



Tewatohnhi'saktha

2023 General Survey Report

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Executive Summary

This report provides an overview of the 2023 Tewaohnni’saktha General Survey (Appendix A), administered by PlanIt Consulting and Communications from March 6th, 2023, through June 5th, 2023. The mixed-method survey comprised 37 questions seeking community feedback on Tewaohnni’saktha’s Mandate and Role, Business Services, Workforce Development, and Marketing and Tourism services. The purpose of the survey is to gather information from individuals who reside in Kahnawà:ke about their perceptions and awareness of Tewaohnni’saktha as an organization and their confidence in it. Tewaohnni’saktha would like to continue to improve its services and programs based on the data provided in this report.

The objectives of the survey are to:

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

Feedback from this survey will 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 PERCEPTION of Tewaohnni’saktha’s Mandate & Role, are:

Answer Choices	<u>2020</u>	<u>2021</u>	<u>2022</u>	<u>2023</u>
Strongly Agree	19%	18%	22%	25%
Agree	56%	60%	58%	59%
SA/A COMBINED	75%	78%	80%	84%
Strongly Disagree	3%	1%	1%	1%
Disagree	10%	8%	6%	6%
SD/D COMBINED	13%	9%	7%	7%
N/A - Don’t Know	12%	13%	10%	8%

***Note:** The Kahnawà:ke public’s positive perception of Tewaohnni’saktha increased most significantly in 2023, reaching its highest level yet in response to statements about its communications, transparency, trust, and positive role. Also notable, the percentage of respondents who previously answered “Don’t Know” has decreased to its lowest level in four years.*

2. **Business Services:** The average rating totals for questions 12-13 & 15-21, concerning the public's AWARENESS of Tewatohnhi'saktha Business Services are:

	<u>2021</u>	<u>2022</u>	<u>2023</u>
Yes	79%	84%	79%
No	21%	16%	21%

3. **Workforce Development** The average rating totals for questions 7-13, concerning the public's AWARENESS of Workforce Development Services are:

	<u>2021</u>	<u>2022</u>	<u>2023</u>
Yes	73%	78%	78%
No	27%	22%	22%

4. **Marketing & Tourism** The average rating totals for questions 24-28, concerning the public's AWARENESS of Marketing and Tourism Services are:

	<u>2023</u>
Yes	70%
No	30%

Note: Specific Marketing and Tourism data were added to this report, which will enable future comparisons.

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

With regard to **Mandate and Role**, it merits mention that over 90% of respondents are familiar with Tewatohnhi'saktha's Workforce Development activities and over 85% with its Entrepreneurship and Business Services.

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

1. 91% Question 15: We provide information on how to start/operate a business.
2. 86% Question 18: We post job offers on our website.
3. 83% Question 20: We sell Shop Kahnawà:ke Certificates.

Compare to 2022 Business Services results:

1. 99% Question 10: Businesses can apply to hire a student through the Summer Students Program.
2. 96% Question 7: We provide information on how to start/operate a business.
3. 94% Question 14: We provide entrepreneurship training for people who are considering starting a business.

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

1. 87% Question 7: We help prepare action plans for pursuing and completing education and training.

2. 87% Question 8: We provide financial support to take training programs.
3. 83% Question 10: We connect businesses with people looking for work and guide people to job opportunities.

Compare to 2022 Workforce Development results:

1. 94% Question 31: We offer a summer student program for high school, college, or university students returning to school in the fall.
2. 90% Question 22: We help people explore career choices and employment opportunities that are suitable for them.
3. 86% Question 20: We help in identifying appropriate educational/training opportunities.

The three questions with the highest ratings for awareness in Marketing and Tourism are:

1. 82% Question 25: Kahnawà:ke Tourism shares information with visitors on our history and culture.
2. 80% Question 27: Kahnawà:ke Tourism offers guided tours to visitors and the general public.
3. 77% Question 26: Kahnawà:ke Tourism promotes and participates in community events open to the public.

FINDINGS THAT MERIT FURTHER ACTION . . .

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

1. 41% Question 21: We sell Shop Kahnawà:ke Certificates at the Kahnawà:ke Welcome Center.
2. 57% Question 17: We provide business assistance with accounting needs/matters.
3. 59% Question 13: Tóta Ma's Café sells products for other Kahnawà:ke businesses.

Compare to 2022 Business Services results:

1. 24% - Question 13: We share local job opportunities on the Tewaohnhi'saktha Facebook page.
2. 33% - Question 8: We provide information on and assistance with grant or loan applications.
3. 44% - Question 15: We have meeting room rentals for public use.

The two questions with the lowest ratings for awareness in Workforce Development are:

1. 62% Question 11: We assist businesses with industry-specific training programs to help with their human resource needs.
2. 70% Question 9: People looking for a job can submit their name and contact information through our electronic job seekers form.

Compare to 2022 Workforce Development results:

1. 27% Question 21: We help clients find the right financial support to go back to school.
2. 29% Question 24: We provide relevant labour market information for job searchers.

The two questions with the lowest ratings for awareness in Marketing and Tourism are:

1. 44% Question 24: Tourism Development is a mandate of Tewaohnni'saktha.
2. 67% Question 28: Kahnawà:ke Tourism partners with local businesses in various events and activities.

Awareness of Tewaohnni'saktha's Business Services, Workforce Development, and Marketing and Tourism activities is therefore generally high but experienced some drops in the 2023 Survey results. Also notable, the lack of awareness in the organization's activities—as measured by questions showing the lowest ratings in this year's Survey results—decreased significantly in 2023.

Methodology

The survey format and questions were developed by Tewaohnni'saktha. The following topics were added to the 2023 version of the General Survey.

- Question 1: Inclusion of all 6 areas of the Tewaohnni'saktha mandate
- Question 23: Marketing
- Question 24-29: Kahnawà:ke Tourism
- Question 30: Economic Policy Advisory

Web link collectors generated on Survey Monkey were provided to PlanIt surveyors for individual data collection. Three hundred and sixty-seven (367) responses were collected by telephone or kiosk and input into the Survey Monkey Program by PlanIt. Respondents were selected from a sampling frame of 3,566 community member names, compiled, maintained, and updated by PlanIt.

Names were electronically randomized before being distributed to individual surveyors. No distinction was made to include or exclude any specific community member. Confidentiality was observed at all times. PlanIt Consulting and Communications employed ten (10) surveyors who contacted at least 50% of respondents by telephone, email, or social media. Other respondents participated at in-person kiosks.

Telephone calls were done mainly during weekday business hours, and to a lesser degree evenings until 8:00 p.m. and weekends. Facebook and email were sometimes used to initiate contact and obtain telephone numbers. 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.

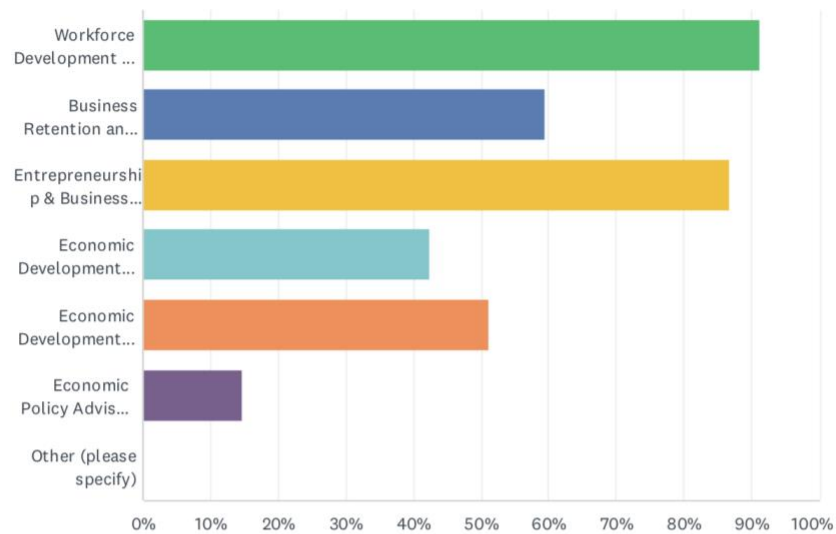
Survey Results

The survey results include 37 questions employing the following scales:

- 19 Dichotomous
- 9 Multiple Choice
- 8 Likert Scale
- 1 Open-ended

Analysis and recommendations are based primarily on survey results. Where applicable, comments are transcribed on the page following the corresponding question. Included with graphs are response percentages and the number of responses for each possible answer. Questions for which no data analysis is available were newly added or amended in the 2023 version of the General Survey, and therefore cannot be compared with data from previous years.

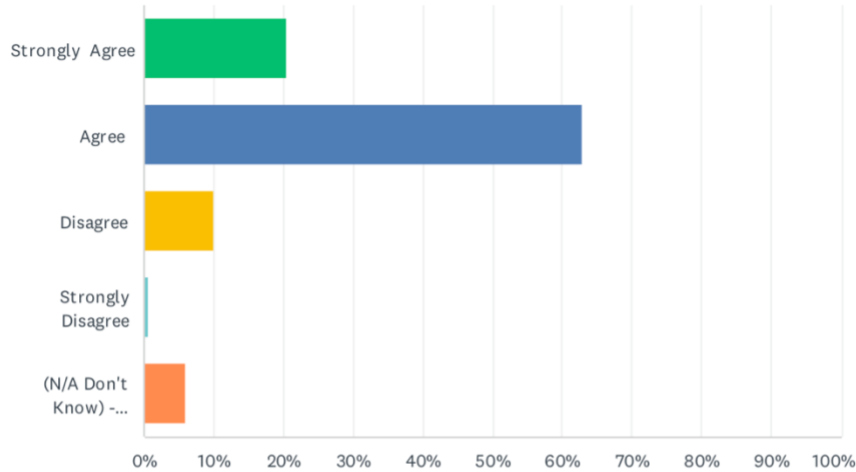
Question 1: What areas of Tawatohnhi'saktha's current mandate are you familiar with?



ANSWER CHOICES	RESPONSES
Workforce Development - (To help people with training and to find jobs) To enable individuals to acquire knowledge, skills and attitudes for gainful employment or improved work performance and providing employers with an effective means to communicate and meet their demand for skills to decrease the number of unemployed and under-employed community members)	91.34% 327
Business Retention and Expansion - (To help businesses stay in business and possibly expand) To ensure that businesses located within Kahnawà:ke maintain and expand (as measured by increasing the number of individuals employed) their operations within the Territory.	59.50% 213
Entrepreneurship & Business Services - (To help people start businesses and provide support to them - loans, mentoring etc.) To provide entrepreneurs with access to developmental loans and other financial contributions, training, mentoring and the technical assistance they need to start-up and expand their business.	86.87% 311
Economic Development Marketing - (To share with the external public what Kahnawà:ke Businesses have to offer) to market the overall community, individual properties or sites or specific programs and policies for the purposes of attraction, retention and expansion of businesses.	42.46% 152
Economic Development Tourism - (To improve the community's image by bringing awareness of our history and culture as told by us) Increase number of tourists, improve the community's image locally, nationally and internationally.	51.12% 183
Economic Policy Advisory - (To research a policy framework and a database to facilitate economic development and business attraction) to provide research and analysis of how economic policy, commercial regulations, and macroeconomic trends could impact Kahnawà:ke's economy and businesses.	14.80% 53
Other (please specify)	0.00% 0
Total Respondents: 358	

No Data Analysis

Question 2: Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.

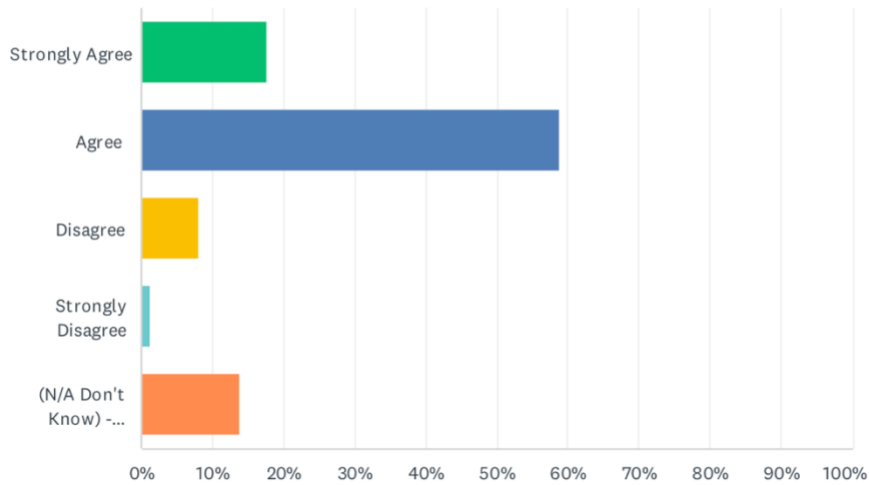


ANSWER CHOICES	RESPONSES	
Strongly Agree	20.44%	75
Agree	62.94%	231
Disagree	10.08%	37
Strongly Disagree	0.54%	2
(N/A Don't Know) - Optional	5.99%	22
TOTAL		367

Data Analysis

Question 2		2020	2021	2022	2023
<i>Tewatohnhi'saktha effectively communicates their activities to the people of Kahnawà:ke.</i>	SA/Agree	81%	79%	84%	83.38%
	Neither A/D	8%	9%	8%	5.99%
	SD/Disagree	11%	12%	18%	10.62%

Question 3: Tewatohnhi’saktha is transparent with community members.

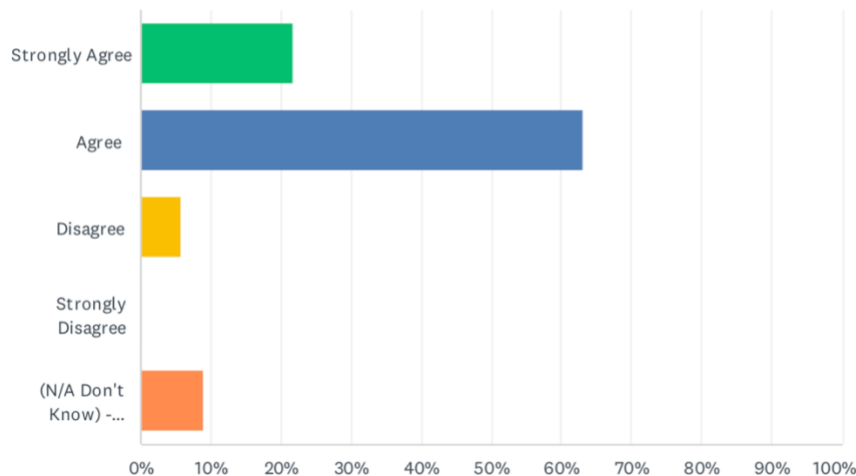


ANSWER CHOICES	RESPONSES	
Strongly Agree	17.71%	65
Agree	58.86%	216
Disagree	8.17%	30
Strongly Disagree	1.36%	5
(N/A Don't Know) - Optional	13.90%	51
TOTAL		367

Data Analysis

Question 3		2020	2021	2022	2023
<i>Tewatohnhi’saktha is transparent with community members.</i>	SA/Agree	61%	67%	69%	76.57%
	Neither A/D	21%	17%	19%	13.90%
	SD/Disagree	17%	16%	12%	9.53%

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

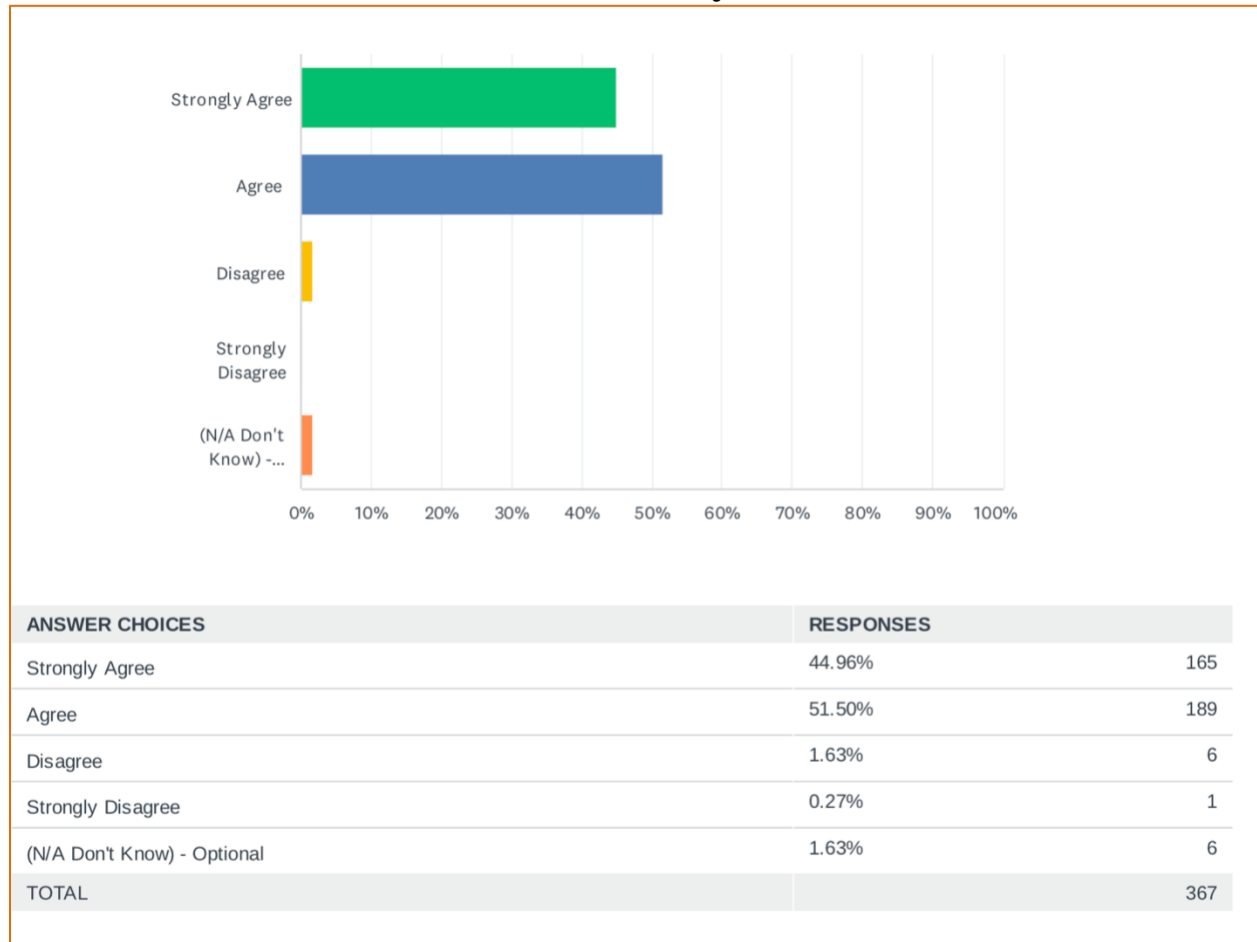


ANSWER CHOICES	RESPONSES	
Strongly Agree	21.80%	80
Agree	63.22%	232
Disagree	5.72%	21
Strongly Disagree	0.27%	1
(N/A Don't Know) - Optional	8.99%	33
TOTAL		367

Data Analysis

Question 4		2020	2021	2022	2023
<i>Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.</i>	SA/Agree	72%	76%	85%	85.02%
	Neither A/D	14%	16%	10%	8.99%
	SD/Disagree	14%	8%	6%	5.99%

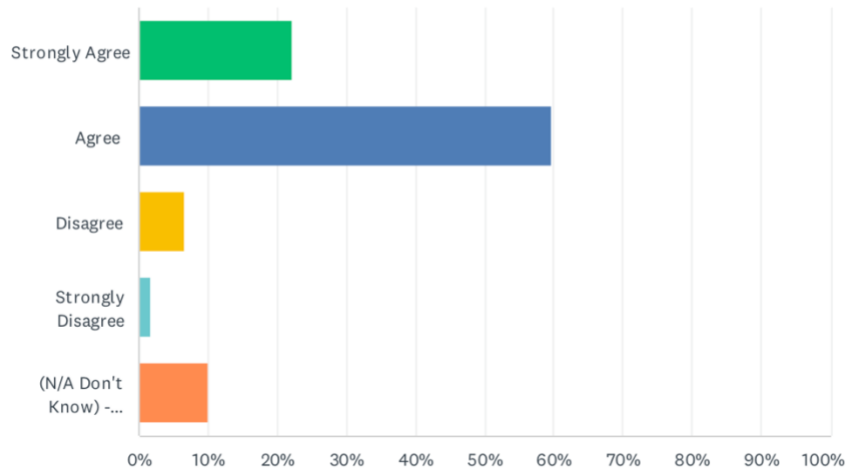
Question 5: Tewatohnhi'saktha's plays a positive role in the community.



Data Analysis

Question 5					
		2020	2021	2022	2023
<i>Tewatohnhi'saktha's plays a positive role in the community.</i>	SA/Agree	87%	89%	96%	96.46%
	Neither A/D	4%	7%	3%	1.63%
	SD/Disagree	10%	4%	1%	1.90%

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

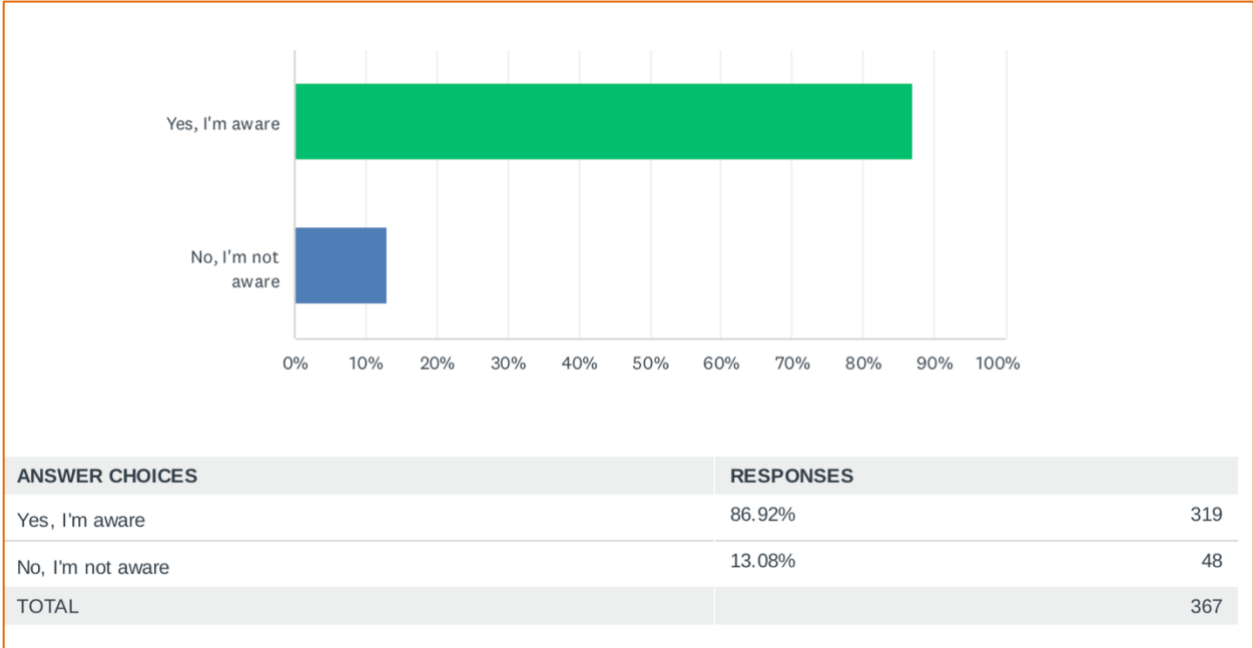


ANSWER CHOICES	RESPONSES	
Strongly Agree	22.07%	81
Agree	59.67%	219
Disagree	6.54%	24
Strongly Disagree	1.63%	6
(N/A Don't Know) - Optional	10.08%	37
TOTAL		367

Data Analysis

Question 6		2020	2021	2022	2023
<i>Tewatohnhi'saktha's can be trusted to work in the best economic interest of the Kahnawà:ke people.</i>	SA/Agree	73%	82%	82%	81.74%
	Neither A/D	15%	14%	14%	1.63%
	SD/Disagree	13%	5%	5%	8.17%

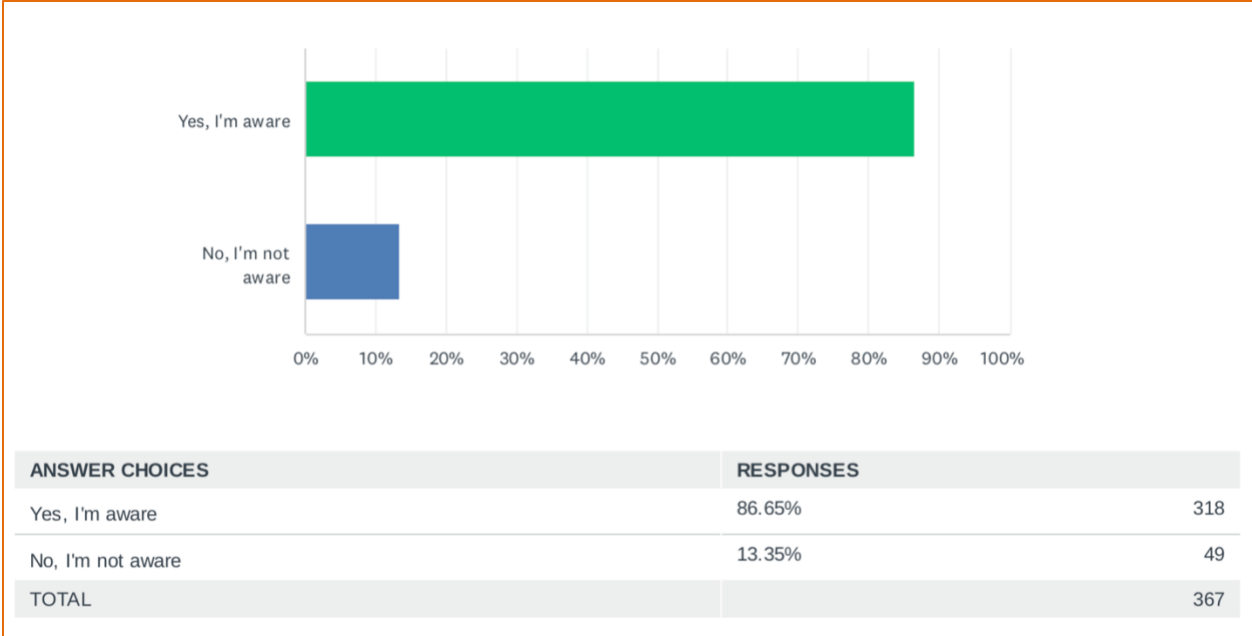
Question 7: Are you aware we help people prepare an action plan for pursuing and completing their education and training?



Data Analysis

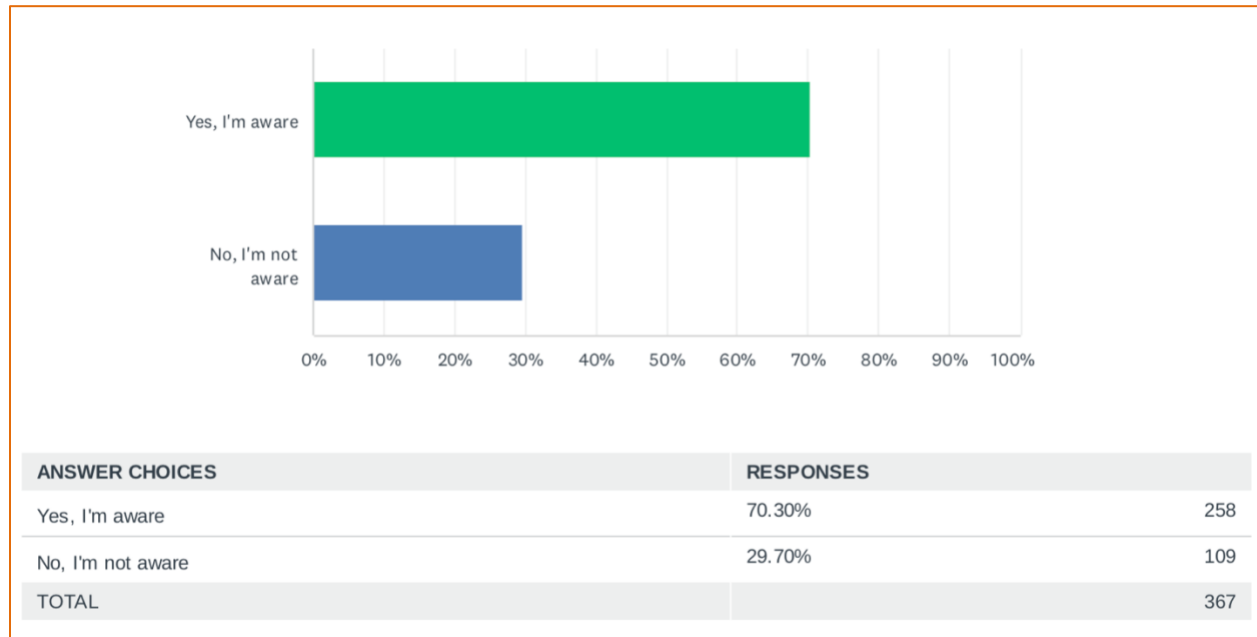
Question 7		2020	2021	2022	2023
<i>Are you aware we help people prepare an action plan for pursuing and completing their education and training?</i>	Aware	79%	72%	75%	86.92%
	Not Aware	20%	28%	28%	13.08%

Question 8: Are you aware we provide clients with financial support to take training programs?



No Data Analysis

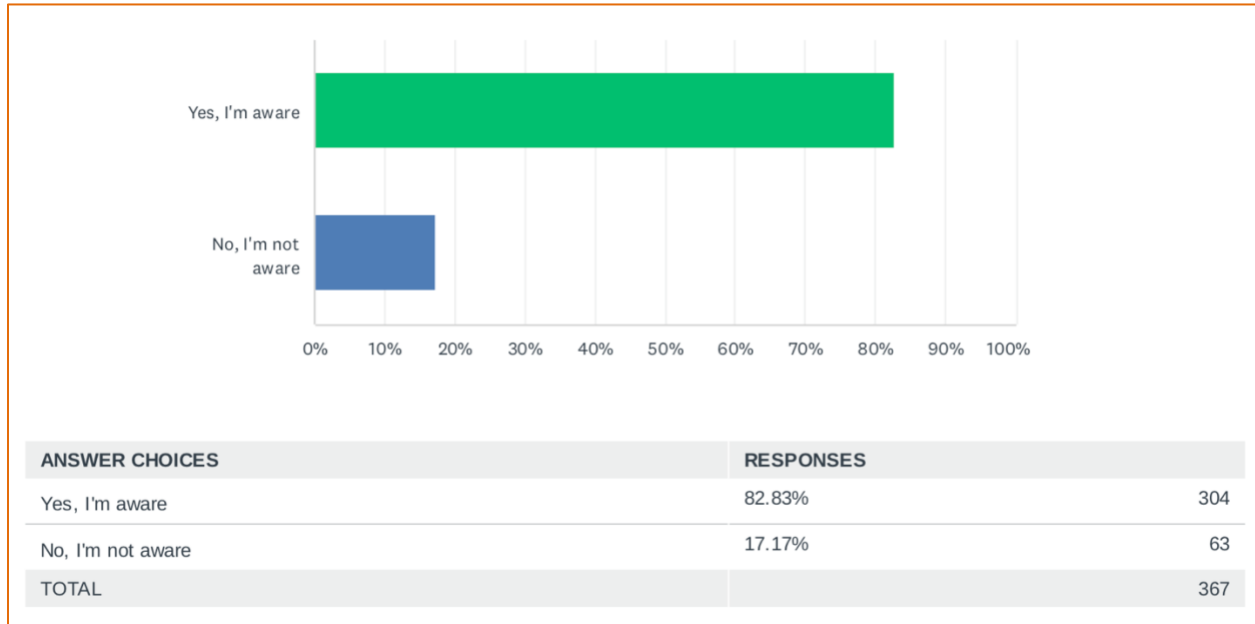
Question 9: Are you aware that people looking for a job can submit their name and contact info through our electronic job seekers form?



Data Analysis

Question 9		2020	2021	2022	2023
<i>Are you aware that people looking for a job can submit their name and contact info through our electronic job seekers form?</i>	Aware	47%	45%	48%	70.30%
	Not Aware	53%	55%	55%	29.70%

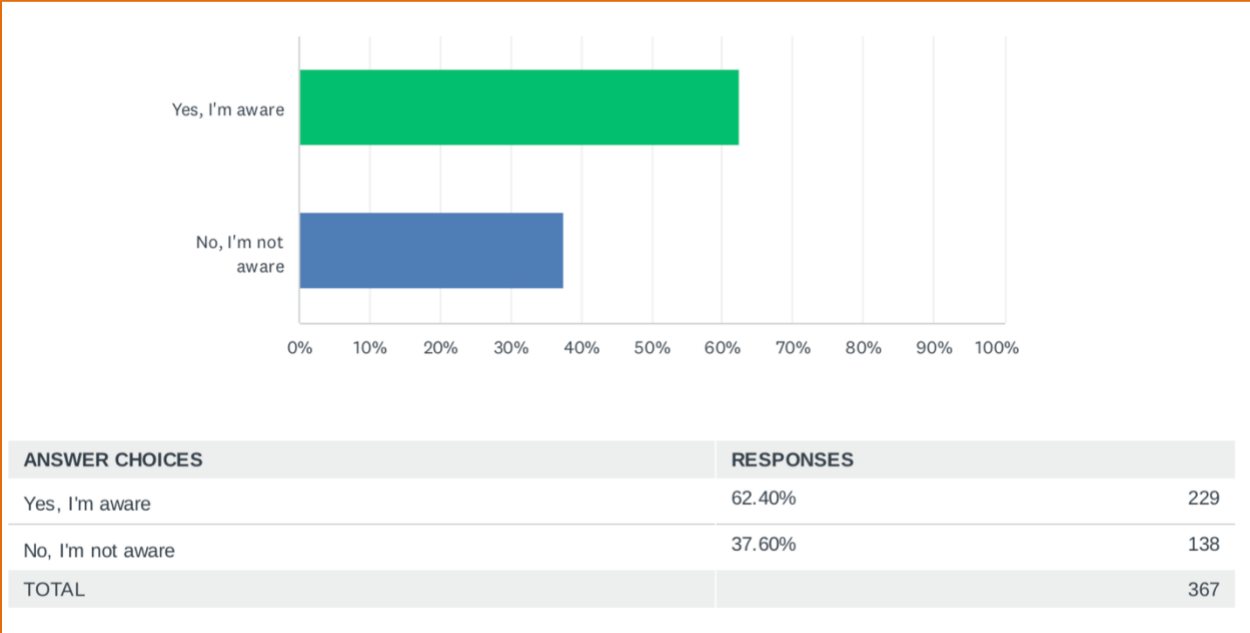
Question 10: Are you aware we connect businesses with people looking for work or guide people to potential job opportunities?



Data Analysis

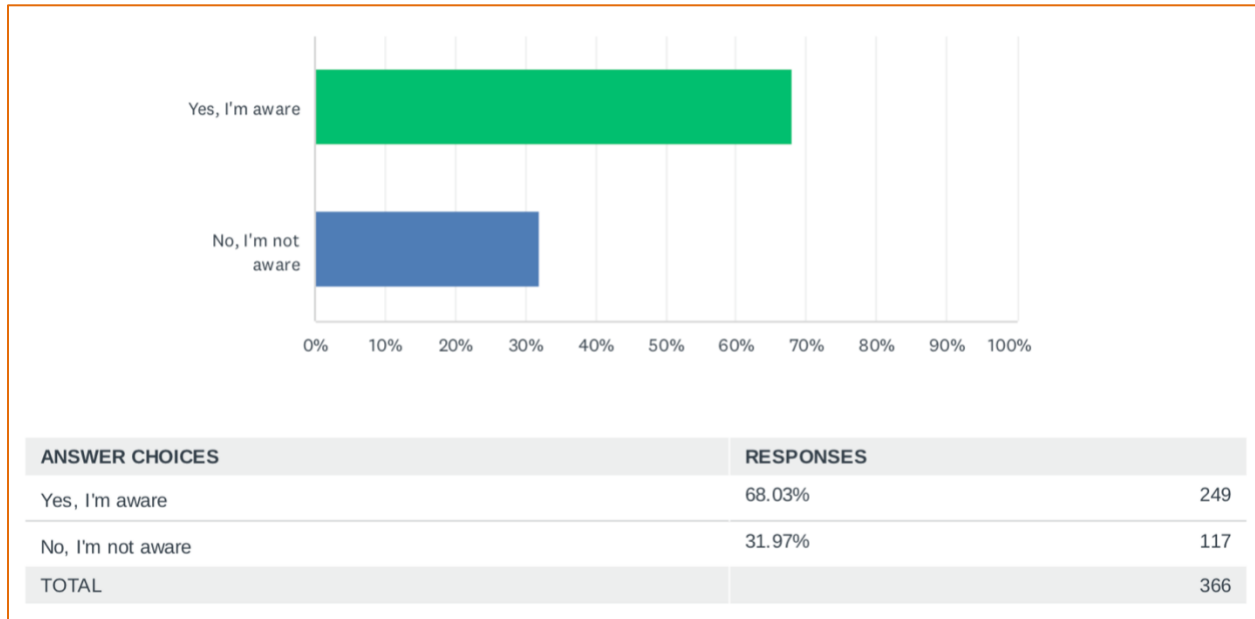
Question 10		2020	2021	2022	2023
<i>Are you aware we connect businesses with people looking for work or guide people to potential job opportunities?</i>	Aware	78%	74%	77%	91.01%
	Not Aware	22%	26%	23%	8.99%

Question 11: Are you aware we assist businesses with industry specific training programs to help with their human resource needs?



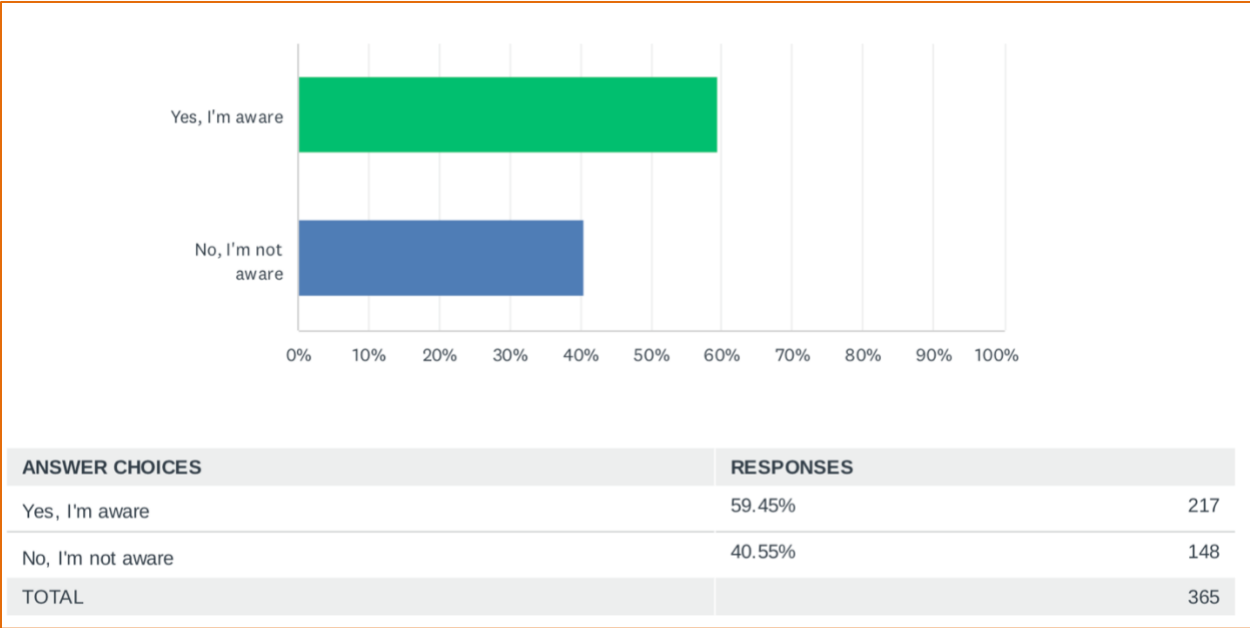
No Data Analysis

Question 12: Are you aware that Tewatohnhi'saktha operates Tóta Ma's Café as social enterprise?



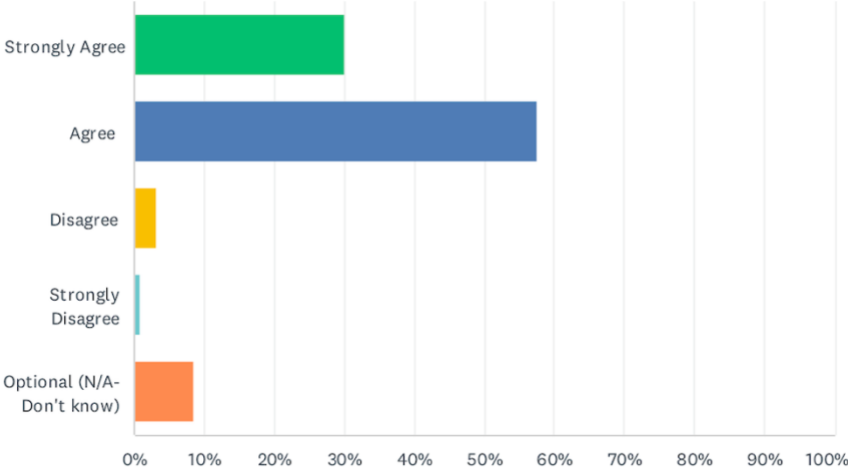
No Data Analysis

Question 13: Are you aware that Tóta Ma’s Café sells products for other Kahnawa:ke businesses that do not have a store front?



No Data Analysis

Question 14: To what extent do you agree that Tewatohnhi'saktha effectively carries out these Workforce Development programs and services?



ANSWER CHOICES	RESPONSES	
Strongly Agree	29.97%	110
Agree	57.49%	211
Disagree	3.27%	12
Strongly Disagree	0.82%	3
Optional (N/A- Don't know)	8.45%	31
TOTAL		367

Data Analysis

Question 14					
		2020	2021	2022	2023
<i>To what extent do you agree that Tewatohnhi'saktha effectively carries out these Workforce Development programs and services?</i>	SA/Agree	89%	85%	89%	87.467%
	Neither A/D	8%	11%	8%	8.45%
	SD/Disagree	4%	4%	3%	4.09%

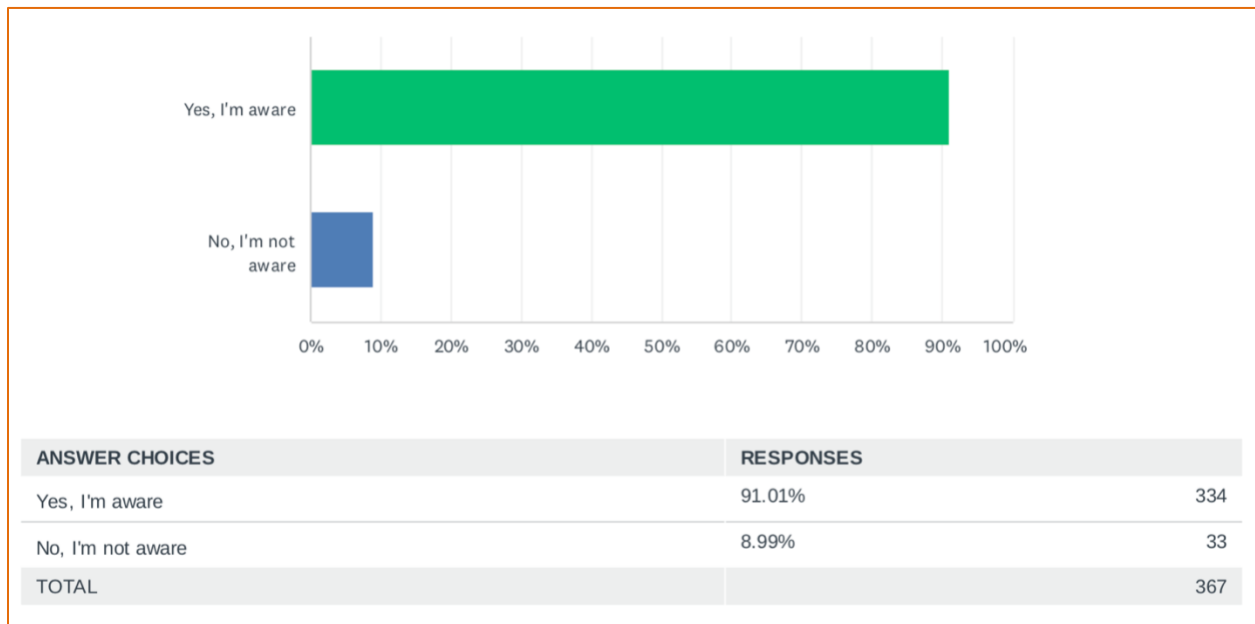
Q14: Optional Comments

1. I don't have direct experience so I'm not sure how effective they are.
2. It's hard with the economy to carry out services.
3. Does Tewatohnhi'saktha speak to high school students before graduating? Does Tewatohnhi'saktha educate youth on financial literacy? How to save money, why it's important to save, explanations on the importance of a pension? How to create your own pension plan, etc? If not, please do.
4. I look forward to finding out about this.
5. I went twice and did not receive help from them.
6. You do an excellent job getting the info out and seeing businesses excel is proof.
7. There should be more opportunities for social enterprises. More opportunities for all ages for these programs.
8. I guess. I've been at my job for 20 years so I don't really pay attention to what is being offered for job training, etc.
9. It needs to be open to more people. I couldn't sign up because my band card is Cree, even though I live here and my father is from here.
10. This is a good program. I've seen it used by multiple generations. There is a need for it and the staff is very thorough and organized.
11. I'm used mostly all of their services and I always felt very accommodated.
12. Tewatohnhi'saktha offered an ironworkers/welding course. I'm wondering if those graduates are working in that field and are they working in the community? It would be good if we had companies in this community to provide full time employment for those types of trades.

13. I have this impression that they are only there to help with those pursuing trades and not for those pursuing careers not in the trades, like white collar jobs - for lack of a better way of putting it. Is there a distinction? Can that be clarified?
14. I think offering more types of social enterprises would be good.
15. I feel it is hard to provide funding and training. They can't focus on one area or reach full potential. Are they qualified to be trainers?
16. It needs to be more accessible and less bureaucratic.
17. Their social media presence is lacking. Their website is not always up to date. Information is not that easy to find or is found but in little amounts. i.e. the summer job program does not seem to be advertised to its full potential. Job listings are posted late.
18. I haven't seen any positive evidence of them offering training course to fill in need, i.e. KMHC needs many positions filled and what is Tewaohnhi'saktha doing about it?
19. I have to inquire and the information is not readily available I have to seek it out.

END COMMENTS

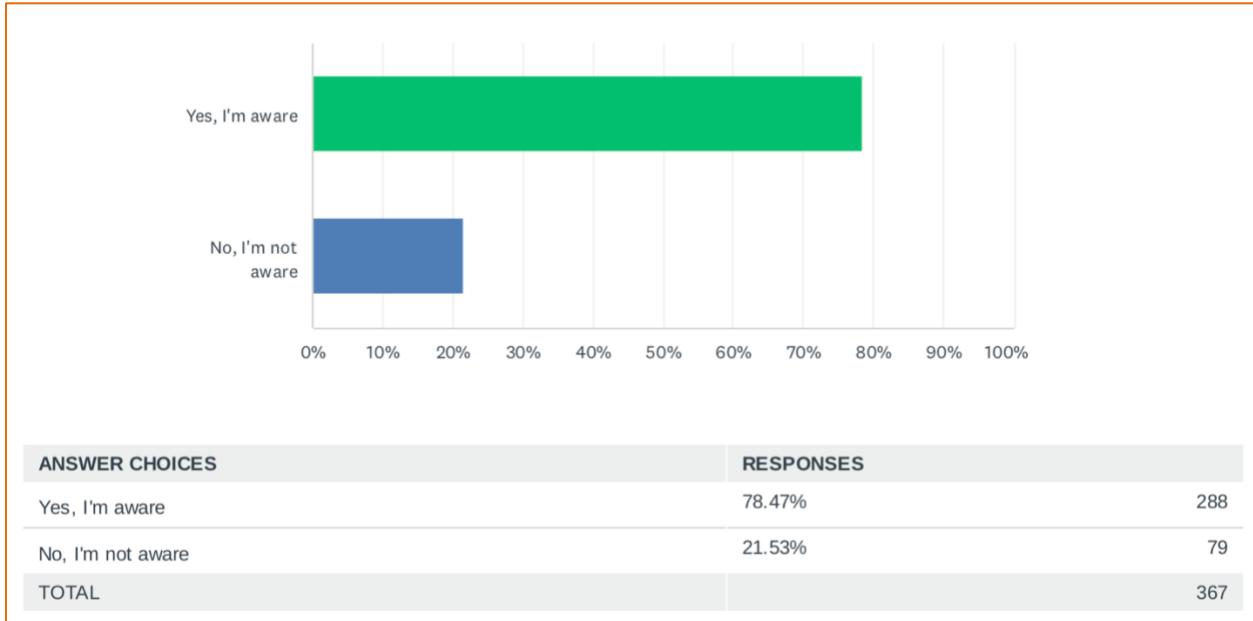
Question 15: Are you aware that Tewatohnhi'saktha Business Services provides information on how to start/operate a business?



Data Analysis

Question 15		2020	2021	2022	2023
<i>Are you aware that Tewatohnhi'saktha Business Services provides information on how to start/operate a business?</i>	Aware	96%	92%	96%	91.01%
	Not Aware	4%	8%	4%	8.99%

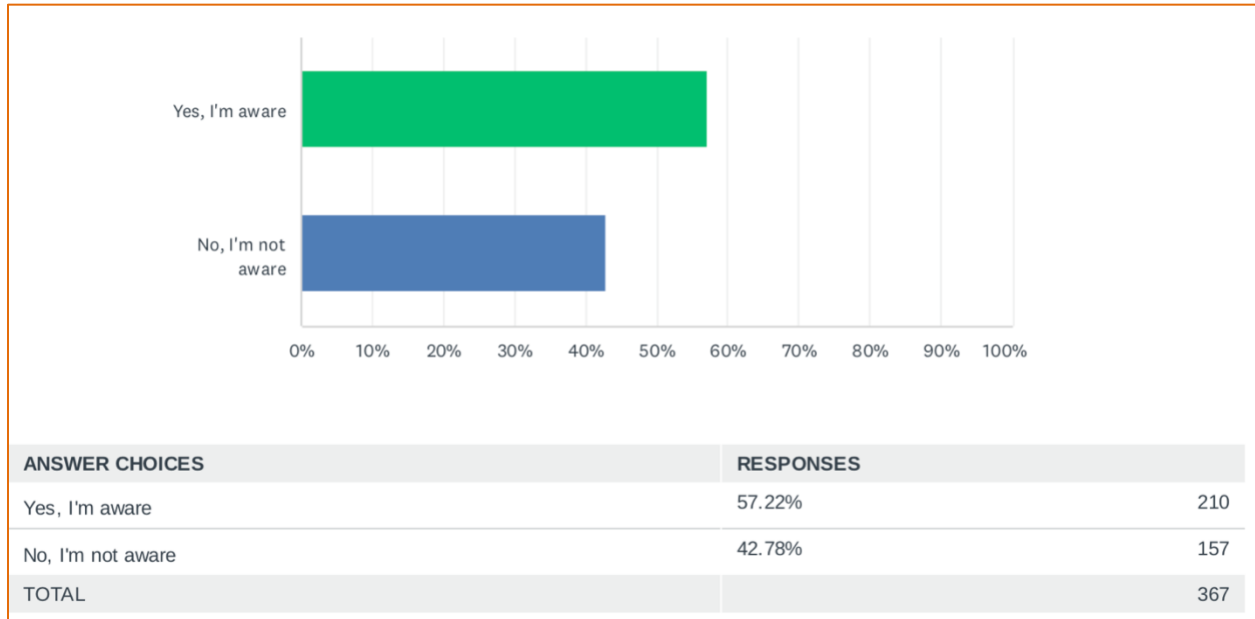
Question 16: Are you aware we provide information on, and assistance with, grant or loan applications?



Data Analysis

Question 16		2020	2021	2022	2023
<i>Are you aware we provide information on, and assistance with, grant or loan applications?</i>	Aware	85%	82%	87%	78.47%
	Not Aware	15%	18%	13%	21.53%

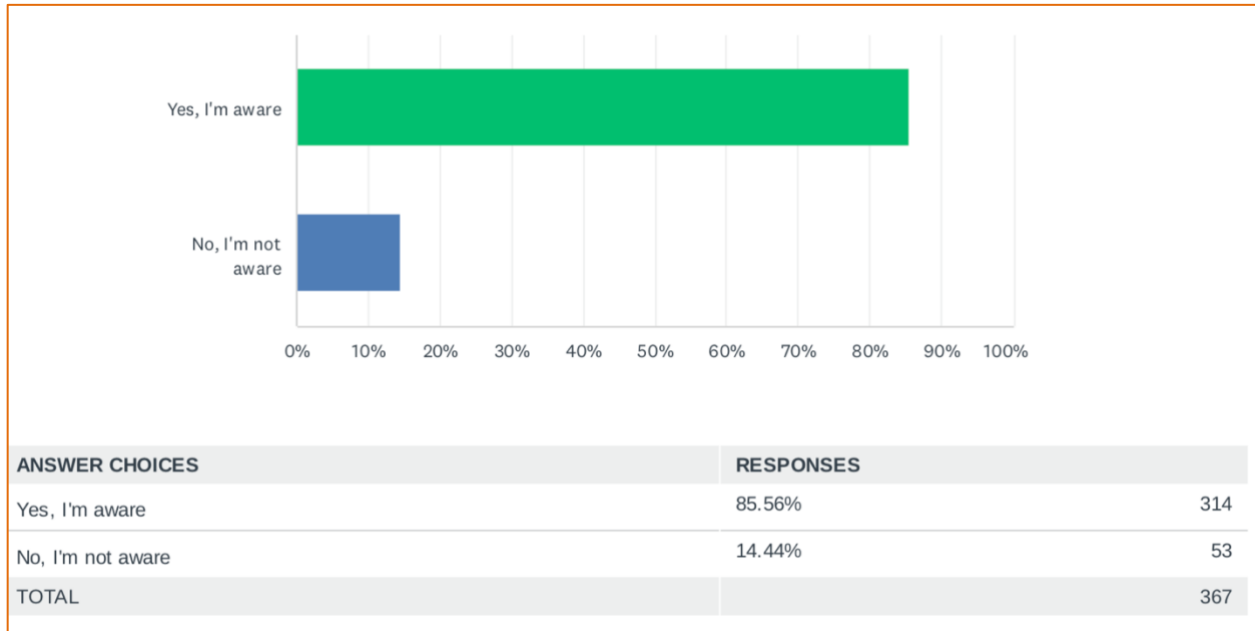
Question 17: Are you aware we provide business assistance with accounting needs/matters?



Data Analysis

Question 17		2020	2021	2022	2023
<i>Are you aware we provide business assistance with accounting needs/matters?</i>	Aware	64%	66%	68%	57.22%
	Not Aware	36%	34%	33%	42.78%

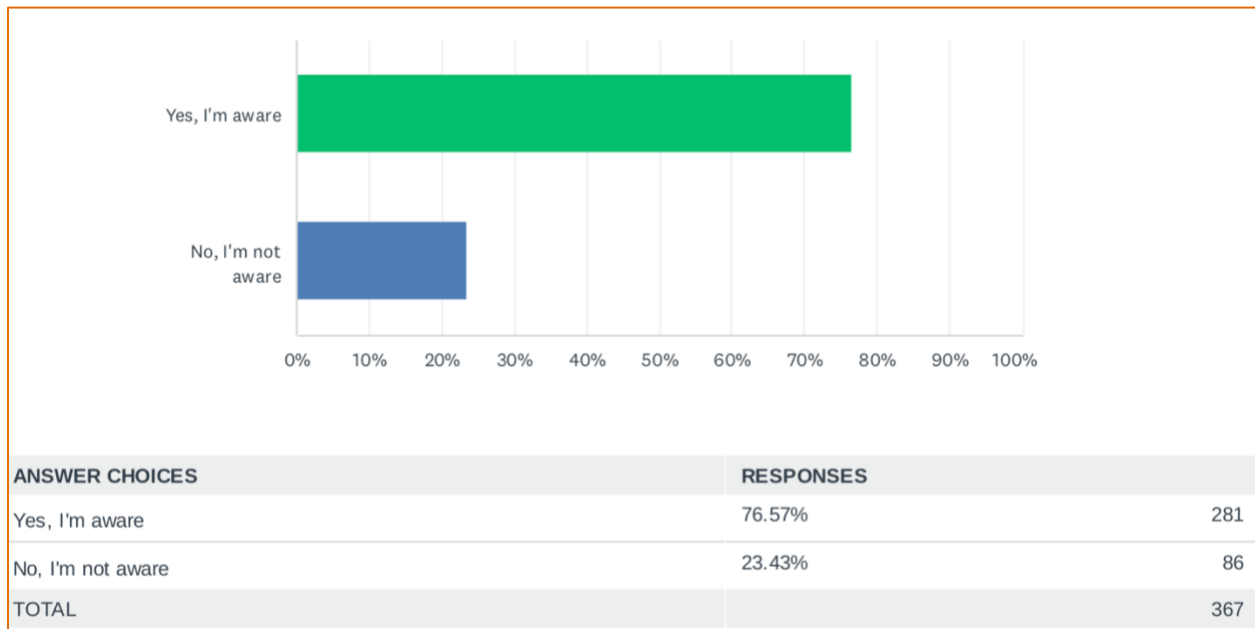
Question 18: Are you aware we can post job offers for local businesses and organization on our website?



Data Analysis

Question 18		2020	2021	2022	2023
<i>Are you aware we can post job offers for local businesses and organization on our website?</i>	Aware	82%	79%	86%	85.56%
	Not Aware	18%	21%	14%	14.44%

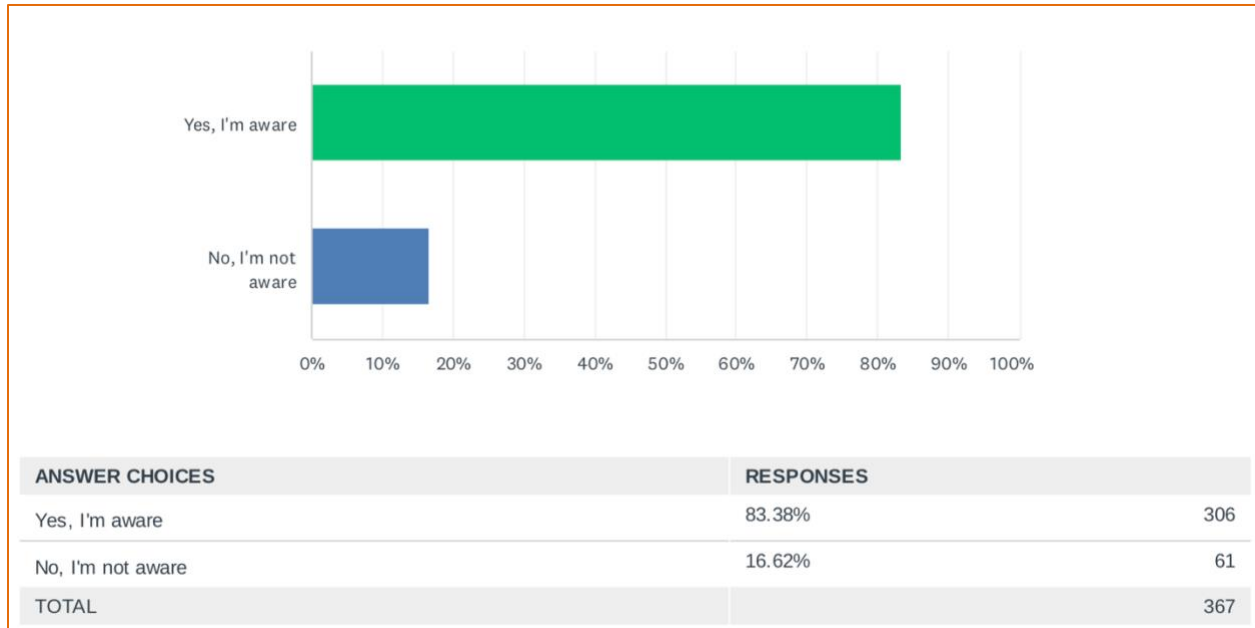
Question 19: Are you aware we share job opportunities on our Facebook page?



Data Analysis

Question 19					
		2020	2021	2022	2023
<i>Are you aware we share job opportunities on our Facebook page?</i>	Aware	76%	71%	76%	76.57%
	Not Aware	24%	29%	24%	23.43%

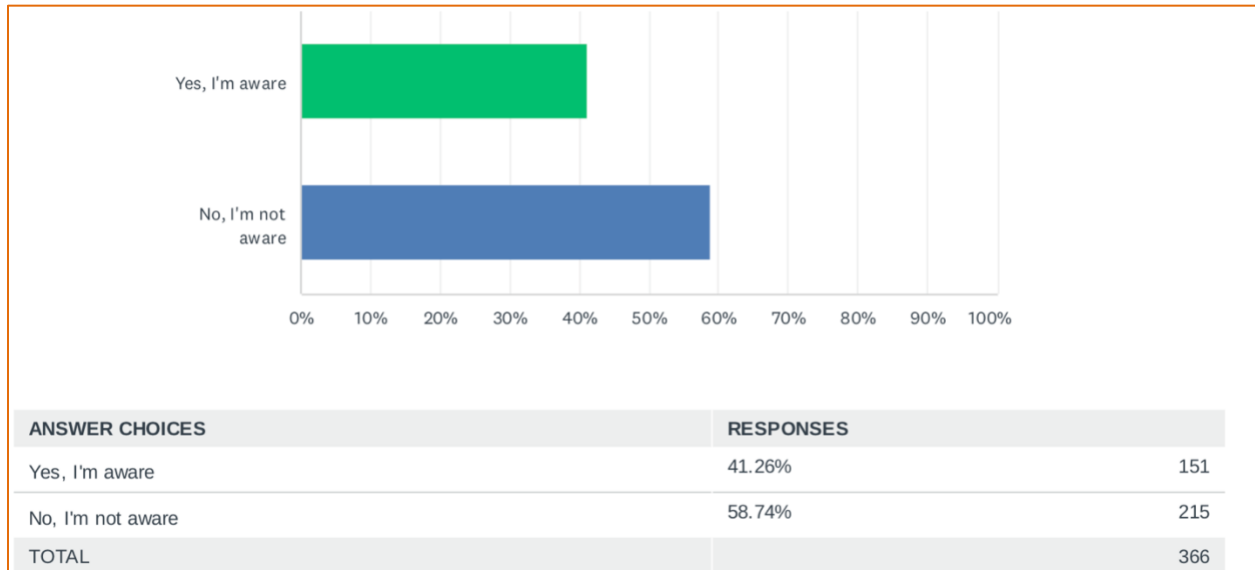
Question 20: Are you aware we sell Shop Kahnawà:ke Certificates at Tewatohnhi'saktha?



Data Analysis

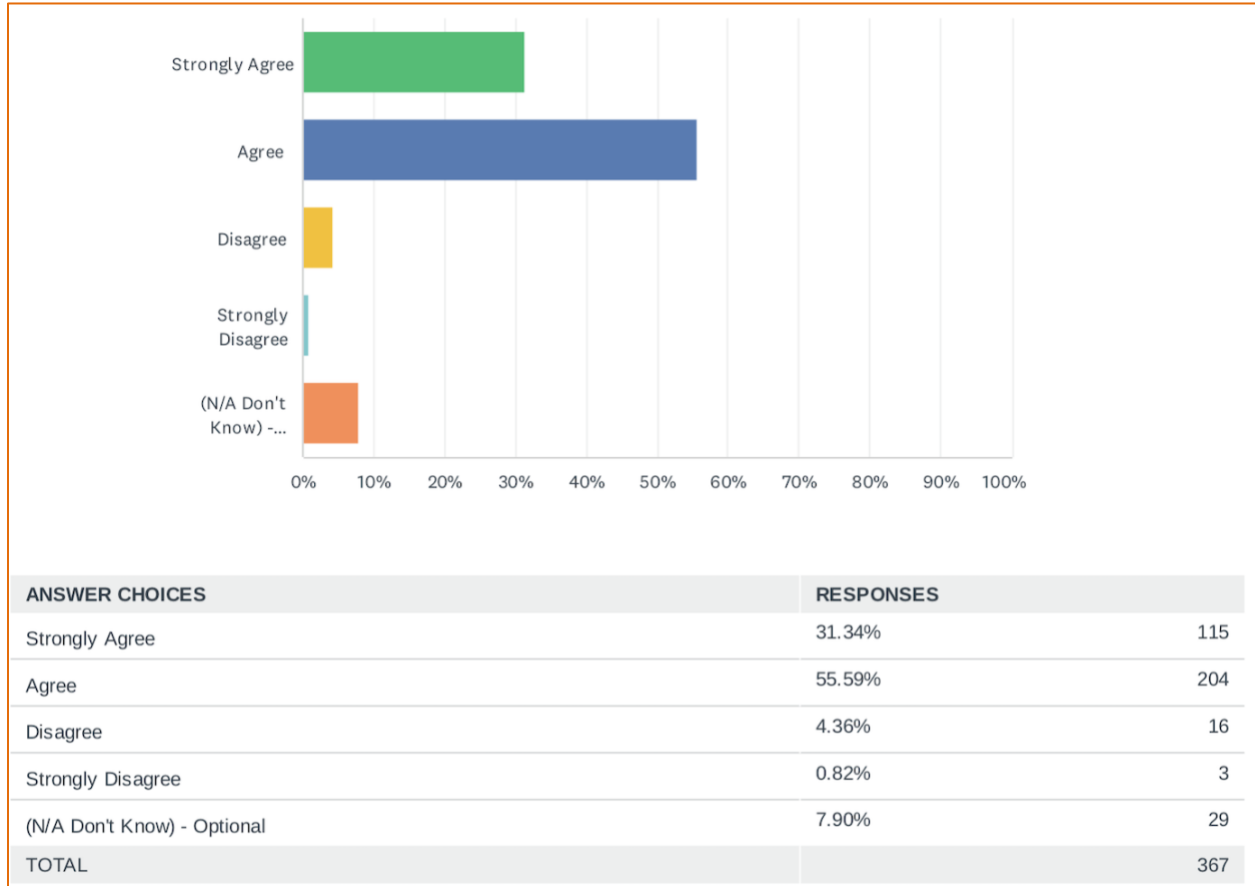
Question 20		2020	2021	2022	2023
<i>Are you aware we sell Shop Kahnawà:ke Certificates at Tewatohnhi'saktha?</i>	Aware	85%	82%	88%	83.38%
	Not Aware	15%	18%	18%	16.62%

Question 21: Are you aware we sell Shop Kahnawà:ke Certificates at the Kahnawà:ke Welcome Center?



No Data Analysis

Question 22: To what extent do you agree that Tewatohnhi'saktha effectively carries out its business programs and services?



Data Analysis

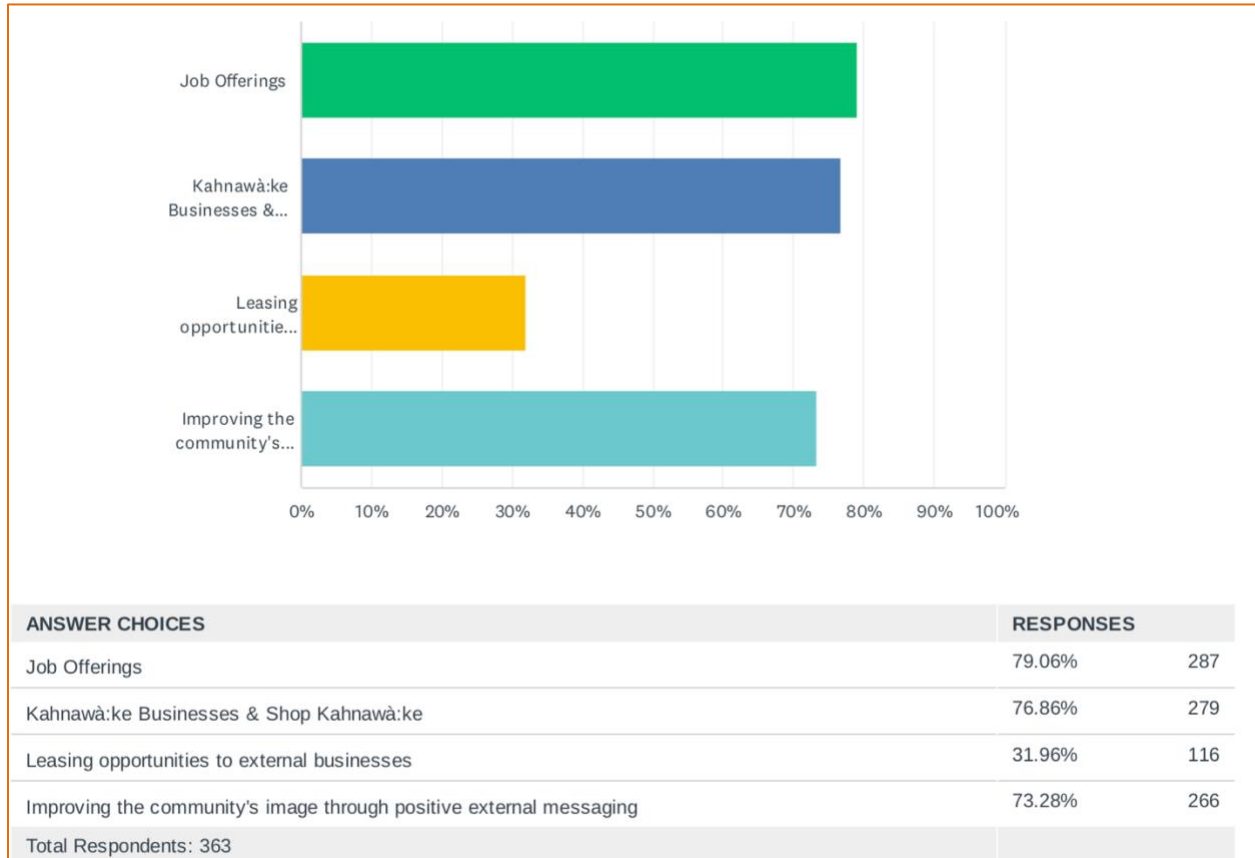
Question 22		2020	2021	2022	2023
<i>To what extent do you agree that Tewatohnhi'saktha effectively carries out its business programs and services?</i>	SA/Agree	86%	86%	91%	86.93%
	Neither A/D	9%	11%	6%	7.90%
	SD/Disagree	4%	4%	4%	5.18%

Q22: Optional Comments

1. It's difficult for businesses right now.
2. Define "effectively"?
3. Tewatohnhi'saktha needs to be open more downstairs at the office, not just two hours.
4. I recently participated in the Entrepreneur course and I feel that the course could improve in information delivery. Also, it should be offered in person and online.
5. This survey is too long.
6. After reading survey questions, I am now aware of your services. Being 87 years old, I don't search for these services, but for young people it is good.
7. They need to sell Shop Kahnawake certificates online.
8. I didn't know that the Welcome Center was still open.
9. Tewatohnhi'saktha needs to be open to all natives and not just Mohawks.
10. I had a bad experience with a work program with Playground. I feel like Tewatohnhi'saktha needs to do their due diligence with businesses and organizations to make sure that they are doing right by the individual. We were left hanging by Playground and it wasn't right.
11. I would have to see their stats on their Business Services so I can't say I know how effectively they are carrying out their services and programs.
12. I think their accounting needs to be more streamlined, such as a go-to person to help with everyone's needs instead of everyone having to go through their BSO.
13. I asked them to help me fill out a form in French and they couldn't help me because it was in French. I thought that was not right as they have been around for many years and this (form) couldn't be new to them.
14. There's a lot of hoops to jump through. They could help more with business plans.
15. Once again the job listings are not always posted as frequently as they should be, or in some cases they are posted super close to the application deadline. They should also aim to be present on other forms of social media and not just Facebook!
16. I am somewhat familiar but don't know how to access the information.
17. I have a small business and was very happy that I was able to get a loan for it.
18. Although I am aware, I don't believe they actually do these services.
19. If you aren't on computer, then you won't know anything. Not everyone buys The Eastern Door or listens to K103.

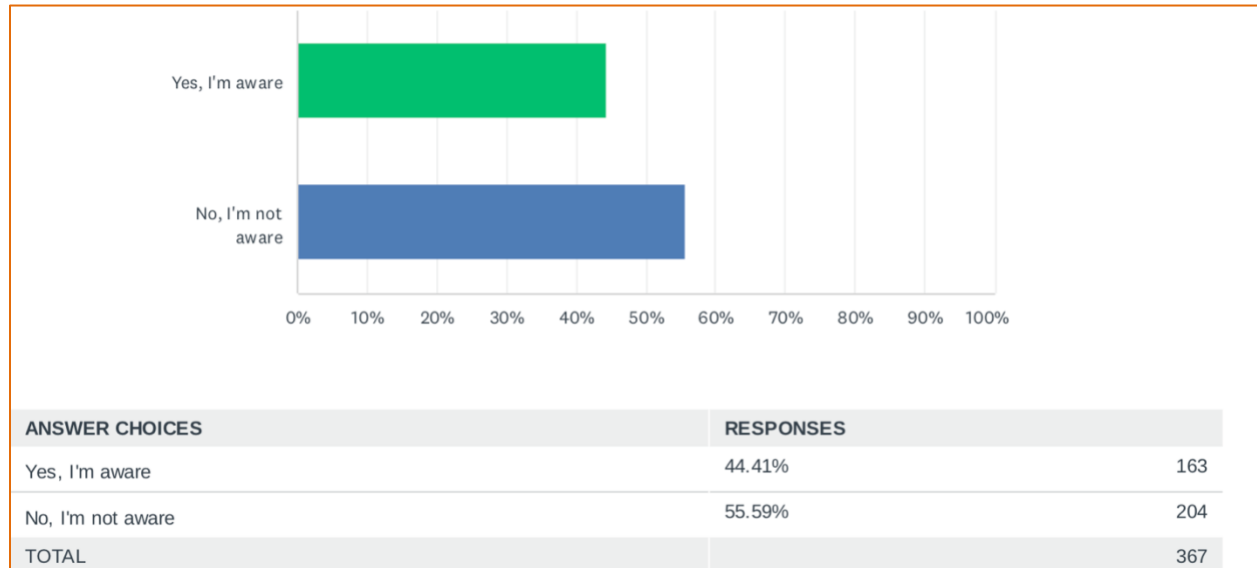
END COMMENTS

Question 23: Tewatohnhi'saktha's role includes promoting the community of Kahnawà:ke externally. What top 3 areas should Tewatohnhi'saktha focus on promoting?



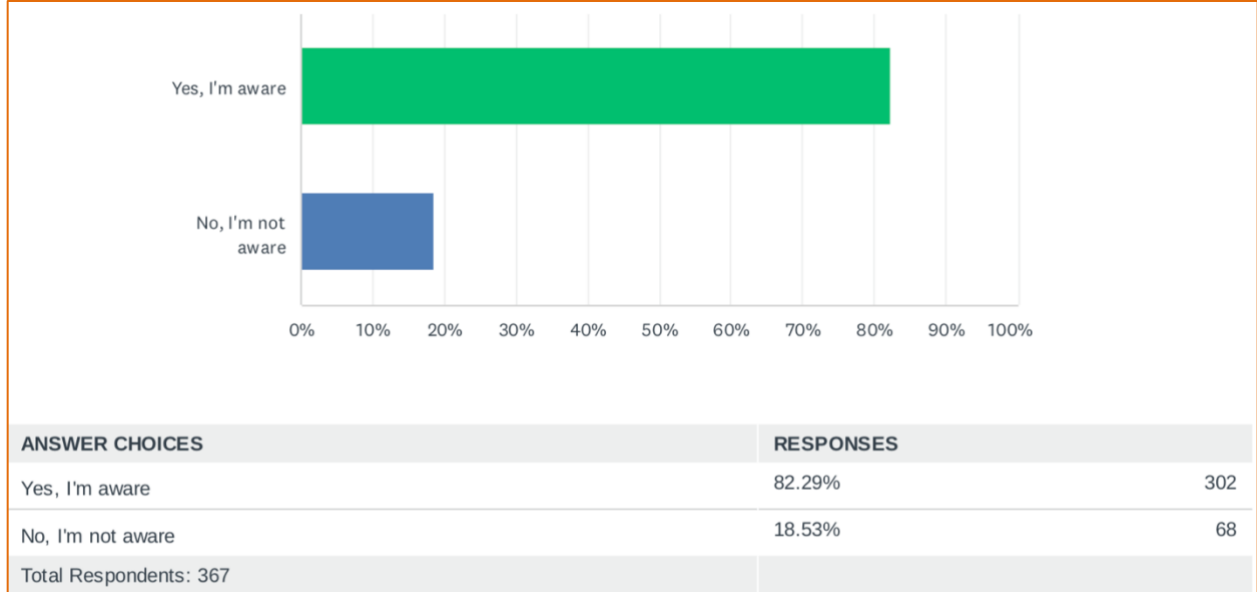
No Data Analysis

Question 24: Are you aware that Tourism Development is a mandate of Tewaohni'saktha?



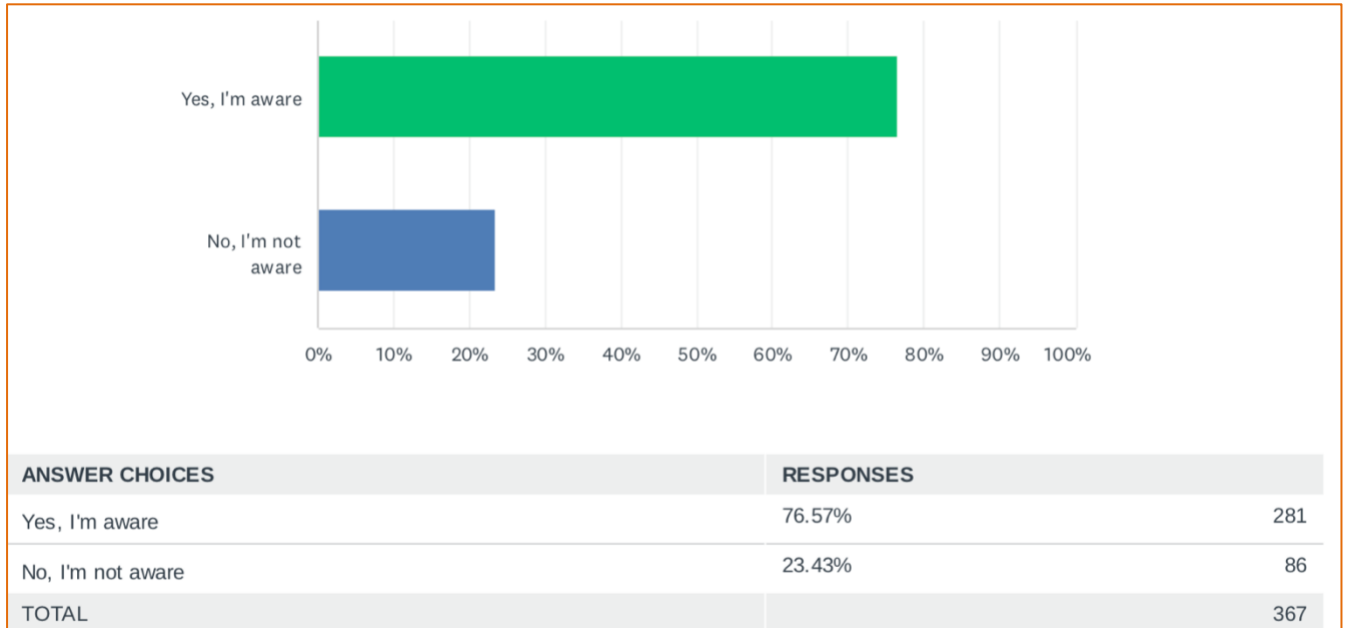
No Data Analysis

Question 25: Are you aware that Kahnawà:ke Tourism shares information with visitors on our history and culture?



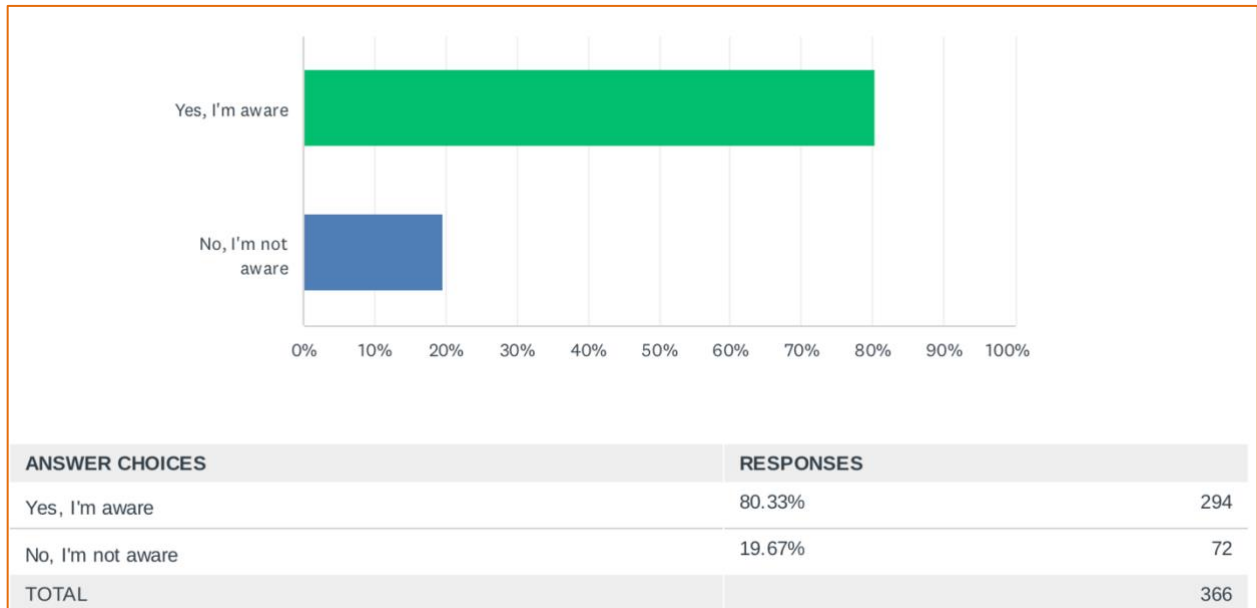
No Data Analysis

Question 26: Are you aware that Kahnawà:ke Tourism promotes and participates in community events open to the public?



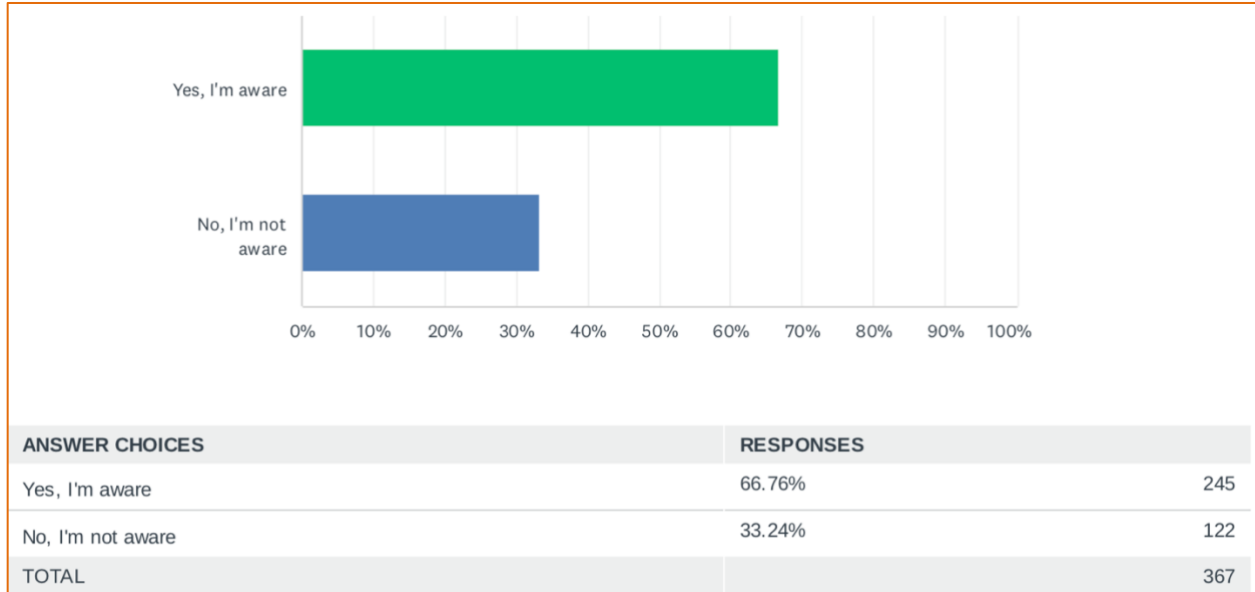
No Data Analysis

Question 27: Are you aware that Kahnawà:ke Tourism offers guided tours to visitors and the general public?



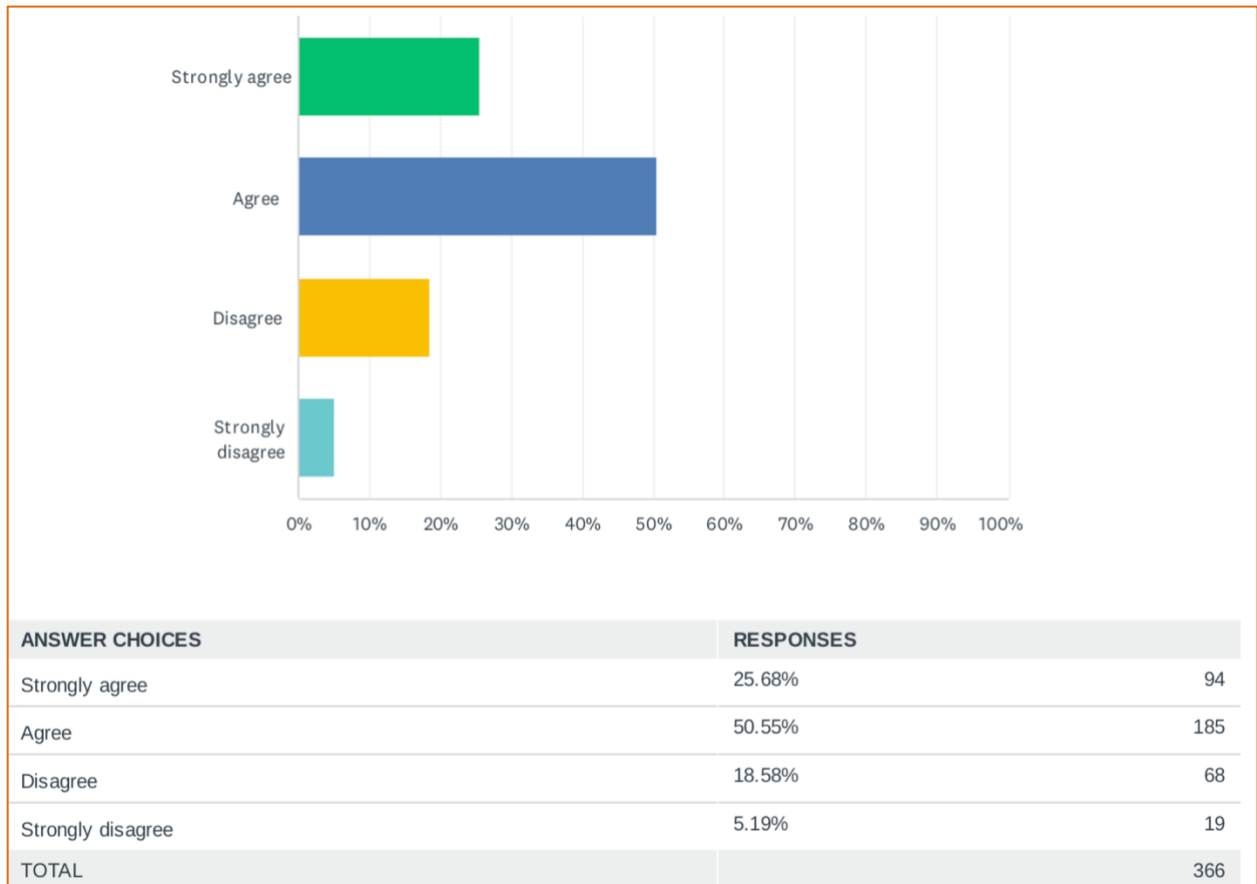
No Data Analysis

Question 28: Are you aware that Kahnawà:ke Tourism partners with local businesses in various events and activities to help boost our economy?



No Data Analysis

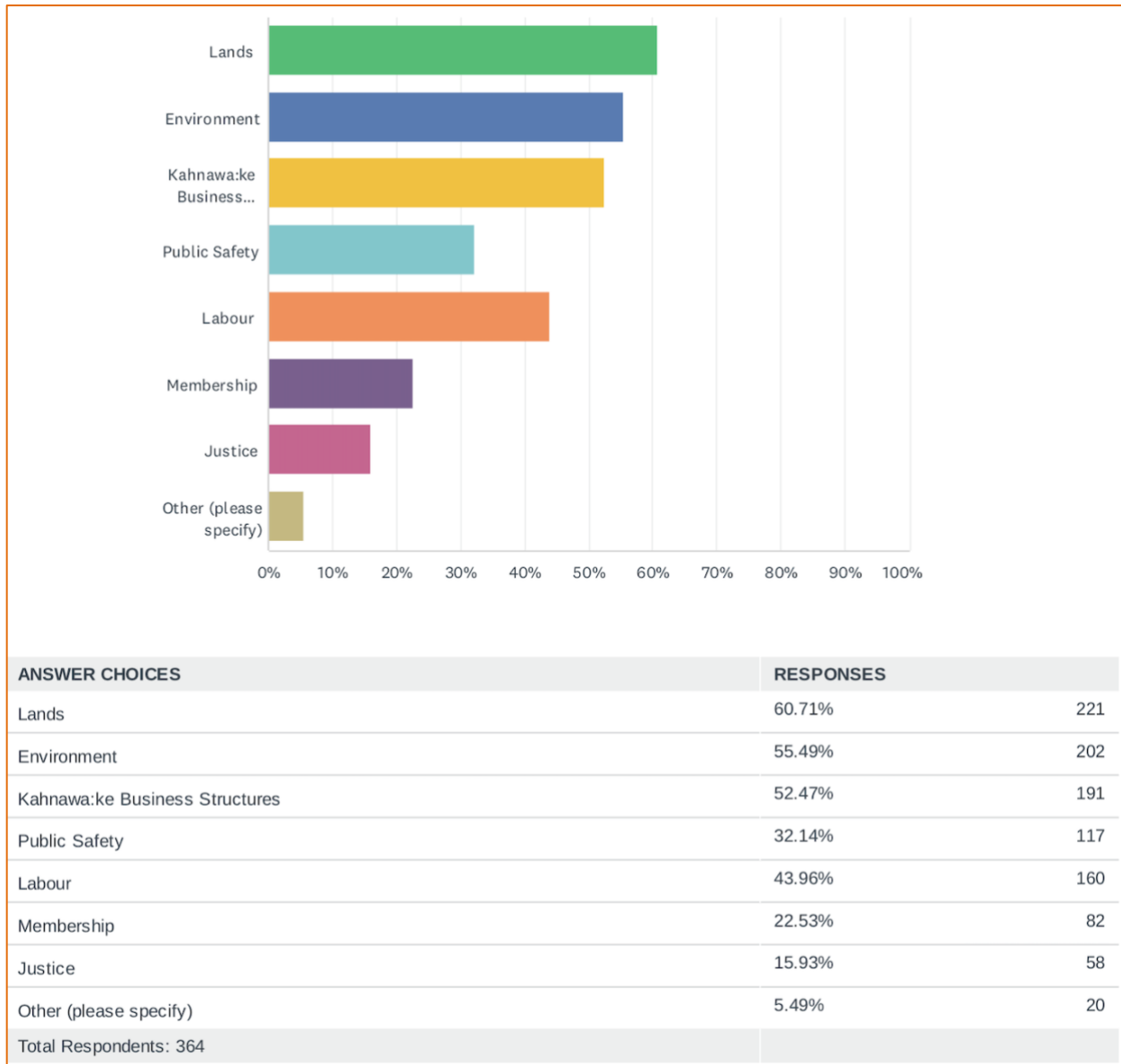
Question 29: To what extent do you agree that Kahnawà:ke Tourism effectively communicates their services and activities?



No Data Analysis

Question 30: Tewaohni'saktha's Economic Policy Advisory conducts research on policies that will facilitate economic development and business attraction in Kahnawà:ke.

What top 3 areas should Tewaohni'saktha focus on?



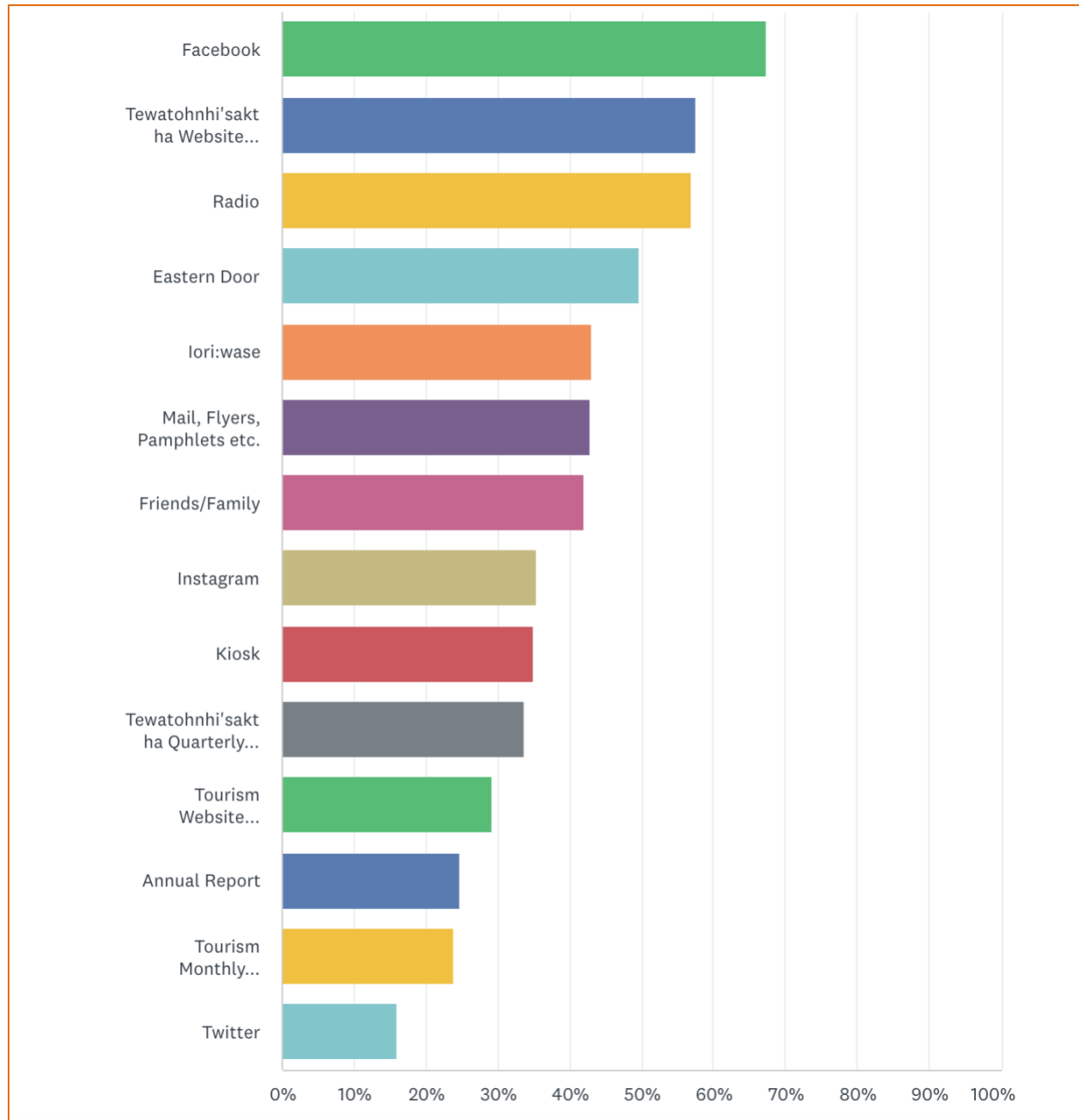
No Data Analysis

Q30: “Other” Comments

1. Wellness. Also, I’m interested in how much Tewatohnhi'saktha incorporates Haudenosaunee ways in what you do? Is research based on “colonizer ways”?
2. We need our own jail. Jails are big business and we need to heal our own people.
3. Tewatohnhi'saktha should have an info session on what programs and services are offered.
4. Local social economy.
5. Working wages on specific retirement needs.
6. Education/ trade education.
7. Benefits (retirement options for private sector).
8. I’m not aware as to why this is even part of Tewatohnhi'saktha’s mandate or what this is.
9. I’m not aware.
10. They are all important.
11. I don’t understand the question.
12. I don't really understand what this means or how some of these areas fall under Tewahtohnhi’saktha.
13. I can't choose just three. I think they are all important.
14. Educate employers to provide benefits.
15. No answer. This survey is to get the ok from a small fraction of the community to do what they want with non-native business.
16. Not aware of this at all, please provide more information to community.
17. I don’t know.
18. I don't feel I know enough about this to give an answer.
19. E-commerce will level out playing field.

END COMMENTS

Question 31: How would you like to receive information on Tawatohnni'saktha activities?

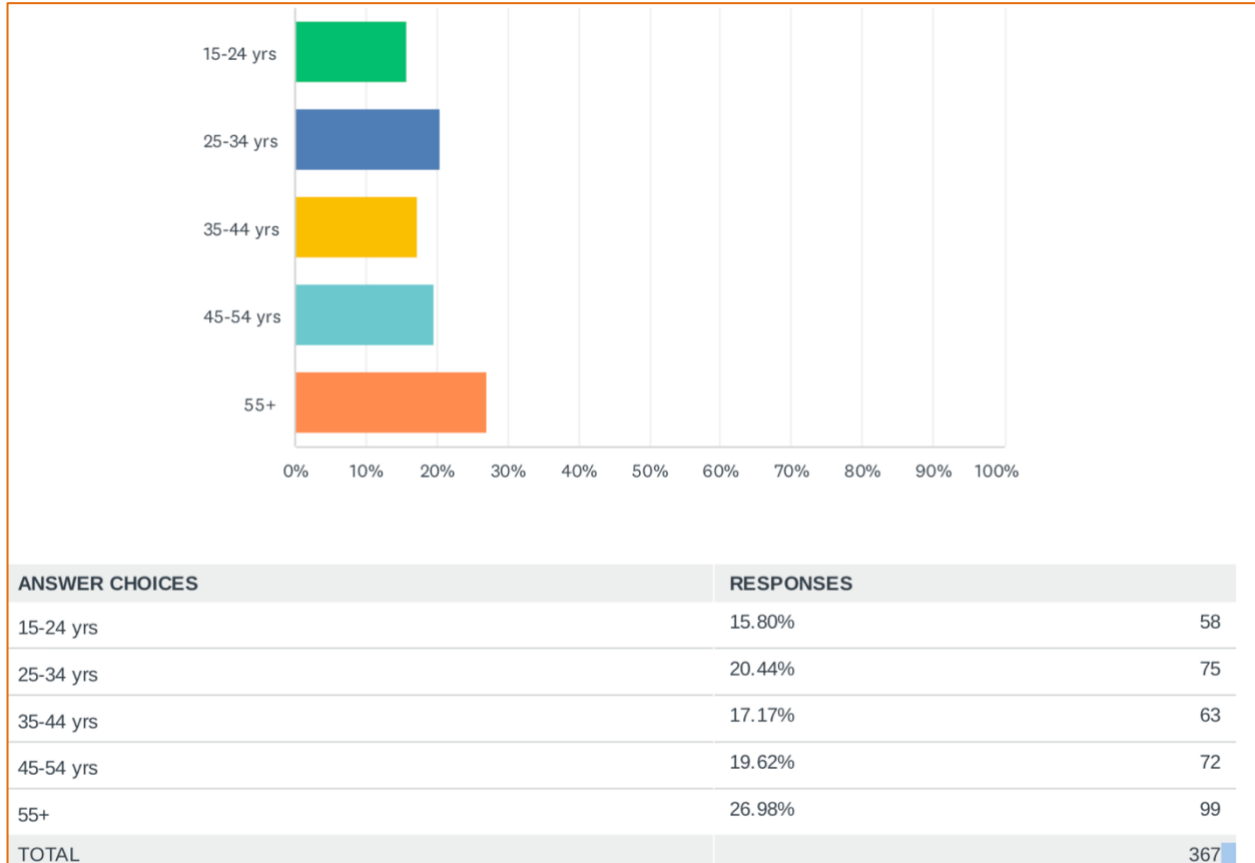


ANSWER CHOICES	RESPONSES
Facebook	67.30% 247
Tewatohnni'saktha Website (tewa.ca)	57.49% 211
Radio	56.95% 209
Eastern Door	49.59% 182
Iori:wase	43.05% 158
Mail, Flyers, Pamphlets etc.	42.78% 157
Friends/Family	41.96% 154
Instagram	35.42% 130
Kiosk	34.88% 128
Tewatohnni'saktha Quarterly Newsletter	33.79% 124
Tourism Website (kahnawaketourism.com)	29.16% 107
Annual Report	24.80% 91
Tourism Monthly Newsletter	23.98% 88
Twitter	16.08% 59
Total Respondents: 367	

Data Analysis

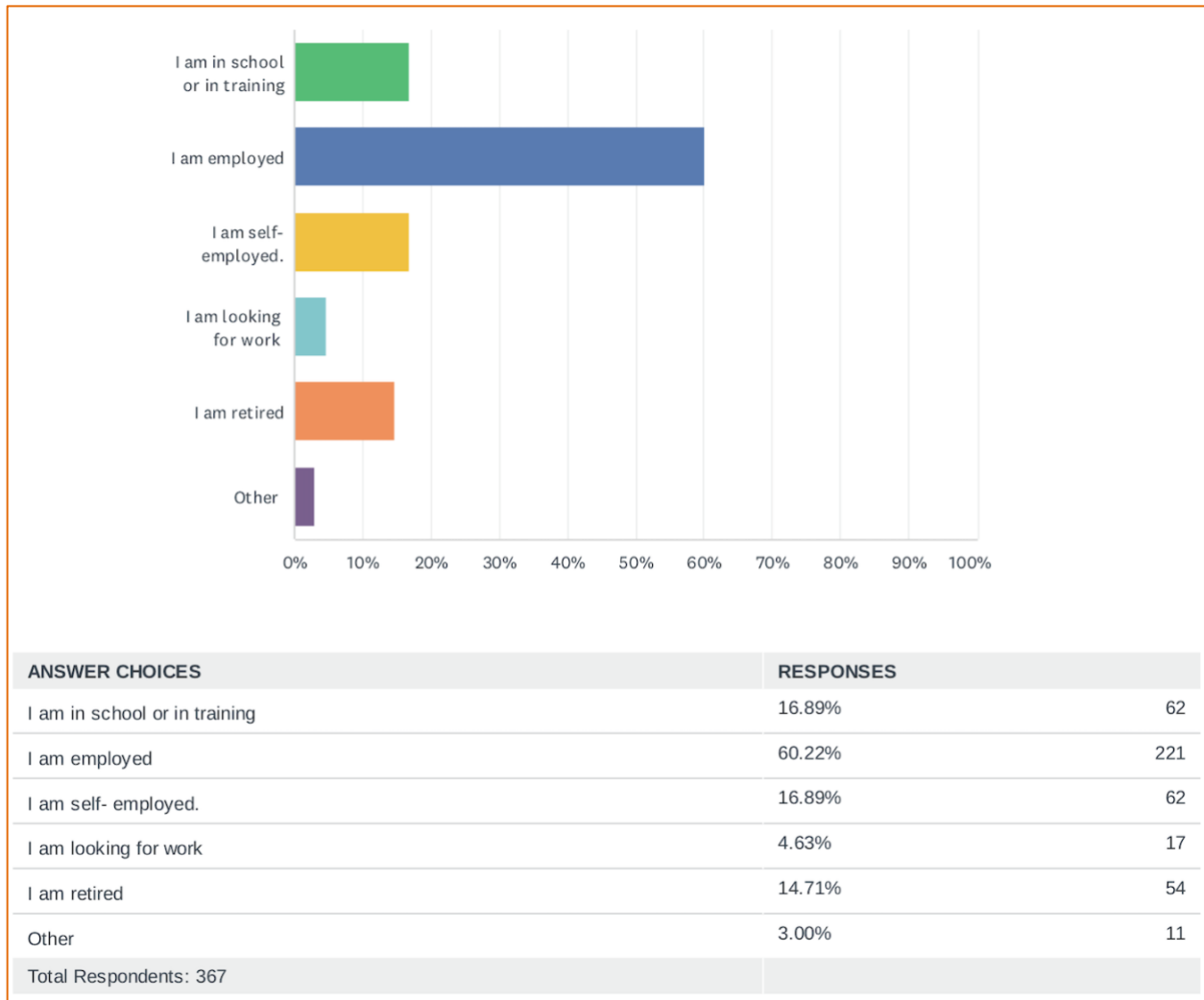
Question 31				
<i>How would you like to receive information on Tewatohnni'saktha activities?</i>		2021	2022	2023
	Facebook	60%	63%	67.30%
	Tewa.ca	39%	32%	57.49%
	Radio	54%	34%	56.95%
	Eastern Door	48%	33%	49.59%
	Iori:wase	34%	31%	43.05%
	Mail, flyers, pamphlets etc.			42.78%
	Friends/ Family			41.96%
	Instagram	10%	16%	35.42%
	Kiosk			34.88%
	Quarterly Newsletter	25%	18%	33.79%
	Tourism Website			29.16%
	Annual Report	18%	12%	24.80%
	Tourism Monthly Newsletter			23.98%
Twitter	6%	4%	16.08%	

Question 32: Please indicate your age.



No Data Analysis

Question 33: Please indicate the situation(s) that best describes you.



Data Analysis

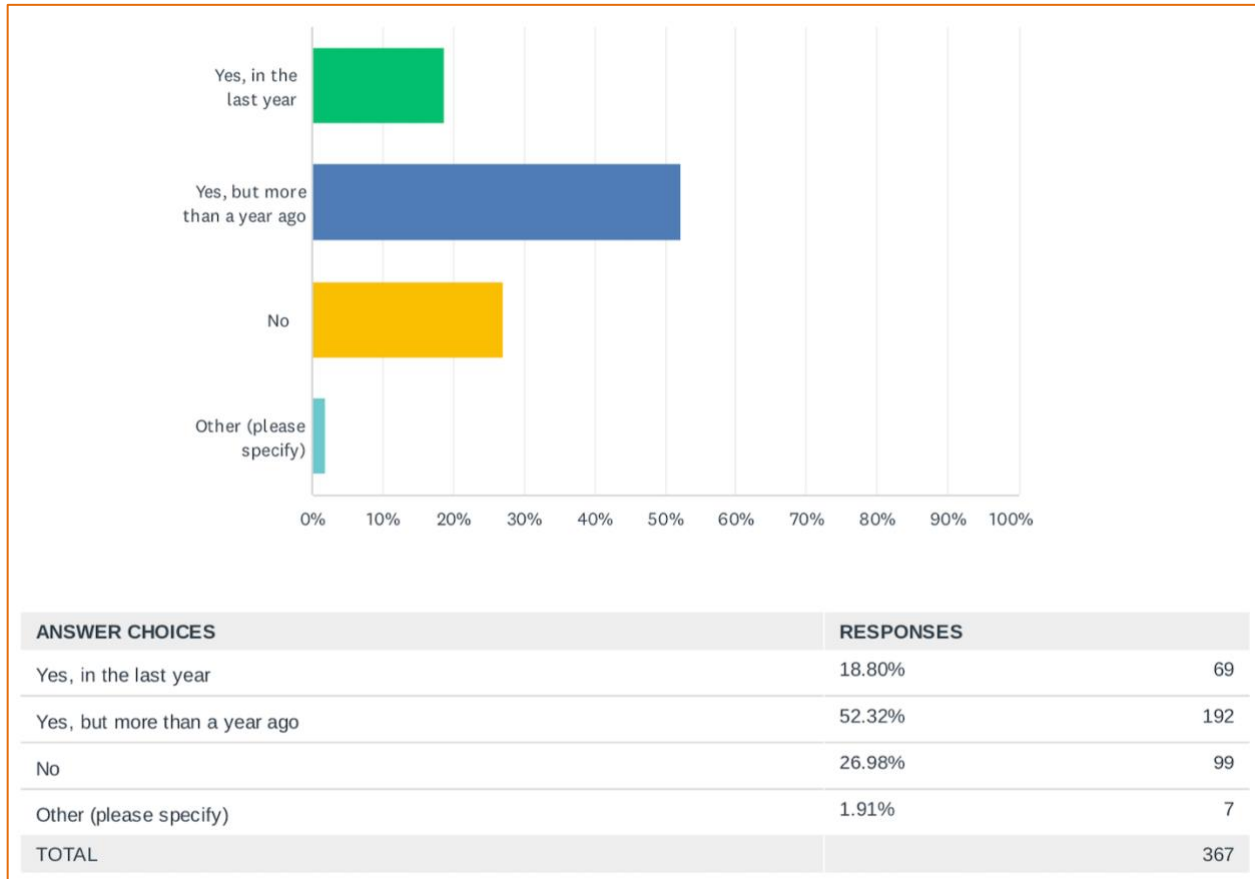
Question 33				
<i>Please indicate the situation that best describes you.</i>		2021	2022	2023
	I am in school or in training	5%	7%	16.89%
	I am employed	52%	60%	60.22%
	I am self-employed	18%	19%	16.89%
	I am looking for work	4%	4%	4.63%
	I am retired	25%	17%	14.71%
	Other	7%	6%	3%

Q33: “Other” Comments

- 1.** Stay at home mom (**2 similar**)
- 2.** Social Assistance (**2 similar**)
- 3.** Maternity leave (**2 similar**)
- 4.** Disabled
- 5.** Not able to work.
- 6.** Work part time (**2 similar**)
- 7.** Looking to continue education.
- 8.** I am unemployed.
- 9.** Seasonal work
- 10.** I am working with Tewaohnnhi'saktha to start my business.

END COMMENTS

Question 34: Have you ever used Tewatohnhi'saktha's services?



Data Analysis

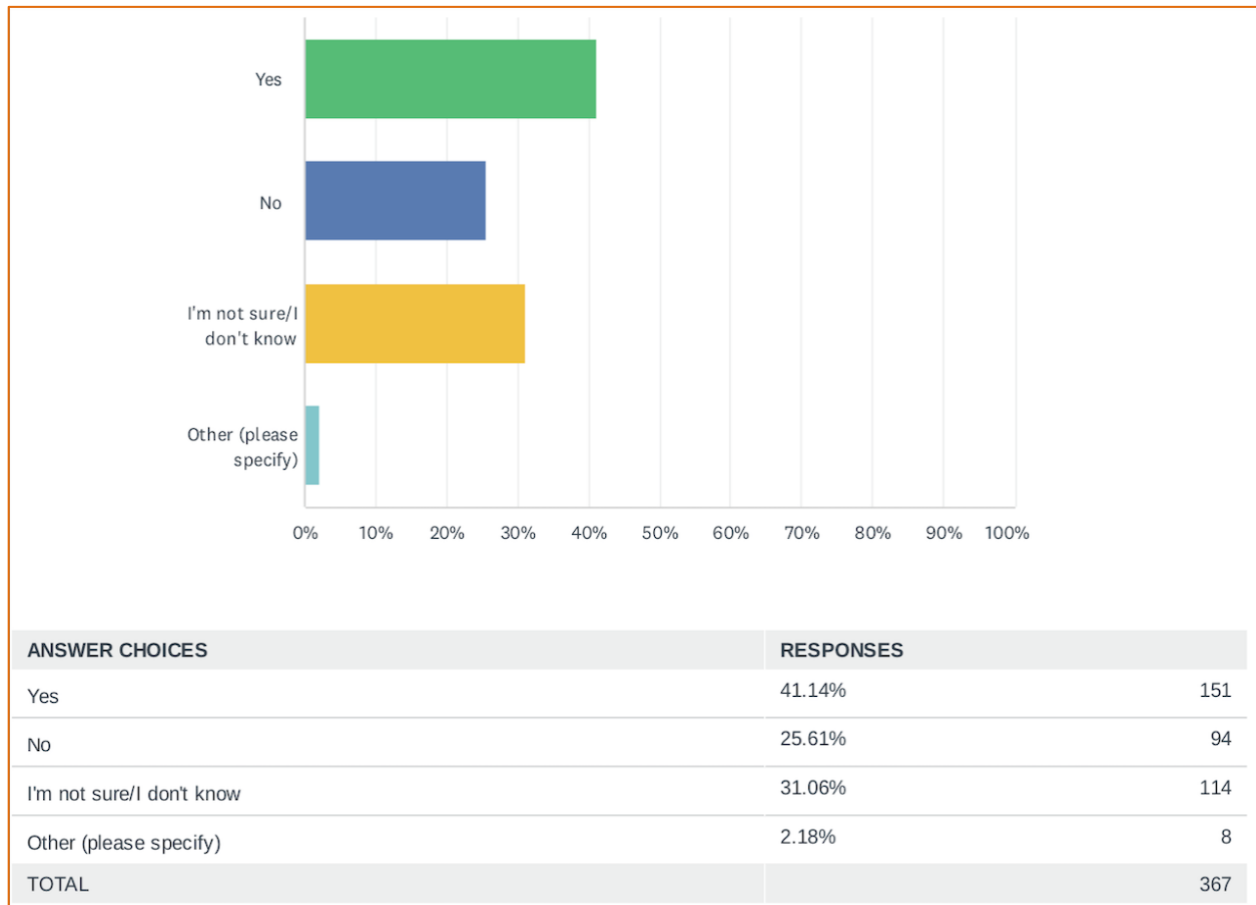
Question 34				
Have you ever used Tewatohnhi'saktha's services?		2021	2022	2023
	Yes, in the last year	14%	19%	18.80%
	Yes, but more than a year ago	54%	51%	52.32%
	No	30%	27%	26.98%

Q34: “Other” Comments

1. I helped my son navigate for information on services.
2. I tried but we didn't get any help.
3. Only through my work.
4. It was called something different a long time ago.
5. Over 10 years ago.
6. Years ago.
7. I tried and didn't receive the services I needed. I applied for grant and loan and was denied.

END COMMENTS

Question 35: Would you consider using Tewatohnni'saktha's services in the next 12 months?



Data Analysis

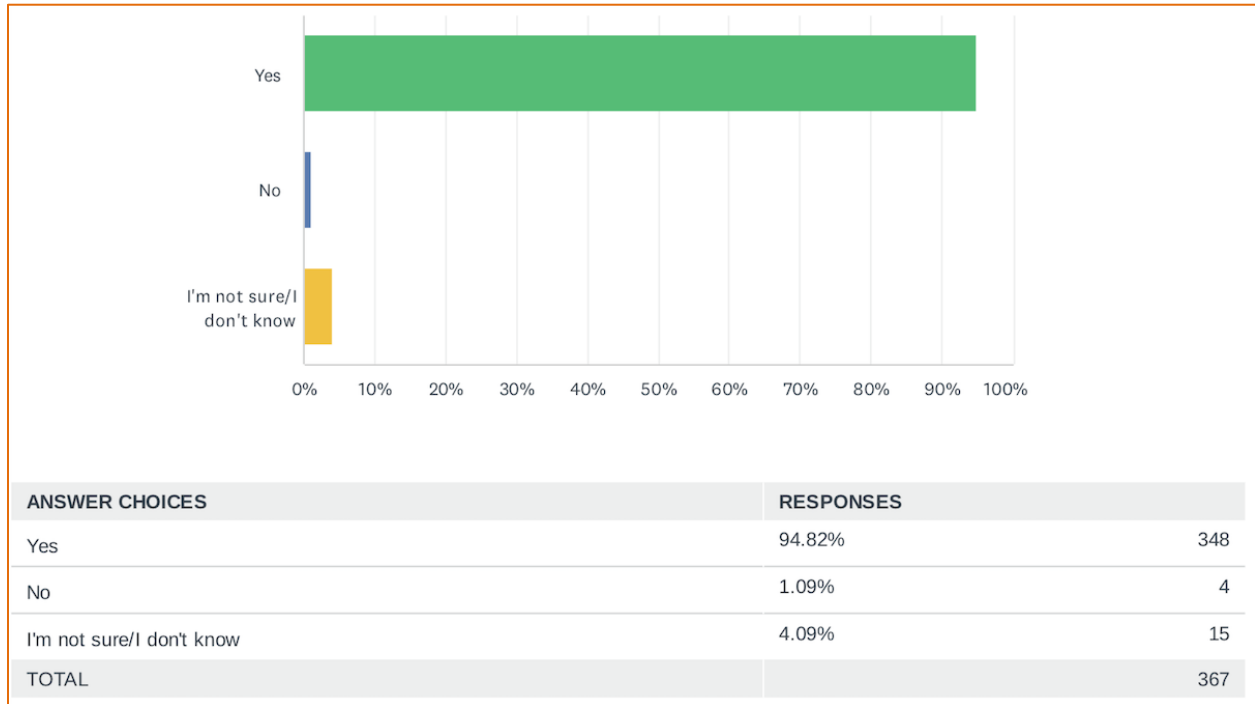
Question 35					
Would you consider using Tewatohnni'saktha's services in the next 12 months?		2020	2021	2022	2023
	Yes	35%	33%	41%	41.14%
	No	45%	43%	34%	25.61%
	Not sure/ I don't know	20%	24%	25%	31.06%

Q35: “Other” Comments

1. If I needed to.
2. Nia:wen but no thanks. Been there, done that, let the young people start new businesses.
3. When I go back to work after mat leave. for the students.
4. Only through my work.
5. Maybe.
6. I would if I had to. I am working now as an ironworker thanks to Tewatohnhi'saktha.
7. Courses should be available to the community, computers, etc.

END COMMENTS

Question 36: Would you recommend Tewatohnni'saktha services to others?



Data Analysis

Question 36					
Would you recommend Tewatohnni'saktha services to others?		2020	2021	2022	2023
	Yes	94%	93%	95%	94.82
	No	1%	1%	2%	1.09%
	Not sure/ I don't know	4%	6%	3%	4.09%

Q36 Optional Comments

1. Kahnawà:ke Tourism needs to erect proper signage that the new beach is for locals only or remove from the tourism app.
2. Get your plan of action in motion. First, what is it you want to do. Ask yourself a lot of time if that is what you really want to do. If you answer yes to yourself - get going.
3. I've sent family there.
4. If I knew what the services were.
5. I used Tewatohnni'saktha's services for academic funding. I heard only positive things from friends and family about the business services.
6. I hear good things about the business support.
7. Advertise the tourism activities more!
8. I refer clients to Tewatohnni'saktha's services all the time.
9. I would not, due to the sole reason that they only help natives that have the Kahnawà:ke band card.
10. Good job!
11. I would only recommend to people who are looking for work or training.
12. Even though I have never used any services from Tewatohnni'saktha, from what I hear I would definitely recommend them.
13. If Tewatohnni'saktha is the primary resource for training they should be collaborating with the Education Center, FNRAEC, to offer courses and refresher courses to all ages, so that we are all up to date with technology.
14. From what I hear from friends who have used Tewatohnni'saktha, I would definitely recommend!

END COMMENTS

Question 37: If you would like to share additional comments about Tawatohnhi'saktha or make suggestions, please do so here.

Encouraging Feedback

1. They are on a good path.
2. From the information I am familiar with, Tawatohnhi'saktha providing an outstanding service.
3. I think Tawatohnhi'saktha does a great job assisting community members in achieving their dreams, as well as helping the younger generation in finding their path to adult life.
4. I've used your services before, I was very happy with the help that was given to me. Keep up the good work.
5. Tawatohnhi'saktha really helped me 18 years ago, and I came a very long way with a good job and very happy where I am thanks to Tawatohnhi'saktha!
6. Thank you everyone at Tawatohnhi'saktha for all your hard work and continued service to Kahnawà:ke.
7. I've always had lots of help from them and am happy with the services they provide. Keep up the good work!
8. Very helpful to people wanting to build businesses, financial backing, very supportive, I love that they trust me.
9. Keep up the good work!
10. They run a pretty good ship.
11. Top notch services. Amazing.
12. Way to go! I hear they treat their employees well. Keep up the good work.
13. I think it's great that they support new businesses and those that need help.
14. It's a very useful service. Well organized and a good role model to other Indigenous organizations.
15. I read a lot of good stuff about Tawatohnhi'saktha and I have used their services in the past in seeking a job and hiring summer students. I like that this service is available, especially to kids who are looking for jobs and experience.
16. Keep up the good work!
17. They are doing a great job! Keep up the good work!
18. Tawatohnhi'saktha is helpful in growing our economy. My favorite part is how they help with vocational training, career cruising. It's so easy to go there and get help. People need to know because many young people complain there is no work.
19. They do a good job. I'm a former client so that's why I'm aware of what they offer, their services, etc.

20. I have many friends and relatives who used Tewaohnni'saktha's business services and everyone had good things to say about them, and that they were very happy with the help they received from the person helping them.
21. Everything is great about the services, and everything they do for the community. So nice to see that you are growing and expanding!

Communications

1. Be more forward to the community, also reporting your profits, where is the money going?
2. I don't go on Facebook, or social media since I'm older. I like older ways of getting information, i.e. a one page info about all services they have. It won't go out of date.
3. They need to put out more information about courses they offer i.e. computer courses. People shouldn't have to look for it themselves.
4. The actual website should have Q&A section or a small business start-up information. I can't find answers anywhere or even who to contact.
5. You only see Tewaohnni'saktha on paper or Instagram. We don't see them out there enough, it's nice to have a face for people to know who they are and what they do. Maybe a kiosk at their building, welcome people there.
6. I would like to see more public engagement, maybe an annual gathering, build trust in relationships.
7. I would like to see Tewaohnni'saktha communicate more of their positive work because I hear a lot of negativity about Tewaohnni'saktha.
8. Discourage the use of "Tewa". It means nothing. Please use the full name Tewaohnni'saktha, even on the website.
9. It wasn't an option under Communications, but if I want to know what Tewaohnni'saktha is doing, I will call directly. The social media and website are secondary sources of information, but I like to call the source directly to get information.
10. Marketing needs to be "more in your face" - Constant contact marketing.
11. I would like to see more info on the tourism.
12. They should have someone come from Tewaohnni'saktha to talk to the students about their services.
13. This survey made me aware of services I didn't know about.
14. I don't work in town, I stick to myself and I don't have social media so I don't know a lot about Tewaohnni'saktha, but this was a very enlightening survey. Nia:wen!
15. I think it's good that you do these surveys. It's another way to get the information out there to people who may not read the papers, or listen to the radio.
16. Have an Open House on all what you have to offer.
17. Don't waste paper, only flyers not pamphlets.
18. It's beneficial to have Tewaohnni'saktha have all these services to enrich our community. Need to advertise more.

19. Programs and services are for ages that don't include me, for the most part. Conducting a survey like this is likely quite the undertaking. Niawenhkowa for the time and effort and good intention.
20. I am aware of services but it's not easy to access and I have to look for it.
21. Keep up the great work. I like the social media promotion, especially tourism. Other departments should do the same. Social media is the go to, like seeing promotions.
22. I would like Tewatohnhi'saktha to have info sessions on what they offer so that people will be more aware. If you never used Tewatohnhi'saktha's services, you won't know what they are used for.
23. I feel more promotions via mail would spread more information. A lot of my answers are based off of what people have told me.
24. Have a communications plan geared to the youth. Make them aware of services, how to get support, options if not entering CEGEP.
25. Can you please send out a reminder to organizations that KSSEP is coming out: when/specifics/due date.
26. QR code surveys please, no more wasting paper!
27. I know Tewatohnhi'saktha posts on social media but I don't know if they pay for ads which then appears in local feeds. I think more modern methods and online forms (short) is better to communicate with youth. Also this survey is a bit too long.
28. Email businesses directly with info/deadlines that affect us.
29. Advertise your services more, somewhere other than Facebook, not everyone has that.
30. Promote more of the Tewatohnhi'saktha teams so the community can see who is working in each department and their roles.
31. I generally hear positive things about the work that Tewatohnhi'saktha does. Perhaps sharing more information about the policy advisory work that you are doing would be beneficial.
32. I suggest they do more talk shows on K103 about what they are doing and not rely on Facebook so much. Not everyone is on Facebook.
33. More advertising on guided tours, I don't see anything about that. More promotion pop ups, using Tota Ma's Cafe. You guys really stepped up your game! Keep up the good work!
34. Let the people of Kahnawà:ke know in advance if they'll be showcasing (when available of course). People in town don't know everything, what took place, what was presented? A lot of little things for us the people to know.

Room for Improvement

1. For the economic social policy, things need to be more streamline so when policies are in place it's across the board and very clear and consistent. For example, who can own and operate a business and not pay taxes here? Also, justice, in terms of ensuring the safety of community members since there is a lot more traffic in the community and non-locals all over town where they shouldn't be so more PKs needed because the town is bigger.

2. Be more transparent with all your services. Go into more detail, especially for business people. Also, have a list of items that are reimbursed for small businesses.
3. Businesses that include gaming are not eligible for any assistance through Tewatohnhi'saktha and it should change to a case-by-case basis.
4. Raise the student allowance.
5. I would like to see a policy for non-local owned business in the community, to better regulate how they operate and make sure they give back to the community.
6. I have a concern about local businesses hiring non-natives. I think there should be more natives working, like a preference. Otherwise, why have these businesses here if it's just going to be non-natives? Also, I'd like to suggest Tewatohnhi'saktha to bring back the summer student positions for cutting grass and yard work for elders/seniors. But I don't think that they should be asked what their income to qualify to be a recipient. It's not anyone's business how much someone's pension is.
7. Tota Ma's is not the same as when it first opened. It used to be nice when they first opened, but now it's so expensive. My grandson and friends used to love going there, but they say prices went too high. Other than that, Tewatohnhi'saktha is doing a great job.
8. I think it takes too long for responses from Tewatohnhi'saktha. It took them a long time to get back to me when I submitted my business plan and then there was lots of back and forth via text, messenger and email. I've heard that others have had similar experiences. I feel like some of the staff are a little too relaxed when it comes to client interaction. I think they need to tighten up in both of those areas: client response time and more professional communication.
9. I'm not in favour of leasing land to external businesses. Regarding tourism: teach visitors more about our treaties and how our lands were stolen.
10. Businesses need to start offering benefits to the community, such as pensions. Many people have no benefits.
11. Please make it so all natives, Mohawk or not, can benefit from your services.
12. I don't believe you're transparent with the community as you say you are.
13. In regard to the economic policy question, I don't know enough about that to answer. For example why would they do research on membership policies? The question is confusing. Also, I have to say that Tourism is doing an excellent job, I was skeptical at first because we are not generally hospitable to non-natives, but Kimberly is doing an excellent job!
14. They narrow their focus and energies instead of broad range of what they are "supposed" to do. They can direct their time and resources to ensure the needs of community organizations are met i.e. human resources. Train the front-line workers even at stores (i.e. friendly, politeness and respect).
15. I think there has to be more training provided for customer service. For example, etiquette and being polite. There is a definite need for that in town. And also, in encouraging people to continue doing professional development to do their jobs effectively.
16. They should offer more training and open another business like Tota Ma's but focus more on administration i.e. greeting people, proper people skills and professionalism.

17. It's hard to get in touch with a BSO, am reluctant to use the services when I get the run around. I feel like some of the workers aren't doing their job.
18. I hear they do some of these activities, but I don't actually know if it happens. I never seen it firsthand. They need to improve themselves in terms of obtaining financial help. Assess the right way of giving out money to community businesses.
19. I'd like to see webinars for services that they deliver: ex: How to market your business, how to access loans and grants. Informative video content instead of making appointments. Have more co-op business opportunities. Bring back the business incubator. Increase the number of tourists and have the statistics available to the community. More focus surrounding history and less for poker and golf. I would love to see a co-op grocery store/ dollar store. It's cheaper for me to go outside for groceries. If there was a way to bring a large company into the community so we can have untaxed jobs I think that would be great. At least some workers would have the benefits. Maybe more partnerships with the labour office. More businesses should be providing MSI.
20. They should put more focus into environmentally friendly type business ventures and independent sustainability. The programs should be geared towards youth as they are concerned about taking care of our Earth. They should promote that learning our own language (Kanien'keha) as it is vital and plays an important role in job creation and opportunities.
21. Improvements should be made to KSSEP so that more students (all interested) have better chances of gaining some work over the summer even if part-time.
22. Golf Tournament: why does it always have to be for a community org/group, can it be for bursary for students who are continuing education or training, split it amongst student who apply. Survey should include summer student programs. Maybe a type of program for retirees to go back part-time. Tewatohnhi'saktha keep up the good work.
23. Please consider adding more resources for special needs, (jobs, training, etc)
24. Allow for more opportunities for students and young ones to explore the jobs and opportunities within the community by maybe making a job rotation program.
25. I'd like Tewatohnhi'saktha to offer more workshops for businesses and those starting out like web design.
26. I think we need more social enterprises in town, more external messaging about what we are doing and have to offer. I think Tewatohnhi'saktha should give out scholarships for those pursuing higher education. This is an excellent survey and excellent questions!
27. I think it's good that Tewatohnhi'saktha puts their information out in various formats. Lots of people still prefer hard copy information. Also, I think it's important that Tewatohnhi'saktha extends their training programs to golf course workers as there are lots of people who work in that field.
28. I believe that there should be more information on how funding works for trade schools. Many people would like to get information on the funding, but it is not so easily accessible. I also believe that there could be more information put out on how business can use Tewatohnhi'saktha services to do business analysis, fluidity, and if the market is a viable opportunity. Also, tools such as SEO (search engine optimization) and other tools for internet visibility.

General Feedback

1. Does the Education Center and Tawatohnhi'saktha work together to assist community members who will be returning to school (i.e. continuing education, certificates, Bachelors or Master's Program) i.e. to ensure both parties can help contribute towards tuition, allowance, etc.
2. The services offered and monies provided should strictly be for Kahnawà:ke registered natives.
3. I'm unsure how it works in regards to who can access their services and funding, but I hope it's not based on blood quantum. That's not fair.
4. I think you need to invest in people to support them to go for training and give them financial support.
5. I would like to see our community acquire our own jails. There is lots of money to be made and a lot of healing that will help our future youth.
6. Be kind :)
7. Push people to stay in school, get degrees! We have lots of land not being used. Make businesses and strip malls. Highway 132 is the perfect place.
8. Why aren't we opening more franchises in Kahnawà:ke? We are shut off from other surroundings and open businesses outside too.

Survey Questions

1. For the next survey, I would suggest using a scale on to show a more neutral response to some of the questions. For some of the questions, I didn't completely agree, but I didn't completely disagree either.
2. The answers are 'agree' but not sure if I fully agree. Let there be space for more feedback on agree and disagree.
3. I had issues with question 23. I think that it needs to be reframed, because I only agreed with 2 options, but was forced to choose 3.

END COMMENTS

Comments & Recommendations

Accomplishment of Overall Mandate and Role

Tewatohnni'saktha has a high satisfaction rate among survey respondents regarding the fulfillment of its mandate and role. (Questions 4-6)

General Communications

Communications with the Kahnawà:ke public can be improved in numerous ways, based on survey responses and individual comments.

1. Develop an email database for targeted messages to various clienteles, such as business owners, job seekers, and more.
2. Continue using a variety of communications methods, in addition to the email list recommended here, to reach different audiences, including in-person information sessions and open houses, as well as social media, radio, and the *Eastern Door*. Two-thirds of respondents would like to receive information via Facebook (Question 31). Other responses and comments, as well as the recommendations below, point to the importance of a diversity of communications.
3. Hold more webinars and workshops. (See Comments.)
4. Consider different age groups and other subgroups when planning communications campaigns. Youth may prefer social media, for example, while businesses may prefer email. (See Comments, especially.)
5. Provide more detail in communications about each service or activity, such as business startup services, courses, and the like. (See Comments.)
6. Create simple communications tools, such as a one-page flyer and an overview page on the website, listing all Tewatohnni'saktha services and activities. (See Comments.)
7. Consider a review or renewal of the organization's overall communications plan, to account for the above as efficiently and effectively as possible.

Business Services

1. Promote the organization's industry-specific training programs to assist businesses with human resource needs. (Question 11)
2. Promote Tewatohnni'saktha's relationship with Tòta Ma's Café, the Café itself, and the services offered through the Café. Consider other such social enterprises. (Questions 12 & 13, and Comments)
3. Promote the assistance provided for loan and grant applications as well as accounting. (Questions 16 & 17)
4. Promote the organization's service of posting job opportunities on Facebook. (Question 19)
5. Better communicate the fact that Shop Kahnawà:ke Certificates are sold at the Kahnawà:ke Welcome Center. (Question 21)

Workforce Development

1. Further promote the assistance Tewatohnni'saktha provides to people seeking jobs. (Question 9)
2. Provide more customer-service training. (Comments)

Marketing & Tourism

Respondents showed less awareness of these roles played by Tewaohnni'saktha than Business Services and Workforce Development.

1. Promote job offerings, Kahnawà:ke businesses and shopping, and the community's image externally. (Question 23)
2. Better communicate Tewaohnni'saktha's role in tourism development. (Question 24)
3. Better communicate Kahnawà:ke Tourism's role in promoting and participating in community events. (Question 26)
4. Better communicate Kahnawà:ke Tourism's role in partnering with local businesses as well as its other services and activities (Questions 28 & 29)

Economic Policy Advisory

This is the least known service provided by Tewaohnni'saktha according to survey respondents (Question 1 and Comments)

1. Promote greater awareness of the organization's mandate, role, and activities in developing economic policy for Kahnawà:ke.
2. Conduct research on policies related to lands, the environment, and business structures in terms of economic development. (Question 30)
3. Conduct research on policies related to businesses not owned locally. (Comments)

Survey Improvements

1. Consider providing a more neutral option between "agree" and "disagree," such as "neither agree nor disagree," in Likert Scale survey questions. (Comments)

Tewatohnhi'saktha GENERAL SURVEY - 2023

INTRODUCTION

The purpose of this survey is to gather information on community members' opinions and perceptions regarding our services over the past 12 months. The results of this survey help 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 and there are 37 questions.

MANDATE AND ROLE

1. What areas of Tewatohnhi'saktha's current mandate are you familiar with?

- Workforce Development - (To help people with training and to find jobs)** To enable individuals to acquire knowledge, skills and attitudes for gainful employment or improved work performance and providing employers with an effective means to communicate and meet their demand for skills to decrease the number of unemployed and under-employed community members)
- Business Retention and Expansion - (To help businesses stay in business and possibly expand)** To ensure that businesses located within Kahnawà:ke maintain and expand (as measured by increasing the number of individuals employed) their operations within the Territory.
- Entrepreneurship & Business Services - (To help people start businesses and provide support to them - loans, mentoring etc.)** To provide entrepreneurs with access to developmental loans and other financial contributions, training, mentoring and the technical assistance they need to start-up and expand their business.
- Economic Development Marketing - (To share with the external public what Kahnawà:ke Businesses have to offer)** to market the overall community, individual properties or sites or specific programs and policies for the purposes of attraction, retention and expansion of businesses.
- Economic Development Tourism - (To improve the community's image by bringing awareness of our history and culture as told by us)** Increase number of tourists, improve the community's image locally, nationally and internationally.
- Economic Policy Advisory - (To research a policy framework and a database to facilitate economic development and business attraction)** to provide research and analysis of how economic policy, commercial regulations, and macroeconomic trends could impact Kahnawà:ke's economy and businesses.

Please provide your level of agreement with the following statements:

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

- Strongly Agree Agree Disagree Strongly Disagree
 (N/A Don't Know) - Optional

* 3. Tewatohnhi'saktha is transparent with community members. Transparent meaning we are open, honest and available.

- Strongly Agree Agree Disagree Strongly Disagree
 (N/A Don't Know) - Optional

* 4. Tewatohnhi'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke. (Prosperity denotes a Kanien'kehaka community that enables success and quality of life for all members.)

- Strongly Agree Agree Disagree Strongly Disagree
 (N/A Don't Know) - Optional

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

- Strongly Agree Agree Disagree Strongly Disagree
 (N/A Don't Know) - Optional

* 6. Tewaohnhi'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) - Optional

WORKFORCE DEVELOPMENT

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

* 7. Are you **aware** we help people prepare an action plan for pursuing and completing their education and training?

- Yes, I'm aware No, I'm not aware

* 8. Are you **aware** we provide clients with financial support to take training programs?

- Yes, I'm aware No, I'm not aware

9. Are you **aware** that people looking for a job can submit their name and contact info through our electronic job seekers form?

- Yes, I'm aware
 No, I'm not aware

* 10. Are you **aware** we connect businesses with people looking for work or guide people to potential job opportunities?

- Yes, I'm aware No, I'm not aware

* 11. Are you **aware** we assist businesses with industry specific training programs to help with their human resource needs?

- Yes, I'm aware No, I'm not aware

12. A social enterprise is a not for profit business that provides work experience, customer service training, business operation experience.

Are you **aware** that Tewatohnhi'saktha operates Tóta Ma's Café as social enterprise?

- Yes, I'm aware
 No, I'm not aware

13. Are you **aware** that Tóta Ma's Café sells products for other Kahnawa:ke businesses that do not have a store front?

- Yes, I'm aware
 No, I'm not aware

* 14. To what extent do you **agree** that Tewatohnhi'saktha effectively carries out these Workforce Development programs and services?

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Optional (N/A- Don't know)

Would you like to add comments about Workforce Development Services

MARKETING

23. Tewatohnhi'saktha's role includes promoting the community of Kahnawà:ke externally. What top 3 areas should Tewatohnhi'saktha focus on promoting?

- Job Offerings
- Kahnawà:ke Businesses & Shop Kahnawà:ke
- Leasing opportunities to external businesses
- Improving the community's image through positive external messaging

TOURISM

Please indicate if you are AWARE of the following Kahnawà:ke Tourism activities and services.

24. Are you **aware** that Tourism Development is a mandate of Tewatohnni'saktha?

- Yes, I'm aware
- No, I'm not aware

* 25. Are you aware that Kahnawà:ke Tourism shares information with visitors on our history and culture?

- Yes, I'm aware
- No, I'm not aware

26. Are you **aware** that Kahnawà:ke Tourism promotes and participates in community events open to the public?

- Yes, I'm aware
- No, I'm not aware

27. Are you **aware** that Kahnawà:ke Tourism offers guided tours to visitors and the general public?

- Yes, I'm aware
- No, I'm not aware

28. Are you **aware** that Kahnawà:ke Tourism partners with local businesses in various events and activities to help boost our economy?

- Yes, I'm aware
- No, I'm not aware

29. To what extent do you **agree** that Kahnawà:ke Tourism effectively communicates their services and activities?

- Strongly agree
- Agree
- Disagree
- Strongly disagree

ECONOMIC POLICY ADVISORY

30. Tewatohnni'saktha's Economic Policy Advisory conducts research on policies that will facilitate economic development and business attraction in Kahnawà:ke.

What top 3 areas should Tewatohnni'saktha focus on?

- Lands
- Environment
- Kahnawa:ke Business Structures
- Public Safety
- Labour
- Membership
- Justice
- Other (please specify)

COMMUNICATIONS

* 31. How would you **like** to receive information on Tewatohnni'saktha activities? (please select ALL that apply)

- | | |
|---|---|
| <input type="checkbox"/> Tewatohnni'saktha Quarterly Newsletter | <input type="checkbox"/> Twitter |
| <input type="checkbox"/> Tourism Monthly Newsletter | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Tewatohnni'saktha Website (tewa.ca) |
| <input type="checkbox"/> Iori:wase | <input type="checkbox"/> Tourism Website (kahnawaketourism.com) |
| <input type="checkbox"/> Eastern Door | <input type="checkbox"/> Mail, Flyers, Pamphlets etc. |
| <input type="checkbox"/> Radio | <input type="checkbox"/> Kiosk |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Friends/Family |

RESPONDENT INFORMATION

* 32. Please indicate your age.

- 15-24 yrs
- 25-34 yrs
- 35-44 yrs
- 45-54 yrs
- 55+

* 33. 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)

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

- Yes, in the last year
- Yes, but more than a year ago
- No
- Other (please specify)

* 35. Would you consider using Tewatohnhi'saktha's services in the next 12 months?

- Yes
- No
- I'm not sure/I don't know
- Other (please specify)

* 36. 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

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