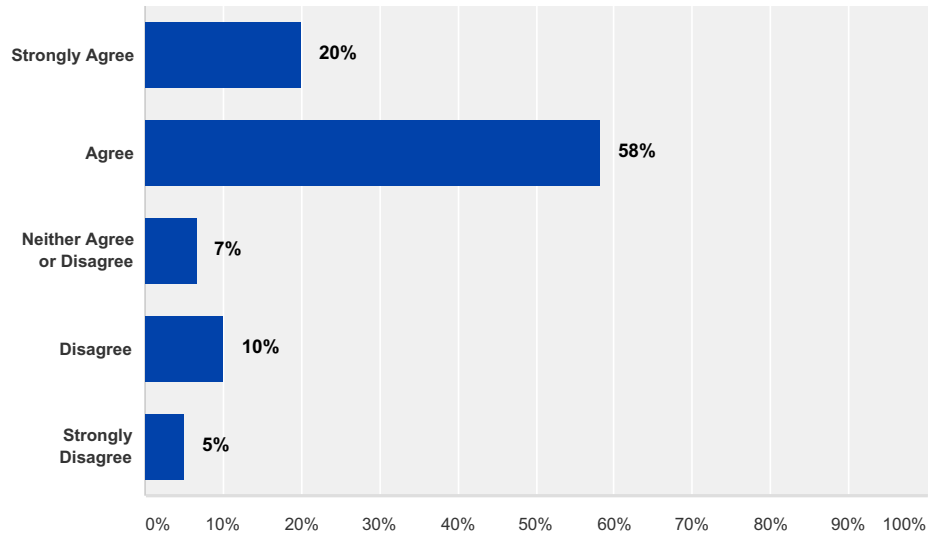
Never: 13%
 Several times/year: 20%
 Several times/month: 23%
 Several times/week:: 44%

2013

Never: 2%
 Several times/year: 5%
 Several times/month: 43%
 Several times/week:: 50%

35% of Employment and Training clients surveyed shop weekly for products and serves in Kahnawà:ke before shopping off reserve, 9% less than reported in 2015 and 15% less as compared to 2013.

Q18 I consider entrepreneurship a potential career choice.



Answer Choices	Responses	
Strongly Agree	20%	12
Agree	58%	35
Neither Agree or Disagree	7%	4
Disagree	10%	6
Strongly Disagree	5%	3
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 84%
 Neither A/D: 3%
 SD/Disagree: 13%

78% of clients surveyed strongly agree or agree that they consider entrepreneurship a potential career choice.

2013

SA/Agree: 54%
 Neither A/D: 11%
 SD/Disagree: 35%

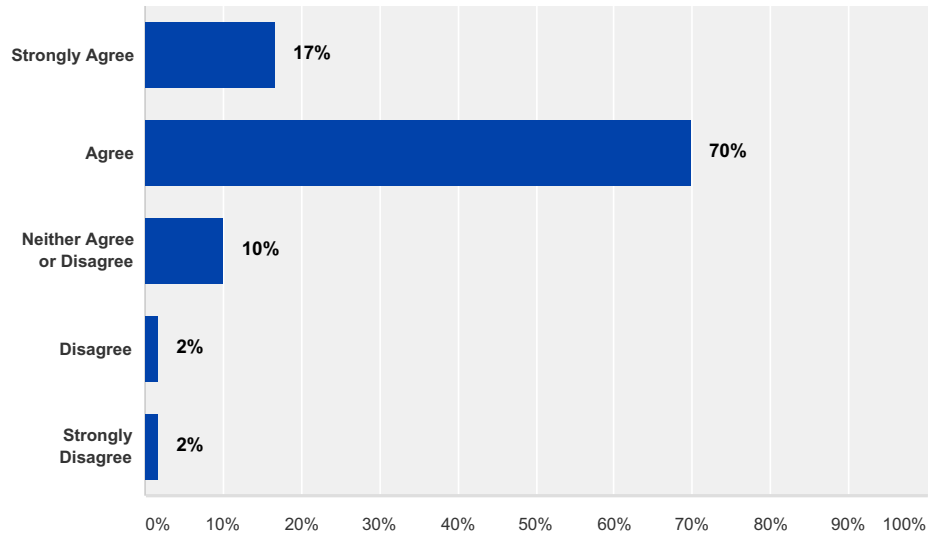
That is a 6% decrease since 2015 and a 24% increase as compared to 2013.

Q19 Would you like to make any additional comments about Tewa?

1. Your programs are very helpful and I would recommend them to all my family and friends.
2. Get a better budget for funding students. Myself and another girl were cut off from funding because Tewaohnhi'saktha ran out of money, even though we were initially told it would all be covered. Social Assistance kicked in, thankfully, but it was a real hassle with paperwork because it happened twice.

END COMMENTS

Q20 The receptionist at Tewa is courteous and helpful.



Answer Choices	Responses	
Strongly Agree	17%	10
Agree	70%	42
Neither Agree or Disagree	10%	6
Disagree	2%	1
Strongly Disagree	2%	1
Total		60

COMMENTS

1. She made me feel like I shouldn't have come for services.

DATA ANALYSIS

2015

SA/Agree: 90%
 Neither A/D: 3%
 SD/Disagree: 7%

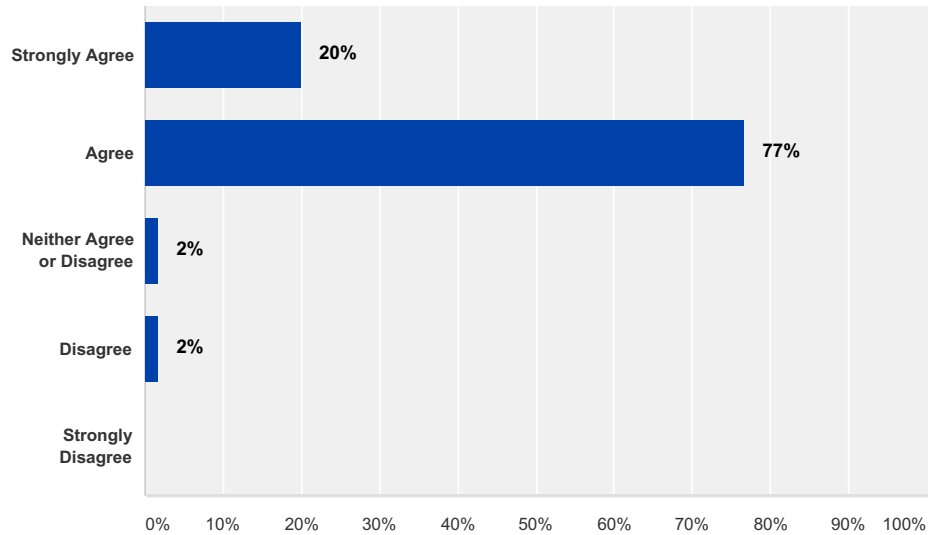
87% of clients surveyed strongly agree or agree that the receptionist at Tewatohnhi'saktha is courteous and helpful.

2013

SA/Agree: 91%
 Neither A/D: 2%
 SD/Disagree: 7%

That is a 3% decrease in satisfaction since 2015 and a 4% decrease as compared to 2013.

Q21 The receptionist at Tewa acknowledged me promptly upon my arrival.



Answer Choices	Responses	
Strongly Agree	20%	12
Agree	77%	46
Neither Agree or Disagree	2%	1
Disagree	2%	1
Strongly Disagree	0%	0
Total		60

COMMENTS

1. The older one needs to speak nicer.

DATA ANALYSIS

2015

SA/Agree: 100%
 Neither A/D: 0%
 SD/Disagree: 0%

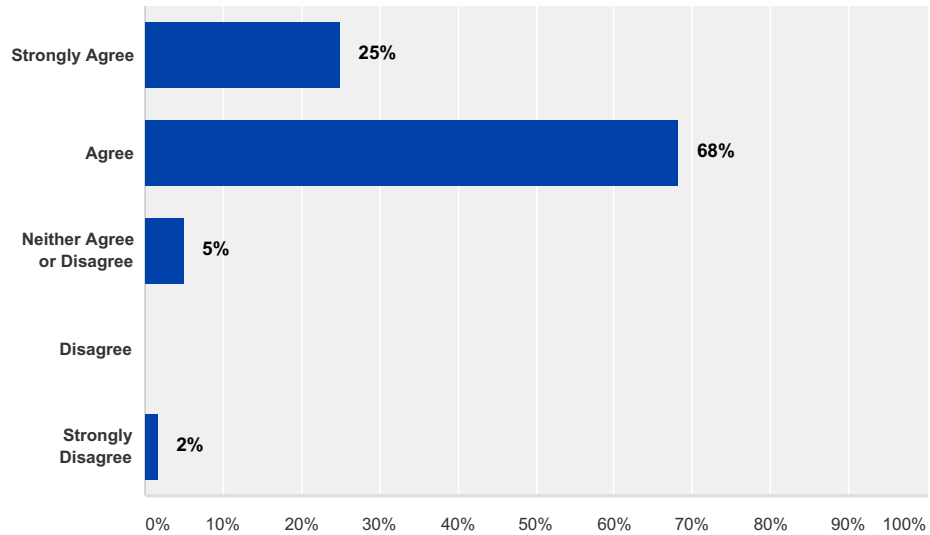
97% of clients surveyed strongly agree or agree that the receptionist at Tewaohnni'saktha acknowledged them promptly upon their arrival.

2013

SA/Agree: 90%
 Neither A/D: 3%
 SD/Disagree: 7%

That is a 3% decrease since 2015 and a 7% increase as compared to 2013.

Q22 I am satisfied overall with the level of reception services.



Answer Choices	Responses	
Strongly Agree	25%	15
Agree	68%	41
Neither Agree or Disagree	5%	3
Disagree	0%	0
Strongly Disagree	2%	1
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 100%
 Neither A/D: 0%
 SD/Disagree: 0%

93% of clients surveyed strongly agree or agree that they are satisfied overall with the level of reception services.

2013

SA/Agree: 93%
 Neither A/D: 2%
 SD/Disagree: 5%

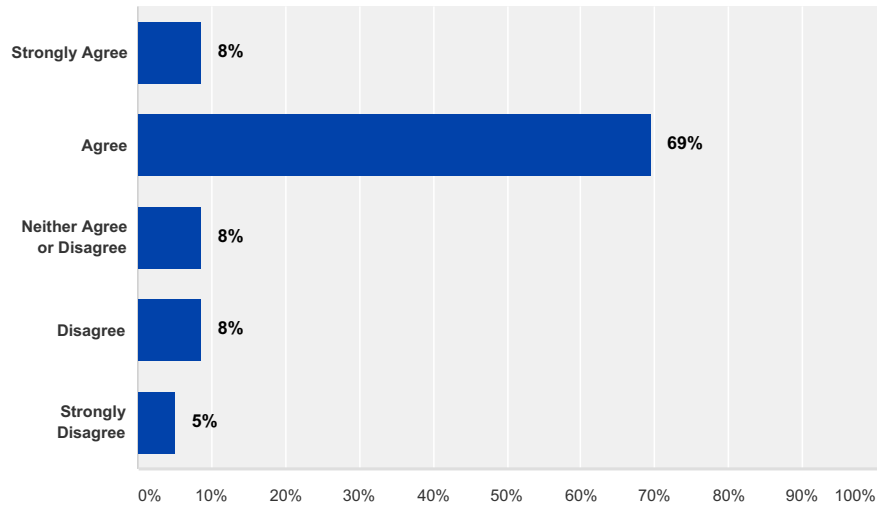
That is a 7% decrease in overall satisfaction since 2015 and the same amount of satisfaction as compared to 2013.

Q23 Would you like to make any additional comments about reception services?

1. Reception staff are very polite and get the job done. As a receptionist myself I appreciate their work.
2. It's good.
3. They do a good job.
4. Don't choose people who are so negative and unwelcoming. It's time for new, fresh faces. Maybe receptionists should be on 3-year contract; change them more frequently.
5. Every time I went to Tewaohnni'saktha I received a lot of help and respect.
6. A very professional staff.

END COMMENTS

Q24 The procedures required to access Tewa’s Employment & Training programs and services are simple and easy to follow.



Answer Choices	Responses
Strongly Agree	8% 5
Agree	69% 41
Neither Agree or Disagree	8% 5
Disagree	8% 5
Strongly Disagree	5% 3
Total	59

COMMENTS

1. The process takes too long and there are too many appointments. Going back and forth is a hassle for those who don't have transportation.
2. Appointments should be combined into 2 longer sessions, rather than 8.
3. The process for training programs is too long and unnecessary.
4. When I went to Tewaohni'saktha I knew exactly what I wanted but I was still subjected to numerous questionnaires and procedures. The process was unnecessary and took too long before I was approved.
5. Simple and easy to follow, but not efficient on getting back to you.
6. The process takes way too long.
7. It could be made more simple and broken down to less appointments.
8. Not simple, and too many appointments.

(Q24 continued on next page)

(Q24 continued)

DATA ANALYSIS

2015

SA/Agree: 97%
Neither A/D: 0%
SD/Disagree: 3%

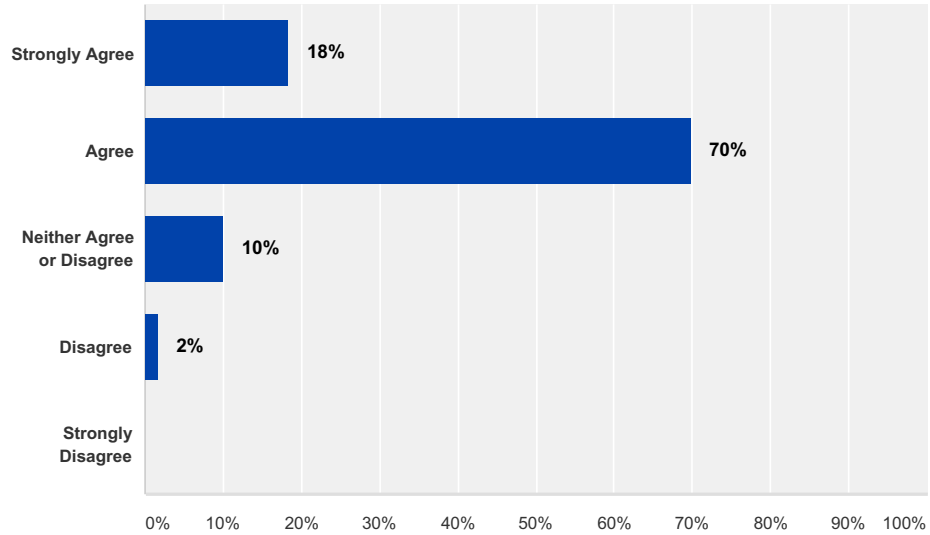
77% of clients surveyed strongly agree or agree that the procedures required to access Tewatohnni'saktha's Employment and Training programs are simple and easy to follow.

2013

SA/Agree: 82%
Neither A/D: 6%
SD/Disagree: 12%

That is a 20% decrease since 2015 and a 5% decrease as compared to 2013.

Q25 Tewa's Employment & Training policies were designed to help me achieve my individual career goals.



Answer Choices	Responses
Strongly Agree	18% 11
Agree	70% 42
Neither Agree or Disagree	10% 6
Disagree	2% 1
Strongly Disagree	0% 0
Total	60

COMMENTS

1. I had to answer “neither” because I’m not completely aware of policies.

DATA ANALYSIS

2015

SA/Agree: 97%
 Neither A/D: 0%
 SD/Disagree: 3%

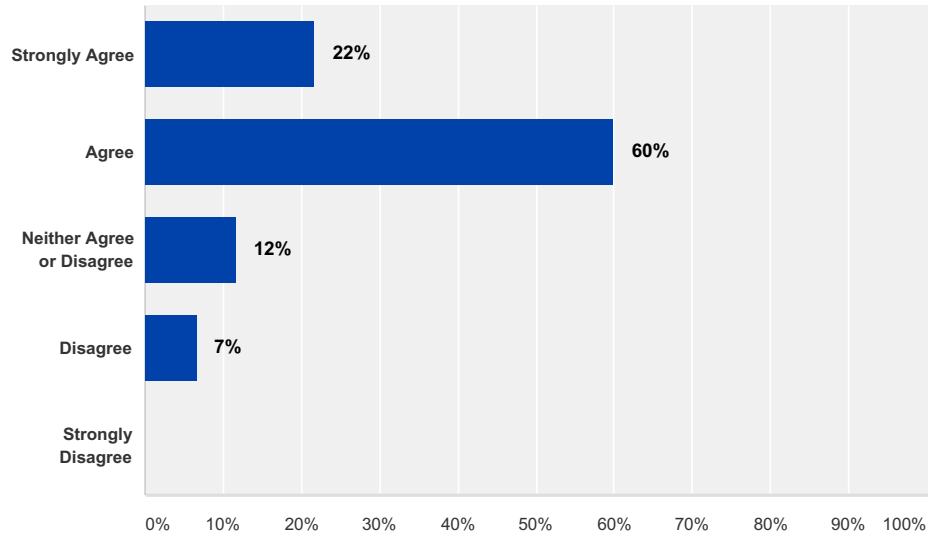
88% of clients surveyed strongly agree or agree that Tewatohnni’saktha’s Employment and Training policies were designed to help them achieve their individual career goals.

2013

SA/Agree: 87%
 Neither A/D: 10%
 SD/Disagree: 3%

That is a 9% decrease since 2015 and a 1% increase as compared to 2013.

Q26 I am satisfied with the variety of services offered by Tewa's Employment & Training division.



Answer Choices	Responses	
Strongly Agree	22%	13
Agree	60%	36
Neither Agree or Disagree	12%	7
Disagree	7%	4
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 90%
 Neither A/D: 10%
 SD/Disagree: 0%

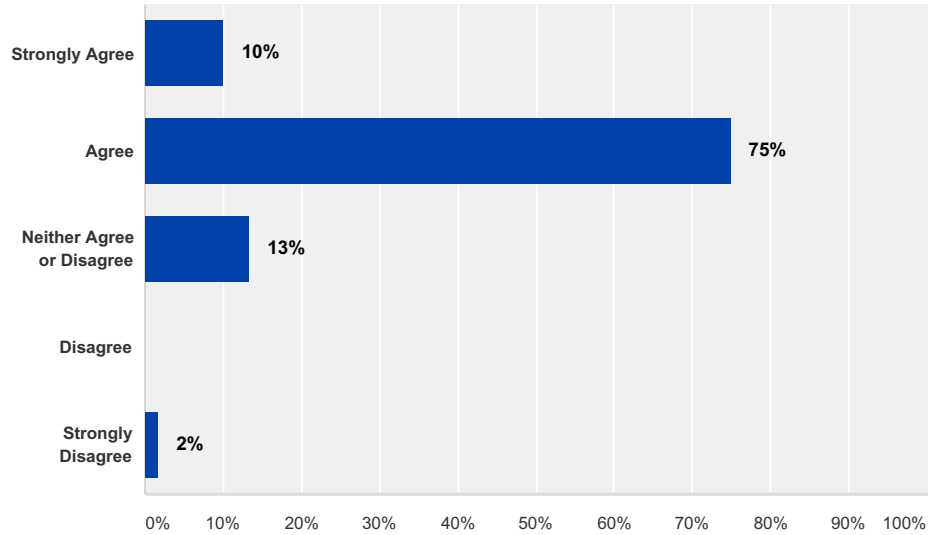
82% of clients surveyed strongly agree or agree that they are satisfied with the variety of services offered by Tewa's Employment and Training division.

2013

SA/Agree: 81%
 Neither A/D: 15%
 SD/Disagree: 5%

That is an 8% decrease since 2015 and a 1% increase as compared to 2013.

Q27 Tewa's Employment & Training programs helped me achieve my career goals.



Answer Choices	Responses	Count
Strongly Agree	10%	6
Agree	75%	45
Neither Agree or Disagree	13%	8
Disagree	0%	0
Strongly Disagree	2%	1
Total		60

COMMENTS

1. Yes but we are promised 6 months of aftercare and that didn't happen. I was only able to speak with my counselor twice during that whole period and it was when I took the initiative. I felt neglected. Eugene sometimes helped me but he was not my counselor.

DATA ANALYSIS

2015

SA/Agree: 73%
 Neither A/D: 17%
 SD/Disagree: 10%

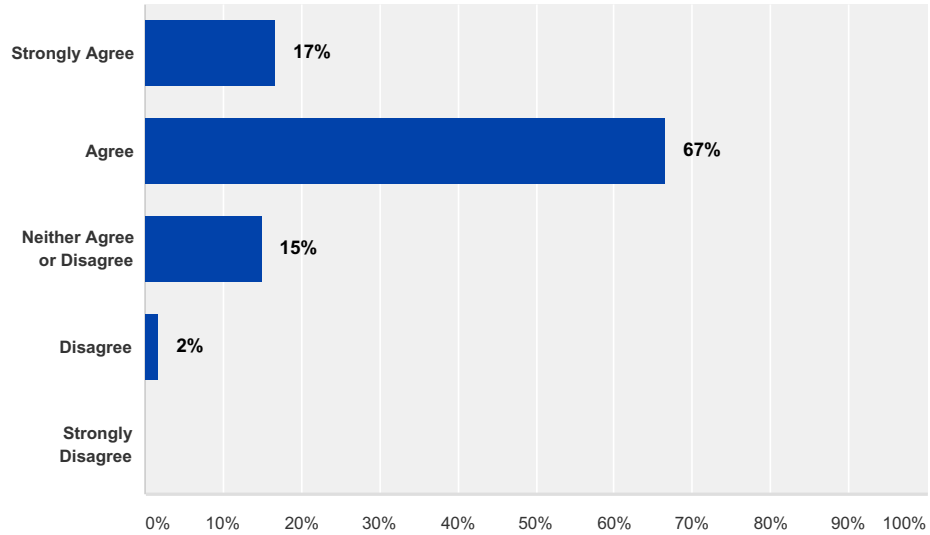
85% of clients surveyed strongly agree or agree that Tewatohnhi'saktha's Employment and Training programs helped them achieve their career goals.

2013

SA/Agree: 82%
 Neither A/D: 10%
 SD/Disagree: 8%

That is a 12% increase since 2015 and a 3% increase as compared to 2013.

Q28 My employment counselor helped me access Employment & Training’s programs and services.



Answer Choices	Responses
Strongly Agree	17% 10
Agree	67% 40
Neither Agree or Disagree	15% 9
Disagree	2% 1
Strongly Disagree	0% 0
Total	60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 87%
 Neither A/D: 10%
 SD/Disagree: 3%

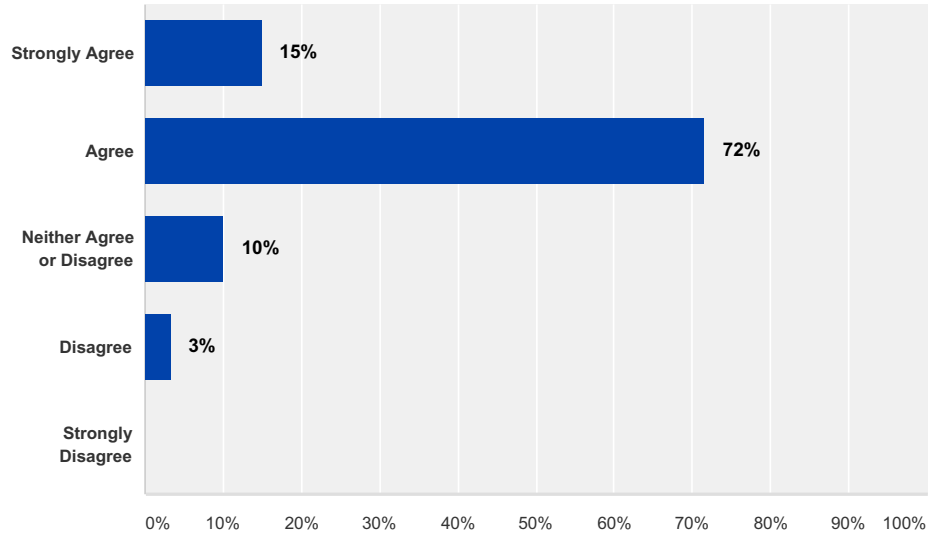
85% of clients surveyed strongly agree or agree that their employment counselor helped them access Employment & Training’s programs and services.

2013

SA/Agree: 79%
 Neither A/D: 10%
 SD/Disagree: 11%

That is a 2% decrease since 2015 and a 6% increase as compared to 2013.

Q29 My employment counselor provided coaching and advice that helped me achieve my career goal.



Answer Choices	Responses	
Strongly Agree	15%	9
Agree	72%	43
Neither Agree or Disagree	10%	6
Disagree	3%	2
Strongly Disagree	0%	0
Total		60

COMMENTS

1. Gene is a great guy.
2. I am very happy with Gene.
3. My employment counselor with the Career Building Skills Program called me to follow-up. This should be a regular practice. If a counselor does not hear from a client for a long time this should be a red flag.
4. When I did have to see my counselor he was positive and motivated me to pursue my career choice. Gene helped me by giving me reassurance to move forward.

DATA ANALYSIS

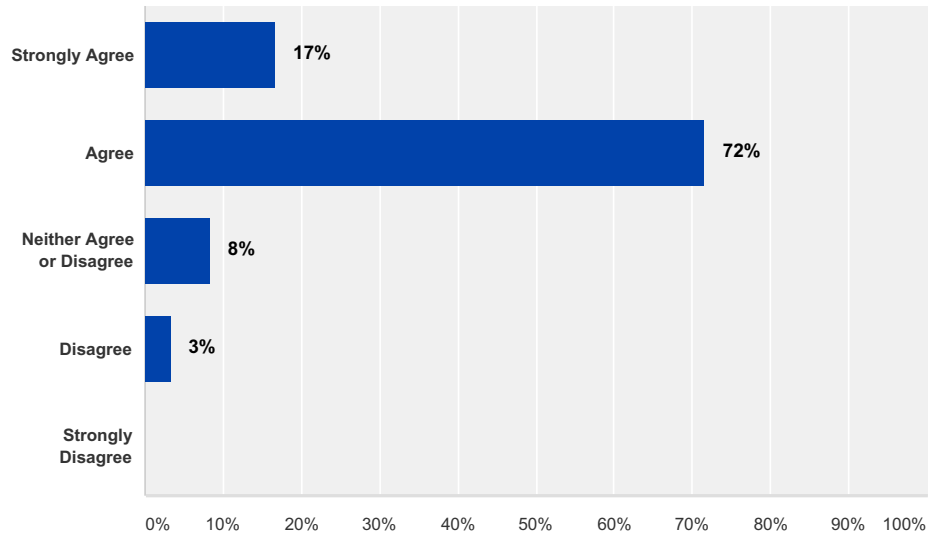
2015

SA/Agree: 80% 87% of clients surveyed strongly agree or agree that their employment counselor provided coaching and advice that helped them achieve their career goal.
 Neither A/D: 13%
 SD/Disagree: 7%

2013

SA/Agree: 76% That is a 7% increase since 2015 and an 11% increase as compared to 2013.
 Neither A/D: 13%
 SD/Disagree: 11%

Q30 My employment counselor assisted in finding the training to meet my career goal.



Answer Choices	Responses	
Strongly Agree	17%	10
Agree	72%	43
Neither Agree or Disagree	8%	5
Disagree	3%	2
Strongly Disagree	0%	0
Total		60

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 74%
 Neither A/D: 10%
 SD/Disagree: 16%

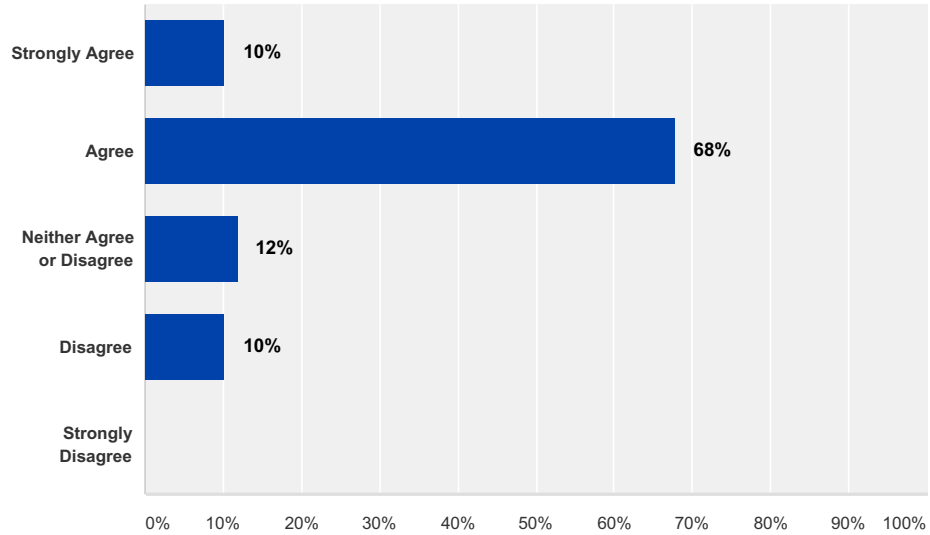
89% of clients surveyed strongly agree or agree that their employment counselor assisted in finding the training to meet their career goal.

2013

SA/Agree: 71%
 Neither A/D: 20%
 SD/Disagree: 9%

That is a 15% increase since 2015 and an 18% increase as compared to 2013.

Q31 My employment counselor gave me information on external agencies that could provide additional help.



Answer Choices	Responses
Strongly Agree	10% 6
Agree	68% 40
Neither Agree or Disagree	12% 7
Disagree	10% 6
Strongly Disagree	0% 0
Total	59

COMMENTS

None.

DATA ANALYSIS

2015

SA/Agree: 74%
 Neither A/D: 20%
 SD/Disagree: 6%

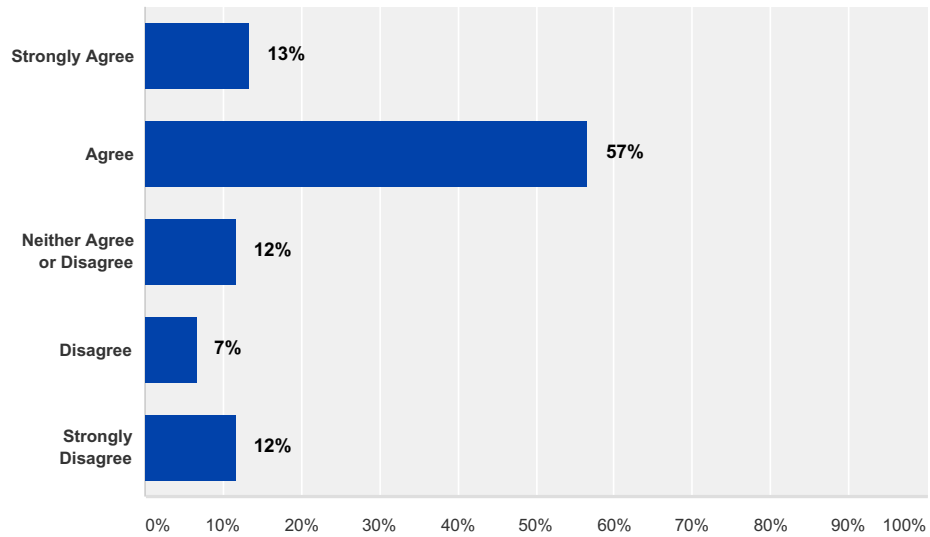
78% of clients surveyed strongly agree or agree that their employment counselor gave them information on external agencies that could provide additional help.

2013

SA/Agree: 61%
 Neither A/D: 20%
 SD/Disagree: 19%

That is a 4% increase since 2015 and a 17% increase as compared to 2013.

Q32 I am satisfied with the amount of time my requests for meetings or information were addressed.



Answer Choices	Responses	
Strongly Agree	13%	8
Agree	57%	34
Neither Agree or Disagree	12%	7
Disagree	7%	4
Strongly Disagree	12%	7
Total		60

COMMENTS

1. The time it takes to answer your emails is too long.
2. E-mails don't get answered.
3. Takes long to get information from your counselor.
4. The process is too long, and counselors are not on the ball.
5. When I send e-mails they don't respond.
6. The amount of time for them to call back when I left them a message is too long.
7. Need to be more efficient and respond to e-mails quicker.

DATA ANALYSIS

2015

SA/Agree: 91% 70% of clients surveyed strongly agree or agree that they are satisfied with the amount of time their requests for meetings or information were addressed.
 Neither A/D: 6%
 SD/Disagree: 3%

2013

SA/Agree: 77% That is a 21% decrease since 2015 and a 7% decrease as compared to 2013.
 Neither A/D: 15%
 SD/Disagree: 8%

Q33 Would you like to make any additional comments about E&T's programs and services or the customer service you received?

1. A very positive organization. Overall I'm satisfied.
2. Very satisfied with my experiences there.
3. Overall happy with the experience I've had at Tewatohnni'saktha.
4. I'm very happy with all the services.
5. Experience was always great with everything.
6. Everything went smoothly and I was very satisfied with my experience with Tewatohnni'saktha.
7. Overall it's good and I'm satisfied.
8. I think Tewatohnni'saktha is amazing for the young people in the community. It's just sad that not too many take advantage of this great program.
9. Tewatohnni'saktha's website could be more user friendly for example: Processing summer student applications is not efficient; there is no reply/confirmation that your application was received. Your system is very outdated compared to what's out there. It should be more interactive to keep up with latest technology.
10. Tewatohnni'saktha website could be more user friendly for students doing the application process.
11. Just be more organized with your programs.
12. Your business development function is missing the boat.
13. You should do more advertising in the community.
14. You should try to have transportation services for those with no means of getting there and for people/single moms who are struggling to get back on their feet.
15. I had a hard time finding transportation to and from appointments.
16. Transportation should be provided. I couldn't afford a taxi there and back.
17. I had a very hard time getting to and from the many appointments.
18. There are too many appointments and I have no vehicle so I needed to take a taxi there and back.
19. Appointment times should be more convenient.
20. You should be more open to constructive criticism.
21. Ensure that your counselors take the time to respond to and care for their clients.
22. I wasn't necessarily happy with the Career Building Skills coordinator – she didn't walk the talk. Her assistant Jonathan was more qualified to run the program. I found her to be condescending and snarky.
23. Overall, it's pretty straightforward and relevant. Tewatohnni'saktha could implement more traditional teaching relevant to the culture as some clients showed an interest when the topic came up. Incorporate more Native art to show Tewatohnni'saktha is proud of our culture.

END COMMENTS

Recommendations

1. Related to questions 2-4 on Revenue Generation: I recommend that Tewaohnni'saktha identify new strategies to improve awareness of the Revenue Generation Division, while enforcing those that already exist. The most under-utilized promotional tool is the kedc.biz website. Web pages must contain more detailed information to explain exactly what each activity is, how revenue is derived and where the money is spent – in simplified terms.

2. Related to question 8 on feedback: I recommend that Tewaohnni'saktha share results of the survey with Employment and Training clients and widely in the community. In addition, identify actions that will be taken as a direct result of feedback. Publish survey results on the website and via links on social media. Advertisements in the media can be utilized to announce that survey results are available and how to obtain them. It is imperative that survey results are available to everyone in the community, to increase support.

3. Related to question 10 on transparency: I recommend that Tewaohnni'saktha take immediate action to identify what 'things' the community feels Tewaohnni'saktha is not being transparent with. An online questionnaire directly related to transparency, is a practical way to obtain answers in an efficient and timely manner. Addressing the findings would be essential in correcting the declining confidence level.

It is important to inform the public when/if/why an issue needs to remain confidential. Silence leads to more mistrust, rumour and waning support from the community.

4. Related to questions 11-13 on trust and public image: I recommend that Tewaohnni'saktha further increase their approval rating by sharing achievements and success stories with the community. Provide examples of how you worked 'in the best economic interest of the Kahnawà:ke people' and what you did to 'create collective prosperity for Kahnawà:ke'. A very high number of clients (98%) believe that Tewaohnni'saktha plays a positive role in the community but they also want proof.

No achievement is too small to be promoted and it sends positive messages to the community that there is progress and that Tewaohnni'saktha is proud of their achievements.

5. Related to questions 16-17 on Shop Kahnawake: I recommend that Tewaohnni'saktha revitalize this program to promote awareness and strengthen your brand. Shop Kahnawake is a Tewaohnni'saktha success story but promotion is underwhelming. Collaborate with business clients to develop new strategies with the goal of increasing local shopping trends.

6. Related to question 24 on procedures to access programs and services: I recommend that Tewaohnni'saktha review the procedures to determine if there is a need to simplify and shorten the process. Although 77% of clients surveyed either strongly agree or agree that procedures are simple and easy to follow, that number has declined by 20% in one year. In addition, this question yielded a total of 8 comments, all contradicting the majority. Consider making provisions to help clients who struggle with finding affordable transportation to and from appointments.

7. Related to question 32 on the amount of time it takes for counselors to respond: I recommend that Tewaohnni'saktha reinforce the standard time-frame for counselors to respond to clients by providing the client opportunity to report unjustified delays, possibly through feedback on a questionnaire or more immediately via website link. In the event counselors are overwhelmed, identify support staff that could field calls and fulfill modest requests.

Appendix A

EMPLOYMENT & TRAINING CLIENT SATISFACTION SURVEY

<p style="text-align: center;">Part A Tewatohnhi'saktha Mandate and Public Relations</p>
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Question 1: I am aware of Tewa's mandate to create revenue for the community, support small business development, and facilitate workforce development. (It is clear to me that Tewatohnhi'saktha's role is to make money for the community, to help businesses open and grow, and to help Kahnawa'kehró:non access training and conduct job searches.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 2: I am aware of Tewa's revenue generating activities. (The community knows what Tewa is doing to make money?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 3: I am aware that Tewa’s revenue generating activities are meant to help fund the community’s under-funded programs and services. (The community knows what Tewa is doing with the money that community projects will make?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 4: I support Tewa’s revenue generating activities. (I approve of what Tewa is doing to make money)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 5: I am aware of Tewa's Employment & Training programs and services. (I am aware of Tewa’s programs to assist individuals train for and find employment).

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 6: I am aware of Tewa's business programs and services. (I am aware that Tewa helps businesses start up and expand, provides marketing, business development, and loan services)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree

Appendix C – E&T Clients Satisfaction Survey

- Strongly Disagree

Question 7: Tewa programs and services are focused on the needs of the client. (Tewa programs and services are developed using the client’s point of view.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 8: My feedback affects change at Tewatohnhi'saktha. (I think that information collected in this survey and others will lead to changes at Tewa.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 9: Tewa effectively communicates their activities to the people of Kahnawà:ke. (How effective is Tewa in communicating their activities to the people of Kahnawà:ke?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 10: Tewa is transparent with community members. (Tewa is open and honest with the community about projects and activities.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 11: Tewa can be trusted to work in the best economic interest of the Kahnawake people. (Tewa can be trusted to work for the people of Kahnawake)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 12: Tewa activities are consistent with creating collective prosperity for Kahnawake. (Tewa attempts to serve the interests of the collective.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 13: Tewa plays a positive role in the community. (I support Tewa and its activities.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 14: Tewa is frequently mentioned in the media or community. (Do you hear about Tewa regularly from other community members, in the paper, on the radio, or on TV?)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 15: Tewa appears be a great place to work. (Tewa seems like a good employer that offers many employee benefits and cares about their employees.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 16: I am aware of Tewa's Shop Kahnawà:ke program. (The community is aware that Tewa encourages individuals to shop Kahnawà:ke and offers incentives for businesses to participate in the program.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 17: How often do you shop for products and services in Kahnawà:ke before shopping off-reserve? (How often do you try to buy products and services locally before buying them off-reserve?)

- Never
- Several times per year
- Several times per month
- Several times per week

Question 18: I consider entrepreneurship a potential career choice. (I consider owning and running a business a skilled profession.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 19: Would you like to make any additional comments about Tewa?

<p style="text-align: center;">Part B: Client Satisfaction (General)</p>
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Question 20: The receptionist at Tewa is courteous and helpful.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 21: The receptionist at Tewa acknowledged me promptly upon my arrival.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 22: I am satisfied overall with the level of reception services.

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 23: Would you like to make any additional comments about reception services?

Part C:
Employment & Training Client Satisfaction

Question 24: The procedures required to access Tewa's Employment & Training programs and services are simple and easy to follow. (The applications process for Tewa's Employment & Training programs and services was simple and easy to follow)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 25: Tewa's Employment & Training policies were designed to help me achieve my individual career goals. (Tewa's employment & training program and funding policies were inclusive enough to allow you to access the training or funding you needed)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 26: I am satisfied with the variety of services offered by Tewa's Employment & Training division. (I did not feel limited by the types of services I could access through E&T)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 27: Tewa's Employment & Training programs helped me achieve my career goals. (I was satisfied with the level of assistance provided by Tewa.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 28: My employment counselor helped me access Employment & Training's programs and services. (My employment counselor made the application process easy to follow)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 29: My employment counselor provided coaching and advice that helped me achieve my career goal. (My employment counselor gave me good career advice and made me feel like (s)he was there for support as needed)

- Strongly Agree
- Agree
- Neither Agree or Disagree

Appendix C – E&T Clients Satisfaction Survey

- Disagree
- Strongly Disagree

Question 30: My employment counselor assisted in finding the training to meet my career goal. (My employment counselor helped me find information on the best training to meet my career goals)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 31: My employment counselor gave me information on external agencies that could provide additional help. (My employment counselor provided information on other business agencies, outside of Tewatohnhi'saktha, that could provide additional training, funding, or support.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 32: I am satisfied with the amount of time my requests for meetings or information were addressed. (I am satisfied with the Employment & Training division's policy of returning calls or requests for information within 4 business days.)

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Appendix C – E&T Clients Satisfaction Survey

Question 33: Would you like to make any additional comments about E&T's programs and services or the customer service you received?

Thank you for your participation. Tewatohnhi'saktha appreciates your time and effort.