



Tewatohnhi'saktha

General Survey Report

SUBMITTED BY
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Executive Summary

This report provides an overview of the 2021 Tewatohnhi'saktha General Survey (Appendix A), which was administered by PlanIT Consulting and Communication during the period of February 10, 2021 through March 4th, 2021. This mixed method survey comprised of 42 questions aims to collect community feedback on 4 main areas: Tewatohnhi'saktha's Mandate and Role, Business Services, Workforce Development, and Communications. The purpose of the survey is to gather information from individuals who reside in Kahnawà:ke, about their perceptions of Tewatohnhi'saktha as an organization, and to gauge what their confidence level is. Tewatohnhi'saktha would like to continue to improve the services and programs they offer.

The objectives of the survey are to:

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

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

COMBINED DATA . . .

1. **Mandate & Role:** The Average rating totals for questions 2-6, concerning the public's AWARENESS of Tewatohnhi'saktha's Mandate & Role, are:

Answer Choices	<u>2018</u>	<u>2019</u>	<u>2020</u>	<u>2021</u>
Strongly Agree	15%	14%	19%	18%
Agree	64%	52%	56%	60%
SA/A COMBINED	79%	66%	75%	78%
Strongly Disagree	10%	14%	3%	1%
Disagree	2%	5%	10%	8%
SD/D COMBINED	12%	19%	13%	9%
N/A - Don't Know	9%	15%	12%	13%

2. **Business Services:** The Average rating totals for questions 7-17, concerning the public's AWARENESS of Tewatohnhi'saktha Business Services are:

	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	81%	83%	79%
No	19%	17%	21%

3. **Workforce Development** The Average rating totals for questions 19-31, concerning the public's AWARENESS of Workforce Development Services are:

	<u>2019</u>	<u>2020</u>	<u>2021</u>
Yes	73%	78%	73%
No	27%	22%	27%

SURVEY RESPONDENTS CONFIRM THAT TEWATOHNHI'SAKTHA DOES MANY THINGS WELL . . .

With regard to **Mandate and Role**, it merits mention that Tewatohnhi'saktha achieved a 6% increase in the confidence level, that they are transparent with community members:

2021: 67%

2020: 61%

The three questions with the “highest” ratings for awareness in Business Services section are:

92% - Question 7: We provide information on how to start/operate a business.

92% - Question 10: Businesses can apply to hire a student through the Summer Students Program.

84% - Question 16: Businesses can register for the Shop Kahnawà:ke program.

Compare to 2020 Business Services results:

96% - Question 7: We provide information on how to start/operate a business.

96% - Question 10: Businesses can apply to hire a student through the Summer Students Program.

92% - Question 14: We provide entrepreneurship training for people who are considering starting a business or for people who have started a business.

The three questions with the “highest” ratings for awareness in Workforce Development are:

91% - Question 31: We offer a summer student program for high school, college or university students returning to school in the fall.

85% - Question 22: We help people explore career choices and employment opportunities that are suitable for them.

81% - Question 20: We help in identifying appropriate educational/training opportunities.

Compare to 2020 Workforce Development results:

95% - Question 31: We offer a summer student program for high school, college or university students returning to school in the fall.

89% - Question 22: We help people explore career choices and employment opportunities that are suitable for them.

86% - Question 20: We help in identifying appropriate educational/training opportunities.

FINDINGS THAT MERIT FURTHER ACTION . . .

The three questions with the “lowest” ratings for awareness in Business Services are:

41% - Question 15: We have meeting room rentals for public use.

34% - Question 9: We provide assistance with accounting needs/matters.

29% - Question 13: We share local job opportunities on the Tewatohnhi'saktha Facebook page.

Compare to 2020 Business Services results:

- 36% - Question 9: We provide assistance with accounting needs/matters.
- 34% - Question 15: We have meeting room rentals for public use.
- 24% - Question 13: We share local job opportunities on the Tewatohnhi'saktha Facebook page.

The three questions with the “lowest” ratings for awareness in Workforce Development are:

- 55% - Question 28: People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca
- 38% - Question 23: We identify and organize career exploration activities (ex. student for a day, interview a professional, job shadowing).
- 35% - Question 24: We provide relevant labour market information for job searchers.

Compare to 2020 Workforce Development results:

- 53% - Question 28: People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca
- 30% - Question 24: We provide relevant labour market information for job searchers.
- 25% - Question 21: We help clients find the right financial support to go back to school.

This concludes the Executive Summary.

Methodology

The survey format and questions were previously developed by Tewatohnhi'saktha, and is identical to the year 2020. Access to the online General Survey generated on Survey Monkey was given to PlanIT Consulting and Communications by Tewatohni'saktha. Three hundred and sixty (360) responses were collected by telephone and input into the Survey Monkey Program by PlanIT via a reusable weblink . Respondents were selected from a sampling frame of **3,503** community member names, compiled, maintained and updated by PlanIT.

Names were electronically randomized to produce a sample list of **720** community members. No distinction was made to include or exclude any specific community member. Confidentiality was observed at all times. PlanIT Consulting and Communications employed four (4) surveyors who contacted 100% of respondents by telephone, email, or social media.

Telephone calls were made mainly during weekday business hours, and to a lesser degree evenings until 8:00 p.m. and weekends. Facebook and email was sometimes used to initiate contact, and obtain telephone numbers. Participants who specifically requested to take the survey online, for convenience, were sent a trackable link generated from Survey Monkey.

The data collected from completed surveys was processed using the Survey Monkey analytics features and results are displayed in bar graph format, along with the total response count for each question. Data collected from previous survey years is displayed for comparison, when available.

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 software that tabulated the data.

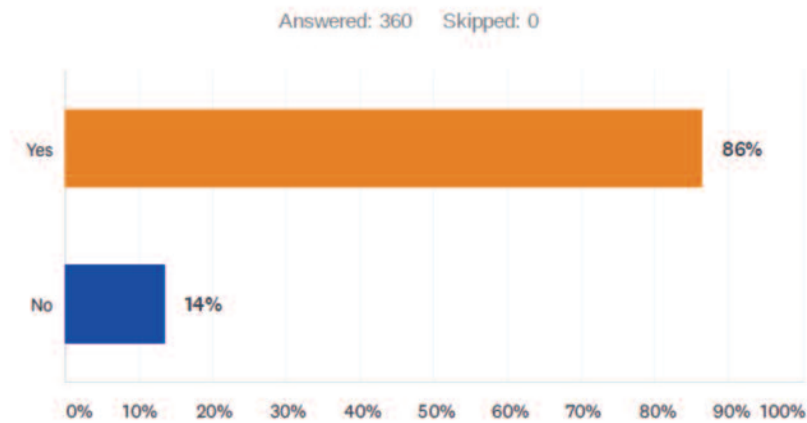
Survey Results

The survey results include 42 questions employing the following scales:

- 25 Dichotomous (yes/no)
- 9 Multiple choice
- 7 Likert Scale
- 1 Open-ended comment

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 Are you aware of Tewatohnhi'saktha's current mandate, which is "to support small business development and facilitate workforce development?"



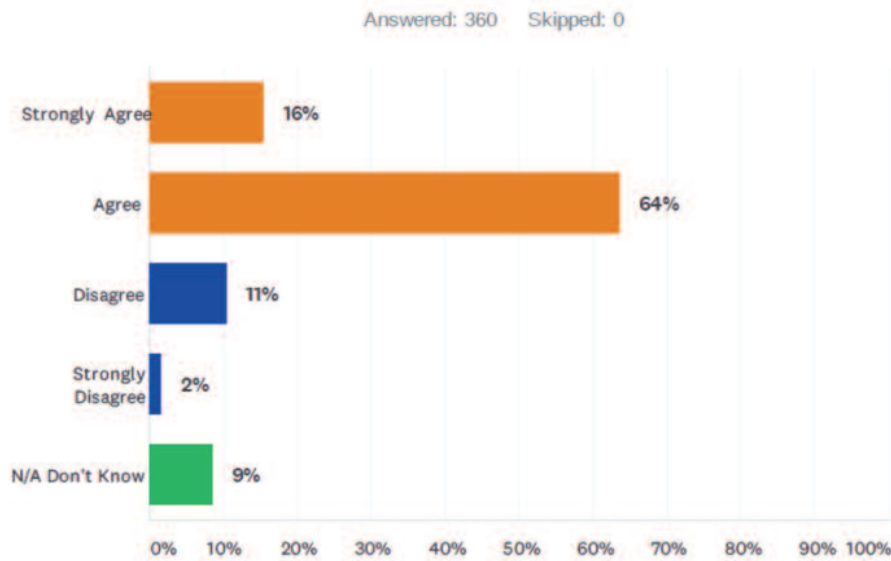
ANSWER CHOICES	RESPONSES	
Yes	86%	311
No	14%	49
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Are you aware of Tewatohnhi'saktha's current mandate, which is to support small business development and facilitate workforce development?	YES	84%	85%	86%	86%
	NO	16%	15%	14%	14%

Responses are consistent.

Q2 Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke.



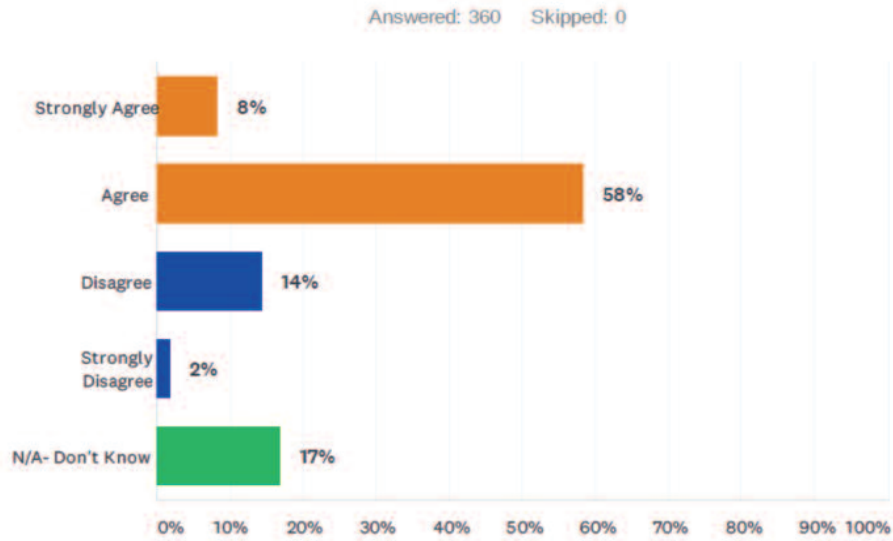
ANSWER CHOICES	RESPONSES	
Strongly Agree	16%	56
Agree	64%	229
Disagree	11%	38
Strongly Disagree	2%	6
N/A Don't Know	9%	31
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke.	SA/Agree:	80%	65%	81%	79%
	Neither A/D:	5%	9%	8%	9%
	SD/Disagree	15%	26%	11%	12%

The confidence level that 'Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke' has **decreased by 2%** since last year.

Q3 Tewatohnhi'saktha is transparent with community members.



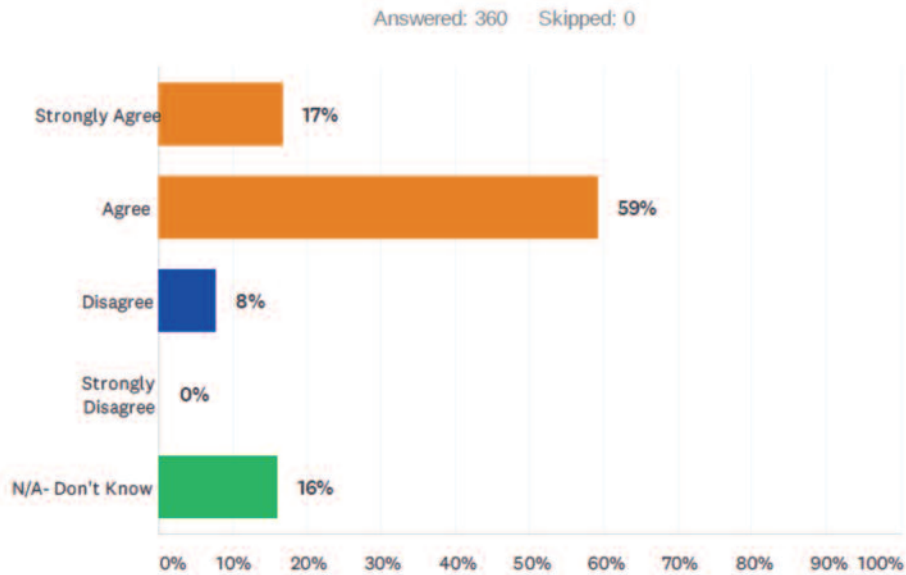
ANSWER CHOICES	RESPONSES	
Strongly Agree	8%	30
Agree	58%	210
Disagree	14%	52
Strongly Disagree	2%	7
N/A- Don't Know	17%	61
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha is transparent with community members.	SA/Agree:	63%	53%	61%	67%
	Neither A/D:	20%	22%	21%	17%
	SD/Disagree	17%	24%	17%	16%

The confidence level that *'Tewatohnhi'saktha is transparent with community members'* has **increased by 6%** since last year.

Q4 Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.



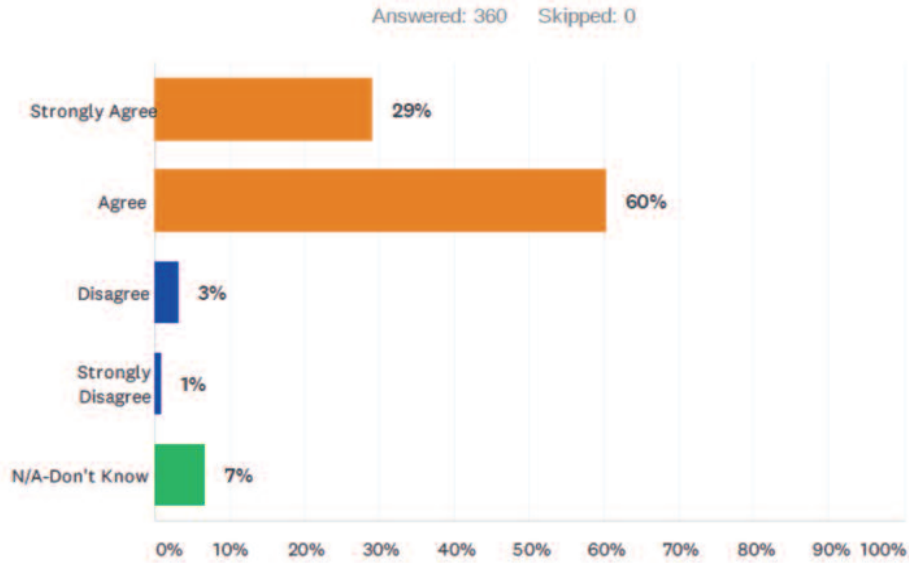
ANSWER CHOICES	RESPONSES	
Strongly Agree	17%	60
Agree	59%	213
Disagree	8%	28
Strongly Disagree	0%	1
N/A- Don't Know	16%	58
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.	SA/Agree:	79%	64%	72%	76%
	Neither A/D:	8%	18%	14%	16%
	SD/Disagree	13%	18%	14%	8%

The confidence level that 'Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke' has **increased by 4%** since last year.

Q5 Tewatohnhi'saktha plays a positive role in the community.



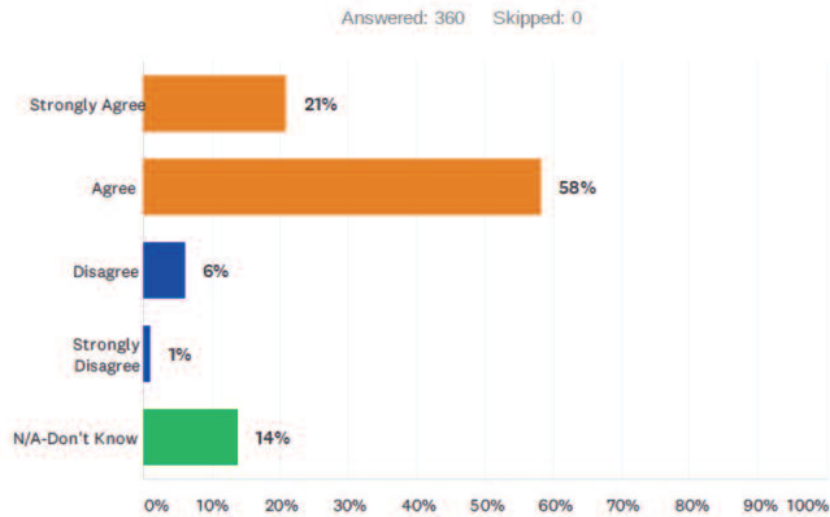
ANSWER CHOICES	RESPONSES	
Strongly Agree	29%	105
Agree	60%	217
Disagree	3%	11
Strongly Disagree	1%	3
N/A-Don't Know	7%	24
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha plays a positive role in the community.	SA/Agree:	92%	80%	87%	89%
	Neither A/D:	3%	6%	4%	7%
	SD/Disagree	5%	15%	10%	4%

The confidence level that ‘Tewatohnhi'saktha plays a positive role in the community’ has **increased by 2%** since last year.

Q6 Tewatohnhi'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.



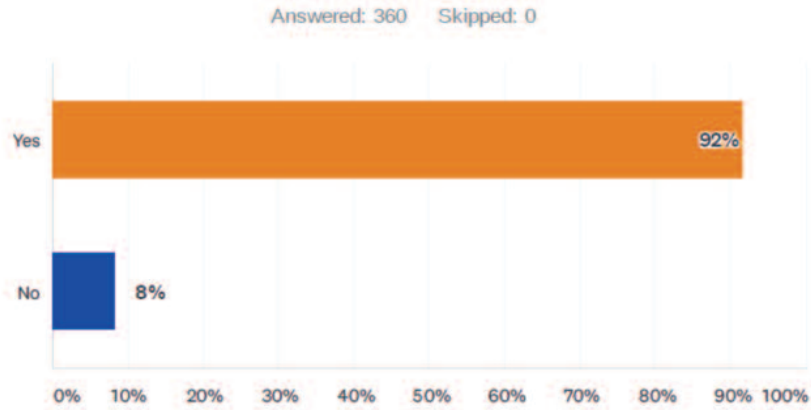
ANSWER CHOICES	RESPONSES	
Strongly Agree	21%	75
Agree	58%	209
Disagree	6%	22
Strongly Disagree	1%	4
N/A-Don't Know	14%	50
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.	SA/Agree:	80%	66%	73%	79%
	Neither A/D:	9%	19%	15%	14%
	SD/Disagree	11%	15%	13%	7%

The confidence level that ‘Tewatohnhi’saktha can be trusted to work in the best economic interest of the Kahnawake people’ has **increased by 6%** since last year.

Q7 We provide information on how to start/operate a business.



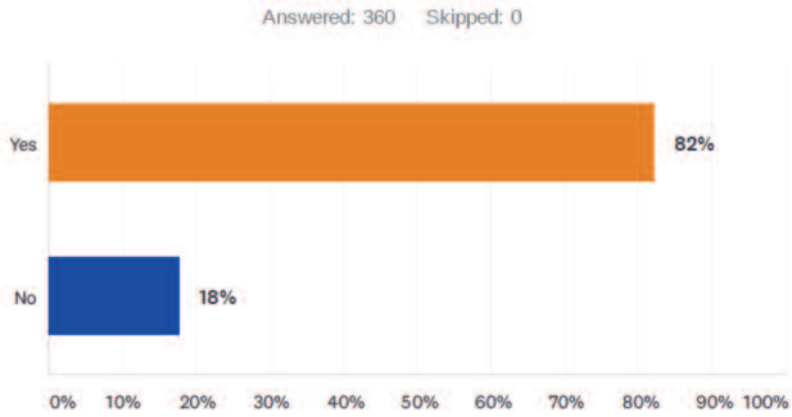
ANSWER CHOICES	RESPONSES	
Yes	92%	330
No	8%	30
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha provides information on how to start/operate a business.	YES	93%	93%	96%	92%
	NO	7%	7%	4%	8%

There is a **4% decrease** in awareness that community members know Tewatohnhi'saktha 'provides information on how to start/operate a business.'

Q8 We provide information on, and assistance with, grant or loan applications.



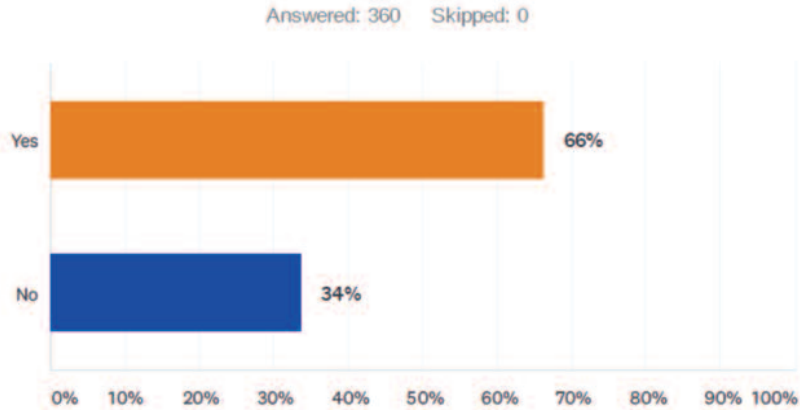
ANSWER CHOICES	RESPONSES	
Yes	82%	296
No	18%	64
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha provides information on, and assistance with grant or loan applications.	YES	80%	81%	85%	82%
	NO	20%	19%	15%	18%

There is a **3% decrease** in awareness that community members know Tewatohnhi'saktha *'provides information on, and assistance with, grant or loan applications.'*

Q9 We provide assistance with accounting needs/matters.



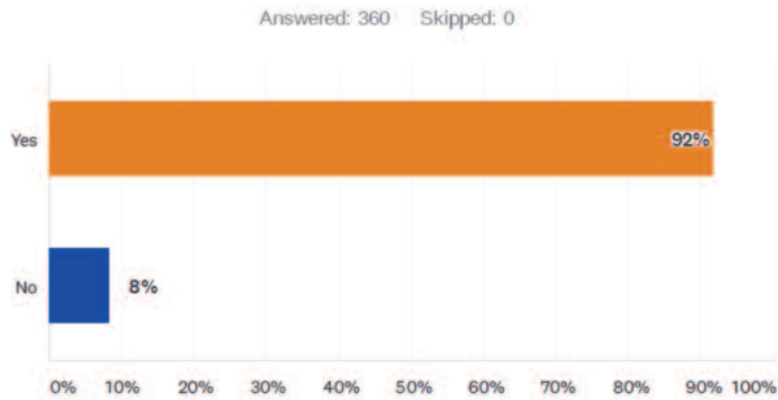
ANSWER CHOICES	RESPONSES	
Yes	66%	239
No	34%	121
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha provides assistance with accounting needs/matters.	YES	61%	66%	64%	66%
	NO	39%	34%	36%	34%

There is a **2% increase** in awareness that community members know Tewatohnhi'saktha 'provides assistance with accounting needs/matters.'

Q10 Businesses can apply to hire a student through the Summer Students Program.



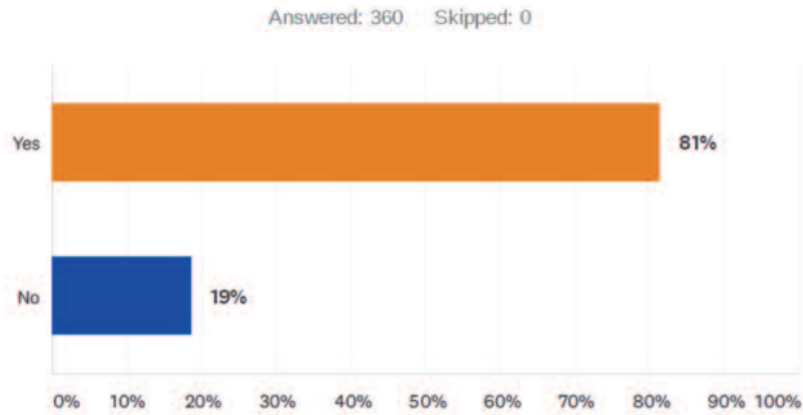
ANSWER CHOICES	RESPONSES	
Yes	92%	330
No	8%	30

DATA ANALYSIS

Question		2018	2019	2020	2021
Businesses can apply to hire a student through the Summer Students Program.	YES	96%	93%	96%	92%
	NO	4%	7%	4%	8%

There is a **4% decrease** in awareness that community members know *'Businesses can apply to hire a student through the Summer Students Program.'*

Q11 We help local businesses find employees.



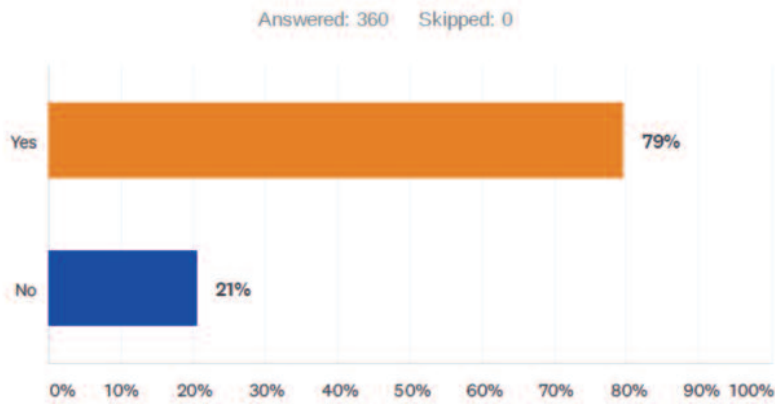
ANSWER CHOICES	RESPONSES	
Yes	81%	293
No	19%	67
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha helps local businesses find employees.	YES	84%	84%	85%	81%
	NO	16%	16%	15%	19%

There is a **4% decrease** in awareness that community members know Tewatohnhi'saktha ' *helps local businesses find employees.*'

Q12 We can post job offers for local businesses on the job opportunity page of our website.



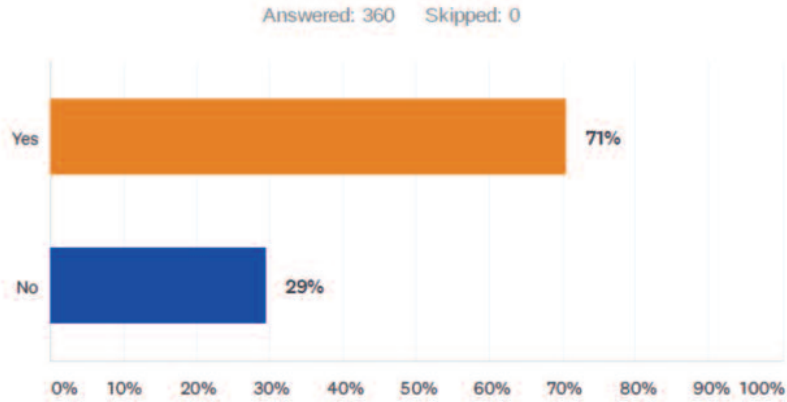
ANSWER CHOICES	RESPONSES	
Yes	79%	286
No	21%	74
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnni'saktha can post job offers for local businesses on the job opportunity page of their website.	YES	86%	82%	86%	79%
	NO	14%	18%	14%	21%

There is a **7% decrease** in awareness that community members know Tewatohnni'saktha 'can post job offers for local businesses on the job opportunity page of their website.'

Q13 We share local job opportunities on the Tewatohnhi'saktha Facebook page.



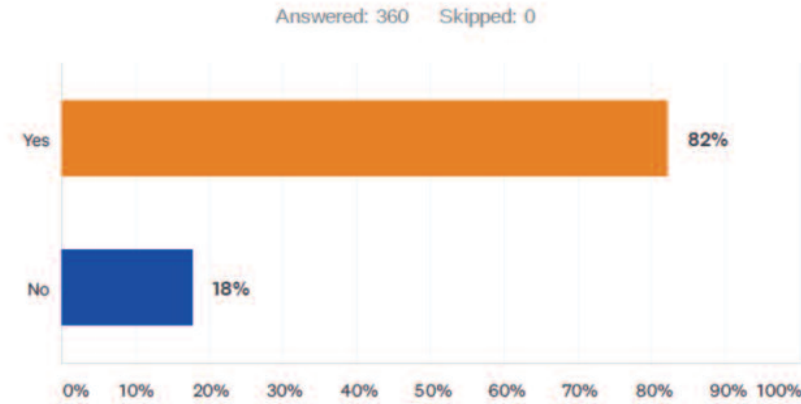
ANSWER CHOICES	RESPONSES	
Yes	71%	254
No	29%	106
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha shares local job opportunities on the Tewatohnhi'saktha Facebook page.	YES	75%	73%	76%	71%
	NO	25%	28%	24%	29%

There is a **5% decrease** in awareness that community members know Tewatohnhi'saktha 'shares local job opportunities on their Facebook page.'

Q14 We provide entrepreneurship training for people who are considering starting a business or for people who have started a business.



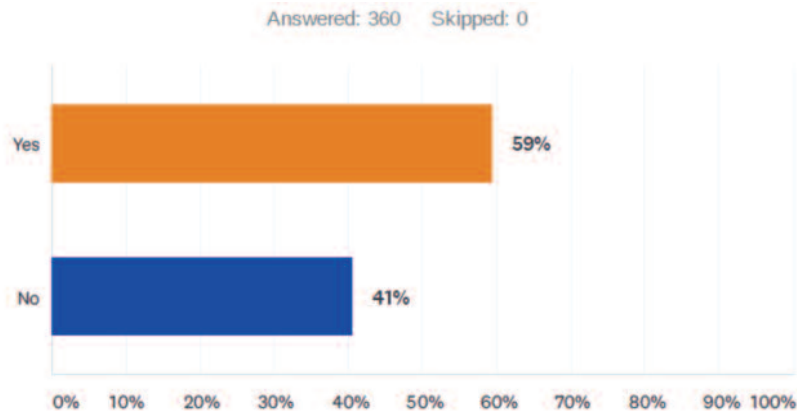
ANSWER CHOICES	RESPONSES	
Yes	82%	296
No	18%	64
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha provides entrepreneurship training for people who are considering starting a business or for people who have started a business.	YES	84%	88%	92%	82%
	NO	16%	13%	8%	18%

There is a **10% decrease** in awareness that Tewatohnhi'saktha 'provides entrepreneurship training for people who are considering starting a business or for people who have started a business.'

Q15 We have meeting room rentals for public use.



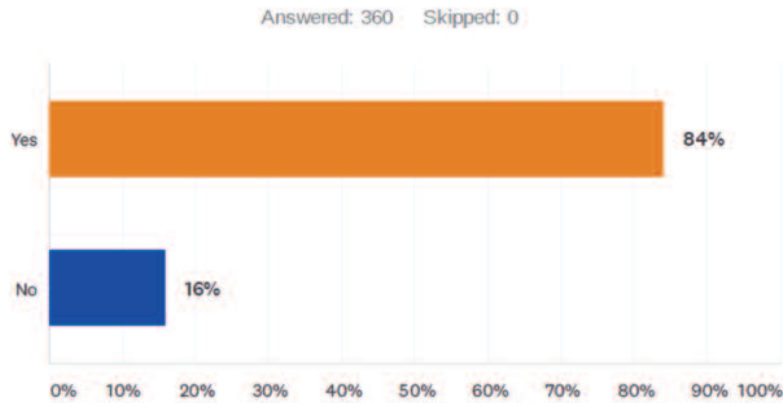
ANSWER CHOICES	RESPONSES	
Yes	59%	214
No	41%	146
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha has meeting room rentals for public use.	YES	66%	61%	66%	59%
	NO	34%	39%	34%	41%

There is a **7% decrease** in awareness that Tewatohnhi'saktha 'has meeting room rentals for public use.'

Q16 Businesses can register for the Shop Kahnawà:ke program.



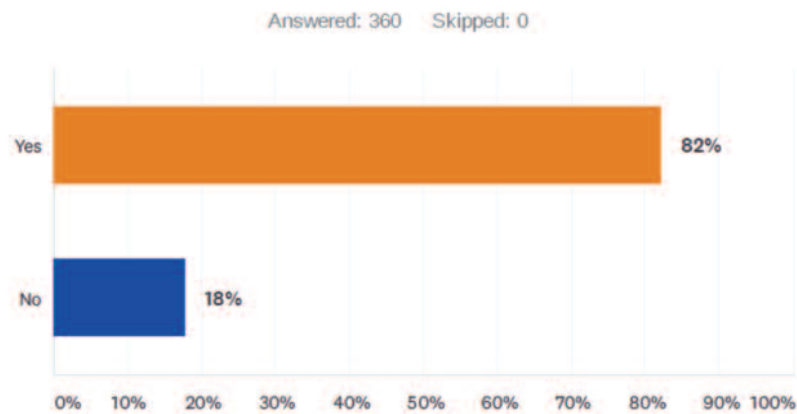
ANSWER CHOICES	RESPONSES	
Yes	84%	303
No	16%	57
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Businesses can register for the Shop Kahnawà:ke program.	YES	83%	85%	88%	84%
	NO	17%	15%	13%	16%

There is a **4% decrease** in awareness that businesses 'can register for the Shop Kahnawà:ke program'.

Q17 We sell Shop Kahnawà:ke certificates..



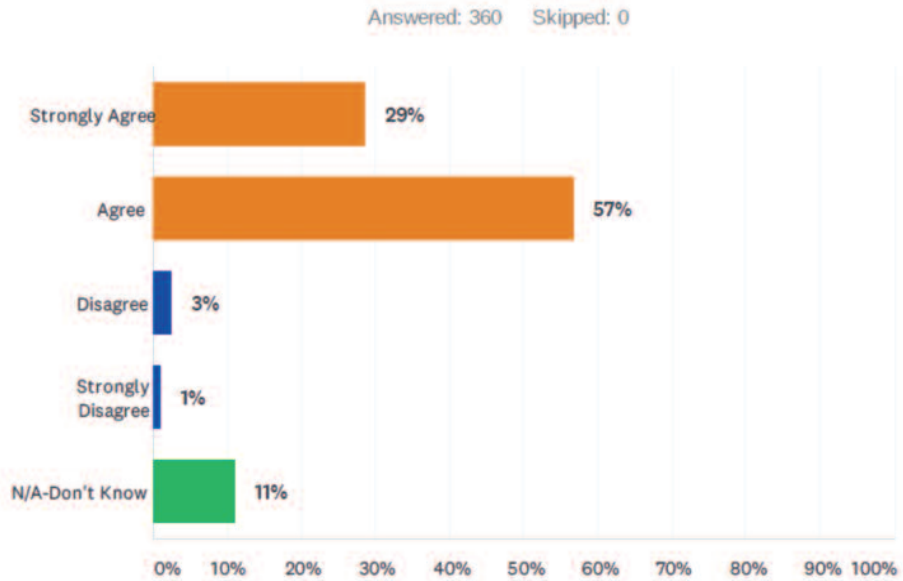
ANSWER CHOICES	RESPONSES	
Yes	82%	296
No	18%	64
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha sells Shop Kahnawà:ke certificates.	YES	81%	88%	85%	82%
	NO	19%	13%	15%	18%

There is a **3% decrease** in awareness that Tewatohnhi'saktha 'sells Shop Kahnawà:ke certificates.'

Q18 To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?



ANSWER CHOICES	RESPONSES	
Strongly Agree	29%	103
Agree	57%	204
Disagree	3%	9
Strongly Disagree	1%	4
N/A-Don't Know	11%	40
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?	SA/Agree:	91%	88%	86%	86%
	Don't know:	7%	9%	9%	11%
	SD/Disagree	3%	4%	4%	4%

Responses are consistent.

Q18 OPTIONAL COMMENTS

If you would like to add comments about Tewatohnhi'saktha's Business Services, please do so here.

1. Efficient.
2. I believe they offer efficient and valuable services.
3. I said yes for some, but no for many others. TEWA needs to promote the services more.
4. Great job and it's great that services are constantly expanding.
5. I would like to see a nice online campaign with videos and social media posts. A push to inform/remind the public of available services.
6. I will be requesting assistance in future and I have confidence in their services.
7. Room rental should not be charged to youth trying to start a business, it should be provided. I was between disagree and don't know for the last question.
8. I only have experience with advertising and grants.
9. For Shop Kahnawà:ke gift cards, perhaps you can make an agreement for the bank (CPK) to accept it as a deposit for businesses, I think this will help with more people using it.
10. I partially agree that they carry out the programs well. feel that they could do more in assisting people reach their goals. Training is not too successful and aftercare isn't done to nurture budding entrepreneurs.
11. I mostly see Tewatohnhi'saktha ads or info on social media, and I usually just look at the job ops, and some training courses if I know someone is looking for a job. If Tewatohnhi'saktha mails out flyers or brochures, most people just recycle them. I mentioned above I'm not some one who's looking for a job or training, so I only if I know someone looking for a job, then I will follow.
12. Their services don't help micro/small businesses - there are too many hoops to go through. Advertising dollars aren't enough help. Where are our aboriginal dollars? The grants aren't easily accessed.
13. I had no idea you deal with business related stuff, I always thought it was just for schooling.
14. I don't hear anything about these services.
15. They should sell shop Kahnawà:ke gift certificates in more places throughout the community.
16. Could promote Shop Kahnawà:ke program more and promote services better, since I was un aware of many things.
17. I know many people who went through TEWA with success.
18. Pandemic questions weren't in this survey.

Q18 Comments Continued

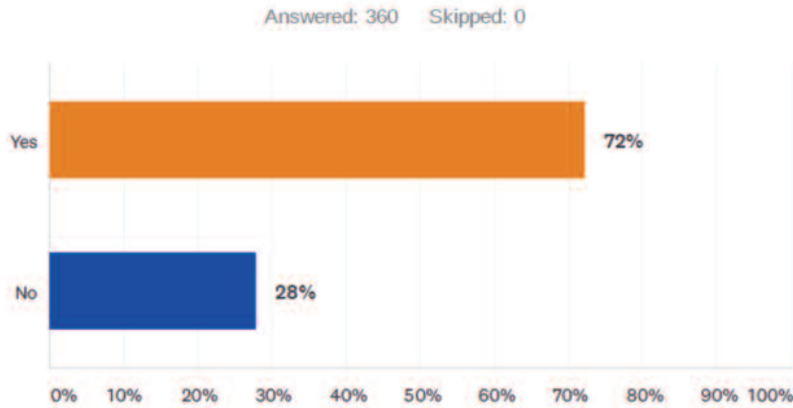
19. Improve communication.
20. Cash only for Shop Kahnawà:ke gift certificates is not cool and TEWA should make them more accessible to community members (sell them in stores).
21. Tewatohnni'saktha has a great impact on our community, assisting in business services and helping out to whoever is in need. Niawenhkó:wen TEWA!
22. I really only know stuff about the summer student program.
23. I took advantage of program opportunities for over 20 years and it was extremely helpful for starting my business.
24. I would say to reach out to the high schools to promote trade schools. College is great but there are tons of kids/people that enjoy working with their hands. Most that enjoy it only find out later in life because they've never had that opportunity given to them. Put on job fairs/exhibitions to show what they'd be doing in different career paths or opportunities for further growth. TEWA has great programs that helped me after high school. They were very helpful and made sure I was able to focus on school.
25. More transparency and job opportunities on every media outlet possible.
26. The small business course was very helpful and informative with Bob McNamara, his demeanor was excellent.
27. I never knew where to get Shop Kahnawà:ke certificates. They should have more than one place to buy them.
28. I knew about Shop Kahnawà:ke but never knew where to buy them.
29. Questions 2-6 need a "somewhat agree" because I only agree partly.
30. These services all sound great.
31. Promote meeting room rentals more. I wasn't aware.
32. I knew about Shop Kahnawà:ke but never knew where to buy them.
33. Questions 2-6 need a "somewhat agree" because I only agree partly.
34. More promotion on social media.
35. There are a lot of services that are offered, however I've spoken to multiple business owners who have experienced a lot of difficulty. "Run-arounds" and unreturned messages/phone calls while trying to access some of the services for their businesses are common. One individual has altogether given up on trying to access the services. I would say there is an issue with accessibility and consistency.
36. I participated in 2015 skills development 8-week program. I felt the person who was managing the program was biased in her work methods. I went back 3 years ago, and Alana Kane has restored my faith in TEWA.

Q18 Comments Continued

37. Tewatohnhi'saktha Business services has been instrumental in assisting the successful startup of numerous businesses in the community and as well has provided an excellent and comprehensive aftercare system including administrative and financial support. There are many businesses in Kahnawà:ke who wouldn't hesitate to commend Tewatohnhi'saktha Business Services for providing them with expertise and a continuous and sustained process of support and development to assist in their success.
38. Good intentions but lacking results.
39. A lot of my family benefit from these programs.
40. There needs to be more advertising for the whole community not just business owners. No information reaches the public. It would be interesting to know more about TEWA's funding and support for schooling, etc.
41. Not fully aware but what I understand by speaking with other people. Not effective in carrying out mandate.
42. I don't know much about Tewatohnhi'saktha. (6 similar)

END COMMENTS

Q19 We help people prepare an action plan for pursuing and completing their education.



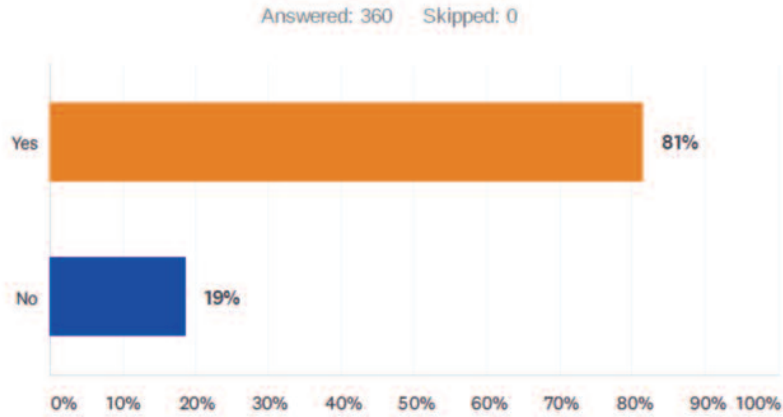
ANSWER CHOICES	RESPONSES	
Yes	72%	260
No	28%	100
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha helps people prepare an action plan for pursuing and completing their education.	YES	83%	79%	79%	72%
	NO	17%	21%	20%	28%

There is a **7% decrease** in awareness that Tewatohnhi'saktha 'helps people prepare an action plan for pursuing and completing their education.'

Q20 We help in identifying appropriate educational/training opportunities.



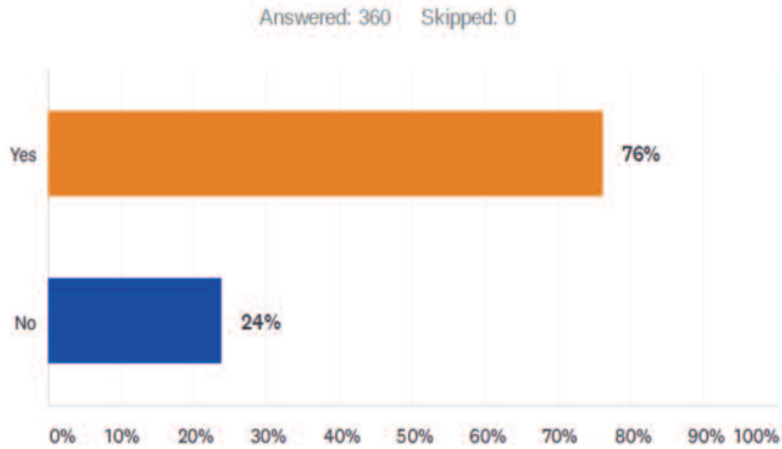
ANSWER CHOICES	RESPONSES	
Yes	81%	293
No	19%	67
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha helps in identifying appropriate educational/training opportunities.	YES	88%	86%	86%	81%
	NO	12%	14%	14%	19%

There is a **5% decrease** in awareness that Tewatohnhi'saktha 'helps in identifying appropriate educational/training opportunities.'

Q21 We help clients find the right financial support to go back to school.



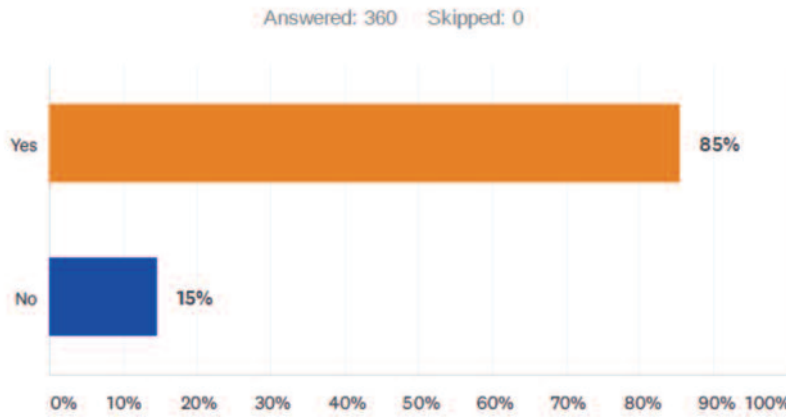
ANSWER CHOICES	RESPONSES	
Yes	76%	274
No	24%	86
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha helps clients find the right financial support to go back to school.	YES	80%	75%	75%	76%
	NO	20%	25%	25%	24%

There is a **1% increase** in awareness that Tewatohnhi'saktha *'helps clients find the right financial support to go back to school.'*

Q22 We help people explore career choices and employment opportunities that are suitable for them.



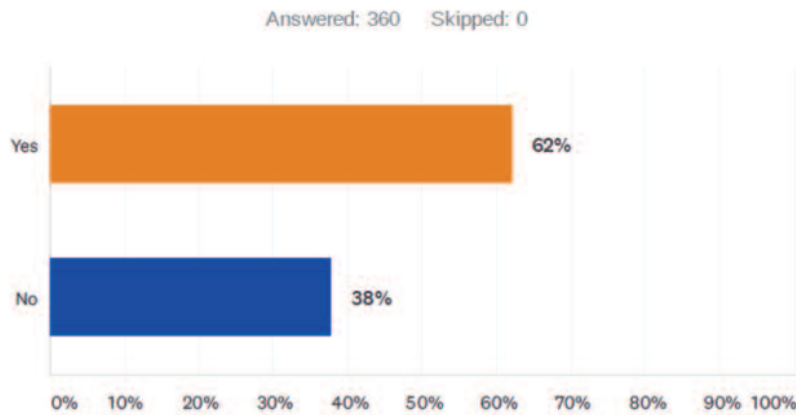
ANSWER CHOICES	RESPONSES	
Yes	85%	307
No	15%	53
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohni'saktha helps people explore career choices and employment opportunities that are suitable for them.	YES	92%	84%	89%	85%
	NO	8%	16%	11%	15%

There is a **4% decrease** in awareness that Tewatohni'saktha *'helps people explore career choices and employment opportunities that are suitable for them.'*

Q23 We identify and organize career exploration activities (ex. student for a day interview a professional, job shadowing).



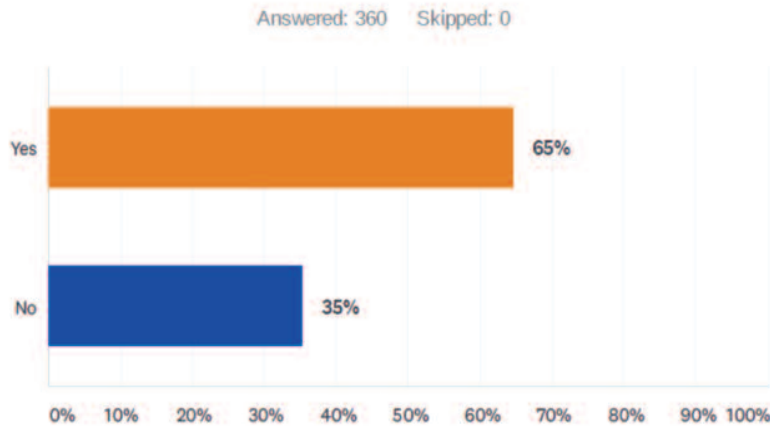
ANSWER CHOICES	RESPONSES	
Yes	62%	224
No	38%	136
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha identifies and organizes career exploration activities.	YES	77%	72%	79%	62%
	NO	23%	28%	21%	38%

There is a **17% decrease** in awareness that Tewatohnhi'saktha 'identifies and organizes career exploration activities.'

Q24 We provide relevant labour market information for job searchers.



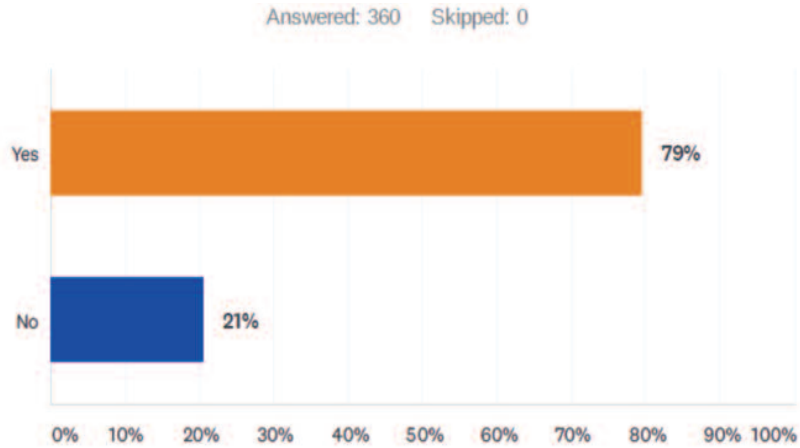
ANSWER CHOICES	RESPONSES	
Yes	65%	233
No	35%	127
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha provides relevant labour market information for job searchers.	YES	74%	67%	70%	65%
	NO	26%	33%	30%	35%

There is a **5% decrease** in awareness that Tewatohnhi'saktha 'provides relevant labour market information for job searchers'.

Q25 We help with job searching.



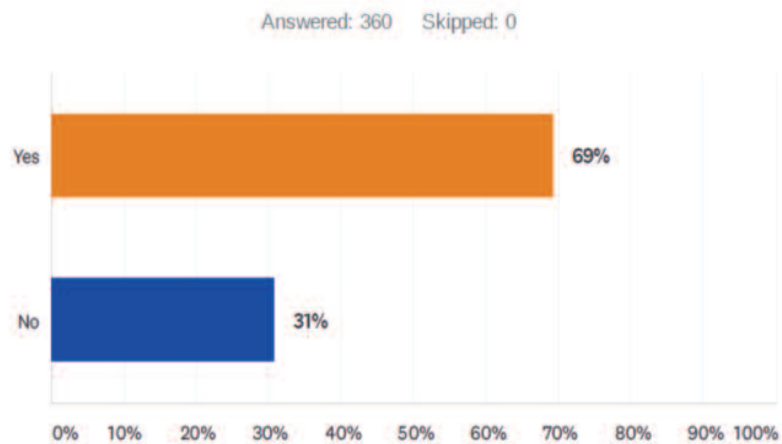
ANSWER CHOICES	RESPONSES	
Yes	79%	286
No	21%	74
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha helps with job searching.	YES	84%	78%	83%	79%
	NO	16%	22%	18%	21%

There is a **4% decrease** in awareness that Tewatohnhi'saktha *'helps with job searching.'*

Q26 We help people prepare for an interview.



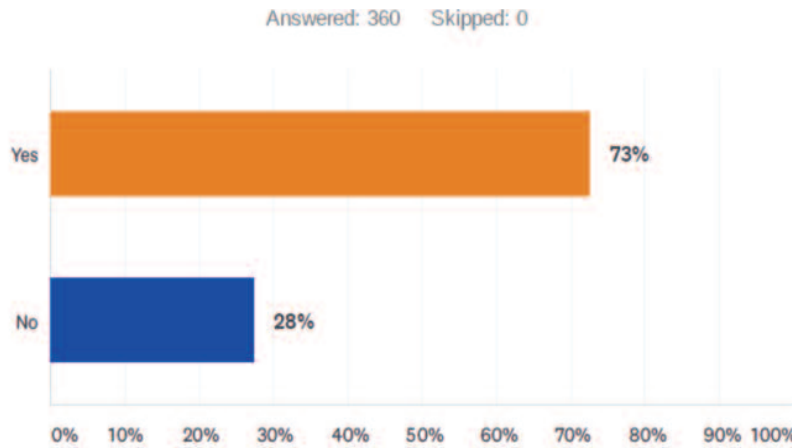
ANSWER CHOICES	RESPONSES	
Yes	69%	249
No	31%	111
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Tewatohnhi'saktha helps people prepare for an interview.	YES	70%	73%	77%	69%
	NO	30%	28%	23%	31%

There is a **8% decrease** in awareness that Tewatohnhi'saktha '*helps people prepare for an interview*'.

Q27 We help with resume and cover letter writing.



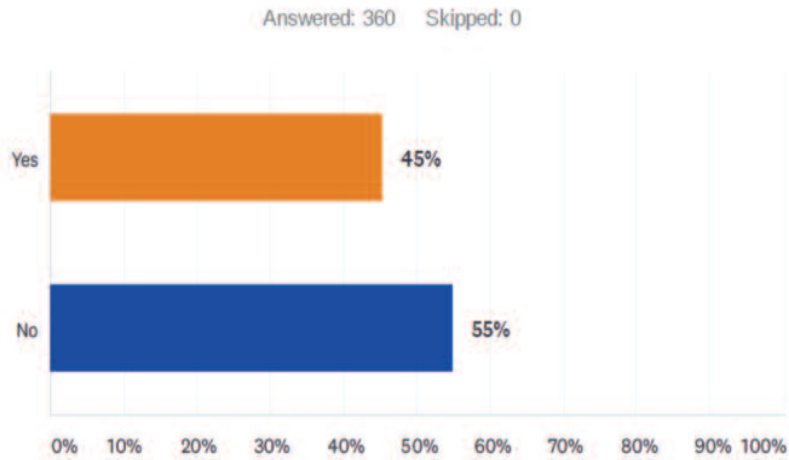
ANSWER CHOICES	RESPONSES	
Yes	73%	261
No	28%	99
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha helps with resume and cover letter writing.	YES	77%	73%	79%	73%
	NO	23%	27%	21%	28%

There is a **3% decrease** in awareness that Tewatohnhi'saktha *'helps with resume and cover letter writing.'*

Q28 People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca.



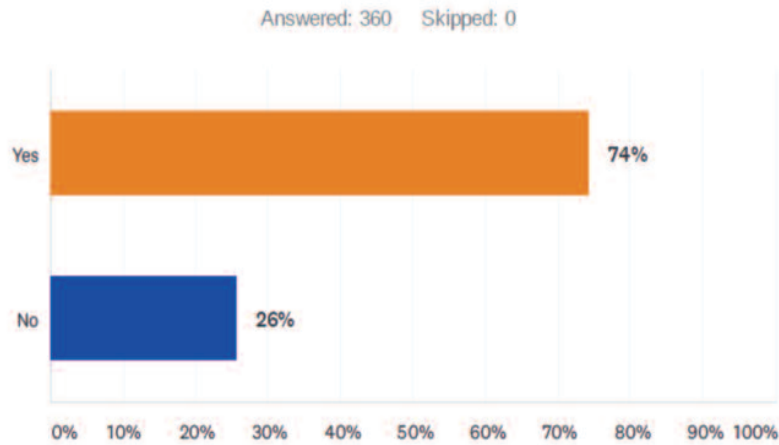
ANSWER CHOICES	RESPONSES	
Yes	45%	163
No	55%	197
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
People who are looking for a job can post their resume and contact info into Tewa's electronic job seekers form on tewa.ca	YES	59%	52%	47%	45%
	NO	41%	48%	53%	55%

There is a **2% decrease** in awareness that *'people looking for a job can post their resume and contact info into Tewa's electronic job seekers form on tewa.ca'*

Q29 We match businesses with people looking for work or guide people to potential job opportunities.



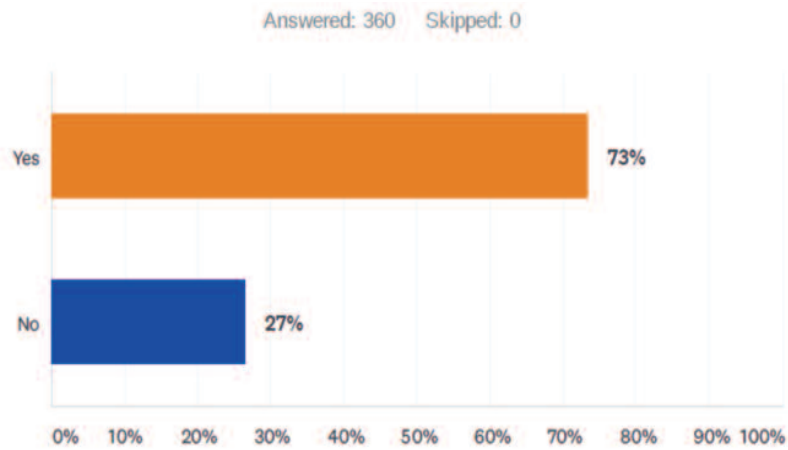
ANSWER CHOICES	RESPONSES	
Yes	74%	267
No	26%	93
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohni'saktha matches businesses with people looking for work or guide people to potential job opportunities.	YES	78%	68%	78%	74%
	NO	22%	32%	22%	26%

There is a **4% decrease** in awareness that Tewatohni'saktha 'matches businesses with people looking for work or guide people to potential job opportunities.'

Q30 We place those who have finished various training programs on internships or stages, with businesses or organizations.



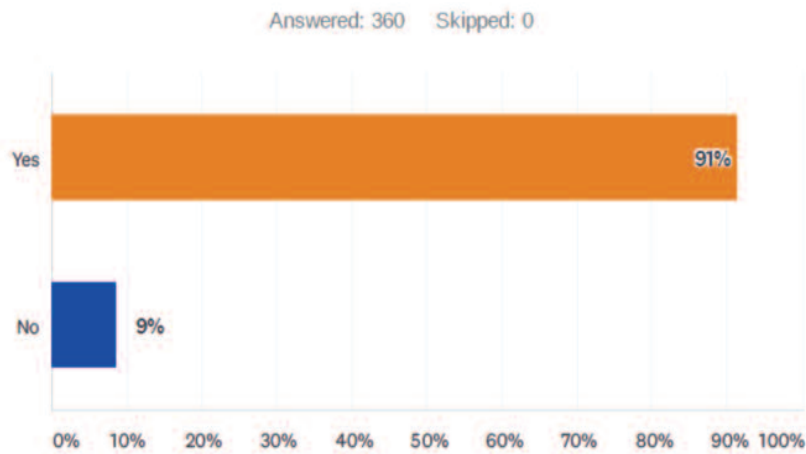
ANSWER CHOICES	RESPONSES	
Yes	73%	264
No	27%	96
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha places those who have finished various training programs on internships or stages, with businesses or organizations.	YES	81%	78%	83%	73%
	NO	19%	23%	18%	27%

There is a **10% decrease** in awareness that Tewatohnhi'saktha 'places those who have finished various training programs on internships or stages, with businesses or organizations.'

Q31 We offer a summer student program for high school, college or university students returning to school in the fall.



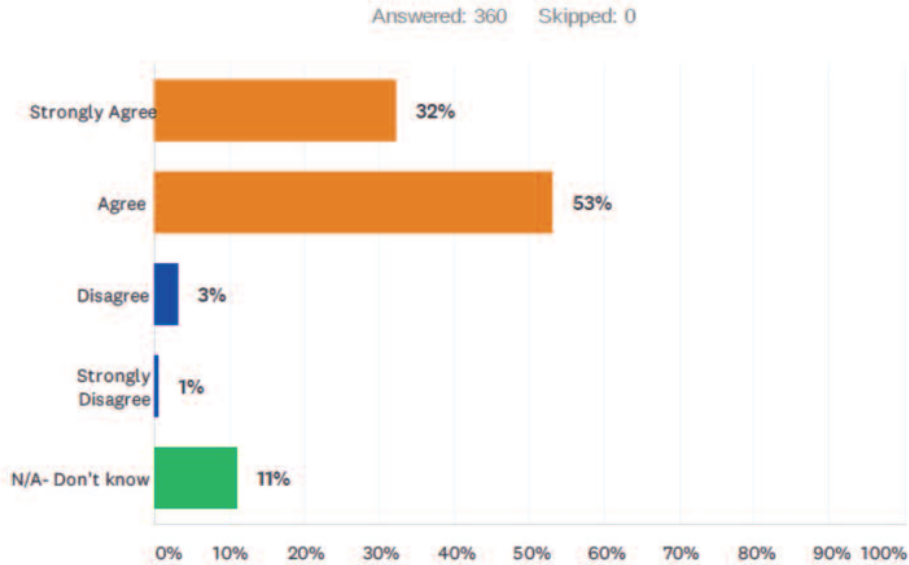
ANSWER CHOICES	RESPONSES	
Yes	91%	329
No	9%	31
TOTAL		360

DATA ANALYSIS

Question	2018	2019	2020	2021	
Tewatohnhi'saktha offers a summer student program for high school, college or university students returning to school in the fall.	YES	92%	93%	95%	91%
	NO	8%	8%	5%	9%

There is a **4% decrease** in awareness that Tewatohnhi'saktha 'offers a summer student program for high school, college or university students returning to school in the fall.'

Q32 To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?



ANSWER CHOICES	RESPONSES	
Strongly Agree	32%	116
Agree	53%	191
Disagree	3%	11
Strongly Disagree	1%	2
N/A- Don't know	11%	40
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?	SA/Agree:	88%	83%	89%	85%
	Don't know:	10%	12%	8%	11%
	SD/Disagree	3%	5%	4%	4%

The confidence level that 'Tewatohnhi'saktha effectively carries out these programs and services' has **decreased by 4%** since last year.

Q32 OPTIONAL COMMENTS

If you would like to add comments about Tewatohnhi'saktha's Workforce Development services, please do so here.

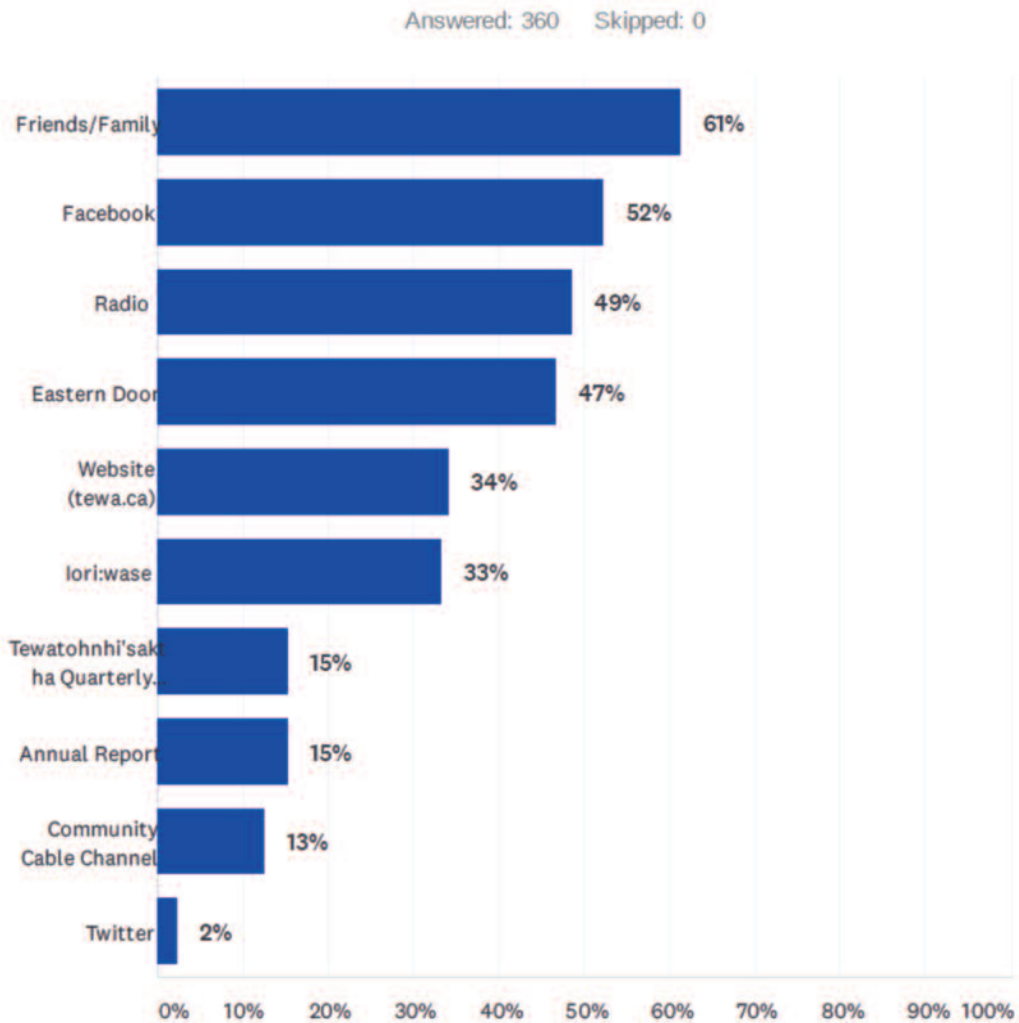
1. I would say strongly agree for the ones I have experience with but lack experience with others.
2. I am excited to take advantage of services available.
3. I am grateful to TEWA for helping my son.
4. I can answer positively because I know younger people and family members that have gone through some of these listed services.
5. When someone I know does get services, they are generally effective.
6. Tewatohnhi'saktha helped me with obtaining funding to go back to school.
7. Hope they are trying.
8. The program is very helpful, and I have always received professional service.
9. The Workforce Development officers can be discouraging. There are too many limits placed on where the courses can be done. Why should they tell you where to go, when you have chosen a course and institution of your liking? Offer courses that are outside the box, not just limited to what TEWA feels okay with. Try looking into trades more and promote it!
10. They need to offer and organize training in the community for basic trades/skills.
11. I know many people who have gone for help and didn't get anything above what is provided. KSSEP program lacks effectiveness and protection for workers and does not actually provide future job opportunities for students. Businesses are just taking advantage of free labor.
12. TEWA needs more effective promo.
13. More trust needs to be put in people acquiring funding and services. Aptitude test should not be final decider.
14. I have had great experience with Tewatohnhi'saktha's with regards to going back to school and discovering a course to complete college and enter into a career I have enjoyed. My son took a Heavy Equipment Operator Course facilitated through Tewatohnhi'saktha. However, he received no help getting a stage and no help finding employment afterwards.
15. Please make more current information available on website.
16. These things are all offered but getting the services is extremely difficult in reality.
17. Again, somewhat agree. I feel if you don't know who and how to ask then I won't be informed.
18. I feel there should be a "somewhat" agree in between for this section as well as previous section.
19. Honestly, I really don't know much about Tewatohnhi'saktha however I find this survey really helpful in finding out about it. I've learned a lot about the great things they do over there.

Q32 Comments Continued

20. I've accessed many of the programs offered and my employment counselor (Angie Marquis) at the time was the one who helped me get my job. I've been in this job for 7 years now!
21. Interesting, I learned a few things doing this survey.
22. TEWA is on the right track, but individuals are not aware of the results. Maybe make plaques that say 'Supported by TEWA' Lack of community connection.
23. Anything to do with school or student programs, I thought was through the Education Center. Again, I feel there is not enough information given to the public.
24. Somewhat effective.
25. I don't see any meaningful results. Not much creativity.
26. I knew even less about these services and programs so I can't say I agree or disagree.
27. Although I'm not aware much about these services, they sound really good.
28. I follow TEWA on Facebook but am unaware of all these things.
29. I only know some information because of my grandchildren. (3 similar)

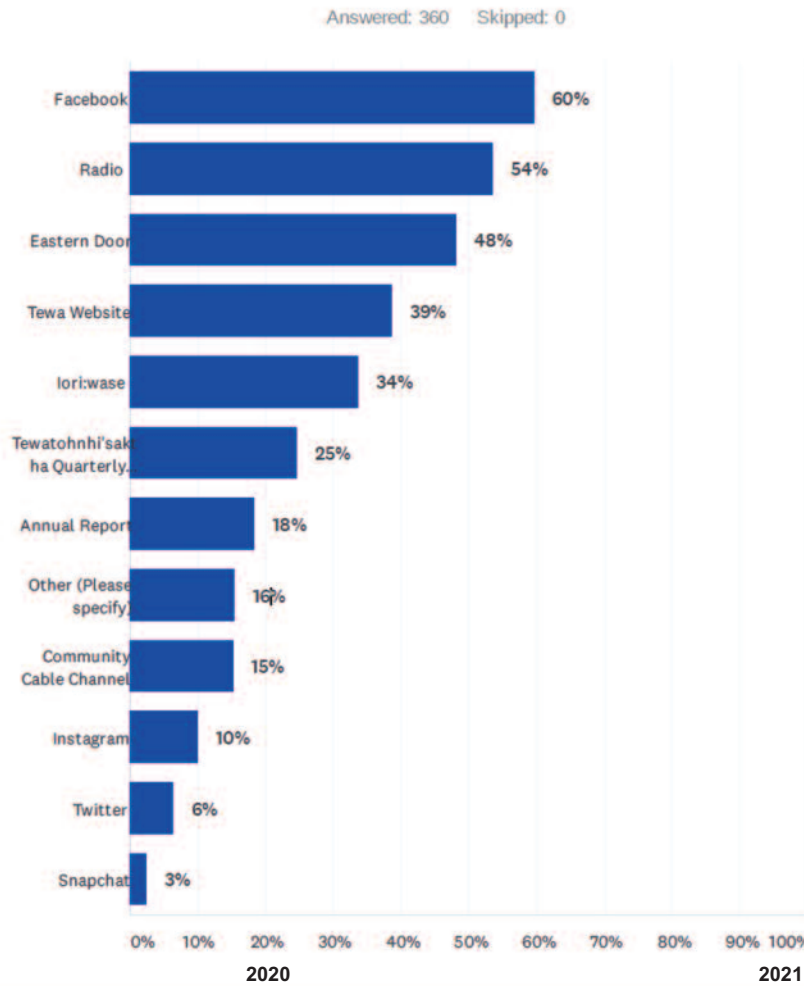
END COMMENTS

Q33 How do you receive information on Tewatohni'saktha activities?
(please select ALL that apply)



ANSWER CHOICES	2020		2021	
	RESPONSES		RESPONSES	
Friends/Family	60%	215	61%	221
Facebook	55%	197	52%	188
Radio	45%	163	49%	175
Eastern Door	49%	177	47%	168
Website (tewa.ca)	47%	169	34%	123
Iori:wase	37%	134	33%	120
Tewatohni'saktha Quarterly Newsletter	28%	99	15%	55
Annual Report	25%	91	15%	55
Community Cable Channel	9%	34	13%	45
Twitter	2%	8	2%	8
Total Respondents: 360				

Q34 How would you LIKE to receive information on Tewatohnhi'saktha activities?
(please select ALL that apply)



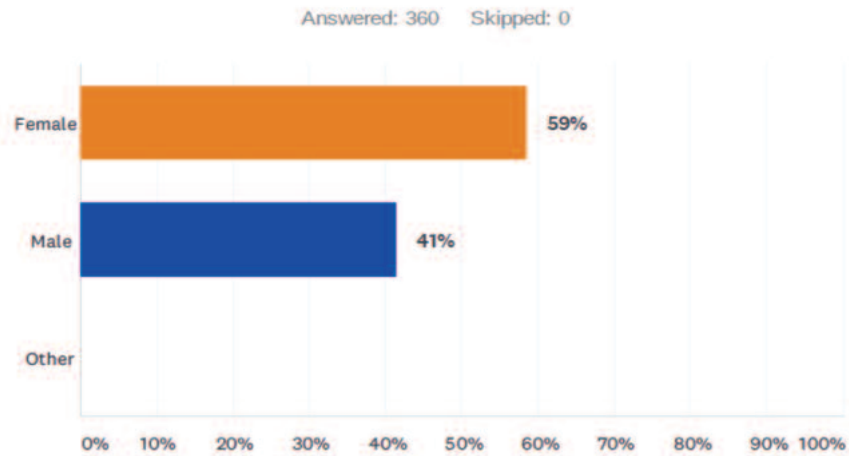
ANSWER CHOICES	2020		2021	
	RESPONSES	RESPONSES	RESPONSES	RESPONSES
Facebook	57%	204	60%	215
Radio	44%	159	54%	193
Eastern Door	46%	165	48%	173
Tewa Website	44%	160	39%	139
Iori:wase	37%	137	34%	121
Tewatohnhi'saktha Quarterly Newsletter	29%	103	25%	89
Annual Report	25%	91	18%	66
Other (Please specify)	26%	92	16%	56
Community Cable Channel	17%	60	15%	55
Instagram	13%	45	10%	36
Twitter	8%	29	6%	23
Snapchat	4%	14	3%	9
Total Respondents: 360				

Q34 OTHER - 51 responses

Participants suggested other methods of communication (2019 data in red for comparison):

1. Email - **40 similar responses (29 in 2020)**
2. Mail - **25 similar responses (2 in 2020)**
3. Electronic Newsletter - **6 similar responses**
4. Public information sessions - **2 similar responses (20 in 2020)**
 - *Open house, job fairs*
5. Printed materials - **16 similar responses (11 in 2020)**
 - *Pamphlets, booklets, weekly newsletter, flyers, informaion packets, more advertising*
6. Social media - **3 similar responses (11 in 2020)**
 - *Text, Facebook, more platforms*
7. Word of mouth/friends & family - **2 similar responses (22 in 2020)**
8. Billboards - **2 similar responses**
9. Direct contact by phone calls
10. Post TEWA newsletter and Annual Report on FB
11. Information packets provided directly to businesses
12. I haven't noticed receiving newsletters or annual reports anymore

END 'OTHER' RESPONSES

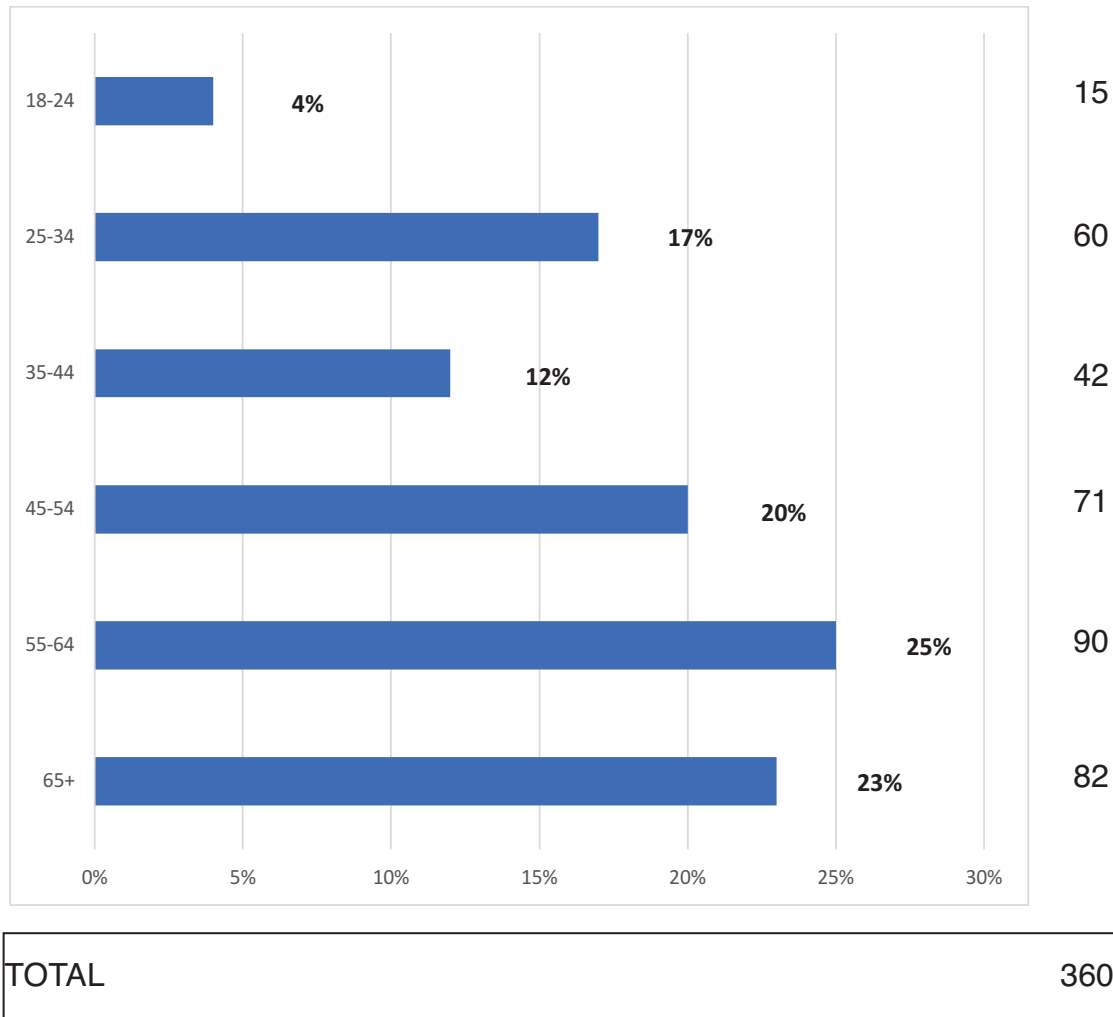
Q35 Please indicate your gender.

ANSWER CHOICES	RESPONSES	
Female	59%	211
Male	41%	149
Other	0%	0
TOTAL		360

DATA ANALYSIS

Question	2020	2021	
Please indicate your gender.	FEMALE	67%	59%
	MALE	32%	41%
	OTHER	1%	0%

Q36 Please indicate your age.

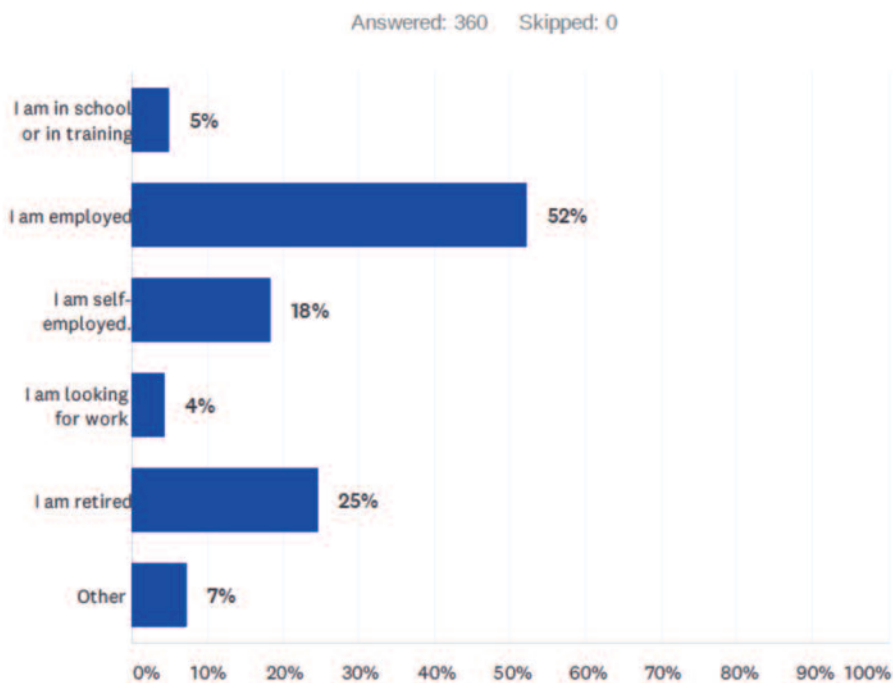


NOTES

SURVEY PARTICIPANTS

	<u>2021</u>	<u>2020</u>	<u>2019</u>
Ages 18 - 34 years =	21%	23%	23%
Ages 35 - 54 years =	32%	35%	38%
Ages 55+ years =	48%	40%	32%

Q37 Please indicate the situation(s) that best describes you. Check all that apply.



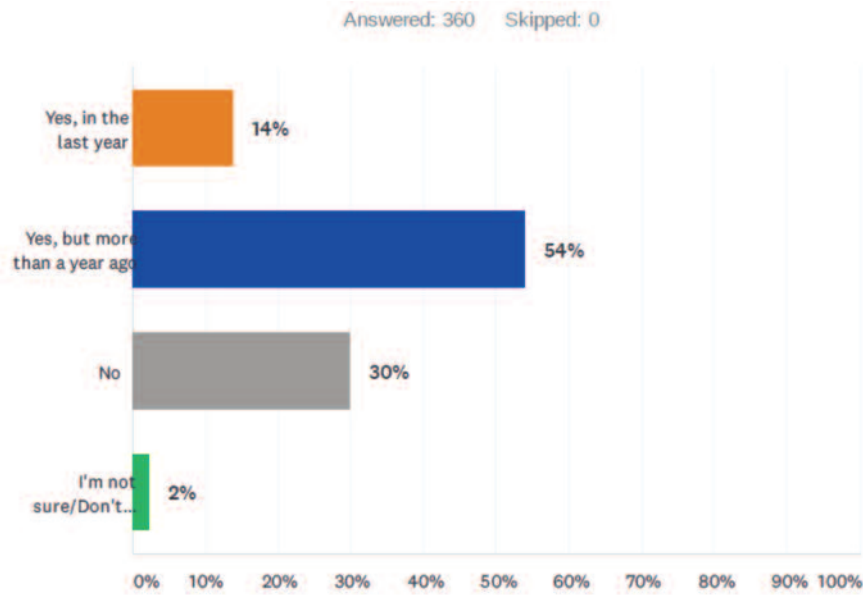
ANSWER CHOICES	2020		2021	
	RESPONSES	RESPONSES	RESPONSES	RESPONSES
I am in school or in training	8%	30	5%	18
I am employed	62%	224	52%	188
I am self-employed.	12%	43	18%	66
I am looking for work	6%	21	4%	16
I am retired	18%	64	25%	89
Other	7%	26	7%	26
Total Respondents: 360				

NOTES

Other:

1. Home with kids - **5 similar responses**
2. Maternity/ Medical leave - **6 similar responses**
3. Work part-time - **5 similar responses**
4. No work due to Covid-19 - **3 similar responses**
5. Other - **5 (work pending, on call worker, disabled, pending studies, widow)**

Q38 Have you ever used Tewatohnhi'saktha's services?



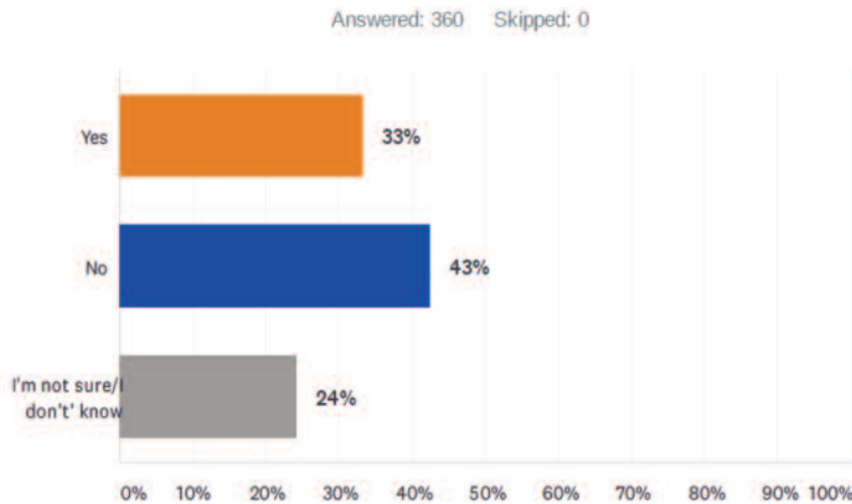
ANSWER CHOICES	RESPONSES	
Yes, in the last year	14%	50
Yes, but more than a year ago	54%	194
No	30%	108
I'm not sure/Don't remember	2%	8
TOTAL		360

DATA ANALYSIS

Question	2020	2021
Have you ever used Tewatohnhi'saktha's services?	YES , in the last year	20%
	YES , but more than a year ago	48%
	NO	30%
	NOT SURE	3%

There is a **6% decrease** in the number of people that used 'Tewatohnhi'saktha's services in the last 12 months.'
 There is a **6% increase** in the number of people that used 'Tewatohnhi'saktha's services more than a year ago.'

Q39 Would you consider using Tewatohnhi'saktha's Business Services in the next 12 months?



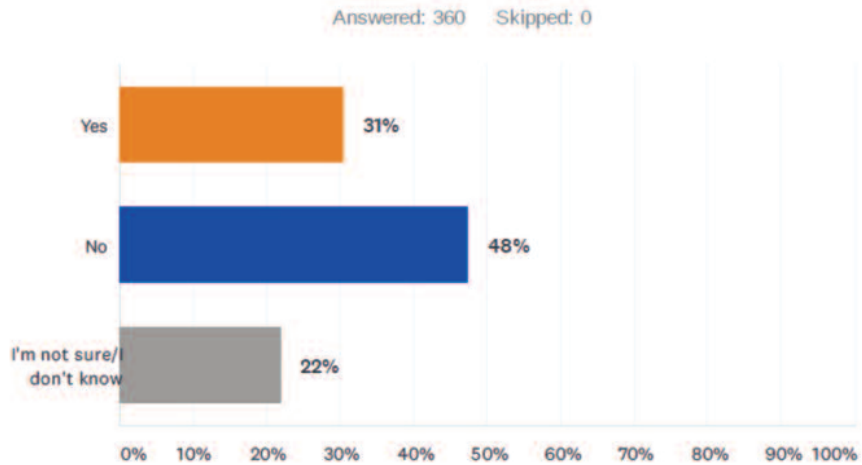
ANSWER CHOICES	RESPONSES	
Yes	33%	120
No	43%	153
I'm not sure/I don't know	24%	87
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Would you consider using Tewatohnhi'saktha's Business Services in the next 12 months?	YES	47%	34%	35%	33%
	NO	32%	43%	45%	43%
	NOT SURE	21%	23%	20%	24%

There is a **2% decrease** in the number of people that would consider using 'Tewatohnhi'saktha's Business Services in the next 12 months.'

Q40 Would you consider using Tewatohnhi'saktha's Workforce Development services in the next 12 months?



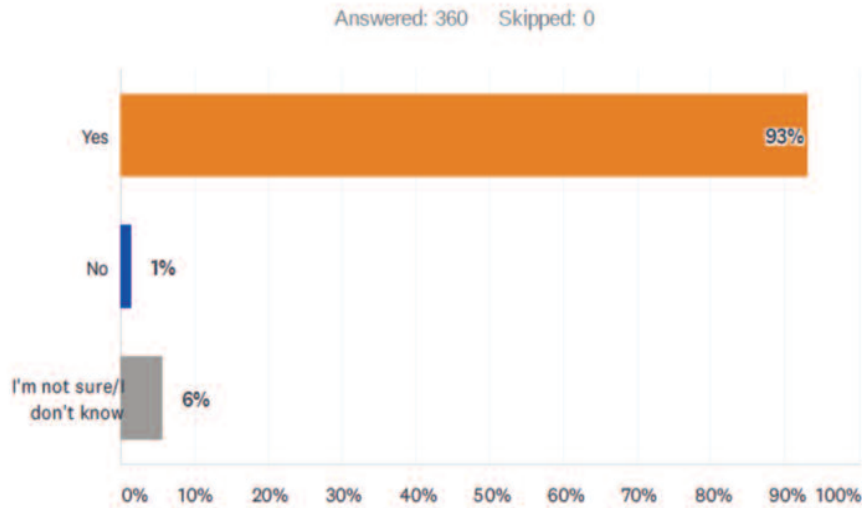
ANSWER CHOICES	RESPONSES	
Yes	31%	110
No	48%	171
I'm not sure/I don't know	22%	79
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Would you consider using Tewatohnhi'saktha's Workforce Development services in the next 12 months?	YES	47%	34%	33%	31%
	NO	32%	43%	46%	48%
	NOT SURE	21%	23%	21%	22%

There is a **2% decrease** in the number of people that would consider using 'Tewatohnhi'saktha's Workforce Development services in the next 12 months.'

Q41 Would you recommend Tewatohnhi'saktha services to others?



ANSWER CHOICES	RESPONSES	
Yes	93%	335
No	1%	5
I'm not sure/I don't know	6%	20
TOTAL		360

DATA ANALYSIS

Question		2018	2019	2020	2021
Would you recommend Tewatohnhi'saktha services to others?	YES	95%	90%	94%	93%
	NO	1%	2%	1%	1%
	NOT SURE	4%	8%	4%	6%

There is a **1% decrease** in the number of people that would 'recommend Tewatohnhi'saktha services to others.'

Q41 OPTIONAL COMMENTS

If you would like to add additional comments, please do so here.

1. Keep up the good work
2. Keep up the excellent work!
3. Very informational survey.
4. You are a great place, for employment and business. Good job!
5. Thank you for all your help!
6. You are very helpful!
7. Overall, I'm very happy with what you're doing.
8. It's a good resource for young working people.
9. I've used their services and program in the past and found it very helpful and supportive.
10. Very informational survey! I will be looking into using your services or programs soon.
11. I had a really great experience, Angie Marquis was great, well organized!
12. I am very satisfied with what you have to offer, and I believe you are strongly needed in the community. Good job!
13. There are a lot of good programs for young people in the workforce and business world.
14. KSSEP was very good, successful.
15. It was a pleasure taking this survey, everyone is very kind at TEWA.
16. There should be more information about how to access services, especially for people who aren't computer savvy. The employees are not transparent enough in terms of putting themselves out there and being more accessible to the community rather than in an office. They should follow the ACE program philosophy.
17. I would read the newsletter if it was interesting, engaging and comprehensible. I Would pay more attention if there were more community-level initiatives.
18. Website needs to be made more accessible and user-friendly. It is currently a nightmare to use.
19. Advertise your services more.
20. Get the word out more on what you're doing.
21. I am not very informed so I would say advertise more.
22. TEWA should make more of an effort in promoting job searching.
23. They are working collaboratively with other businesses but can do more. Needs more advertising.
24. Some things I can recommended but I am not comfortable condoning all programs. organizations. I would like to know who exactly is in charge there.

Q41 OPTIONAL COMMENTS *continued*

25. TEWA is mostly doing good work and are facing great struggles which are not unique to them, but that does not mean there isn't room for improvement. Revenue shift was lacking transparency. Not sure what their job was versus what it is now. Financial entanglement not disclosed.
26. TEWA puts in a good effort with their services but need more transparency on board of directors. I would like more info on the structure of the board.
27. TEWA should get more involved with people on social assistance. Make it mandatory for them to participate in programs or help with finishing their education. Try to help them get back into contributing to the community.
28. I would like to see some results (success stories or failures). The big question is, are TEWA's services producing positive results?
29. Include newsletter that breaks down where the budget is spent. Increased transparency will result in increased support.
30. I would like to see a weekly newsletter distributed.
31. The average person probably doesn't know too much about TEWA unless they're looking for a job.
32. TEWA should have a presence at community meetings once Covid-19 restrictions allow it. All organizations should do this at community meetings.
33. Sometimes I am not sure if services I recommend to people are still current. It would be nice to know who is in which position.
34. I would suggest minimizing the survey and streamline the questions. This format was a bit difficult to navigate to provide answers, perhaps SurveyMonkey or something similar so users can easily access it through their phones and computers.
35. The survey needs a 'somewhat agree' option.
36. For future surveys you should put a more neutral answer option, or a 'moderately agree' option.
37. It would be great to do another survey about different technical skills that are needed now in the workforce (office) and skills that are needed during the pandemic.
38. I am retired and do not require these services, but I would definitely recommend these programs and services to the younger generation.
39. I am close to retirement, so I don't feel a need to use the services.
40. I would like more information so I can share and let others know about Tewatohnhi'saktha's services and programs.
41. I have to know the people I refer would get satisfactory results before recommending to others.

Q41 OPTIONAL COMMENTS *continued*

42. I need to hire workers so I may contact them soon.
43. Make the Shop Kahnawà:ke certificates smaller, money sized.
44. I had a very bad experience. I was always chasing after my assigned worker and got little help with what I needed. However, I did receive assistance from other workers there, so not all was lost. But a lot of unanswered questions in my opinion.
45. I don't know enough about their programs.

END COMMENTS

Q42 OPTIONAL COMMENTS

If you would like to share additional comments about Tewatohnni'saktha or make suggestions please do so here.

Encouraging Feedback

1. I think Tewatohnni'saktha is very helpful with the community. Keep up the great work. Help our community grow stronger.
2. They're informative and do good things for the community.
3. They're doing a good job and people need to use the services.
4. I love everything TEWA does for small business and the non-employed population of Kahnawà:ke. Nia:wen!
5. Keep up the good work. Helping our people thrive makes a stronger community!
6. Good job!
7. Good job! Good for the younger generation!
8. Keep doing a good job!
9. Keep up the good work!
10. Great job. Helped me out a lot!
11. Took the business course in past and really enjoyed it!
12. TEWA is a top-notch organization.
13. Although I don't seek out information about Tewatohnni'saktha, what I do know about the organization is very positive.
14. Although I am older, I am still aware of what Tewatohnni'saktha offers. I appreciate their work.
15. It seems as though Tewatohnni'saktha is doing a really good job.
16. My children have benefited from a lot of the programs and services over the years.
17. Tewatohnni'saktha really helped myself and my daughter out with finding a job. I love their programs.
18. I like that we are doing surveys and it is a great service offered to community.
19. They do a great job and it's better they focus on business and workforce development rather than revenue generation.
20. Really enjoyed entrepreneurship training, but unable to finish due to illness of the instructor. Will the course be offered again?

Q42 OPTIONAL COMMENTS *continued****Communications Feedback***

21. Have more general outreach to community members
22. Better communicate services available to community and increase transparency.
23. They need to make themselves more visible to the community.
24. It would be nice to get regular updates about services or programs they offer and how to access them.
25. TEWA needs to post more available job postings from businesses from out of town.
26. Make it easier to figure out who to talk to because the only point of contact is reception. Personnel directory perhaps.
27. TEWA is lacking community connection. They don't seem like part of the community, but something exterior that exists within it. Provide 'Powered by TEWA' stickers or plaques for businesses.

General Feedback & Suggestions

28. Very interested in student work project.
29. Post-covid, please offer more outreach and have more of a presence in the schools.
30. Make vocabulary more accessible. As a master's student, the jargon used by TEWA is not inaccessible to some.
31. Provide more updates on new executive director and what exactly they are working on. Put a face to the name.
32. Find better ways to engage youth. Give them skills to that build careers instead of just short-term jobs.
33. More info sessions at high school level. Try more training programs to help community become employable. Example: restaurant services industry or cleaning industry.
34. They should offer more services to those who are not on the Kahnawà:ke registry but who are still a part of the community.
35. I hope they have the community's best interests at heart.
36. Don't shorten the name to 'TEWA' because it doesn't mean anything. Say the whole word to model language use for kids.
37. Focus more on the "blue collar" worker. Everything is for office jobs and formal education.
38. Although Tewatohnhi'saktha does a great job, I feel they would be more successful in carrying out

Q43 OPTIONAL COMMENTS *continued*

their services and programs if they had a more 'grassroots' mentality" rather than 'business.'

39. One thing I always wanted to see was more funding for schooling that might be holistic/alternative. There seems to be lots of funding for mainstream learning, but if it is off the beaten path, there is no funding expand learning.
40. I'd like to see more sustainable businesses like farming, greenhouses, etc. Especially because of pandemic and individuals being encouraged to shop locally it would be good if we had more promotion about harvesting, growing corn, canning, etc.
41. I would suggest a better system for getting back to clients. It seems I get the run around and referred to several people, but nobody gets back to me.
42. I feel the salaries of TEWA employees are too high (especially managers) and they line their pockets. The working conditions are not friendly. When jobs come up it seems there is ageist mentality and nepotism is a huge factor. They really need to do a better job of reaching all community members.
43. TEWA needs to get updated resource material for their entrepreneurship program. Videos and material are very outdated.
44. I feel like I only know about Tewatohnhi'saktha because I have/had family use the services.
45. Implement something for retired persons to still be productive and helpful.
46. Who is eligible for Tewatohnhi'saktha's services? Only Kahnawa'kehró:non?

END COMMENTS

Recommendations

Related to Mandate and Role

1. Prepare awareness campaigns that address areas of weakness to increase community understanding of Tewatohnhi'saktha's
2. Develop an overall Marketing & Communications strategy for the organization, and ensure it is implemented and evaluated.

Related to Business Services

1. Identify priority areas that have been affected by the pandemic and create new strategies to reconnect the public with these services that may have been overlooked in the last year.
2. Develop strategies that use more personal approaches with businesses who are unfamiliar with your services.
3. Identify new businesses that have launched during the pandemic and promote programs, funding, and assistance community wide.
4. Offer more zoom workshops, speakers series, and info sessions to increase accessibility.

Related to Workforce Development

1. Consider offering courses, trainings, workshops that promote trade fields. There is a growing interest in careers that veer outside of traditional higher education.
2. Continue to implement community outreach and promotion to increase accessibility and awareness across age groups.

Related to Communications

1. Priority should be given to overhauling the Tewatohnhi'saktha website. Consider conducting a usability study in the community before proceeding, so users of the site can have input on how it's designed.
2. Consider hosting more zoom series' that are helpful for the general public (i.e. special guest speakers)
3. Strategize promotional campaigns that will reconnect the community with your services post-pandemic. Consider subscription-based email contact list to advertize services, distribute newsletters, and workshops.
4. Offer downloadable PDF versions of your brochures, pamphlets, manuals and documents, on the website.

Related to General Feedback

1. Collaborate with other organizations and grassroots groups. Consider partnering with entities that promote agricultural knowledge and learning to address the growing interest in the community over the last year.

Changes to survey

1. Do not ask specific age of a person, use ranges instead.

END RECOMMENDATIONS

INTRODUCTION

The purpose of this survey is to gather information on community members' opinions and perceptions, in order for Tewatohnhi'saktha to continuously improve. Your answers will remain confidential and anonymous, as gathered by an independent consultant.

This survey should take between 10 and 15 minutes.

MANDATE AND ROLE

* 1. Are you **aware** of Tewatohnni'saktha's current mandate, which is "to support small business development and facilitate workforce development (helping individuals acquire knowledge, skills, attitudes for gainful employment and improved work performance to meet the demands for skilled labour by employers)"?

Yes

No

Please indicate the extent to which you agree with the following statements:

* 2. Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke.

Strongly Agree Agree Disagree Strongly Disagree N/A Don't Know

* 3. Tewatohnni'saktha is transparent with community members.

Strongly Agree Agree Disagree Strongly Disagree N/A- Don't Know

* 4. Tewatohnni'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.

Strongly Agree Agree Disagree Strongly Disagree N/A- Don't Know

* 5. Tewatohnni'saktha plays a positive role in the community.

Strongly Agree Agree Disagree Strongly Disagree N/A-Don't Know

* 6. Tewatohnni'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.

Strongly Agree Agree Disagree Strongly Disagree N/A-Don't Know

BUSINESS SERVICES

Please indicate if you are AWARE of the following business services.

* 7. We provide information on how to start/operate a business.

Yes No

* 8. We provide information on and assistance with grant or loan applications.

Yes No

* 9. We provide assistance with accounting needs/matters.

Yes No

* 10. Businesses can apply to hire a student through the Summer Students Program.

Yes No

* 11. We help local businesses find employees.

Yes No

* 12. We can post job offers for local businesses on the job opportunity page of our website.

Yes No

* 13. We share local job opportunities on the Tewatohnni'saktha Facebook page.

Yes No

* 14. We provide entrepreneurship training for people who are considering starting a business or for people who have started a business.

Yes No

* 15. We have meeting room rentals for public use.

Yes No

* 16. Businesses can register for the Shop Kahnawà:ke program.

Yes No

* 17. We sell Shop Kahnawà:ke certificates.

Yes No

* 18. To what extent do you agree that Tewatohnni'saktha effectively carries out these programs and services?

Strongly Agree

Strongly Disagree

Agree

N/A-Don't Know

Disagree

Optional. if you would like to add comments about Tewatohnni'saktha's business services, please do so here.

WORKFORCE DEVELOPMENT

Please indicate if you are **AWARE** of the following Workforce Development services and programs.

* 19. We help people prepare an action plan for pursuing and completing their education.

Yes No

* 20. We help in identifying appropriate educational/training opportunities.

Yes No

* 21. We help clients find the right financial support to go back to school.

Yes No

* 22. We help people explore career choices and employment opportunities that are suitable for them.

Yes No

* 23. We identify and organize career exploration activities (ex. student for a day, interview a professional , job shadowing).

Yes No

* 24. We provide relevant labour market information for job searchers.

Yes No

* 25. We help with job searching.

Yes No

* 26. We help people prepare for an interview.

Yes No

* 27. We help with resume and cover letter writing.

Yes No

* 28. People who are looking for a job can post their resume and contact info into our electronic job seekers form on tewa.ca

Yes No

* 29. We match businesses with people looking for work or guide people to potential job opportunities.

Yes No

* 30. We place those who have finished various training program on internships or stages with businesses or organizations.

Yes No

* 31. We offer a summer student program for high school, college or university students returning to school in the fall.

Yes No

* 32. To what extent do you agree that Tewatohnni'saktha effectively carries out these programs and services?

Strongly Agree

Agree

Disagree

Strongly Disagree

N/A- Don't know

OPTIONAL. If you would like to add comments about Tewatohnni'saktha's Workforce Development services, please do so here.

COMMUNICATIONS

* 33. How do you receive information on Tewatohnhi'saktha activities? (please select ALL that apply)

- | | |
|---|--|
| <input type="checkbox"/> Tewatohnhi'saktha Quarterly Newsletter | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Iori:wase | <input type="checkbox"/> Community Cable Channel |
| <input type="checkbox"/> Eastern Door | <input type="checkbox"/> Website (tewa.ca) |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Friends/Family |

* 34. How would you LIKE to receive information on Tewatohnhi'saktha activities? (please select ALL that apply)

- | | |
|---|---|
| <input type="checkbox"/> Tewatohnhi'saktha Quarterly Newsletter | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Facebook |
| <input type="checkbox"/> Iori:wase | <input type="checkbox"/> Tewa Website |
| <input type="checkbox"/> Eastern Door | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Snapchat |
| <input type="checkbox"/> Community Cable Channel | <input type="checkbox"/> Other (Please specify) |

Other (please specify)

RESPONDENT INFORMATION

* 35. Please indicate your gender.

- Female
- Male
- Other

* 36. Please indicate your age.

* 37. Please indicate the situation(s) that best describes you. Check all that apply.

- I am in school or in training
- I am employed
- I am self- employed.
- I am looking for work
- I am retired
- Other

Other (please specify)

* 38. Have you ever used Tewatohnhi'saktha's services?

- Yes, in the last year
- Yes, but more than a year ago
- No
- I'm not sure/Don't remember

* 39. Would you consider using Tewatohnhi'saktha's Business Services in the next 12 months

- Yes
- No
- I'm not sure/I don't know

* 40. Would you consider using Tewatohnni'saktha's Workforce Development services in the next 12 months?

- Yes
- No
- I'm not sure/I don't know

* 41. Would you recommend Tewatohnni'saktha services to others?

- Yes
- No
- I'm not sure/I don't know

OPTIONAL. If you would like to add comments, please do so here.

GENERAL FEEDBACK

42. OPTIONAL. If you would like to share additional comments about Tewatohnni'saktha or make suggestions, please do so here.