



# **Tewatohnhi'saktha**

## **Business Services Client Satisfaction Survey Report**

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PlanIT Consulting and Communications

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## Executive Summary

This report provides an overview of the 2020 Tewatohnhi'saktha Business Survey (Appendix A), which was administered by PlanIT Consulting and Communication during the period of February 18 - March 20, 2020. The purpose of the survey is to assess the quality of Tewatohnhi'saktha's Business Services and to determine the overall level of client satisfaction. Information was gathered from business clients who have accessed services within the last six (6) months.

The objectives of the survey are to:

- Identify areas of Business Services that require improvement
- Improve the quality of services to Business Services clients
- Reveal how Business Services is perceived by clients
- Determine clients' overall satisfaction with Business Services

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

The survey contained four (4) main sections:

1. RESPONSIVENESS
2. BUSINESS SERVICES
3. LOAN APPROVAL PROCESS
4. COMMUNICATIONS

Respondents were offered the opportunity to provide general feedback and/or make suggestions, at the end of the survey.

### **FOLLOWING ARE SOME KEY FINDINGS:**

1. **Questions 4-6 on Responsiveness of Business Services to a client:**  
86% of those surveyed said Business Services responded to their inquiry within 2 days.  
99% of those surveyed were satisfied with the response time.
2. **Questions 8a - 8g on the average rating totals concerning clients' SATISFACTION of Tewatohnhi'saktha Business Services are:**

Answer Choices	<u>2019</u>	<u>2020</u>
Very satisfied & satisfied	-	40%
N/A (Not Applicable)	-	55%
Very dissatisfied & dissatisfied	-	5%

82 responses of 86 , 4 skipped

3. Questions 10a - 10g on the average rating totals concerning clients' CONFIDENCE of Tewatohnhi'saktha's Business Services as it relates to BSO/PDO performance are:

Answer Choices	<u>2019</u>	<u>2020</u>
Strongly Agree	-	58%
Agree	-	36%
<b>SA/A COMBINED</b>	-	<b>94%</b>
Disagree	-	5%
Strongly Disagree	-	1%
<b>SD/D COMBINED</b>	-	<b>6%</b>

4. Questions 13a - 13c on the average rating totals concerning clients' SATISFACTION of Tewatohnhi'saktha's Loan Approval Process:

Answer Choices	<u>2019</u>	<u>2020</u>
Strongly Agree	-	83%
Agree	-	7%
<b>SA/A COMBINED</b>	-	<b>90%</b>
Disagree	-	0%
Strongly Disagree	-	10%
<b>SD/D COMBINED</b>	-	<b>10%</b>

Only 12% of responders said they obtained a loan in the last 6 months.

### **BUSINESS SERVICES DOES MANY THINGS WELL**

- 99% of clients were very satisfied/satisfied with the time it took to receive a response from their Business Services Officer (BSO) or Project Development Officer (PDO).
- 97% of clients said that BSOs/PDOs treated them with courtesy and respect,

### **AREAS THAT MERIT FURTHER CONSIDERATION**

- Disproportionate numbers of BSOs/PDOs servicing clients may be affecting services.

<b>Tammy Delaronde:</b>	-	34%
<b>Daryl Leclaire:</b>	-	70%
<b>Ron Murray:</b>	-	2%
<b>Kristy Kennedy:</b>	-	5%

END EXECUTIVE SUMMARY.

## Methodology

The survey questions were developed by Tewatohnhi'saktha (Tewa) and provided to PlanIT Consulting and Communications (PlanIT) pre-formatted, in Survey Monkey. Due to the short timeframe to complete the project, the survey was not tested prior to starting. However, Tewa did request to make several amendments to the questionnaire, which were handled by PlanIT and approved by Business Services.

PlanIT was mandated to complete 98 surveys, using a sample list of 135 Business Services clients, provided by Tewa. However, due to the onset of the COVID-19 Pandemic restrictions, Tewa instructed PlanIT to end the project early, with 86 surveys completed.

No distinction was made to include or exclude any business, and confidentiality was observed at all times.

PlanIT employed three (3) surveyors who contacted and surveyed clients by telephone, with approximately 5% responding via email link.

Call attempts were made during business hours, evening hours and weekends. A Survey Monkey link to the survey was created to allow participants to respond from personal electronic devices, but only about 5% chose this method.

The data from manually completed surveys and electronically completed surveys was entered and tabulated using Survey Monkey and results are displayed in bar graph format.

Of the clients that agreed to participate, only 21% of total respondents were in the 18-34 age bracket, while 37% were between the ages of 35-54, and 32% between the ages of 55-81 years of age.

With regard to the bar graph percentages 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.

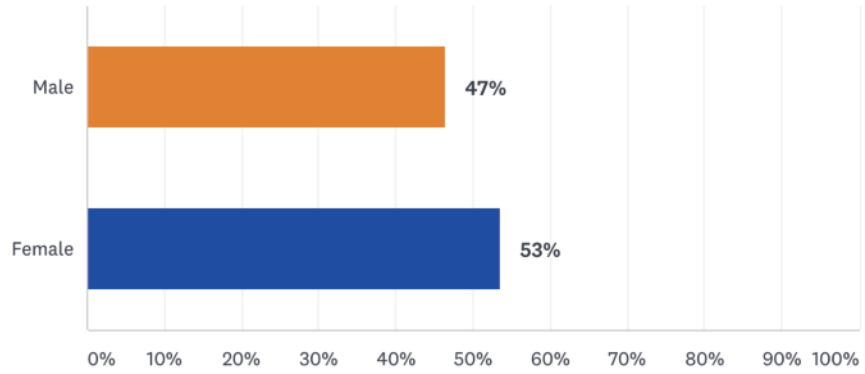
## Survey Results

The survey results include 17 questions employing the following scales:

- 2 Dichotomous
- 3 Multiple choice
- 4 Likert Scale
- 8 Open-ended questions/comments

Analysis and recommendations are based primarily on survey results. Where applicable, client comments are transcribed on the page following the corresponding question. Included with the graphs are response percentages and the number of responses for each possible answer.

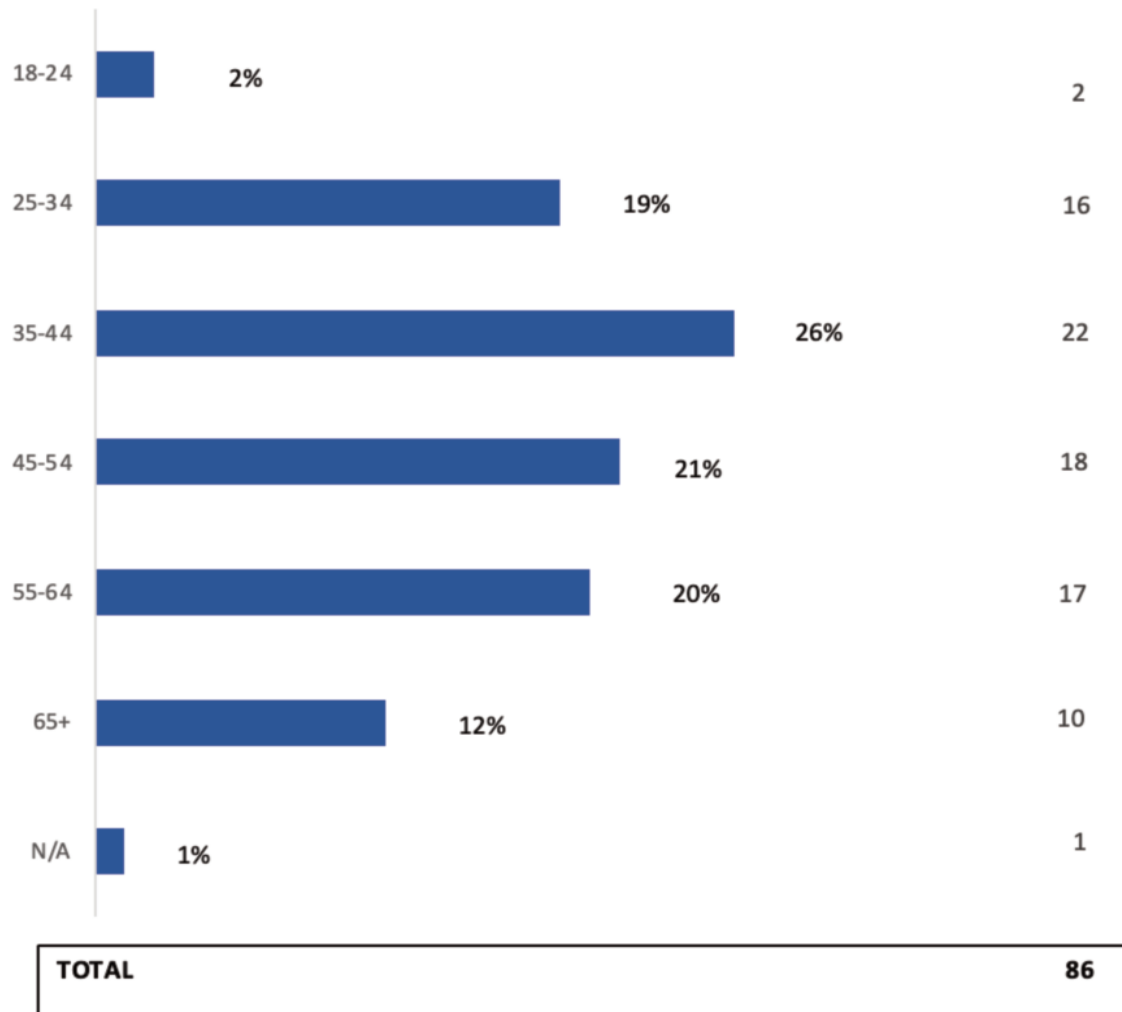
**Q1** Please indicate your gender.



ANSWER CHOICES	RESPONSES	
▼ Male	47%	40
▼ Female	53%	46
<b>TOTAL</b>		<b>86</b>

**DATA ANALYSIS**

Question		2019	2020
Please indicate your gender.	<b>FEMALE</b>	-	53%
	<b>MALE</b>	-	47%

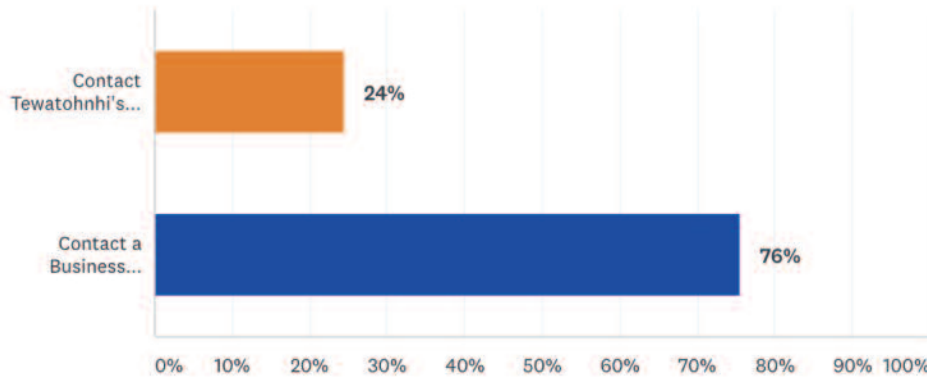
**Q2** Please indicate your age.**NOTES****SURVEY PARTICIPANTS**

Ages **18 - 34** years = 21%

Ages **35 - 54** years = 37%

Ages **55+** years = 32%

**Q3** In the last 6 months, when you wanted to obtain the assistance of Business Services, did you...



ANSWER CHOICES	RESPONSES
▼ Contact Tewatohnhi'saktha to request the help of Business Services?	24% 21
▼ Contact a Business Services Officer or a Project Development Officer directly?	76% 65
<b>TOTAL</b>	<b>86</b>

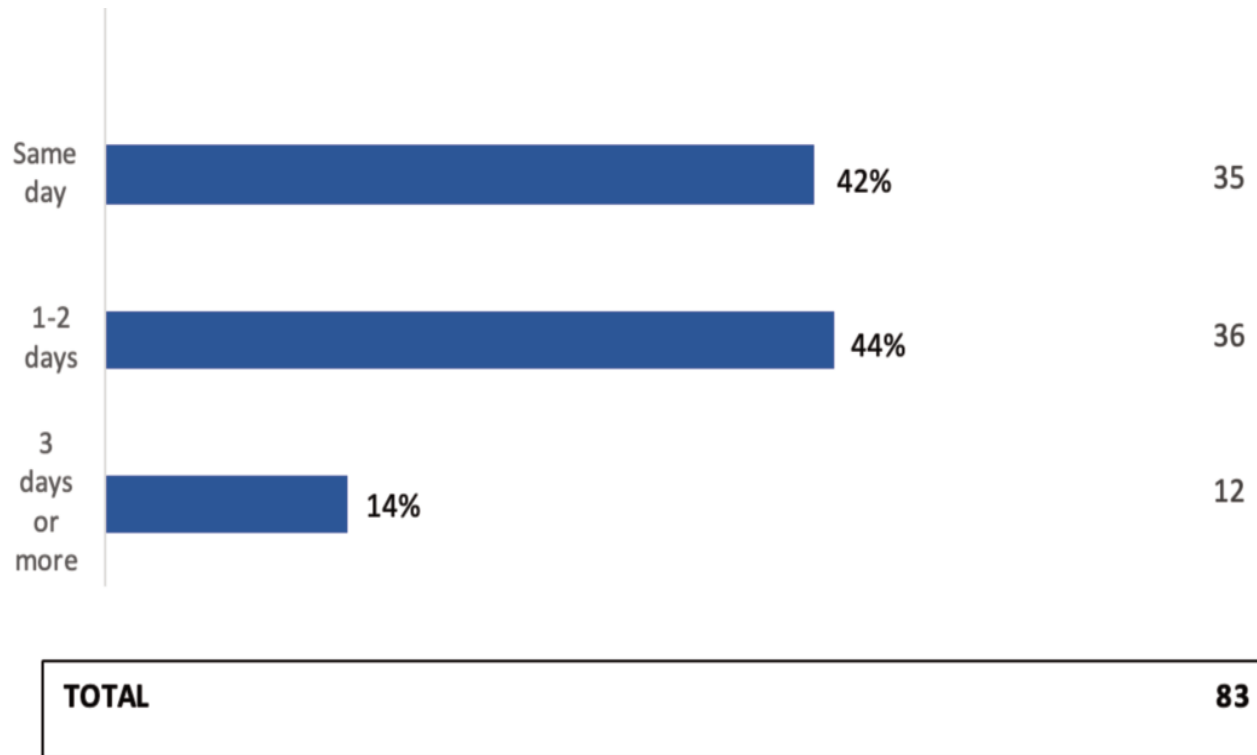
DATA

Question	2019	2020
In the last 6 months, when you wanted to obtain the assistance of Business Services, did you...	<b>Contact Tewatohnhi'saktha to request the help of Business Services:</b>	24%
	<b>Contact a Business Services Officer or a Project Development Officer Directly:</b>	76%



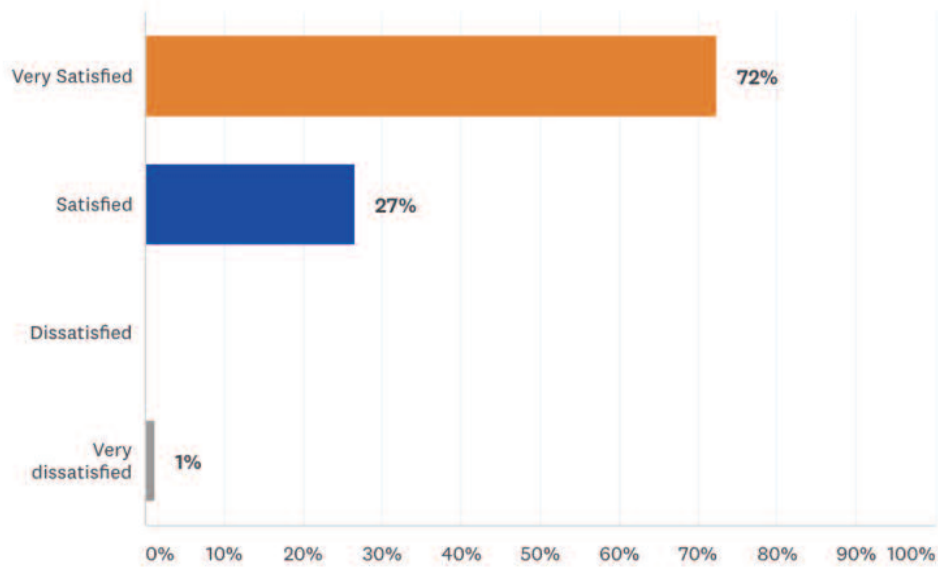
**Q4** When you contacted Tewatohnhi'saktha to request the help of Business Services, how many business days did it take for you to get a response?

83 responses, 3 skipped



**Q5** How satisfied were you with the time it took to obtain a response to your request?

83 responses, 3 skipped



ANSWER CHOICES	RESPONSES	
Very Satisfied	72%	60
Satisfied	27%	22
Dissatisfied	0%	0
Very dissatisfied	1%	1
<b>TOTAL</b>		<b>83</b>

DATA

Question	2019	2020
How satisfied were you with the time it took to obtain a response to your request?	<b>VS/Satisfied:</b> -	99%
	<b>VD/Dissatisfied:</b> -	1%

**Q6 OPTIONAL COMMENTS**

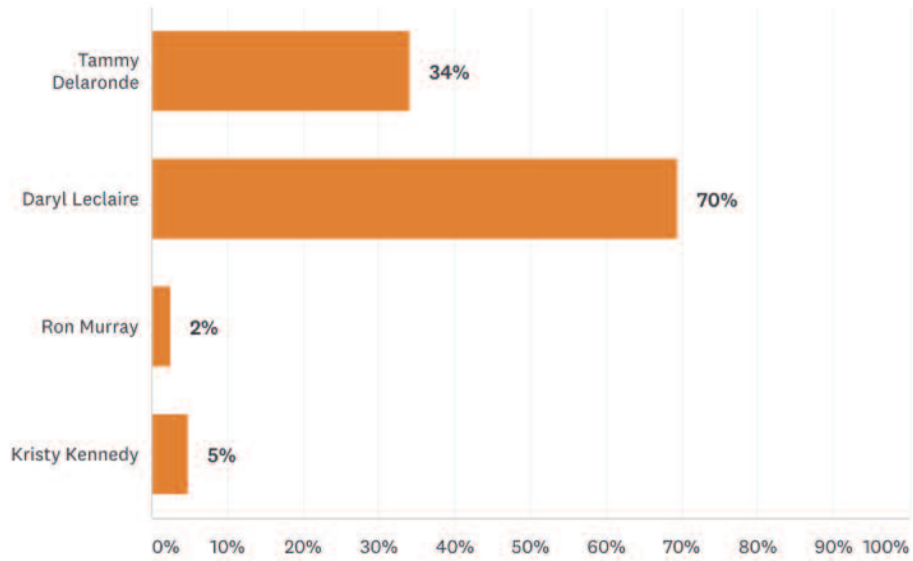
Pertaining to Responsiveness of Business Services.

1. Thank you for your prompt responses.
2. Very professional, organized, and timely.
3. The information was given clearly, and promptly.
4. I like everything.
5. I emailed Daryl; he is efficient and on top of it all the time.
6. Excellent experiences.
7. Response was quick and I felt confident leaving with the information given to me.
8. Perfect.
9. Daryl has always done a great job.
10. Service has been pretty good throughout the years.
11. Everything was fine.
12. Moderately satisfied - a little too much time for loan approvals and responses weren't consistent.
13. Medium satisfied.
14. I remember it was quick, but it was so long ago that I do not remember how many days it took.
15. When calling, I was transferred to a BSO directly.
16. I don't need to make contact because I only use the Marketing Fund and just bring my papers in.
17. Sometimes I call my BSO directly to verify if my funding is available.
18. Daryl is always available.
19. It took longer because the person was on vacation.
20. The person was out of the office when I called.
21. It took long.

END COMMENTS

**Q7** In the last 6 months, who provided you with business services?

82 responses, 4 skipped



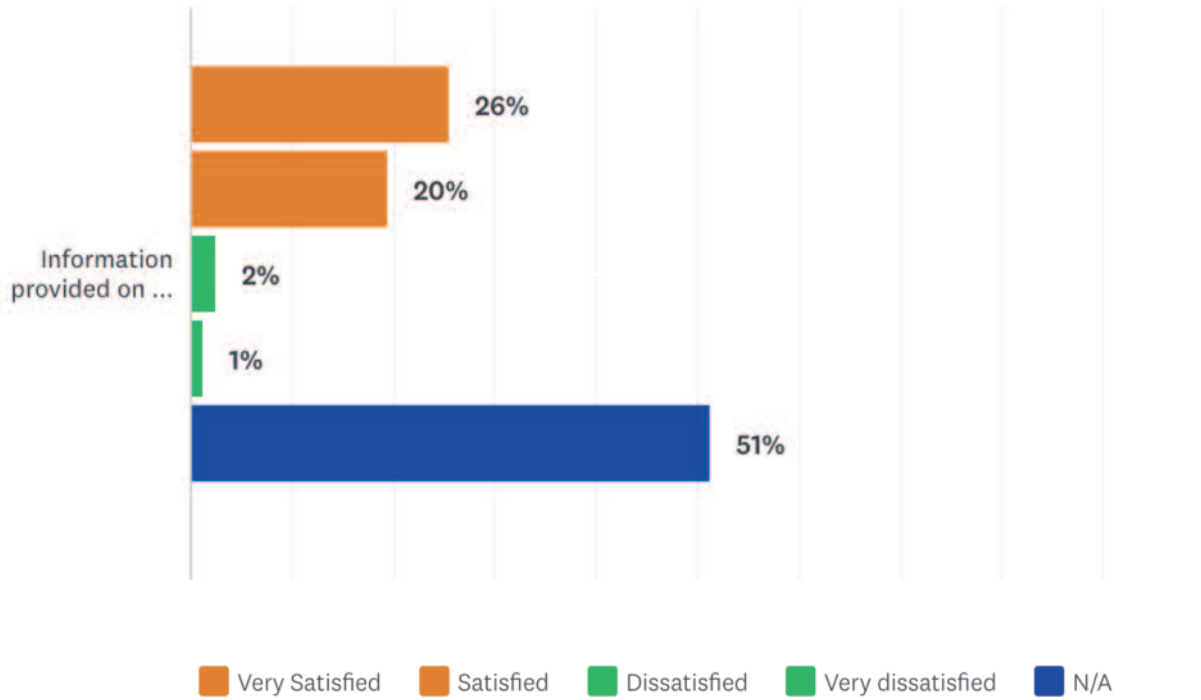
ANSWER CHOICES	RESPONSES
▼ Tammy Delaronde	34% 28
▼ Daryl Leclaire	70% 57
▼ Ron Murray	2% 2
▼ Kristy Kennedy	5% 4
<b>Total Respondents: 82</b>	

DATA

Question	2019	2020
In the last few months, who provided you with business services?		
<b>Tammy Delaronde:</b>	-	34%
<b>Daryl Leclaire:</b>	-	70%
<b>Ron Murray:</b>	-	2%
<b>Kristy Kennedy:</b>	-	5%

**Q8 a.** Please indicate your level of satisfaction with information provided in the last 6 months, on *how to start/operate a business*. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped

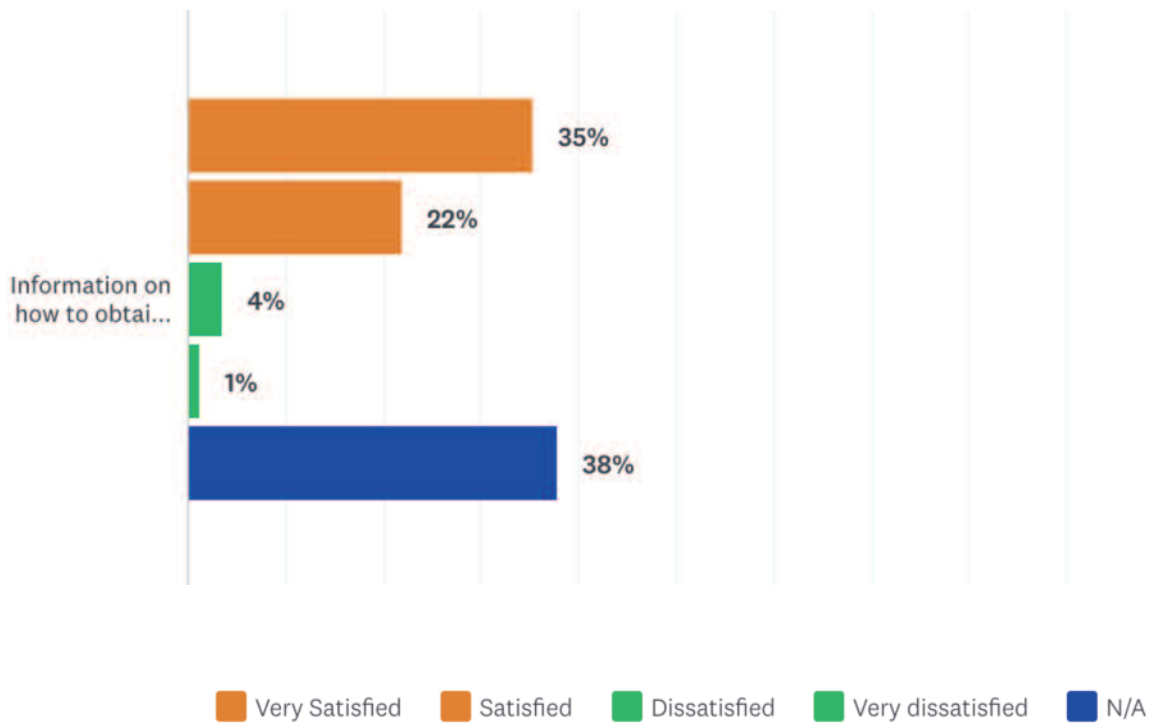


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Question	2019	2020
Please indicate your level of satisfaction with information provided in the last 6 months, on how to start and operate a business.	<b>VS/Satisfied</b>	- 46%
	<b>N/A</b>	- 51%
	<b>SD/Dissatisfied</b>	- 3%

**Q8 b.** Please indicate your level of satisfaction with information on *how to obtain financing/a grant* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped

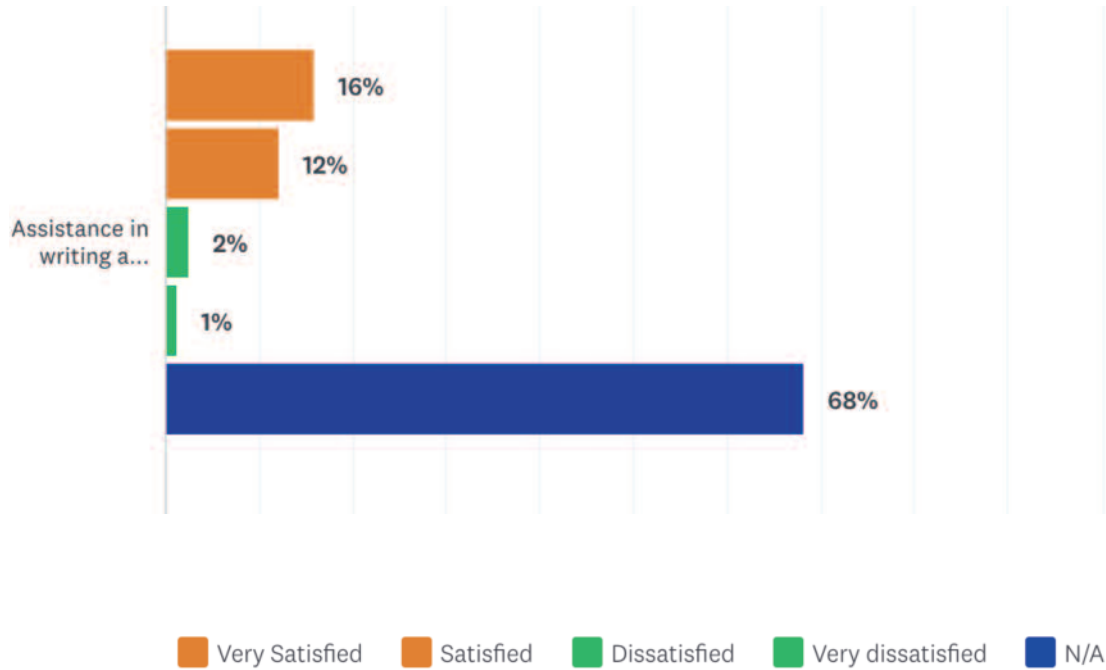


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Question	2019	2020
Please indicate your level of satisfaction with information on how to obtain financing/a grant in the last 6 months.	<b>VS/Satisfied</b>	- 57%
	<b>N/A</b>	- 38%
	<b>SD/Dissatisfied</b>	- 5%

**Q8 c.** Please indicate your level of satisfaction with *assistance in writing a business plan* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped

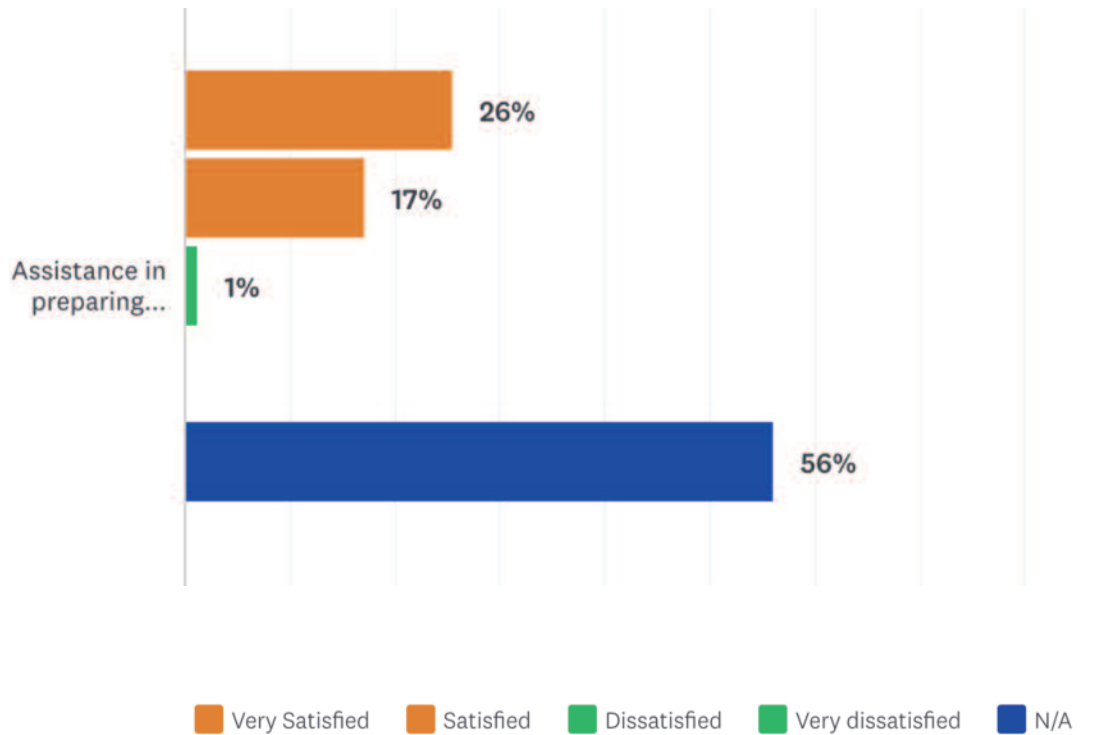


DATA

Question	2019	2020
Please indicate your level of satisfaction with assistance in writing a business plan in the last 6 months.	<b>VS/Satisfied</b>	- 28%
	<b>N/A</b>	- 68%
	<b>SD/Dissatisfied</b>	- 3%

**Q8 d.** Please indicate your level of satisfaction with *assistance in preparing forms/documents* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped



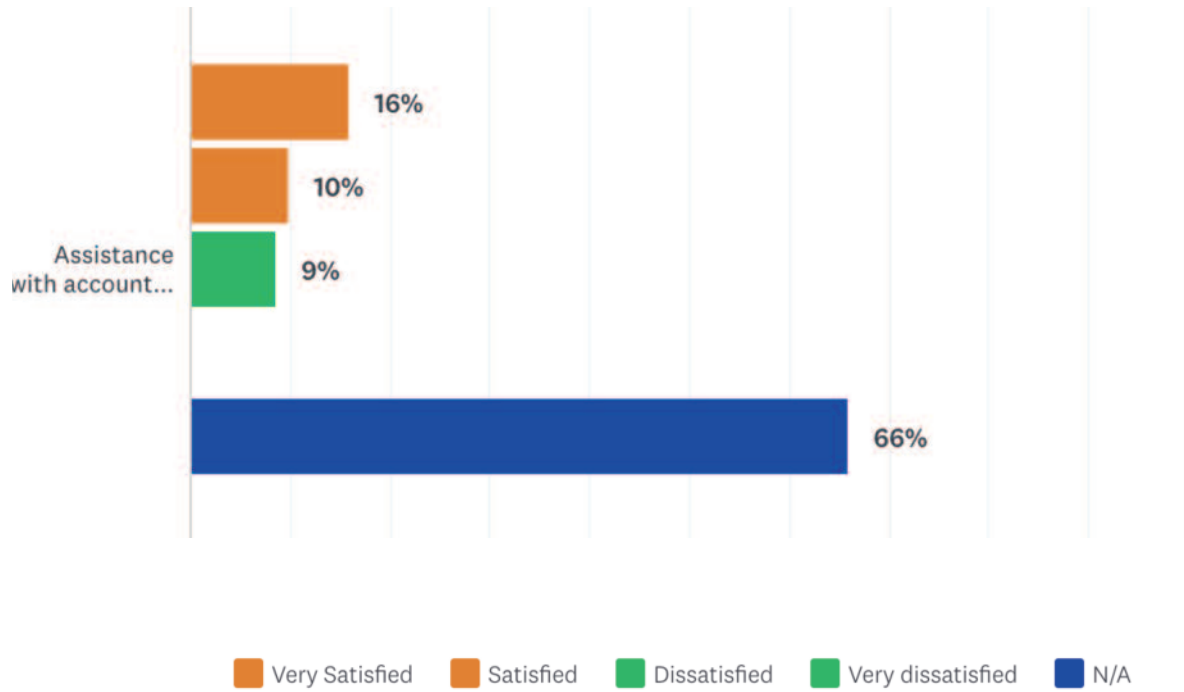
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Question	2019	2020
Please indicate your level of satisfaction with assistance in preparing forms/documents in the last 6 months.	<b>VS/Satisfied</b>	- 43%
	<b>N/A</b>	- 56%
	<b>SD/Dissatisfied</b>	- 1%



**Q8 e.** Please indicate your level of satisfaction with *assistance in accounting needs/matters* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped

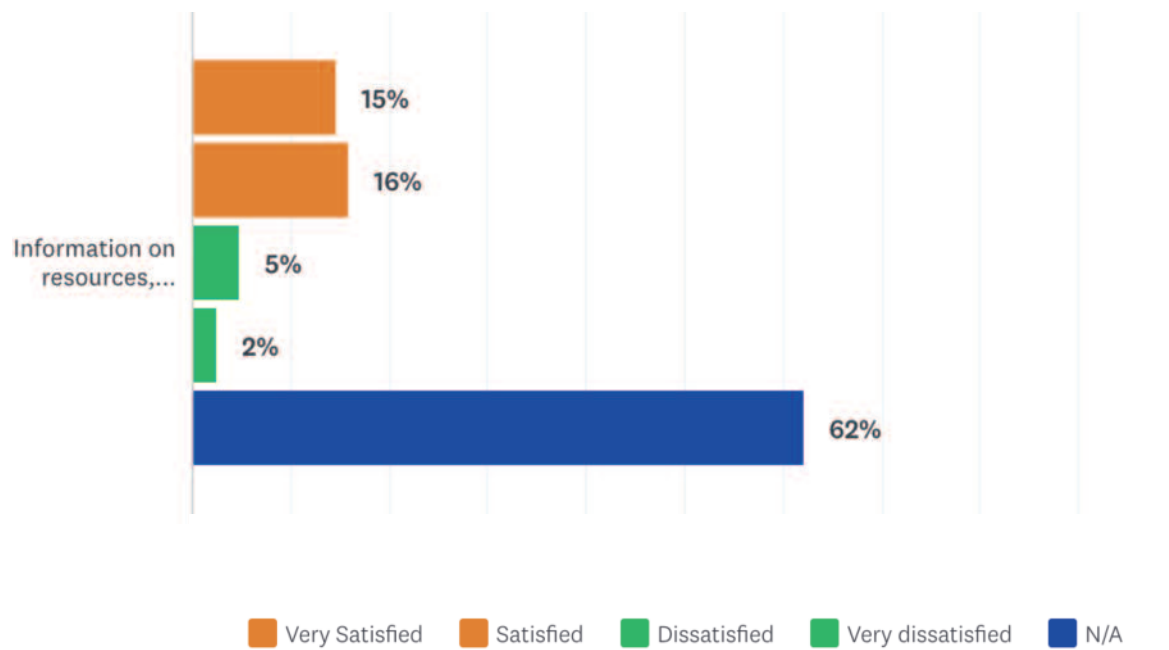


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Question	2019	2020
Please indicate your level of satisfaction with assistance in accounting needs/matters in the last 6 months.	<b>VS/Satisfied</b>	- 26%
	<b>N/A</b>	- 66%
	<b>SD/Dissatisfied</b>	- 9%

**Q8 f.** Please indicate your level of satisfaction with *information on resources, outside of Tewatohnhi'saktha, that could provide additional support or funding* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped

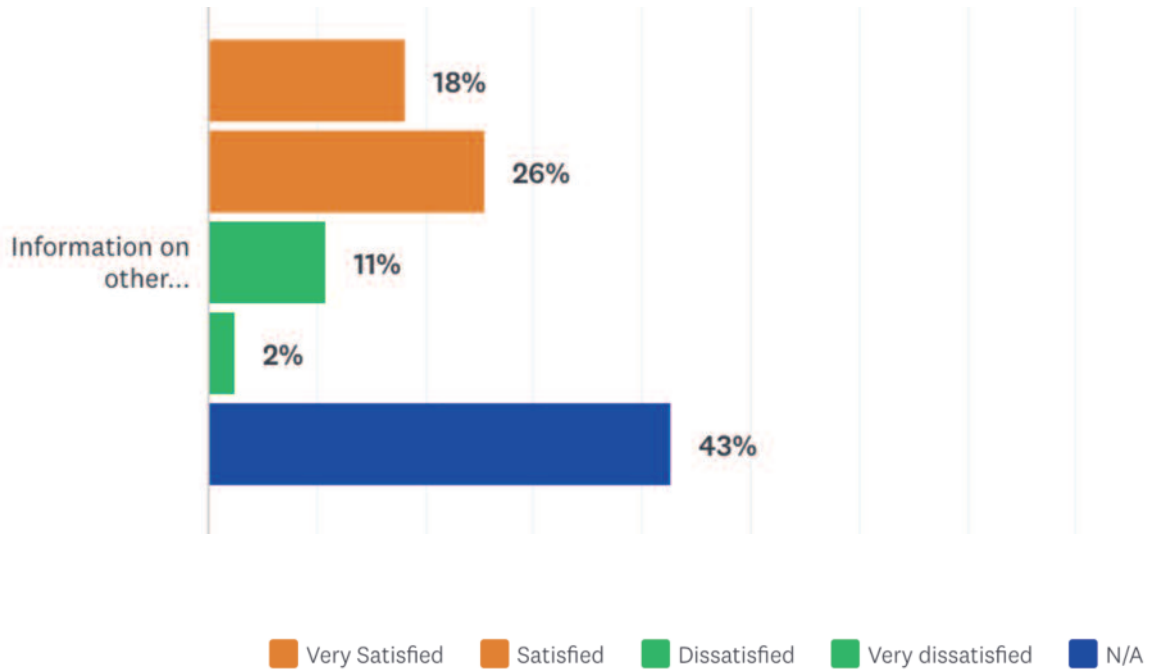


## DATA

Question	2019	2020
Please indicate your level of satisfaction with information on resources, outside of Tewatohnhi'saktha, that could provide additional support or funding in the last 6 months.	<b>VS/Satisfied</b>	- 31%
	<b>N/A</b>	- 62%
	<b>SD/Dissatisfied</b>	- 7%

**Q8 g.** Please indicate your level of satisfaction with *information on other Tewatohnhi'saktha services that could be helpful to me* in the last 6 months. If you have not received a service, please select N/A (Not Applicable).

82 responses, 4 skipped



DATA

Question	2019	2020
Please indicate your level of satisfaction with information on other Tewatohnhi'saktha services that could be helpful to me in the last 6 months.	<b>VS/Satisfied</b>	44%
	<b>N/A</b>	43%
	<b>SD/Dissatisfied</b>	13%

**Q9 OPTIONAL COMMENTS**  
Pertaining to Business Services.

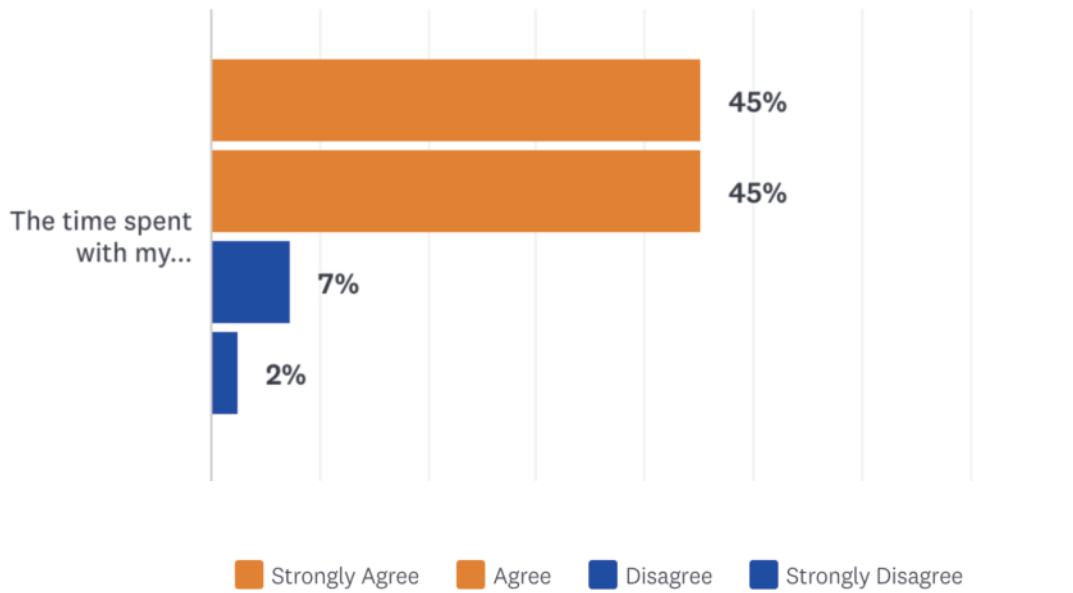
1. Very satisfied with services. - **3 similar responses**
2. The reception was very welcoming and communicated to me that Daryl would be out of the office.
3. I'm satisfied with Coreen Delormier in regard to resources.
4. Everything is great. Tewa has taken very good care of me.
5. Tewa is helpful and could benefit anyone starting a small business. The Marketing Fund is a simple, quick beneficial service for anyone starting a business.
6. My experience overall was great and I do continue to use their services.
7. I appreciate the annual Marketing Fund.
8. I took the entrepreneurial course and Daryl was always able to answer questions.
9. I was pleased with the help I received.
10. Tammy has always gone above and beyond to help me with everything. Phenomenal service for over 18 years.
11. Everything that I asked was always completed in a timely manner and Daryl suggested other things that I wasn't aware were available.
12. Everything was good.
13. I see Daryl and he takes care of it.
14. I currently have financing via Tewa and am dissatisfied with the interest payments.
15. I really had to ask a lot of questions to find out what was available to me and didn't find out everything.
16. I've been a client for 7-8 years and have not received satisfactory help to obtain a grant or financing. I wish they would help more in guiding my business. At this point I choose not to associate with Tewa.
17. I only accessed the Marketing Fund once and had my assistant coordinate everything so I am not fully aware and can't give a true rating. I don't know how to answer any questions. I've been in business for +30 years and have no clue what is available to me.
18. Very dissatisfied; I wasn't informed about any of the other services.
19. I was just emailed forms as opposed to having more support. Too cut and dry so I never completed the business plan because I would've liked more support.
20. Tewa should study the businesses more and propose some ideas to the individual businesses. Be more proactive.
21. I wanted to have help with website management, but the policy requires me to hire someone and I wanted to learn how to do that, so my rating was 'dissatisfied.'

22. I suggest having more communications with clients. My loan approval took 2.5 months and I was informed it was "as fast as I move" and I provided everything right away. Follow up with clients and ask "how is everything going?" I feel like I'm left out and would like additional contact throughout my business stages.
23. The entrepreneur course is too fast, there is too much reading from the screen and it wasn't presented effectively. We did not learn how to write a proposal and there was a lack of information on resources for Indigenous businesses.
24. We should not have to wait 2 years for additional funding.
25. When I requested help with my business plan, I was told to try to do it myself first, but I didn't know what to do. I received more info from Ron Abaira than I did from Daryl and never received an answer on what steps to take to complete my business plan. The communication stalled with the BSO and I was left to do the work myself.
26. Had contact with 3 different people. I received information on how to access a loan.
27. They called me to offer to add my name to the Shop Kahnawà:ke directory.
28. I mostly contact my BSO for random questions.
29. I only use Tewa for the Marketing Fund. - **3 similar responses**
30. I don't know what is available for me.
31. I am interested in grants and financing; I would like my BSO to reach out to me about this.
32. My application for a summer student was denied.
33. I would like to know how much funds are left in Tewa's budget and available to the community; update individual businesses on timelines for fiscal funding.
34. Change policies regarding upgrading skills to grow your business (i.e. trades).

END COMMENTS

**Q10 a.** Please indicate the degree to which you agree or disagree that *'the time spent with my Business Services Officer (BSO) or Project Development Officer (PDO) was adequate and valuable,'* as it relates to the last 6 months.

82 responses, 4 skipped

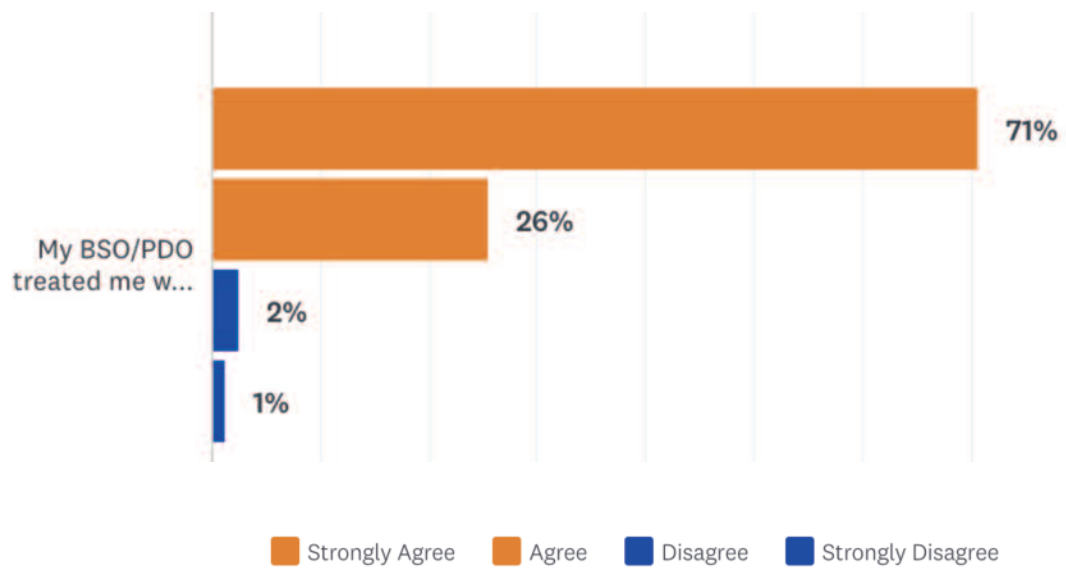


DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'the time spent with my BSO or PDO was adequate and valuable,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 90%
	<b>SD/Disagree</b>	- 9%

**Q10 b.** Please indicate the degree to which you agree or disagree that '*my BSO/PDO treated me with courtesy and respect,*' as it relates to the last 6 months.

82 responses, 4 skipped

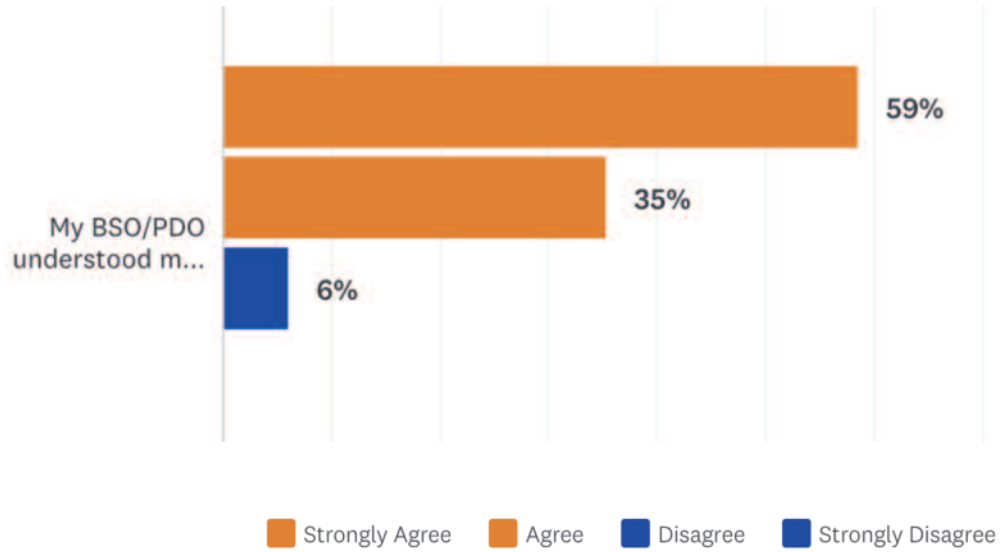


## DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that ' <i>my BSO/PDO treated me with courtesy and respect,</i> ' as it relates to the last 6 months.	<b>SA/Agree</b>	- 97%
	<b>SD/Disagree</b>	- 3%

**Q10 c.** Please indicate the degree to which you agree or disagree that *'my BSO/PDO understood me and my needs,'* as it relates to the last 6 months.

82 responses, 4 skipped



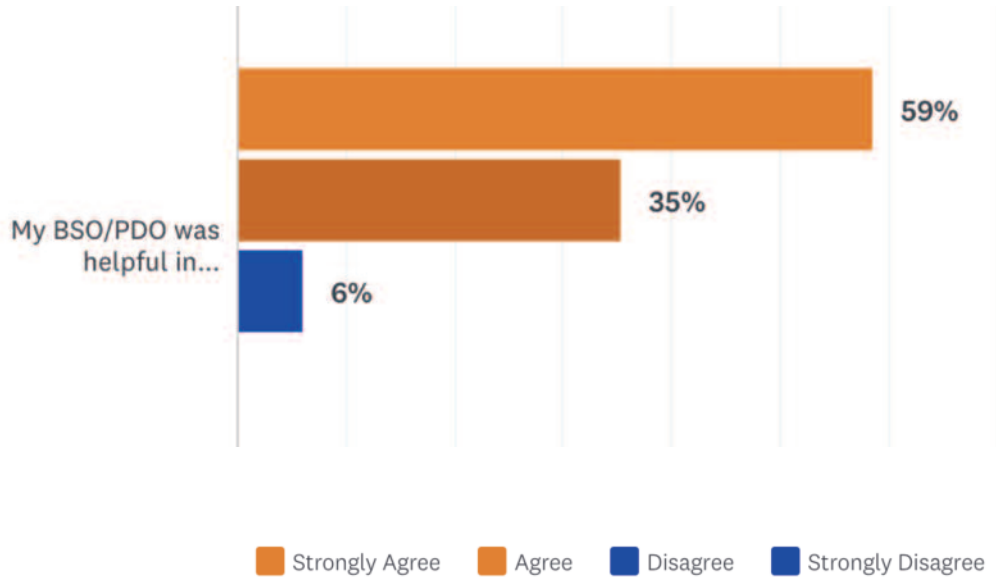
DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'my BSO/PDO understood me and my needs,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 94%
	<b>SD/Disagree</b>	- 6%



**Q10 d.** Please indicate the degree to which you agree or disagree that *'my BSO/PDO was helpful in guiding me and coaching me through the process/procedures required for my needs,'* as it relates to the last 6 months.

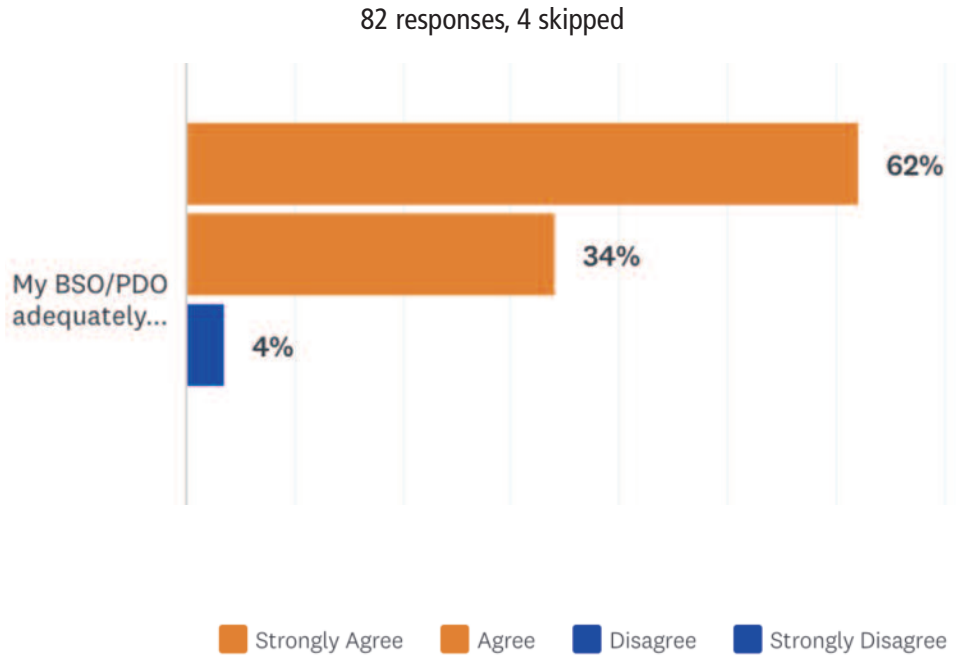
82 responses, 4 skipped



DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'my BSO/PDO was helpful in guiding me and coaching me through the process/procedures required for my needs,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 94%
	<b>SD/Disagree</b>	- 6%

**Q10 e.** Please indicate the degree to which you agree or disagree that *'my BSO/PDO adequately responds to my questions and concerns,'* as it relates to the last 6 months.

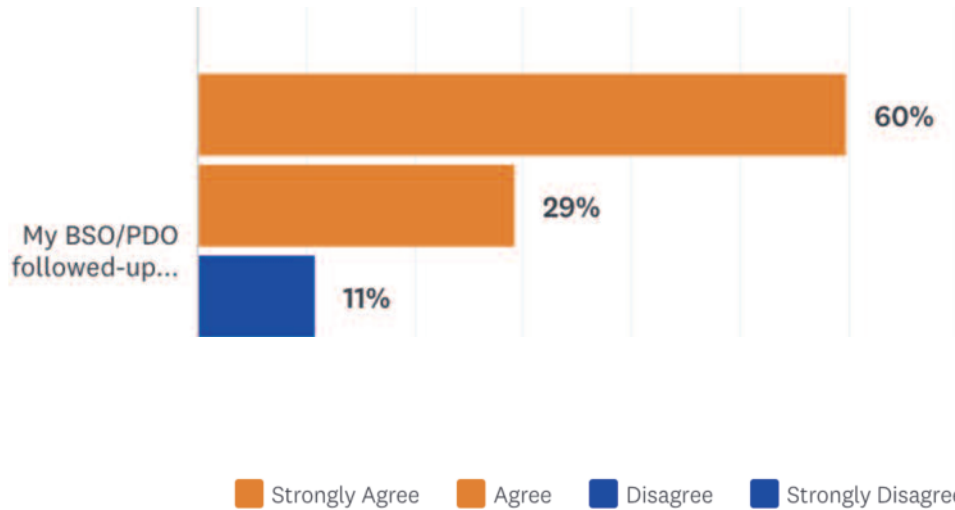


DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'my BSO/PDO adequately responds to my questions and concerns,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 94%
	<b>SD/Disagree</b>	- 6%

**Q10 f.** Please indicate the degree to which you agree or disagree that *'my BSO/PDO followed-up with me in a timely manner,'* as it relates to the last 6 months.

82 responses, 4 skipped

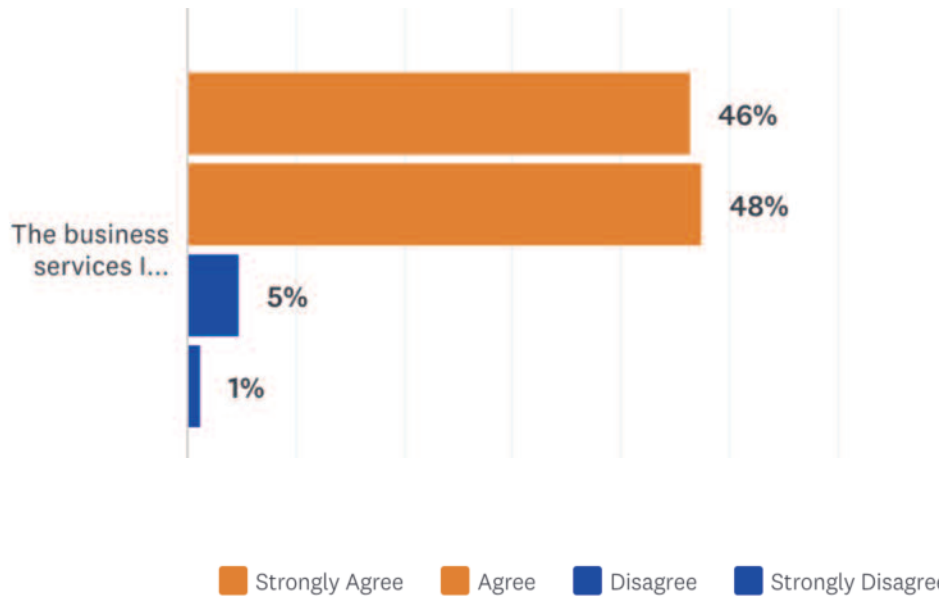


DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'my BSO/PDO followed-up with me in a timely manner,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 89%
	<b>SD/Disagree</b>	- 11%

**Q10 g.** Please indicate the degree to which you agree or disagree that *'the business services I received helped me progress towards the attainment of my business goals,'* as it relates to the last 6 months.

82 responses, 4 skipped



DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'the business services I received helped me progress towards the attainment of my business goals,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 94%
	<b>SD/Disagree</b>	- 6%

**Q11 OPTIONAL COMMENTS**

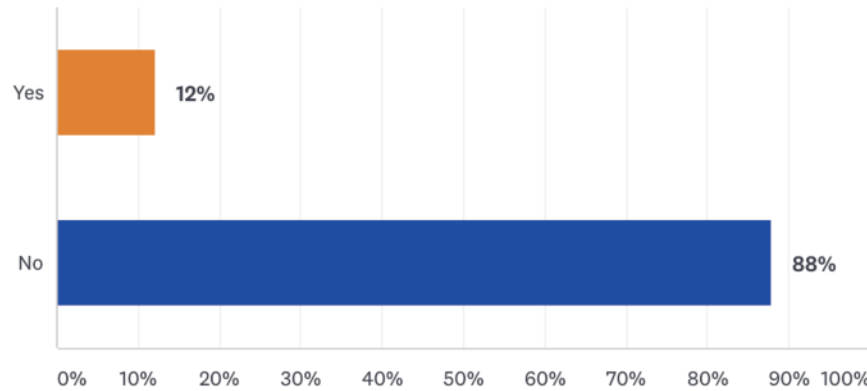
If you would like to comment on your ratings, please do so here. If more than one person provided you with services, please specify who or how you have evaluated the previous services.

1. Daryl is very good at what he does.
2. I always had a great business relationship with Daryl for all my previous and current needs.
3. My BSO was helpful and pleasant and always answered my questions; she did a follow-up to see that everything worked out.
4. I look forward to continuing the development of my business with Tewa.
5. Tewa does a good job.
6. We're really fortunate to have this help and advice.
7. Everything has been really good.
8. Very informative and kind.
9. My BSO should be the president, because he is the best. I enjoy the staff, they are helpful and I recommend them to others.
10. Very professional and it doesn't take long.
11. I always make contact via email and Daryl always refers me to the proper department if necessary. He is extremely helpful.
12. The business services I received helped me. Not much work with my BSO in the last 12 months, so I am between agree and disagree.
13. Daryl was my main rep, but when he wasn't there his replacement was always helpful.
14. Some statements do not apply. I only use Tewa for the Marketing and Professional Funds.
15. 'Progress of attainment of my business goals' is not applicable because my business has become part-time for me.
16. I think Tewa could do better with older businesses, but are good with new businesses.
17. I thought I would've received more business by advertising, but it didn't increase my business.
18. The first set of questions and the second set seem to be duplicated. The services I received had to do with Marketing Funds.
19. I have been with my BSO since I started my business, and mostly use Tewa for Marketing Funds.
20. I only use the Marketing Fund.
21. Never met my BSO face to face. Did not see her as a support, just saw her as someone to go to for balances on my Marketing Fund. Unclear about my relationship with her.
22. Left messages, but my BSO was constantly out of the office. Tammy was always responsive.
23. The attainment of my goals is ongoing and not completed, so I had trouble answering.
24. No time was spent with my BSO. I contacted them by text and no appointment was made.

25. Not enough follow-up . There was an issue with a contract that I had to handle on my own. There should have been follow up to see how things went.
26. First meeting was too quick. BSO should take a more personal approach. He should be asking more questions about my business.
27. Daryl made me feel like I was just thrown to the side.

END COMMENTS

**Q12** In the last 6 months, did you obtain a loan?



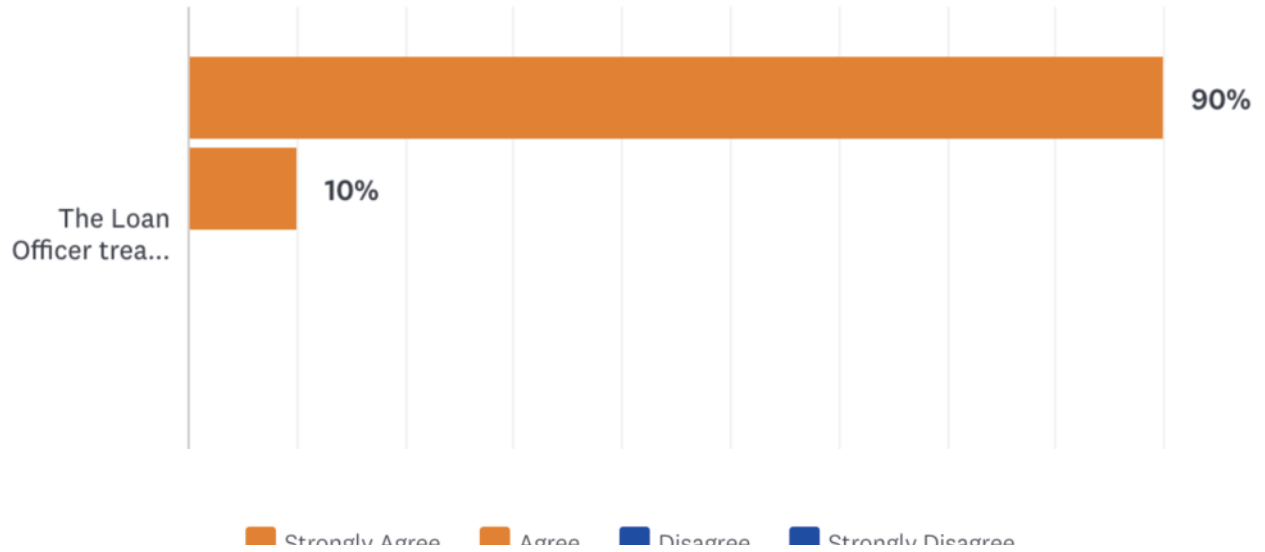
ANSWER CHOICES	RESPONSES	
▼ Yes	12%	10
▼ No	88%	72
<b>TOTAL</b>		<b>82</b>

DATA

Question		2019	2020
In the last 6 months, did you obtain a loan?	<b>YES</b>	-	12%
	<b>NO</b>	-	88%

**Q13 a.** Please indicate the degree to which you agree or disagree that *'the Loan Officer treated me with courtesy and respect,'* as it relates to the last 6 months

Answered: 10 Skipped: 76



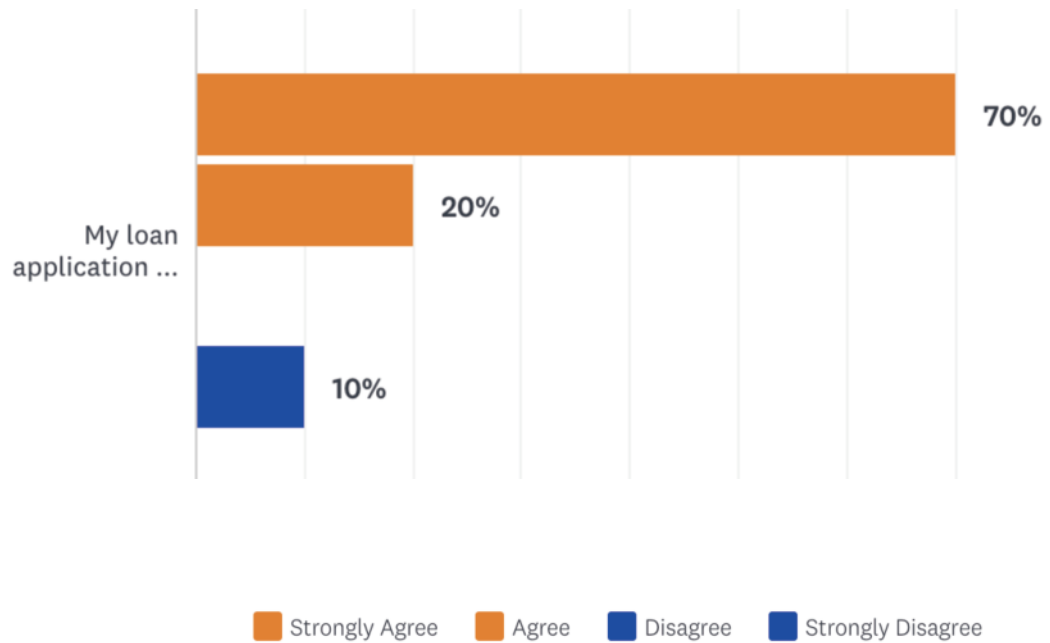
DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'the Loan Officer treated me with courtesy and respect,'</i> as it relates to the last 6 months	<b>SA/Agree</b>	- 100%
	<b>SD/Disagree</b>	- 0%



**Q13 b.** Please indicate the degree to which you agree or disagree that *'my loan application was processed in a timely manner,'* as it relates to the last 6 months.

Answered: 10 Skipped: 76

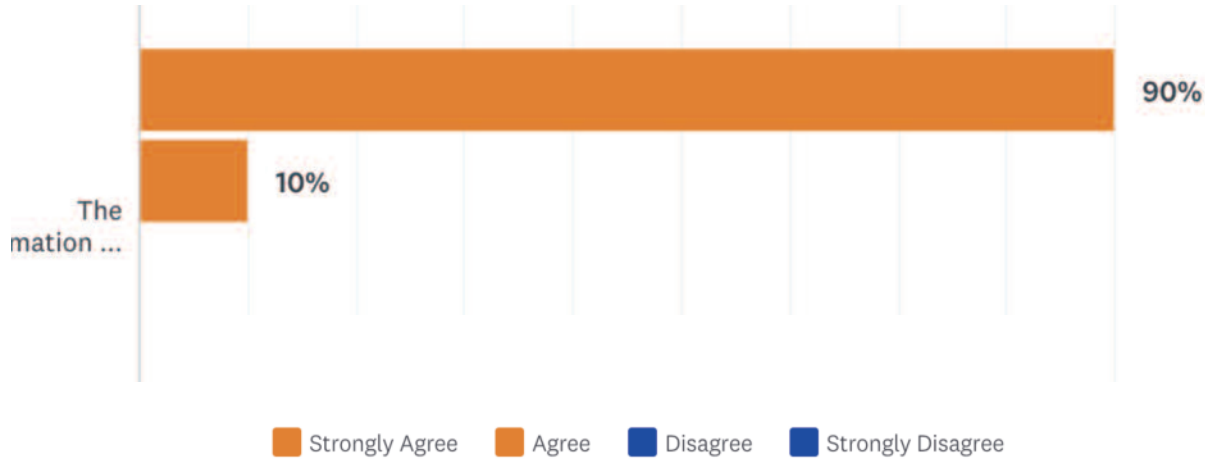


## DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'my loan application was processed in a timely manner,'</i> as it relates to the last 6 months.	<b>SA/Agree</b>	- 90%
	<b>SD/Disagree</b>	- 10 %

**Q13 c.** Please indicate the degree to which you agree or disagree that *'the information I received on terms/payments was clear and helpful,'* as it relates to the last 6 months.

Answered: 10 Skipped: 76



DATA

Question	2019	2020
Please indicate the degree to which you agree or disagree that <i>'the Loan Officer treated me with courtesy and respect,'</i> as it relates to the last 6 months	<b>SA/Agree</b>	- 100%
	<b>SD/Disagree</b>	- 0%

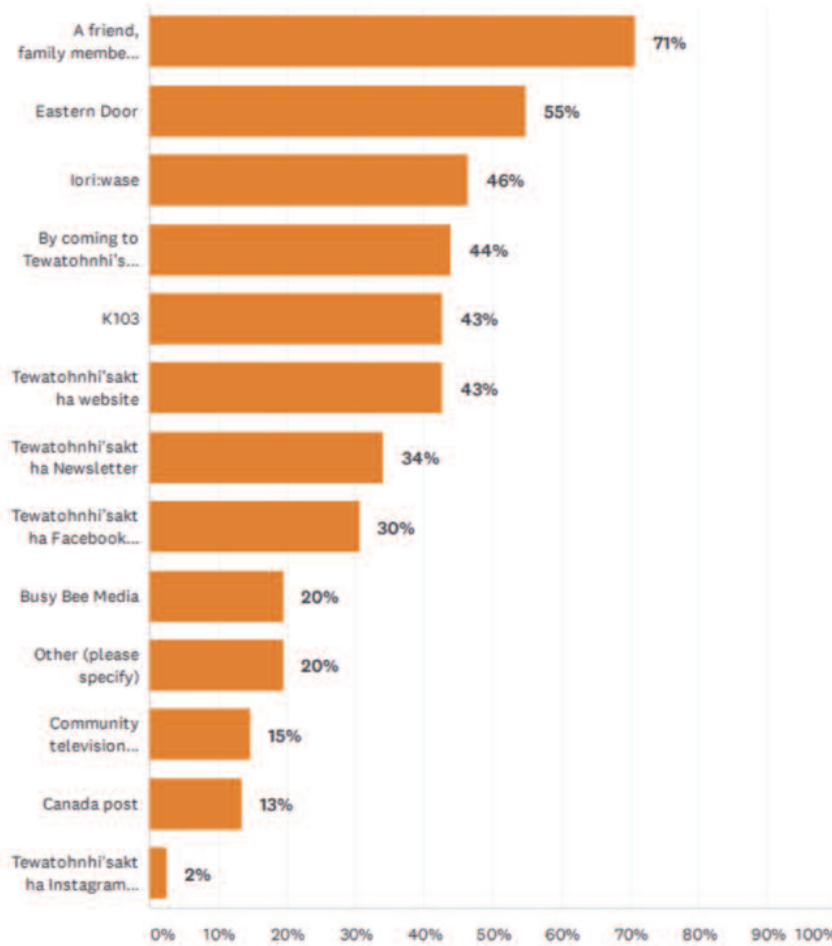
**Q14 OPTIONAL COMMENTS**

Pertaining to loans.

1. I didn't have to wait forever, and it was to the point - was not a waste of time.
2. Nothing but positive.
3. Kristy is a great help and supportive of me.

END COMMENTS

**Q15** How did you hear about Tewatohni'saktha's Business Services? Please check ALL that apply.



ANSWER CHOICES	RESPONSES	
A friend, family member or someone else	71%	58
Eastern Door	55%	45
Iori:wase	46%	38
By coming to Tewatohni'saktha for another service	44%	36
K103	43%	35
Tewatohni'saktha website	43%	35
Tewatohni'saktha Newsletter	34%	28
Tewatohni'saktha Facebook page	30%	25
Busy Bee Media	20%	16
Other (please specify)	20%	16
Community television channel (300/399)	15%	12
Canada post	13%	11
Tewatohni'saktha Instagram Page	2%	2
Total Respondents: 82		

**Q16 OPTIONAL COMMENTS**

What other service(s) do you think Tewatohnhi'saktha's Business Services could/should offer?

1. The business development workshop was fantastic, and I would love to see more of these.
2. Everything that I needed is what I got.
3. I can't even cover all the helpful things Tewa does; very easy to call for information. The financial assistance is really a great to help you get started.
4. I am happy with what they offered so far.
5. My needs have always been met and I am satisfied with the services.
6. They already offer a wide range of services, which are sufficient. It has helped me a lot. They cover all bases; it's been a great experience.
7. I think they cover everything; at least for me.
8. I used several services and was satisfied.
9. They're already helping small businesses as best they can.
10. Offer a free meeting place for groups and the business public to discuss ideas and community wellness.
11. Cooking classes taught by Kwe Kwe Gourmet.
12. Hiring screening for employers.
13. I suggest doing some refresher courses for Microsoft Office programs.
14. A short-term class on accounting for small business, preferably at night, or book sessions with a BSO to learn how to do accounting properly.
15. Courses for accounting and bookkeeping - workshops on how to register your business and obtain unemployment numbers etc.
16. Provide More information on training in accounting. Crucial for managing successful businesses. Offer evening workshops on how to manage finances and marketing.
17. Training for business owners in marketing management and accounting.
18. Have a computer class to teach business owners how to do accounting and invoicing electronically.
19. Maybe have a contact available for POS systems and software and link with inventory and accounting software.
20. Accounting training.
21. Professional workshops and easier access to funding. Offer customer service workshops.
22. Offer customer service workshops for businesses and their employees; similar to what are offered to the summer students.
23. Offer training in Excel or accounting software. If you offer this, advertize it more.

24. Workshops on business management. I want to have more information on building my business by offering my employees pensions and benefits.
25. Offer workshops on networking and marketing/advertising.. How to spend money on effective advertising for different business sectors.
26. Help more with individual advertising - they had cuts and promote local businesses more through Tewa's advertising.
27. Offer more busines training for computer programs and social media advertising.
28. Business co-op for small businesses to meet and discuss and help each other; sharing strategies, challenges and successes; networking to support each other. So we can lead people to other businesses when we don't have what they are looking for. Makes us stronger.
29. A specific course to build a business plan, where you end up with an actual plan in the end.
30. I would benefit from an update on how to run a business because I am an older business operating the old way. I really don't know what is available to me regarding the services that Tewa offers.
31. I would like to know what is available to older established businesses - programs, services, and funding, not just for young entrepreneurs.
32. Once a year open house for information because things change all the time and to stay updated on the processes; Increase promotion of services.
33. Tewa is doing great but I believe their interest rates should be lower to community members. Tewa is there to help businesses.
34. Tewa should help business owners that are struggling.
35. Maybe reach out to offer clients additional services. More follow up and outreach.
36. More contact with business members; service offer calls.
37. Tewa doesn't really assist with job placement. Should not have to be in Tewa's programs to benefit from services.
38. I really think Tewa needs to offer an employment program with no restrictions. One that doesn't require you to be linked to a program or be recently finished with school.
39. Help with issues of taxation and how to represent ourselves as independent people.
40. TEWA should mirror what the KLO is doing; provide assistance with bonding services and tendering services; or means of securing these types of security bonds; Tewa would act like as a broker or trustee.
41. Good programs, but offer more frequently or at a variety of times.
42. Have actual business people available to help.

END COMMENTS

**Q17 OPTIONAL COMMENTS**

If you would like to add comments or make suggestions, please do so here.

1. Daryl is a great guy and a great BSO. He is very straight forward and doesn't hold anything back.
2. Happy with all the services that I needed from Tewa. Always had my questions answered.
3. I am pleased with the services. I only found out what they offer by conversing with customers.
4. I am very satisfied with everything and my BSO is always helpful.
5. Everything has been great, and I hope it continues.
6. Everything's good.
7. Always a nice experience and the receptionist is always nice. I don't know how she manages it!
8. Tewa is doing a great job.
9. Good services. There's always more they can do but I am satisfied.
10. Tewa treats me well.
11. I am satisfied.
12. I feel like Tewa does a good job.
13. Smile. It goes a long way!
14. I am very satisfied with the services. The entrepreneur program taught me a lot of things, so I don't worry as much anymore. I had an issue with my credit when I was young, but Tewa took a chance on me and gave me an opportunity to succeed in my business.
15. Keep up the good work. Never had any problem and every time I go for my advertising funds I am pleased with the service. It's professional and handled in a timely manner.
16. I feel like Tewa has an understanding of what the community needs.
17. Tewa is pretty efficient. The website needs to be more user friendly. I honestly don't know what Tewa offers.
18. Overall, Tewa is doing a good job. But what can Tewa offer "older" businesses? RBQ, licensing, organizing pensions for community etc. Help people plan for the future.
19. Community business owners should know what is available so Tewa needs to be transparent. Do more promotion of businesses through Shop Kahnawà:ke. Closing the economic leakage gap should be priority.
20. I appreciate all the help and assistance, but I would like my BSO to make an annual visit to maintain a relationship, discuss needs, ideas or programs. I strongly encourage all BSO's to visit community businesses annually.
21. The BSO should make regular calls, visits and follow-ups with businesses. I feel my BSO is great, but I think if they're giving me money, they should be making sure it's going to good use.
22. Make sure follow up is done.
23. Contact small business owners to have an annual gathering to share experiences.

24. The Shop Kahnawake gift certificates should fit in a cash register. Maybe offer a gift card system. I'm concerned about receiving fraudulent gift certificates.
25. Support older people who would like to start a business.
26. Workshops on how to manage all aspects of business and how to access funding through Tewa and other places (Business registrations, managing employees etc.). Marketing and Professional Services Funds should be increased. It takes more to operate a business.
27. Offer summer employment for Ratiwennanihrats students like Skills Link.
28. When I did the course, Tewa was still offering one or two people an opportunity travel to the YES and it sounds empowering; have established community business owners come to talk about their experiences and challenges.
29. Offer more diverse employment training and customer service training to community members.
30. Have a more complex business course. I just finished the course and feel that it was too short. I would like to have a second more in depth course offered.
31. Still waiting for a response for funding since November. I submitted a complete proposal and haven't heard anything back from Daryl.
32. Tewa can do better; I've talked to a lot of women business owners who believe this.
33. The service provided is good, but not enough help to obtain funding.
34. Reimbursements take too long. I'm still waiting since December for a reimbursement.
35. The data from surveys should be shared directly with Tewa clients.
36. Offer a service of creating and managing social media.
37. I only use Tewa for Shop Kahnawake.
38. I only use Tewa for the Marketing Fund.

END COMMENTS



## Recommendations

### *Related to Business Services*

1. The Marketing Fund is the most utilized program that business services offers; it may be time to consider changing it up a bit, perhaps add more incentive.
2. Clients would like to see more effort from Business Services to maintain relationships and communication. Ensure regular follow-ups and 'check-ins' from BSOs to provide continuous support to business owners.
3. Many clients have been in business for 10+ years but are unaware of what is available to them. Offer more support for older businesses. Updates, refresher courses, technology support, social media etc. Computer workshops and technology support would be an asset to older businesses that are trying to operate more efficiently.
4. Promote services and programs to business owners person-to-person, many clients prefer to be made aware through direct contact with their BSO.
5. Work on developing new, inspiring ideas for your programs, to keep them fresh and interesting. Consider implementing more workshops for business owners i.e. basic computer skills, intro to bookkeeping, advertising and promotion, customer service; anything that will help improve their business skills.

### *Related to Loan Approval Process*

1. Continue to support both new and old businesses. Follow up regularly.

### *Related to General Feedback*

1. Share survey reports for Business Services directly with all businesses.

### *Changes to survey*

1. Provide respondent with 'other' option when appropriate i.e. question 7: who provided you with business services. Some respondents had to make a selection despite not having been served by one of the service providers listed.
2. Include more 'not applicable' options.

**END RECOMMENDATIONS**

## Introduction

**The purpose of this survey is to gather information from clients to assess the quality of Tewatohnhi'saktha's Business Services DURING THE LAST 6 MONTHS.**

**Your answers will remain confidential and anonymous.**

**This survey should take 5 to 10 minutes to fill out.**

CLIENT INFORMATION

\* 1. Please indicate your gender.

Male

Female

\* 2. Please indicate your age.

\* 3. In the last 6 months, when you wanted to obtain the assistance of Business Services, did you...

- Contact Tewatohnni'saktha to request the help of Business Services?
- Contact a Business Services Officer or a Project Development Officer directly?

RESPONSIVENESS

\* 4. When you contacted Tewatohnni'saktha to request the help of Business Services, how many business days did it take for you to get a response?

\* 5. How satisfied were you with the time it took for you to obtain a response to your request?

- Very Satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

6. Optional. If you would like to comment on your ratings, please do so here.

**BUSINESS SERVICES**

\* 7. In the last 6 months, who provided you with business services?

- Tammy Delaronde
- Daryl Leclair
- Ron Murray
- Kristy Kennedy

\* 8. Please indicate your level of satisfaction with the following services DURING THE LAST 6 MONTHS. If you have not received a service, please select N/A (Not Applicable).

	Very Satisfied	Satisfied	Dissatisfied	Very dissatisfied	N/A
a. Information provided on how to start/operate a business.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Information on how to obtain financing/a grant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Assistance in writing a business plan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Assistance in preparing forms/documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Assistance with accounting needs/matters.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Information on resources, outside of Tewatohnni'saktha, that could provide additional support or funding.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Information on other Tewatohnni'saktha services that could be helpful for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify the service and your level of satisfaction)

9. Optional. If you would like to comment on your ratings, please do so here.

*If more than one person provided you with services, please specify who or how you have evaluated the previous services.*

\* 10. Please indicate the degree to which you agree or disagree with the following statements AS THEY RELATE TO THE LAST 6 MONTHS.

	Strongly Agree	Agree	Disagree	Strongly Disagree
a. The time spent with my Business Services Officer (BSO) or Project Development Officer (PDO) was adequate and valuable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My BSO/PDO treated me with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My BSO/PDO understood me and my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. My BSO/PDO was helpful in guiding me and coaching me through the process/procedures required for my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My BSO/PDO adequately responded to my questions/concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. My BSO/PDO followed-up with me in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. The business services I received helped me progress towards the attainment of my business goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Optional. If you would like to comment on your ratings, please do so here.

*If more than one person provided you with services, please specify who or how you have evaluated the previous services.*

\* 12. In the last 6 months, did you obtain a loan?

Yes

No

LOAN APPROVAL PROCESS

\* 13. Please indicate the degree to which you agree or disagree with the following statements AS THEY RELATE TO THE LAST 6 MONTHS.

	Strongly Agree	Agree	Disagree	Strongly Disagree
The Loan Officer treated me with courtesy and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My loan application was processed in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information I received on terms/payments was clear and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. Optional. If you would like to comment on your ratings, please do so here.



Tewatohnni'saktha's Business Services  
Client Satisfaction Survey 2020

HOW DID YOU HEAR ABOUT US?

\* 15. How did you hear about Tewatohnni'saktha's Business Services? Please check ALL that apply.

- K103
- Eastern Door
- Iori:wase
- Tewatohnni'saktha website
- Tewatohnni'saktha Facebook page
- Tewatohnni'saktha Instagram Page
- Community television channel (300/399)
- Canada post
- Busy Bee Media
- A friend, family member or someone else
- By coming to Tewatohnni'saktha for another service
- Tewatohnni'saktha Newsletter
- Other (please specify)

OVERALL COMMENTS AND SUGGESTIONS

16. Optional. What other service(s) do you think Tewatohnni'saktha's Business Services could/should offer?

17. LAST QUESTION - Optional. If you would like to add comments or make suggestions, please do so here.