



Tewatohnhi'saktha

2022 General Survey Report

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Executive Summary

This report provides an overview of the 2022 Tewatohnni'saktha General Survey (Appendix A), administered by PlanIT Consulting and Communications from January 31st, 2022 through April 14th, 2022. This mixed method survey comprised of 42 questions aims to collect community feedback on 4 main areas: Tewatohnni'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 and awareness of Tewatohnni'saktha as an organization, and to gauge what their confidence level is. Tewatohnni'saktha would like to continue to improve the services and programs they offer based on the data provided in this report.

The objectives of the survey are to:

- Increase level of trust among community members.
- Increase transparency of Tewatohnni'saktha activities for community and other stakeholders.
- Increase awareness of Tewatohnni'saktha programs and services.
- Increase community support for Tewatohnni'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 PERCEPTION of Tewatohnni'saktha's Mandate & Role, are:

Answer Choices	<u>2019</u>	<u>2020</u>	<u>2021</u>	<u>2022</u>
Strongly Agree	14%	19%	18%	22%
Agree	52%	56%	60%	58%
SA/A COMBINED	66%	75%	78%	80%
Strongly Disagree	14%	3%	1%	1%
Disagree	5%	10%	8%	6%
SD/D COMBINED	19%	13%	9%	7%
N/A - Don't Know	15%	12%	13%	10%

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

	<u>2020</u>	<u>2021</u>	<u>2022</u>
Yes	83%	79%	84%
No	17%	21%	16%

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

	<u>2020</u>	<u>2021</u>	<u>2022</u>
Yes	78%	73%	78%
No	22%	27%	22%

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

With regard to **Mandate and Role**, it merits mention that Tewatohnhi'saktha achieved a 9% increase in the confidence level, that activities are consistent with creating collective prosperity:

2022: 85%

2021: 76%

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

99% - Question 10: Businesses can apply to hire a student through the Summer Students Program.

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

94% - Question 14: We provide entrepreneurship training for people who are considering starting a business.

Compare to 2021 Business Services results:

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.

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

94% - Question 31: We offer a summer student program for high school, college or university students returning to school in the fall.

90% - 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.

Compare to 2021 Workforce Development results:

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.

FINDINGS THAT MERIT FURTHER ACTION...

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

44% - Question 15: We have meeting room rentals for public use.

33% - Question 8: We provide information on and assistance with grant or loan applications.

24% - Question 13: We share local job opportunities on the Tewatohnhi'saktha Facebook page.

Compare to 2021 Business Services results:

- 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.

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

- 52% - 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
- 29% - Question 24: We provide relevant labour market information for job searchers.
- 27% - Question 21: We help clients find the right financial support to go back to school.

Compare to 2021 Workforce Development results:

- 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.

This concludes the Executive Summary.

Methodology

The survey format and questions were developed by Tewatohnhi'saktha. No changes were made to the 2022 General Survey from 2021. Unique web link collectors generated on Survey Monkey were provided to PlanIt surveyors for individual data collection. Three hundred and sixty (360) responses were collected by telephone or kiosk and input into the Survey Monkey Program by PlanIt. Respondents were selected from a sampling frame of **3,511** community member names, compiled, maintained, and updated by PlanIt.

Names were electronically randomized to produce a sample list of **1,080** 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 five (5) surveyors who contacted at least 50% of respondents by telephone, email, or social media. Other respondents participated at in-person kiosks. Kiosk locations were limited do to some Covid-19 safety measures still in place.

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 was sometimes used to initiate contact and obtain telephone numbers. No email links were used to send electronic versions of the survey to participants. This method was implemented for the 2021 General Survey, during which time kiosks were not permitted due to Covid-19 restrictions.

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 online software that tabulated the data.

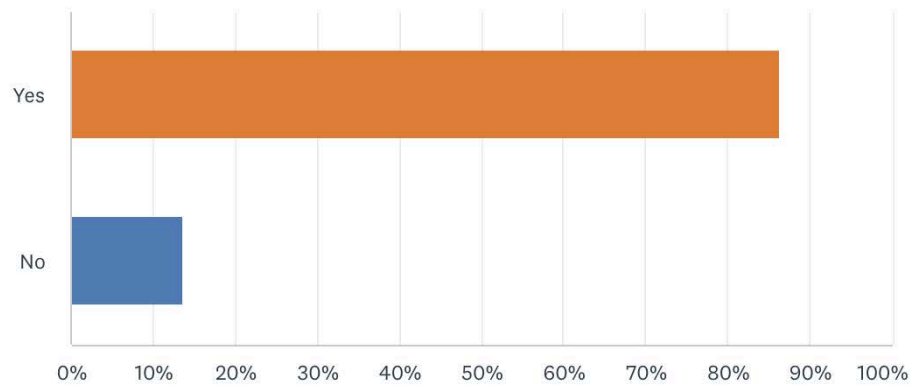
Survey Results

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, 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.

Q1 Are you aware of Tewatohnni'saktha's current mandate, which is "to support small business development and facilitate workforce development?"



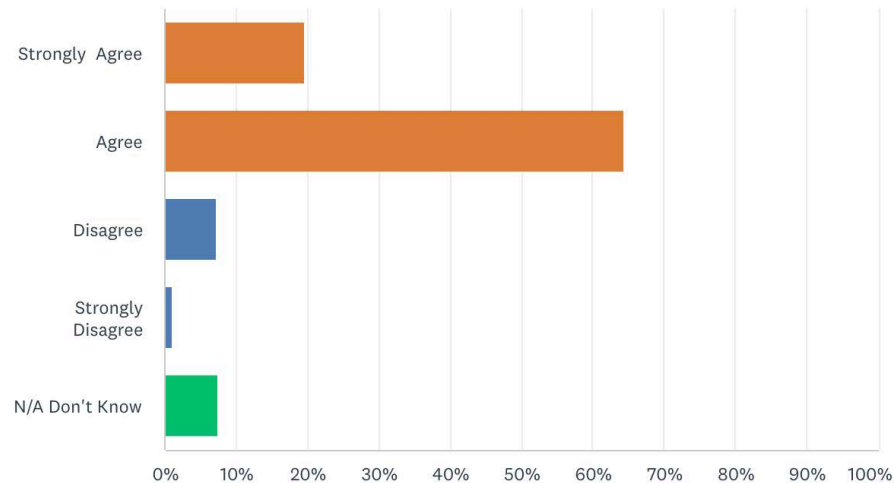
ANSWER CHOICES	RESPONSES	
Yes	86%	311
No	14%	49
TOTAL	360	

DATA ANALYSIS

Question	2019	2020	2021	2022
Are you aware of Tewatohnni'saktha's current mandate, which is to support small business development and facilitate workforce development?	YES 85%	86%	86%	86%
	NO 15%	14%	14%	14%

Responses are consistent.

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



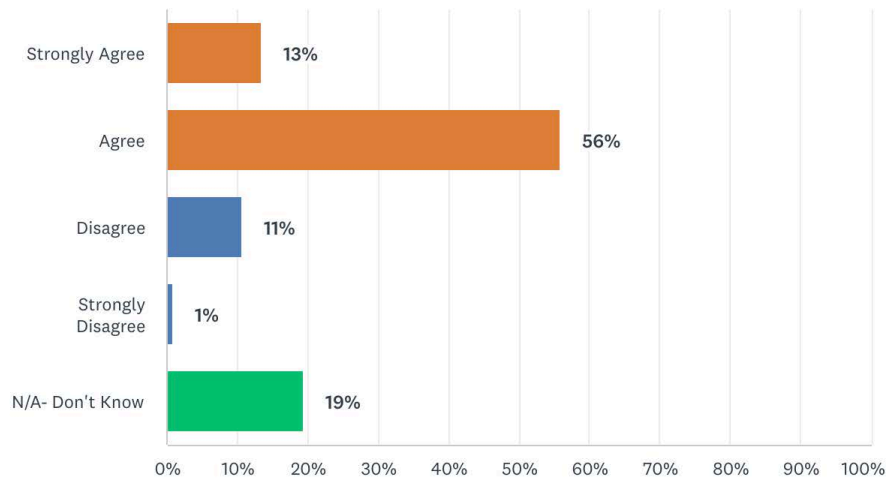
ANSWER CHOICES	RESPONSES	
Strongly Agree	20%	71
Agree	64%	232
Disagree	7%	26
Strongly Disagree	1%	4
N/A Don't Know	8%	27
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke.	SA/Agree:	65%	81%	79%	84%
	Neither A/D:	9%	8%	9%	8%
	SD/Disagree	26%	11%	12%	8%

The confidence level that 'Tewatohnni'saktha effectively communicates their activities to the people of Kahnawà:ke' has **increased by 5%** since last year.

Q3 Tewatohnhi'saktha is transparent with community members.



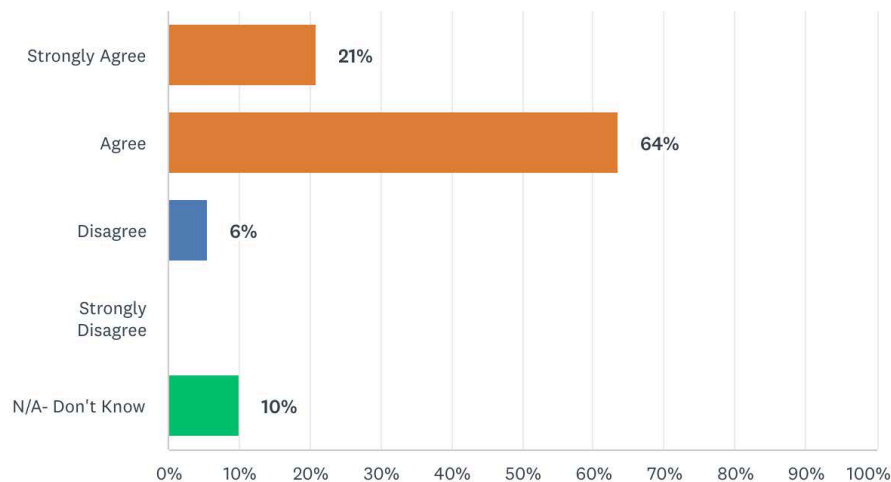
ANSWER CHOICES	RESPONSES	
Strongly Agree	13%	48
Agree	56%	201
Disagree	11%	38
Strongly Disagree	1%	3
N/A- Don't Know	19%	70
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha is transparent with community members.	SA/Agree:	53%	61%	67%	69%
	Neither A/D:	22%	21%	17%	19%
	SD/Disagree	24%	17%	16%	12%

The confidence level that *'Tewatohnhi'saktha is transparent with community members'* has **increased by 2%** since last year.

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



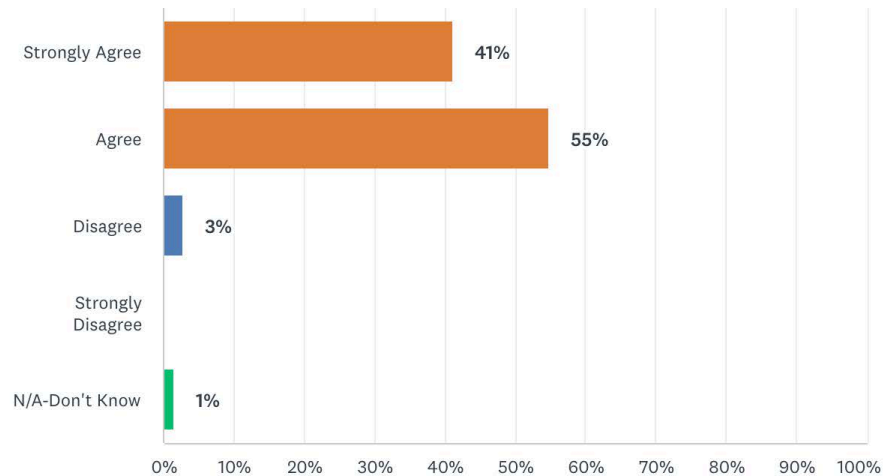
ANSWER CHOICES	RESPONSES	
Strongly Agree	21%	75
Agree	64%	229
Disagree	6%	20
Strongly Disagree	0%	0
N/A- Don't Know	10%	36
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnni'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke.	SA/Agree:	64%	72%	76%	85%
	Neither A/D:	18%	14%	16%	10%
	SD/Disagree	18%	14%	8%	6%

The confidence level that 'Tewatohnni'saktha's activities are consistent with creating collective prosperity for Kahnawà:ke' has **increased by 9%** since last year.

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



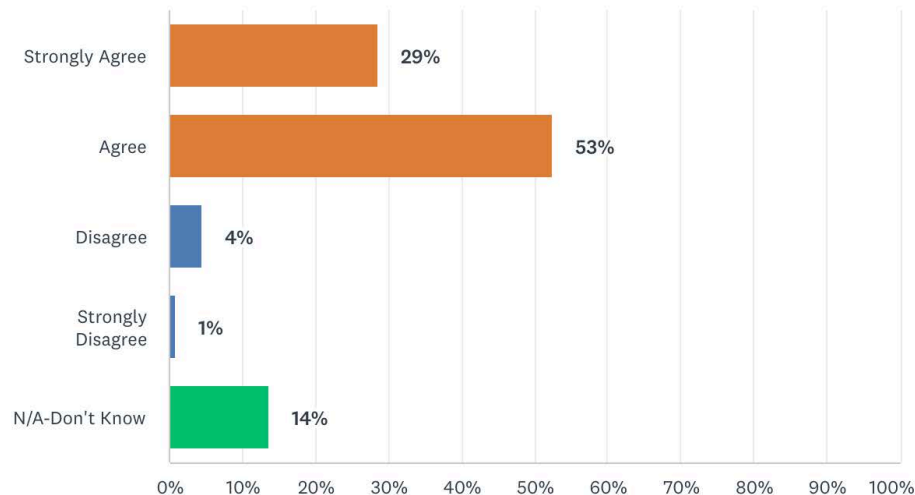
ANSWER CHOICES	RESPONSES	
Strongly Agree	41%	148
Agree	55%	197
Disagree	3%	10
Strongly Disagree	0%	0
N/A-Don't Know	1%	5
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha plays a positive role in the community.	SA/Agree:	80%	87%	89%	96%
	Neither A/D:	6%	4%	7%	3%
	SD/Disagree	15%	10%	4%	1%

The confidence level that 'Tewatohnhi'saktha plays a positive role in the community' has **increased by 7%** since last year.

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

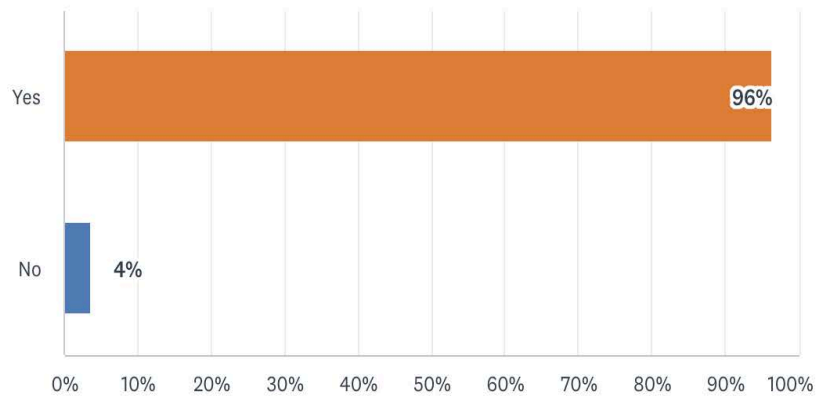


ANSWER CHOICES	RESPONSES	
Strongly Agree	29%	103
Agree	53%	189
Disagree	4%	16
Strongly Disagree	1%	3
N/A-Don't Know	14%	49
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnni'saktha can be trusted to work in the best economic interest of the Kahnawà:ke people.	SA/Agree:	66%	73%	79%	82%
	Neither A/D:	19%	15%	14%	14%
	SD/Disagree	15%	13%	7 %	5%

The confidence level that *'Tewatohnni'saktha can be trusted to work in the best economic interest of the Kahnawake people'* has **increased by 3%** since last year.

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

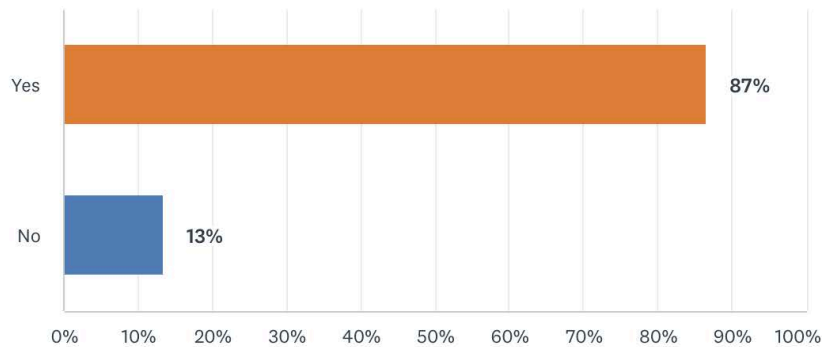
ANSWER CHOICES	RESPONSES	
▼ Yes	96%	347
▼ No	4%	13
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha provides information on how to start/operate a business.	YES	93%	96%	92%	96%
	NO	7%	4%	8%	4%

There is a **4% increase** 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.

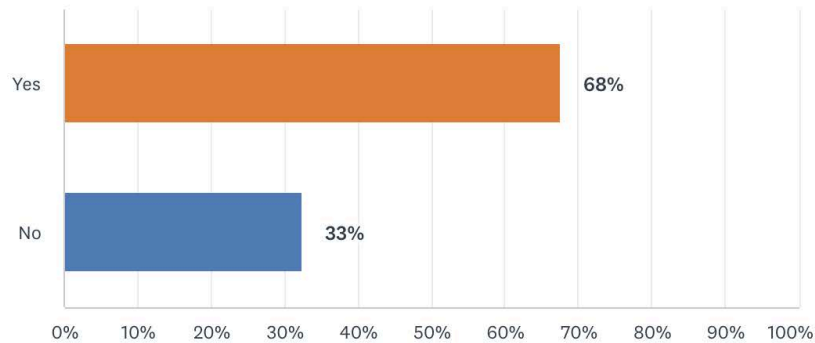


ANSWER CHOICES	RESPONSES	
Yes	87%	312
No	13%	48
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha provides information on, and assistance with grant or loan applications.	YES	81%	85%	82%	87%
	NO	19%	15%	18%	13%

There is a **5% increase** 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.

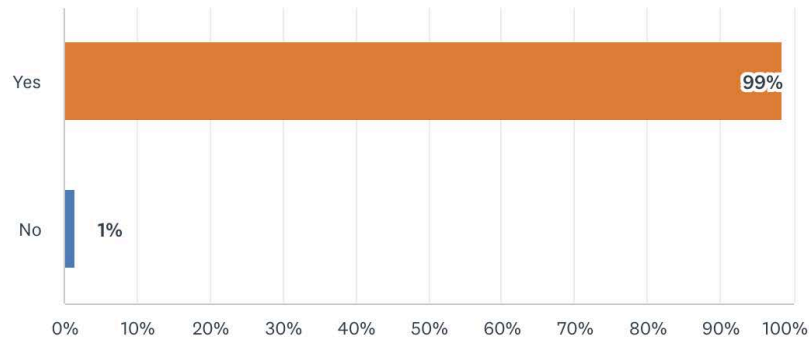
ANSWER CHOICES	RESPONSES	
▼ Yes	68%	243
▼ No	33%	117
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha provides assistance with accounting needs/matters.	YES	66%	64%	66%	68%
	NO	34%	36%	34%	33%

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.

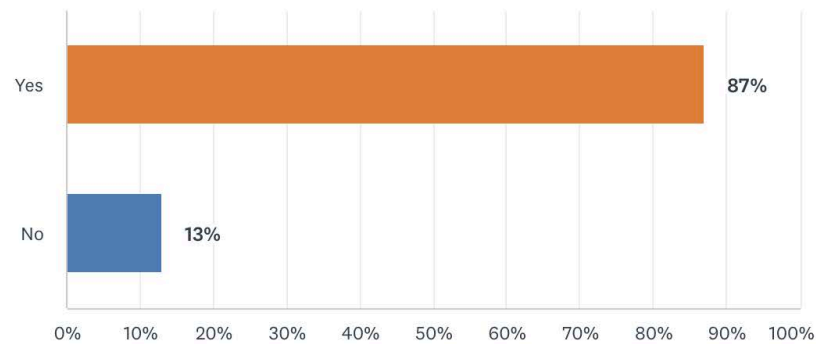


ANSWER CHOICES	RESPONSES	
▼ Yes	99%	355
▼ No	1%	5
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
businesses can apply to hire a student through the Summer Students Program.	YES	93%	96%	92%	99%
	NO	7%	4%	8%	0%

There is a **7% 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.

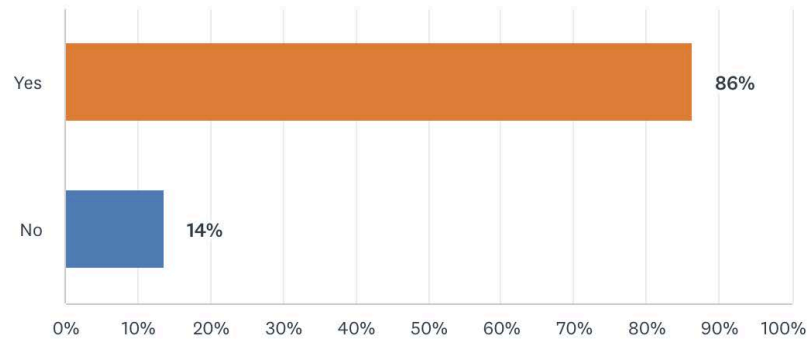
ANSWER CHOICES	RESPONSES	
▼ Yes	87%	313
▼ No	13%	47
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps local businesses find employees.	YES	84%	85%	81%	87%
	NO	16%	15%	19%	13%

There is a **6% increase** in awareness that Tewatohnhi'saktha 'helps local businesses find employees.'

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



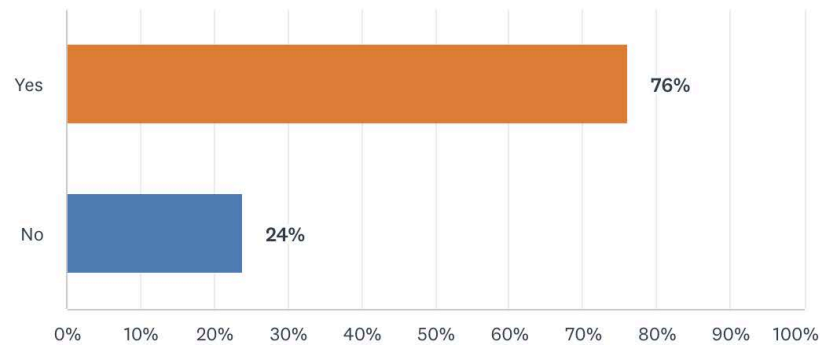
ANSWER CHOICES	RESPONSES	
▼ Yes	86%	311
▼ No	14%	49
TOTAL	360	

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha can post job offers for local businesses on the job opportunity page of their website.	YES	82%	86%	79%	86%
	NO	18%	14%	21%	14%

There is a **7% increase** in awareness that community members know Tewatohnhi'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.



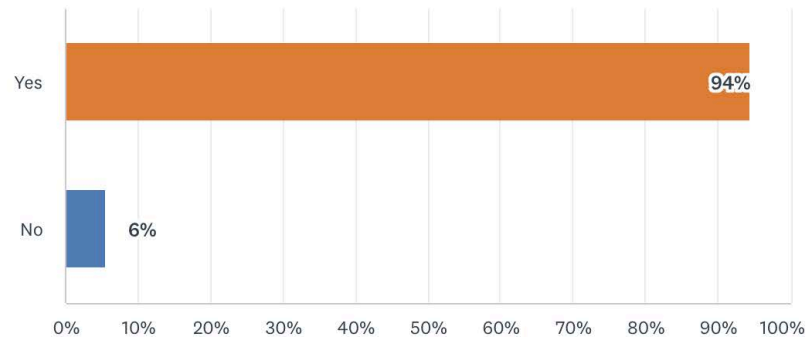
ANSWER CHOICES	RESPONSES	
▼ Yes	76%	274
▼ No	24%	86
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha shares local job opportunities on the Tewatohnhi'saktha Facebook page.	YES	73%	76%	71%	76%
	NO	28%	24%	29%	24%

There is a **5% increase** 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.

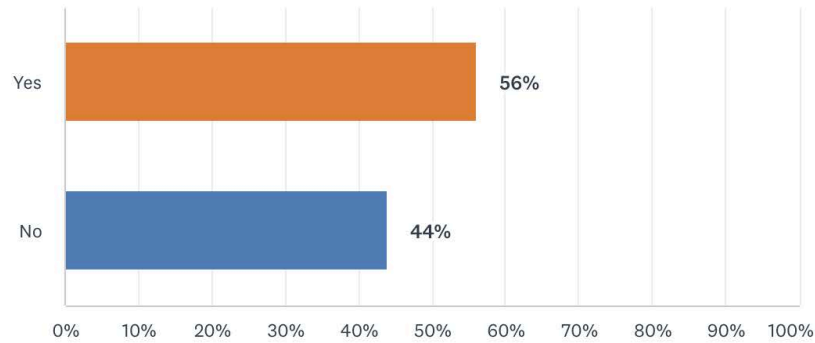


ANSWER CHOICES	RESPONSES	
▼ Yes	94%	340
▼ No	6%	20
TOTAL		360

DATA ANALYSIS

Question	2019	2020	2021	2022
Tewatohnhi'saktha provides entrepreneurship training for people who are considering starting a business or for people who have started a business.	YES 88%	92%	82%	94%
	NO 13%	8%	18%	6%

There is a **12% increase** in awareness that Tewatohnhi'saktha 'provides entrepreneurship training for people who are considering starting a business or for people who have started a business.'

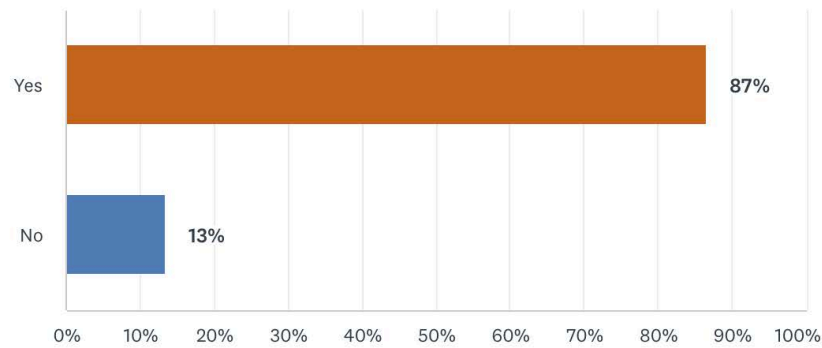
Q15 We have meeting room rentals for public use.

ANSWER CHOICES	RESPONSES	
▼ Yes	56%	202
▼ No	44%	158
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha has meeting room rentals for public use.	YES	61%	66%	59%	56%
	NO	39%	34%	41%	44%

There is a **3% decrease** in awareness that Tewatohnhi'saktha 'has meeting room rentals for public use.'

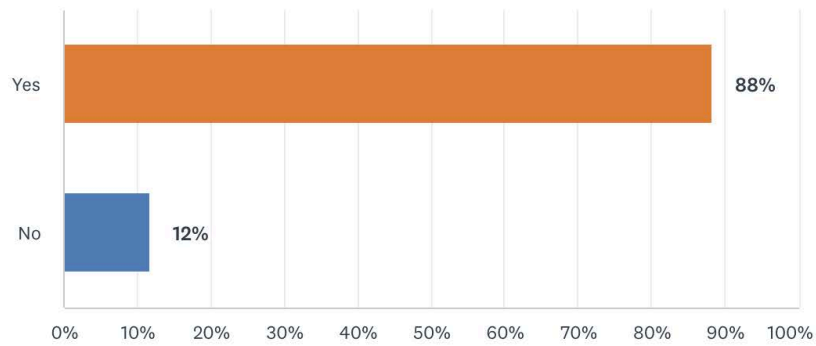
Q16 Businesses can register for the Shop Kahnawà:ke program.

ANSWER CHOICES	RESPONSES	
▼ Yes	87%	312
▼ No	13%	48
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
businesses can register for the Shop Kahnawà:ke program.	YES	85%	88%	84%	87%
	NO	15%	13%	16%	13%

There is a **3% increase** in awareness that businesses '*can register for the Shop Kahnawà:ke program*'.

Q17 We sell Shop Kahnawà:ke certificates..

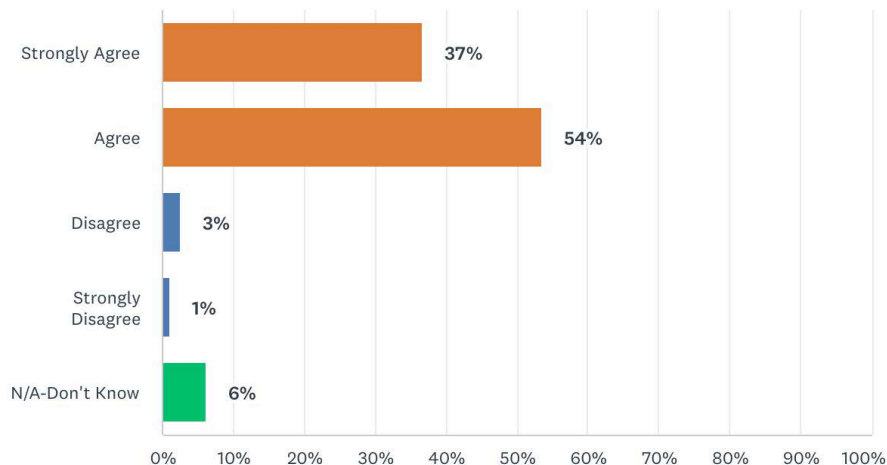
ANSWER CHOICES	RESPONSES	
▼ Yes	88%	318
▼ No	12%	42
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha sells Shop Kahnawà:ke certificates.	YES	88%	85%	82%	88%
	NO	13%	15%	18%	12%

There is a **6% increase** in awareness that Tewatohnhi'saktha 'sells Shop Kahnawà:ke certificates.'

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



ANSWER CHOICES	RESPONSES	
Strongly Agree	37%	132
Agree	54%	193
Disagree	3%	9
Strongly Disagree	1%	4
N/A-Don't Know	6%	22
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
To what extent do you agree that Tewatohnni'saktha effectively carries out these programs and services?	SA/Agree:	88%	86%	86%	91%
	Don't know:	9%	9%	11%	6%
	SD/Disagree	4%	4%	4%	4%

*The confidence level that 'Tewatohnni'saktha effectively carries out these programs an services' has **increased by 5% since last year.***

Q18 OPTIONAL COMMENTS

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

1. I am taking a course and I am amazed on all the information and opportunities that are available to us. The networking that happened during the course is amazing!
2. Tewatohnhi'saktha is doing a good job, especially promotion-wise.
3. My BSO has helped me over the years. She is great and her help is much appreciated.
4. Very happy with Tewatohnhi'saktha!
5. It's a good way to help the community.
6. Tewatohnhi'saktha helped me when I needed it.
7. Keep up the good work for our people.
8. I've heard of lots of success stories from their business services/entrepreneurship program.
9. Tewatohnhi'saktha is excellent at what they do. I took the entrepreneur course and it really opened my eyes when it comes to owning a business.
10. I've heard good things from friends who started businesses.
11. Everything offered sounds great, but because I don't have a business, I'm not really familiar with it and can't really say if they are or aren't doing it effectively.
12. I don't know much about them and I don't hear a lot about them.
13. Since I'm older and also because of I have been mostly isolated due to COVID for the past two years, I'm not too aware of what's happening with various organizations.
14. I don't really seek out information on what Tewatohni'saktha is doing, so I'm not very aware of their services.
15. I partially agree because non-business owners are still not fully aware of what's possible.
16. I've had no direct experience with Business Services so I can't comment on how they are carrying them out.
17. This incarnation of Tewatohnhi'saktha is more fair than in years past.
18. Although I am aware, I don't know if they actually provide some services and how well the service are executed.

Q18 Comments Continued

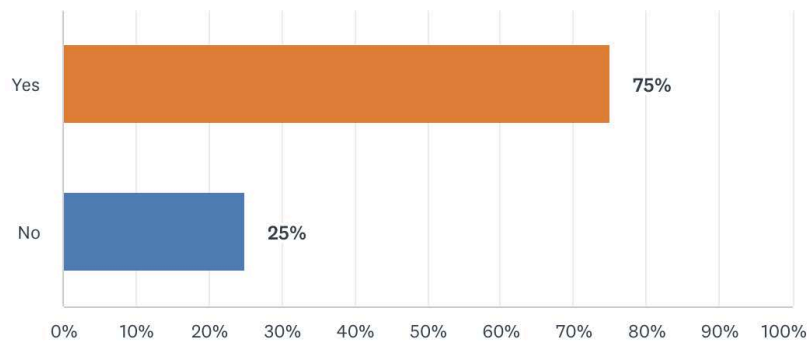
19. A colleague of mine said she called Tewatohnhi'saktha in the fall about the summer student program with regard to individuals who are special needs.
20. There are some areas that I feel could be improved when it comes to supporting small businesses, such as advising and answering questions. Also, there are quite a few services mentioned that they provide under Business Services that I'm not fully aware of.
21. Tewatohnhi'saktha favors people that they know.
22. I am aware that in the past they have misused monies, lost resources, and got poor return on investments. I believe their accountability is not 100%.
23. I disagreed because when I reached out for help with starting a business of my own I was offered very minimal help and got no follow up or follow through. I was not satisfied.
24. I've heard from some people directly that have gone to Tewatohnhi'saktha and have gotten little to no help without a good explanation or reason why. They were left to figure things out on their own. It can't be about picking and choosing who to help, which is what I feel Tewatohnhi'saktha does sometimes.
25. More outreach and visibility is needed. Get out of the ivory tower, and get into more public spaces.
26. I tend to disagree with a lot of how Tewatohnhi'saktha is doing things because of their lack of transparency. They should use flyers *everywhere*, not only online advertising for jobs.
27. I have first hand knowledge of Tewatohnhi'saktha' services, but I don't feel that they put enough out there for the community, but I can see that they are trying.
28. Although Tewatohnhi'saktha offers a lot of services I've never actually seen them done. Also, when I needed help with my business, they didn't meet my needs for satisfaction.
29. I had a not so great experience as a business owner in the past and felt that I was treated unfairly. So I really don't follow Tewatohnhi'saktha's activities.
30. The only thing that I'd like to add is that Tewatohnhi'saktha should continue keeping their ears to the ground in terms of new businesses. Things are always evolving, new business ideas are emerging, etc. Especially during these pandemic times.
31. Make gift certificates a smaller, regular bill size.
32. I think Tewatohnhi'saktha needs to do something about duplication of services in the community. When someone has a good idea and starts their business, it should be ensured that a larger, established business, doesn't take over their idea. There shouldn't be any cutthroats.

Q18 Comments Continued

- 33. I find the process to purchase Shop Kahnawà:ke certificates is not very convenient. I know most of it has to do with COVID and the restrictions, but even when they were being sold in the lobby before Christmas, I couldn't go because it wasn't open at lunch. Perhaps broaden the hours, or even offer weekend options.
- 34. Question 14 is redundant. It's also not hard to share information when you have Facebook, Twitter, and paid promotional advertising.
- 35. Seems like it's going well.
- 36. I'm aware but not sure if it's going well.
- 37. I'm not super familiar with all of these , but I assume that it's offered.
- 38. I think there needs to be more outreach to business owners to let them know about services, but also to check in with them and make sure they are accessing what they need to succeed.

END COMMENTS

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



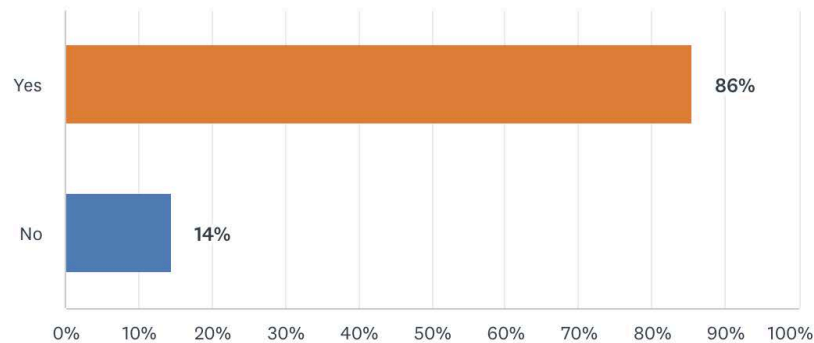
ANSWER CHOICES	RESPONSES	
Yes	75%	270
No	25%	90
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps people prepare an action plan for pursuing and completing their education.	YES	79%	79%	72%	75%
	NO	21%	20%	28%	25%

There is a **3% increase** 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.



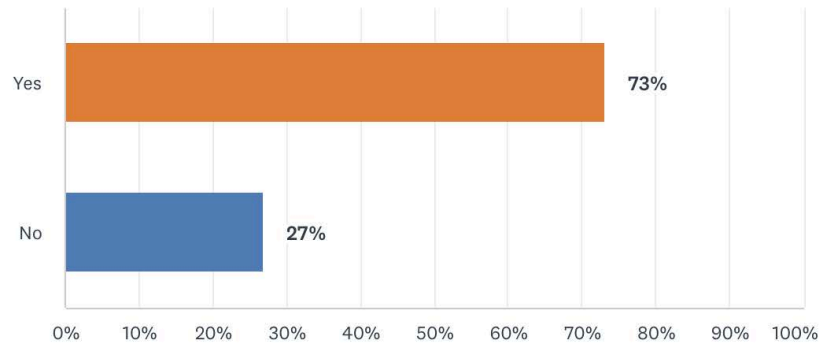
ANSWER CHOICES	RESPONSES	
▼ Yes	86%	308
▼ No	14%	52
TOTAL		360

DATA ANALYSIS

Question	2019	2020	2021	2022
Tewatohnhi'saktha helps in identifying appropriate educational/training opportunities.	YES 86%	86%	81%	86%
	NO 14%	14%	19%	14%

There is a **5% increase** 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.



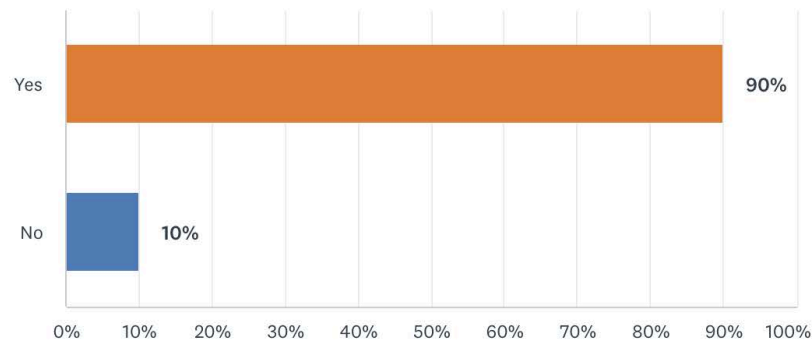
ANSWER CHOICES	RESPONSES	
Yes	73%	263
No	27%	97
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps clients find the right financial support to go back to school.	YES	75%	75%	76%	73%
	NO	25%	25%	24%	27%

There is a **3% decrease** 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.



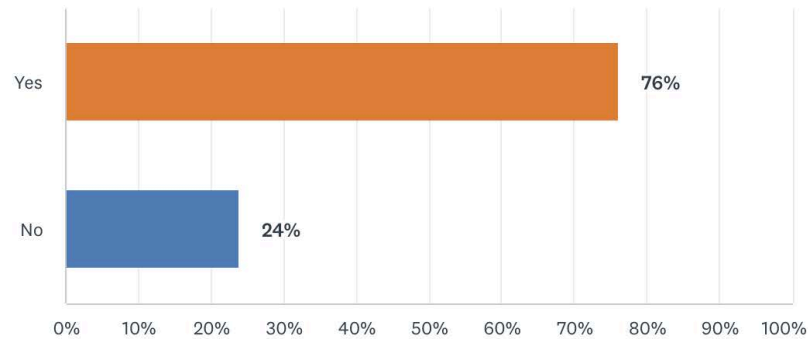
ANSWER CHOICES	RESPONSES	
Yes	90%	324
No	10%	36
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps people explore career choices and employment opportunities that are suitable for them.	YES	84%	89%	85%	90%
	NO	16%	11%	15%	10%

There is a **5% increase** in awareness that Tewatohnhi'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).



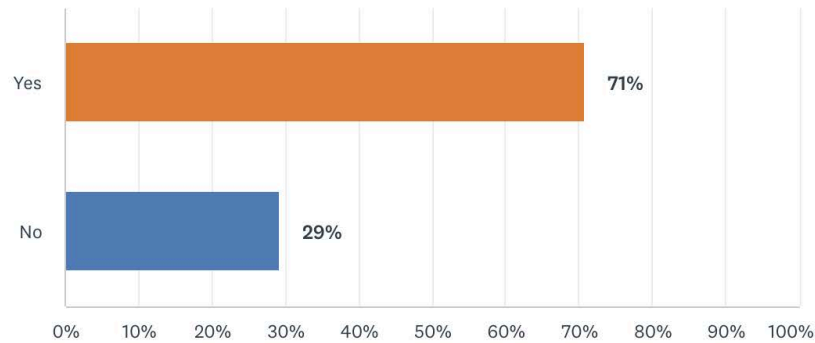
ANSWER CHOICES	RESPONSES	
Yes	76%	274
No	24%	86
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha identifies and organizes career exploration activities.	YES	72%	79%	62%	76%
	NO	28%	21%	38%	24%

There is a **14% increase** in awareness that Tewatohnhi'saktha 'identifies and organizes career exploration activities.'

Q24 We provide relevant labour market information for job searchers.

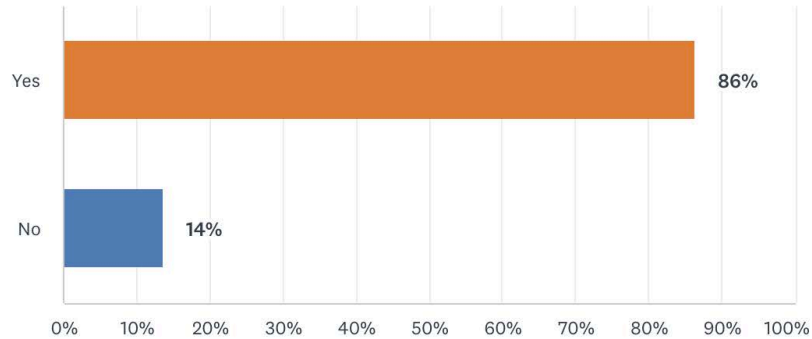


ANSWER CHOICES	RESPONSES	
▼ Yes	71%	255
▼ No	29%	105
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha provides relevant labour market information for job searchers.	YES	67%	70%	65%	71%
	NO	33%	30%	35%	29%

There is a **6% increase** in awareness that Tewatohnhi'saktha 'provides relevant labour market information for job searchers'.

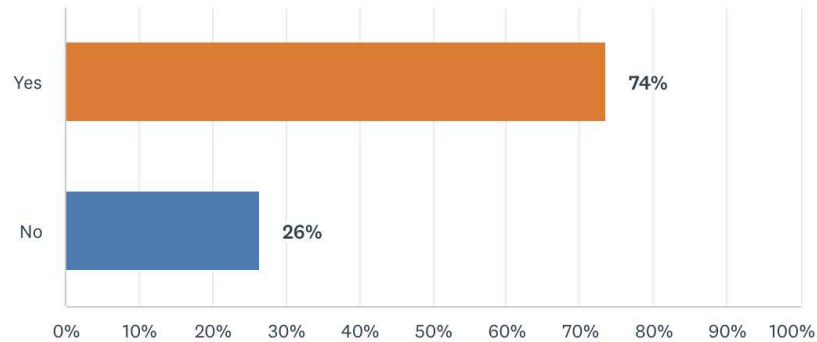
Q25 We help with job searching.

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

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps with job searching.	YES	78%	83%	79%	86%
	NO	22%	18%	21%	14%

There is a **7% increase** in awareness that Tewatohnhi'saktha 'helps with job searching.'

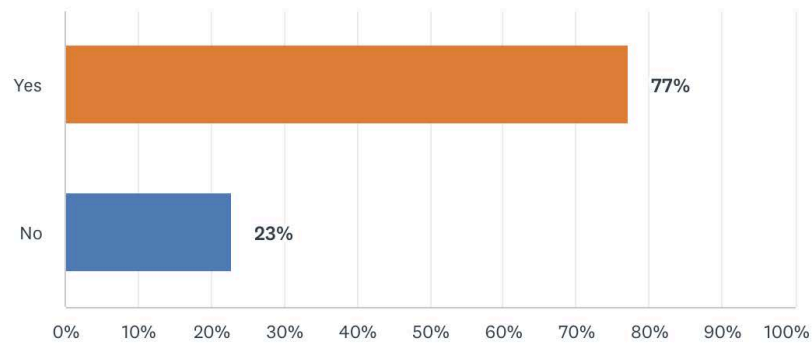
Q26 We help people prepare for an interview.

ANSWER CHOICES	RESPONSES	
Yes	74%	265
No	26%	95
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha helps people prepare for an interview.	YES	73%	77%	69%	74%
	NO	28%	23%	31%	26%

There is a **5% increase** in awareness that Tewatohnhi'saktha *'helps people prepare for an interview'*.

Q27 We help with resume and cover letter writing.

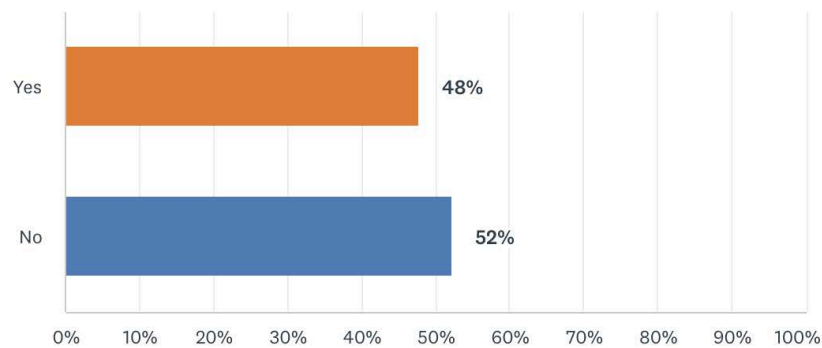
ANSWER CHOICES	RESPONSES	
▼ Yes	77%	278
▼ No	23%	82
TOTAL		360

DATA ANALYSIS

Question	2019	2020	2021	2022
Tewatohnhi'saktha helps with resume and cover letter writing.	YES 73%	79%	73%	77%
	NO 27%	21%	28%	23%

There is a **4% increase** 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.



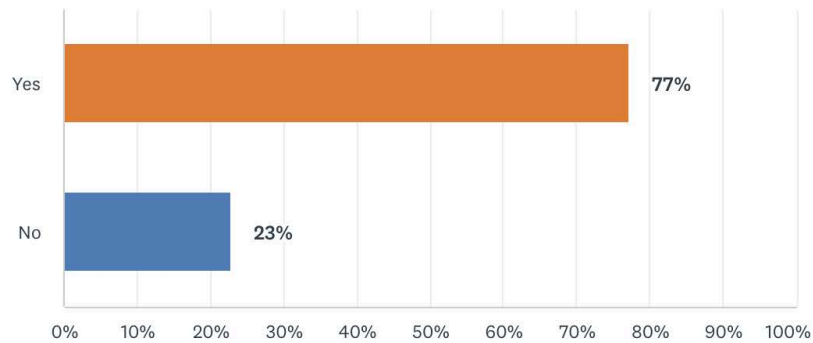
ANSWER CHOICES	RESPONSES	
Yes	48%	172
No	52%	188
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
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	52%	47%	45%	48%
	NO	48%	53%	55%	52%

There is a **3% increase** 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.



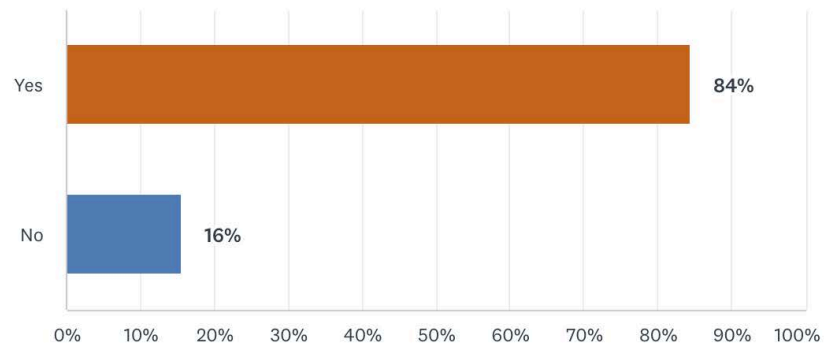
ANSWER CHOICES	RESPONSES	
Yes	77%	278
No	23%	82
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Tewatohnhi'saktha matches businesses with people looking for work or guide people to potential job opportunities.	YES	68%	78%	74%	77%
	NO	32%	22%	26%	23%

There is a **3% increase** in awareness that Tewatohnhi'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.



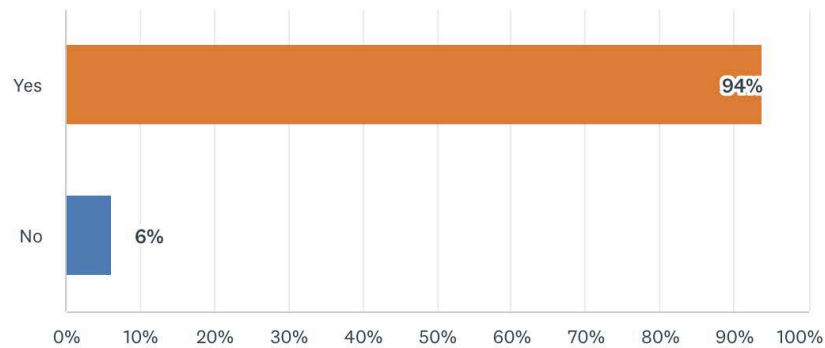
ANSWER CHOICES	RESPONSES	
▼ Yes	84%	304
▼ No	16%	56
TOTAL		360

DATA ANALYSIS

Question	2019	2020	2021	2022
Tewatohnhi'saktha places those who have finished various training programs on internships or stages, with businesses or organizations.	YES 78%	83%	73%	84%
	NO 23%	18%	27%	16%

There is a **11% increase** 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.



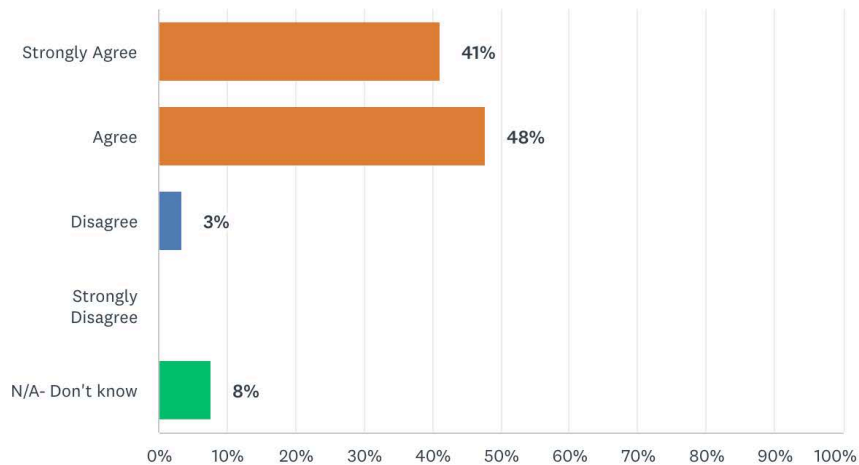
ANSWER CHOICES	RESPONSES	
▼ Yes	94%	338
▼ No	6%	22
TOTAL		360

DATA ANALYSIS

Question	2019	2020	2021	2022
Tewatohnhi'saktha offers a summer student program for high school, college or university students returning to school in the fall.	YES 93%	95%	91%	94%
	NO 8%	5%	9%	6%

There is a **3% increase** 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	41%	148
Agree	48%	172
Disagree	3%	12
Strongly Disagree	0%	0
N/A- Don't know	8%	28
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
To what extent do you agree that Tewatohnhi'saktha effectively carries out these programs and services?	SA/Agree:	83%	89%	85%	89%
	Don't know:	12%	8%	11%	8%
	SD/Disagree	5%	4%	4%	3%

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

Q32 OPTIONAL COMMENTS

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

1. I believe Tewatohnni'saktha is doing a pretty good job.
2. Tewatohnni'saktha is the only organization in town that I trust!
3. Tewatohnni'saktha is very efficient at what they do and they have helped me. Thank you!
4. I hope Tewatohnni'saktha keeps up with the good work!
5. I've dealt with Tewatohnni'saktha because I work in Human Resources. From my experience working with them, they're well structured and help individuals.
6. I just learned that you offer help with resume writing and its good to know!
7. I think it's really great that Tewatohnni'saktha targets young people and helps them navigate the process of finding work. They are doing an amazing job.
8. I didn't know most of the services and just learned a lot about what is being done at Tewatohnni'saktha.
9. I didn't know Tewatohnni'saktha provided assistance to people who want to return to or complete their education. I had assumed that was only something the Education Center did.
10. I didn't know about many of the Workforce Development services. I never finished my degree, which I started in the United States. I am very close to completing it, but it would have been helpful to know these services were available to me.
11. I used all of the services for my work or my children.
12. I'm not really aware of the programs and services.
13. I kind of assumed Tewatohnni'saktha provided these services but I am not fully aware because I am no longer in the job market.
14. I am only aware of many of these services because of the industry I work in. In general, other community members are not well aware.
15. There can never be enough engagement, so continue to promote this information.
16. I have no direct experience with Workforce Development so I can't comment.
17. I wouldn't be aware of these programs and services if it wasn't for my employment. I had totally forgotten that Tewatohnni'saktha offers these services until I was questioned.
18. The resume writing assistance needs improvement.

Q32 Comments Continued

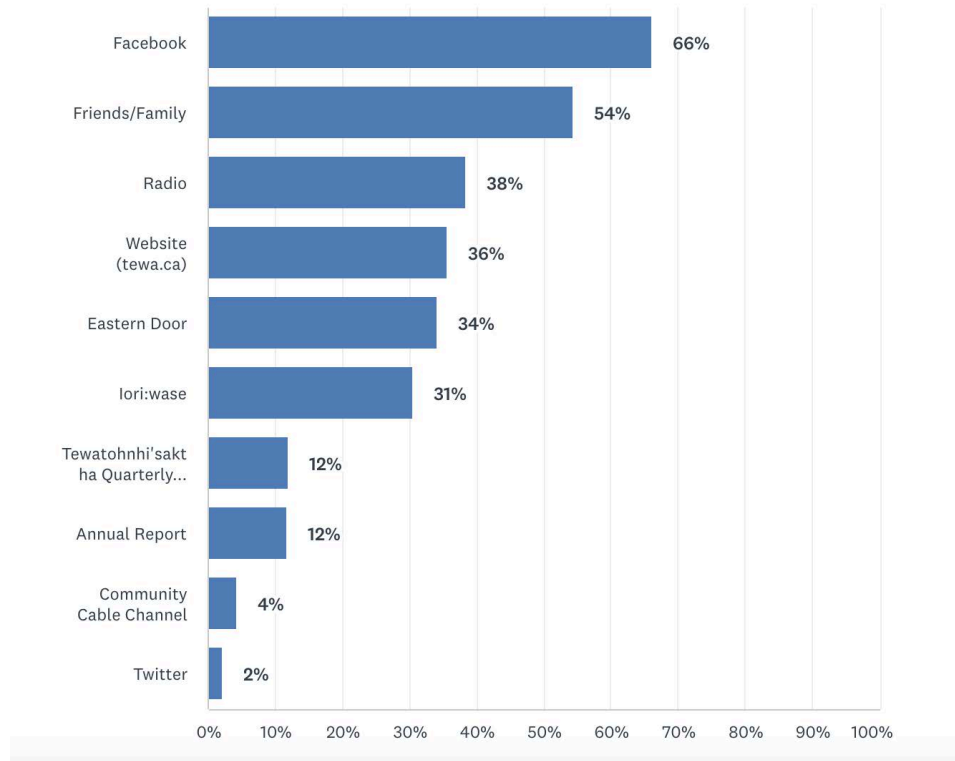
19. I am truly not aware of so many of the services offered. When it comes to hiring summer students, there is not enough time given to register. It should be repeatedly advertised at least a month or two before the actual application deadline.
20. I don't feel that they are doing enough.
21. My teenage son worked through the summer program and the mentor wasn't welcoming and didn't put any effort into encouraging young people. The position should not be just for a paycheck. Workers should really want to help the youth of this community.
22. I think there's room for improvement.
23. Although Tewatohnhi'saktha offers these services, the follow up and follow through on the programs are lacking in execution.
24. Programs like the ACE program should be open to people over 30. I took it and got a lot out of it. I feel like Tewatohnhi'saktha is not serving the whole community when they place restrictions on age. Older people have lots of life experiences and plenty to contribute.
25. I have participated in several Workforce Development services. The most recent was for sponsorship and the process was out of date in relation to the current economic climate. The support has not been adapted.
26. I answered 'yes' to question 29 but there is no availability for community members with special needs.
27. My son was never contacted from his case worker. He found a job on his own but not in the field that he wished to be in. I think Tewatohnhi'saktha needs to work a little harder to make sure that doesn't happen again to someone else.
28. I have a issue with Tewatohnhi'saktha not recognizing adult education (nova certificate) to be qualified for the summer student employment program/service. That needs to change.
29. There needs to be more help for the students. Prioritize their needs, especially financially. Also, they should be reporting back to the community, being more transparent!
30. My professional experience is the reason I know many of these things are offered, but the general public is not aware.
31. I'm not really aware of what is offered so I feel that they should be communicating more effectively to the community.
32. I chose 'disagree' because of communication problems. Honestly, there is too much information [to communicate].
33. Do more communications in Workforce Development.
34. Although I am aware of the services, it is not clear how to access all of them. More focus needs to be placed on the steps to access these offers.
35. I would like to see more "out of the box" educational certificates be supported/funded.

Q32 Comments Continued

36. Is job application assistance provided via workshops that require sign up? Or can one request help on their own time? Workshops may not allow enough time for people who need these services right away. Just a thought.
37. Only having yes/no options is very leading. I may be aware of a service but I do not think it is being carried out well. I suggest doing zoom consultations, allowing people to provide more thorough answers. It is very misleading. A lot of the questions are redundant.
38. Communicate more to the community about the windows to access funding. For example, someone looking to start a course in January should be aware that the funding window may have closed by that time as it's near the end of the fiscal year and they might have to wait until the next year. These types of things should be well communicated to the community.
39. These are great for our students.
40. As far as I know it's going well but I wouldn't know because I don't use the services.

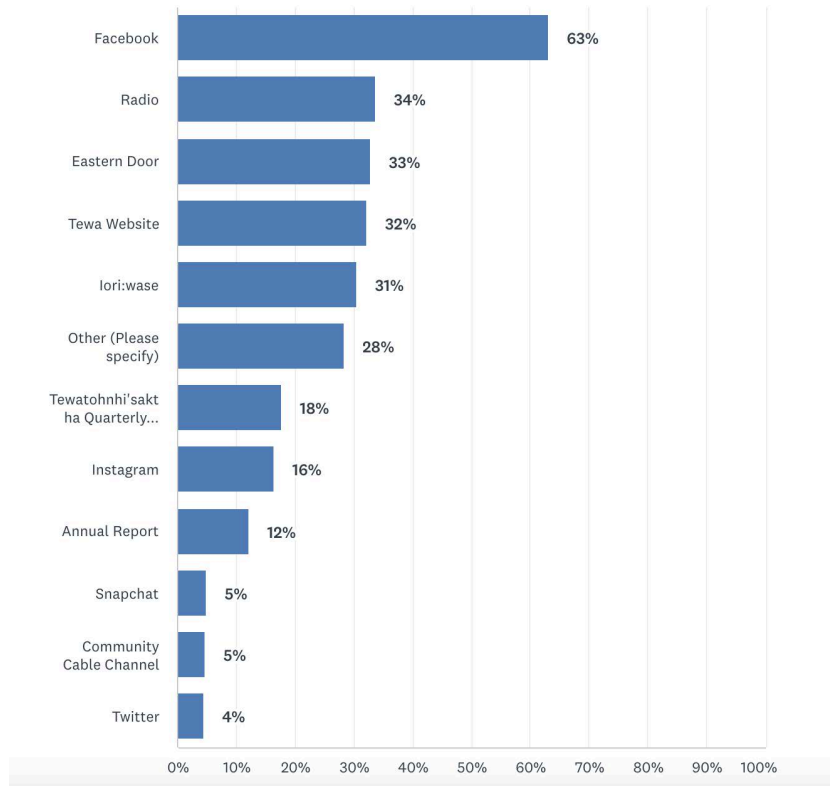
END COMMENTS

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



2021				
ANSWER CHOICES	RESPONSES		RESPONSES	
▼ Facebook	52%	188	66%	238
▼ Friends/Family	61%	221	54%	196
▼ Radio	49%	175	38%	138
▼ Website (tewa.ca)	34%	123	36%	128
▼ Eastern Door	47%	168	34%	123
▼ Iori:wase	33%	120	31%	110
▼ Tewatohnhi'saktha Quarterly Newsletter	15%	55	12%	43
▼ Annual Report	15%	55	12%	42
▼ Community Cable Channel	13%	45	4%	15
▼ Twitter	2%	8	2%	8
Total Respondents: 360				

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



2021

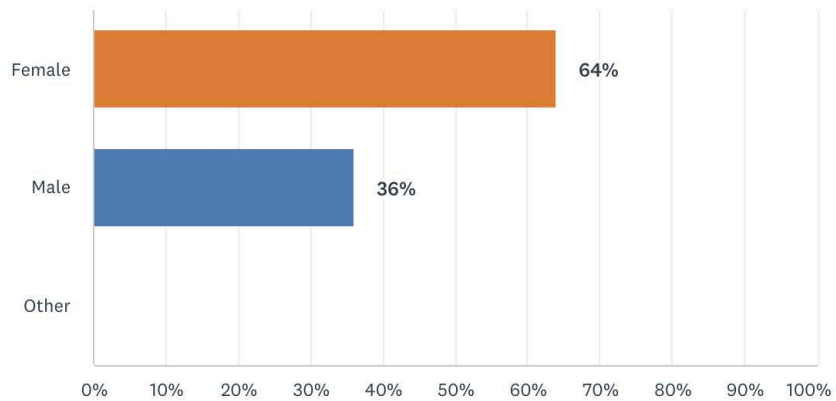
ANSWER CHOICES	RESPONSES		RESPONSES	
▼ Facebook	60%	215	63%	227
▼ Radio	54%	193	34%	121
▼ Eastern Door	48%	173	33%	118
▼ Tewa Website	39%	139	32%	116
▼ Iori:wase	34%	121	31%	110
▼ Other (Please specify)	26%	92	28%	102
▼ Tewatohnni'saktha Quarterly Newsletter	25%	89	18%	64
▼ Instagram	10%	36	16%	59
▼ Annual Report	18%	66	12%	44
▼ Snapchat	3%	9	5%	18
▼ Community Cable Channel	15%	55	5%	17
▼ Twitter	6%	23	4%	16
Total Respondents: 360				

Q34 OTHER - 51 responses

Participants suggested other methods of communication:

1. Email. - **54 similar responses (40 in 2021)**
2. Mail. - **19 similar responses (25 in 2021)**
3. Electronic Newsletter.
4. Public information sessions. - **3 similar responses (20 in 2020)**
 - *Kiosks, job fairs*
5. Printed materials. - **9 similar responses (16 in 2021)**
 - *Pamphlets, booklets, handouts, flyers, posters*
6. All social media platforms.
7. Word of mouth/friends & family. - **22 similar responses (22 in 2021)**
8. Billboards.
9. In person/ direct contact - **5 similar responses**
10. Make the board meetings available. Share the agenda, the minutes, what was approved and what was not.
11. LinkedIn.
12. Success stories.
13. Any avenue Possible.
14. Through my BSO.
15. Greener is always better! More digital formats.
16. Text message.
17. I like reading information on bulletin boards around town. I take the time to read them.
18. Maybe they could go into schools [to offer info]. Be more present.

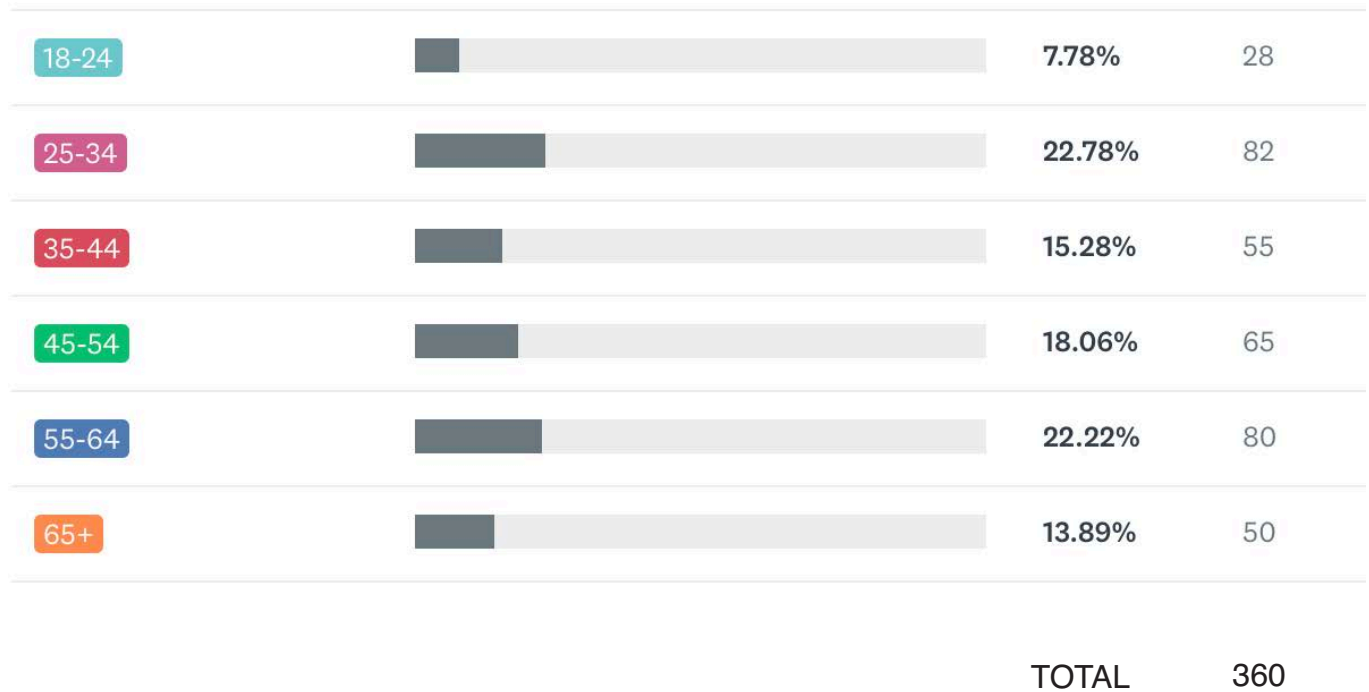
END 'OTHER' RESPONSES

Q35 Please indicate your gender.

ANSWER CHOICES	RESPONSES	
▼ Female	64%	230
▼ Male	36%	130
▼ Other	0%	0
TOTAL		360

DATA ANALYSIS

Question	2020	2021	2022
Please indicate your gender.	FEMALE	67%	59%
	MALE	32%	41%
	OTHER	1%	0%

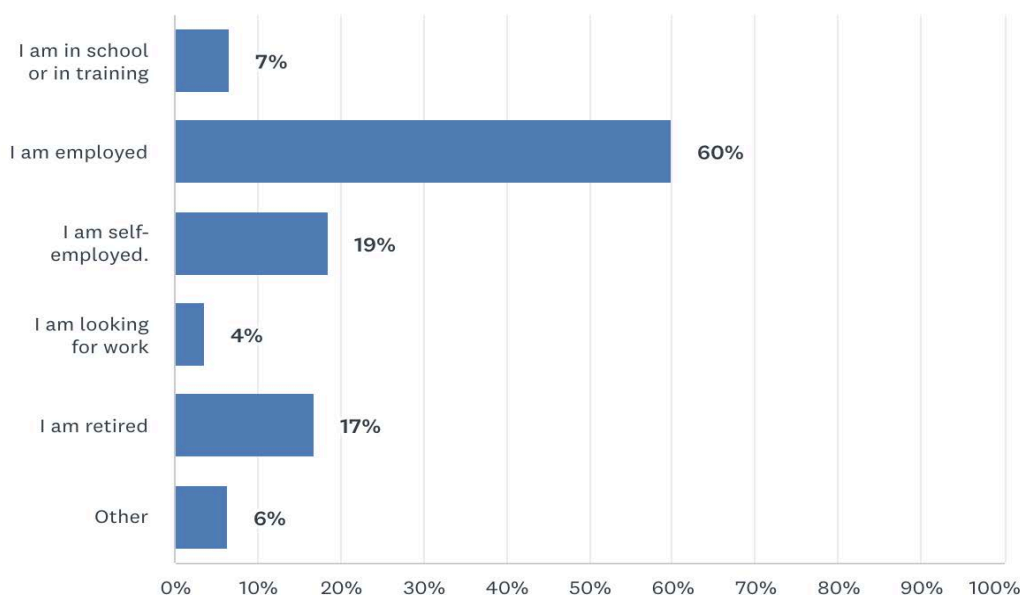
Q36 Please indicate your age.

NOTES

SURVEY PARTICIPANTS

	<u>2020</u>	<u>2021</u>	<u>2022</u>
Ages 18 - 34 years =	23%	21%	31%
Ages 35 - 54 years =	35%	32%	33%
Ages 55+ years =	40%	48%	36%

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



2021

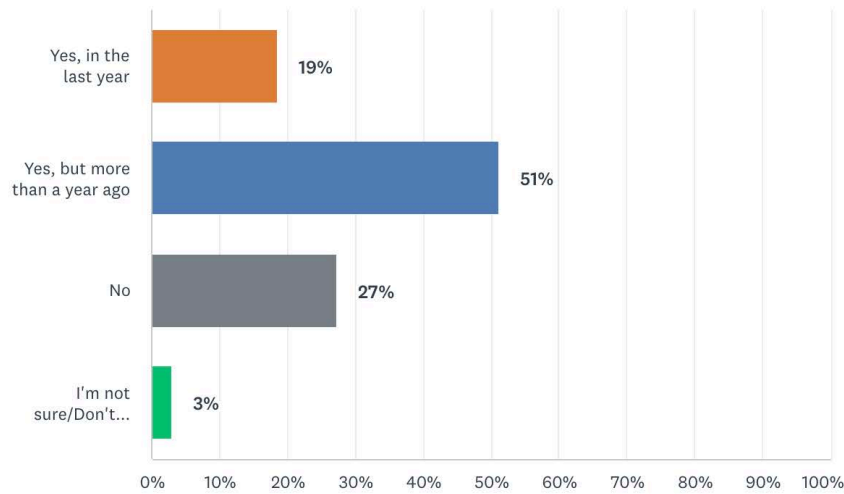
ANSWER CHOICES	RESPONSES		RESPONSES
▼ I am in school or in training	5%	18	7% 24
▼ I am employed	52%	188	60% 216
▼ I am self- employed.	18%	66	19% 67
▼ I am looking for work	4%	16	4% 13
▼ I am retired	25%	89	17% 61
▼ Other	7%	26	6% 23
Total Respondents: 360			

NOTES

Other:

1. Stay at home mom - **8 similar responses**
2. Medical leave - **4 similar responses**
3. Work part-time/ Seasonal - **3 similar responses**
4. I am a business owner.
5. Looking to return to school
6. I am semi-retired. I only work a few hours a week.
7. I can't work due to medical reasons.
8. I do contract work. - **2 similar responses.**

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



ANSWER CHOICES	RESPONSES	
▼ Yes, in the last year	19%	67
▼ Yes, but more than a year ago	51%	184
▼ No	27%	98
▼ I'm not sure/Don't remember	3%	11
TOTAL		360

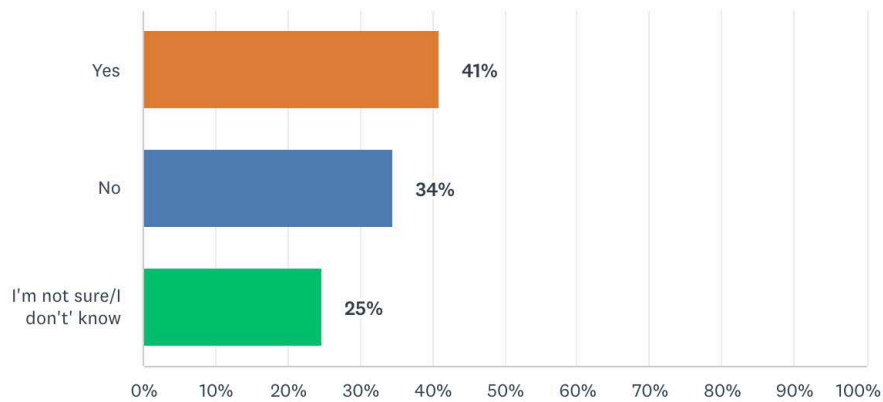
DATA ANALYSIS

Question		2021	2022
Have you ever used Tewatohnhi'saktha's services?	YES , in the last year	14%	19%
	YES , but more than a year ago	54%	51%
	NO	30%	27%
	NOT SURE	2%	3%

There is a **5% increase** in the number of people that used 'Tewatohnhi'saktha's services in the last 12 months.'

There is a **3% decrease** 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?



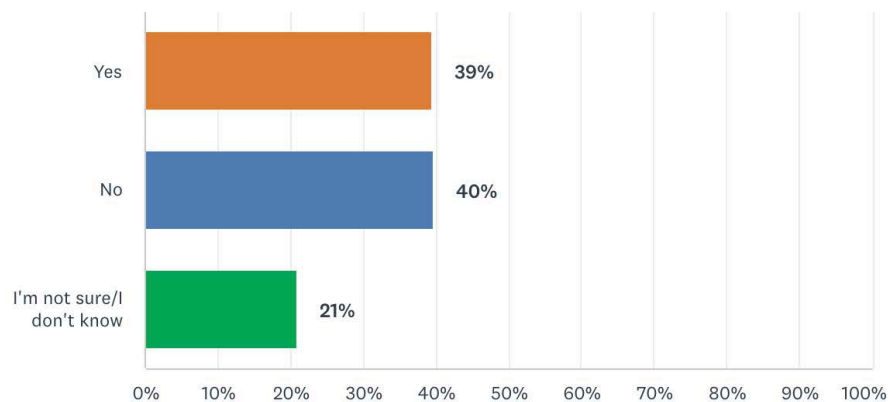
ANSWER CHOICES	RESPONSES	
▼ Yes	41%	147
▼ No	34%	124
▼ I'm not sure/I don't know	25%	89
TOTAL	360	

DATA ANALYSIS

Question		2019	2020	2021	2022
Would you consider using Tewatohnhi'saktha's business Services in the next 12 months?	YES	34%	35%	33%	41%
	NO	43%	45%	43%	34%
	NOT SURE	23%	20%	24%	25%

There is a **8% 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 Tewatohnni'saktha's Workforce Development services in the next 12 months?

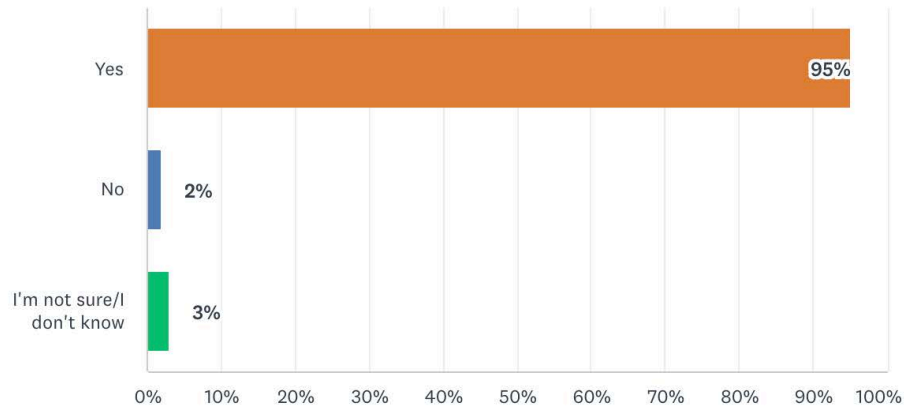


ANSWER CHOICES	RESPONSES	
▼ Yes	39%	142
▼ No	40%	143
▼ I'm not sure/I don't know	21%	75
TOTAL	360	

DATA ANALYSIS

Question		2019	2020	2021	2022
Would you consider using Tewatohnni'saktha's Workforce Development services in the next 12 months?	YES	34%	33%	31%	39%
	NO	43%	46%	48%	40%
	NOT SURE	23%	21%	22%	21%

There is a **8% increase** in the number of people that would consider using 'Tewatohnni'saktha's Workforce Development services in the next 12 months.'

Q41 Would you recommend Tewatohnhi'saktha services to others?

ANSWER CHOICES	RESPONSES	
▼ Yes	95%	342
▼ No	2%	7
▼ I'm not sure/I don't know	3%	11
TOTAL		360

DATA ANALYSIS

Question		2019	2020	2021	2022
Would you recommend Tewatohnhi'saktha services to others?	YES	90%	94%	93%	95%
	NO	2%	1%	1%	2%
	NOT SURE	8%	4%	6%	3%

There is a **2% increase** 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. Tewatohnni'saktha is doing a good job.
2. Keep up the great work! There is work out there!
3. Tewatohnni'saktha helped both my sons.
4. I already [promote Tewatohnni'saktha]!
5. It would be mostly yes, except I wouldn't recommend the ACE program.
6. I was a part of the summer student program before I graduated. Haven't looked at the list of jobs in a long time, but I would encourage more businesses to apply.
7. I will definitely [recommend] to the students, and continuing adult ed!
8. I don't know if I'll need these services. I am enjoying my retirement. But you never know.
9. I've used these services and programs in the past and found it very helpful and supportive.
10. Do not assume everyone has access or can afford Internet services to find all the information provided. It is not feasible for me.
11. I answered yes to using the services in the next 12 months. Unfortunately, I am not eligible because I am married to a non-native and live off reserve but operate my business on reserve. This is not a fair for people who are in my situation and should be re-assessed. I do not live in Kahnawà:ke because I abide by the law but my business and I should still be able to access and benefit from all the services Tewatohnni'saktha has to offer.
12. I am very satisfied with what you have to offer, and I believe you are strongly needed in the community. Good job!
13. I only use these services due to my job.
14. Do more outreach now that we are coming out of Covid.
15. I know people who have had good and bad experiences.
16. I go on the website when I need to find something. Otherwise, I rely on Facebook.
17. From what I see on Facebook, Tewatohnni'saktha seems like a big help.
18. I don't need these services, but I would refer my family to them.

END COMMENTS

Q42 OPTIONAL COMMENTS

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

Encouraging Feedback

1. Good job. (7 similar responses)
2. Excellent job. Keep up the good work! (10 similar responses)
3. Great job! Tewatohnhi'saktha helped out my son every time he needed it. I always highly recommend the services.
4. The programs are great and helping so many people, like me, find jobs and I would like to say thank you.
5. Tewatohnhi'saktha helped me. It's a great resource and opportunity for those who need some guidance with their careers, etc.
6. Tewatohnhi'saktha is a good resource. They helped my daughter a lot when she started her business.
7. The services Tewatohnhi'saktha provides are very beneficial to the community.
8. The staff should take a bow. Good work, always a pleasure.
9. Thank you for all your hard work.
10. The workers deserve a pat on the back. I've seen the benefits of their work. My daughter took some of their programs and it benefited her.
11. There are good services for new businesses and I kind of forgot the educational services provided. It would've been beneficial to me in the 70s.
12. It is very good that we have this in our community. It's very helpful and lots of resources are at our disposal. Very informational survey.
13. Although I don't seek out information about Tewatohnhi'saktha, what I do know about the organization is very positive.
14. Very helpful in my experience.
15. Thank you for your services. Good job!
16. They have good intentions. Keep it up.
17. I am very impressed with the direction Tewatohnhi'saktha had taken. Helping people find jobs and careers is very important.
18. Tewatohnhi'saktha does a lot for the community. Thank you for your help.
19. I think Tewatohnhi'saktha is a wonderful organization.
20. Tewatohnhi'saktha was a big help [to me]. Good job.

Q42 OPTIONAL COMMENTS *continued*

21. As a business owner, I am grateful for the help I received throughout the pandemic.
22. Tewatohnni'saktha is a fine organization. They have many tools for the average person to explore.
23. I believe Tewatohnni'saktha is doing a great job doing what they do.
24. I am glad Tewatohnni'saktha is there. They're great!
25. Good job, very helpful, and found a program that put me in the job/career that I wanted.
26. I'm happy with what is offered. I have received good support.
27. I'm very aware of what is offered. I've received services before and they were very helpful every step of the way.
28. I always recommend Tewatohnni'saktha to others. I have multiple family members who have used their services in the past and it has always been a positive experience. They always answer any questions. Continue to keep the public informed!
29. Tewatohnni'saktha really helped me. I see them putting their information out to the community a lot. I have had lots of help from Workforce Development in the past. It is because of them that I have my job now. They have always supported me. Keep up the good work!
30. I'm very supportive of what Tewatohnni'saktha is trying to accomplish but in recent years I've been somewhat out of touch with what they're doing. I really appreciate the outreach through this survey. I'm much more aware of what the current services are.
31. Tewatohnni'saktha is doing a good job of keeping up with the times and being progressive. Ears to the ground type of thing. I hope they continue to be successful. I would hope they continue to help youth find gainful employment here in the community so we don't lose them to major metropolitan centers.
32. I am very happy with the "new" Tewatohnni'saktha.
33. Always had a positive experience with Tewatohnni'saktha.
34. I believe Tewatohnni'saktha is doing a good job because that's why I am where I am today. It works! I started there several years ago wanting to go back to school, and now I am where I am because of that decision and help!

Q42 OPTIONAL COMMENTS *continued****General Feedback & Suggestions***

35. I appreciate being asked to participate in this survey.
36. I'm happy to see that they are promoting unions in their work.
37. I am not in support of the Council taking over things from Tewatohnhi'saktha.
38. I think Tewatohnhi'saktha should be independent from the Mohawk Council of Kahnawà:ke.
39. There is a responsibility of the community to seek out information, so if people don't know about the services, it's on them.
40. Keep up the good work and insert more culture and language into the corporate world. Adapt the colonial "business education" to our needs. Embrace Haudenosaunee culture into decor and programs.
41. I wish more teenagers would look into the employment and training assistance. It would be great to see more teens and young adults sharpening their skills. Maybe a short term crash course can be developed targeting that age group. It can be offered in schools as soon as people are old enough to apply for a job.
42. Provide website development and support for small businesses. I am trying to navigate website/online store setup and Tewatohni'saktha doesn't provide anything. You are on your own.
43. More should be done to get people who are unskilled/uneducated into short term jobs to help them. Have a Job Bank.
44. Loan laptops to those who need it to take part in training. Not everyone can afford these devices.
45. Provide funding for those who want to attend Ratiwennahni:rats or any other type of language program.
46. Offer more traditional programs. Push that too in the educational realm.
47. When bigger projects arise that impact the community (i.e. The cargo trains) I think there should be a community vote. I am glad that project never happened.
48. I would like to see more development in green houses. Food security is becoming a big issue. A co-op will be established once the program is finished.
49. Create or find more training/trade school opportunities in English because the wait is too long in Quebec for acceptance into English programs.
50. Promote jobs that are needed right now. Offer a big job fair for all ages.
51. Let people who are considering trades know exactly what it entails (i.e. apprentice and journeyman, etc.).
52. I hear a lot about people having to do stages outside of town because local companies won't take them on. There should be more effort made to have local companies take on people during that time, to keep them here and not lose them to outside businesses.

Q42 OPTIONAL COMMENTS *continued*

53. Recently, myself and a few friends never received a call back while inquiring about a computer course. If nothing like this is offered, it is something to consider doing. A crash course for the older generation to learn things like Zoom, Facetime, new apps etc.
54. Personally I believe there is more outreach needed. Get out in public spaces. You could do more. We need more public gathering places like the bank lobby. The community needs to see you.
55. Start a program that helps workers with their costumer service skills. We are seriously lacking those skills in town and it needs to be helped/fixed.
56. Research new ways of supporting young people in career paths that do not fit the conventional 9-5 model. Like vocations that fall outside of traditional cookie cutter careers.
57. Offer a part-two ACE program to build on the course. Also, I really like the Life Skills program they had. I got a lot out of it.
58. Make Shop Kahnawà:ke certificates more accessible.
59. I think programs and services should be accessible to all Onkwehón:we residing here. People who are not on the band list cannot access services. It may be hard but at least look into addressing this. There are lots of natives from other reserves living here and they could benefit too.
60. Direct contact to the youth that are graduating. They need to know that they have these resources at their disposal. An overall good job, though.
61. I noticed when there are contests on Facebook, the prizes are always shop Kahnawà:ke gift certificates. Maybe a higher amount like \$100 people would participate more.
62. As important as it is to use a traditional word, it gets lost on people. They need a rebrand, in a way. A simple word or logo encompassing what they do. Businesses can use a sticker with the logo by the cash or door, which would tell people that "Tewatohnhi'saktha helped this business become successful."
63. Emails would be a great way to promote services and programs, new and old.
64. Create more programs for helping moms build experience (In any skill/field).
65. Tewatohnhi'saktha needs to help out the "mom and pop" shops more. Factor them in and help them where they may not be eligible for things, such as emplyment insurance.
66. Go directly into the schools, like NOVA to explain job/stage/internship placements. Follow up after they've been in school or placed in a job. Keeping up with whatever industry/career standards there are (i.e. new certifications).
67. Could Shop Kahnawake certificates be treated as currency within our local banking system? This would make it easier for businesses when taking care of our banking. Just a suggestion.

Q42 OPTIONAL COMMENTS *continued*

- 68. Be a little more transparent.
- 69. There is always improvement needed in communication and transparency. Overall, good work.
- 70. Transparency is very important. Keep putting out clear posts about intentions and the services provided.
- 71. A program for employment for community members with special needs should be implemented.
- 72. Tewatohnhi'saktha should implement something for special needs youth and adults in the community. They need to learn skills and have employment too. They are members of our community and we have to look out for them.
- 73. I would like to see more services, programs, and promotions geared towards employment and training for community members with special needs. More collaboration is needed with KSCS and other organizations/ businesses in the community.
- 74. Develop a program for getting young adults/adults with disabilities into the workforce.
- 75. Publish success stories coming from the business owners themselves on how they were helped by Tewatohnhi'saktha. Print outs or pamphlet that people can look at will give you a strong handle.
- 76. I would like to see more success stories posted more. Show what your hard work does for people.
- 77. I appreciate the various ways they try to communicate to the community. I do prefer a face to face drop in type method, like an open house. I know with the pandemic that's not possible, but perhaps when restrictions are lifted they can offer that.

Communications Feedback

- 78. Advertise more on other platforms, not just social media.
- 79. I learned a lot about the services from an employee, but had I not spoken to her I would not have known. I see they are promoting information and I applaud them for that! But I think they can and should do more.
- 80. More info should be spread out there. More encouragement for the summer student program, lots of kids have no idea this program is offered.
- 81. Be more effective in getting programs and services out there. I was unaware of most services and I read the Eastern Door a lot.
- 82. Communication is the biggest hurdle to get information out to the community.

Q42 OPTIONAL COMMENTS *continued*

- 83. More promotion of all services, especially funding. I know many people who wanted to access funding for their business, but didn't know it was available.
- 84. Promote all of your services more. The "job seekers" especially at this point in time.
- 85. Advertise that you get assigned a Business Services Officer that helps you out every step of the way.
- 86. I didn't know they offered assistance with accounting. Promoting that more to small businesses would be beneficial. Accounting skills are crucial for small business.
- 87. More promotion is needed for the job seekers form. Also promote your programs and services in the schools, let the kids know their options after high school. Good job.
- 88. If you are not actively looking for information on the Tewatohnhi'saktha Facebook page or website, you won't know what services are offered. They need promote and advertise more in the newspapers.
- 89. I was surprised by many of the services that are available to us, I hadn't heard of maybe half of them that were listed throughout the survey. Tewatohnhi'saktha needs to be more vocal about the programs/services that are available, get it out there more in whatever avenue possible.

Room for Improvement

- 90. There isn't really any help for people with big projects, who need big money.
- 91. Please answer Instagram messages.
- 92. Tewatohnhi'saktha needs to reply faster and promptly provide follow up information.
- 93. Stay more vigilant with responding to email inquiries.
- 94. The long delay in responding is an issue for those who have used your services. It's not good when the client is more informed than the employee about a course.
- 95. I haven't had any bad experiences personally, but I know some people who have had a difficult time with receiving any response from the staff.
- 96. Be more consistent when it comes to providing work opportunities for College/ University students. More often than not, they are the ones who need the work experience and funds more than younger, high school students.
- 97. Put more effort into "finding the right financial support to go back to school." In the past I was denied and found services very unhelpful.
- 98. Put more effort and improvement into the summer student programs.
- 99. I don't feel there is enough outreach to the people that need their services. Also, I myself went to them for help and never got any.

Q42 OPTIONAL COMMENTS *continued*

- 100.** The trade programs (rodbusters, carpentry, iron work, welding etc.) need more follow up and aftercare. Kahnawà:ke doesn't necessarily have "industrial" work opportunities, so people who complete trade programs need guidance finding jobs outside of town.
- 101.** I reached out for help about 5 years ago when I was looking for funding to start an online business and I was basically kicked to the curb because in Tewatohnhi'saktha's opinion, an online business wasn't a feasible option. Have they evolved since then into a space where that is now a viable option?
- 102.** Be more user friendly. Don't discourage people by making the process daunting. I heard a few people who had to jump through hoops to access some services.
- 103.** Shop Kahnawà:ke certificates need to be made more accessible. The hours they are sold do not work for a lot of people.
- 104.** I think programs should be made for older people (40+) and retirees, as we still have a lot to contribute and have skills. Seems like a lot of programs are for younger people.
- 105.** They need to offer programs for older people 40 and up.
- 106.** I think sometimes older people could want to use their services, but are not used to the technology (social media) and would prefer to have an actual conversation to get the information. What is being done to encourage older people to get involved. We still have a lot to offer!
- 107.** There used to be an age cap on who can access funding to start a business. If this is still the case, definitely reconsider that. Why can't someone older receive help for starting a small business?
- 108.** I agree youth need their services, but they can't forget the older people. Tewatohnhi'saktha seems like an organization for younger people and I shouldn't be feeling that way, I am only 45. But, I see they are doing good things and I think that is great.
- 109.** More user friendly services. Not everyone is up to technological standards and you can't leave people out (older generations). Younger employees may not always know how to properly guide/deal with older generations and I think it's important to not be biased in that way. It helps to have experienced staff for this reason.
- 110.** I find their website a little hard to navigate.
- 111.** The online list of businesses that accept Shop Kahnawà:ke certificates doesn't work properly, Tewatohnhi'saktha should fix that.
- 112.** I don't feel that their website is good enough. It's very slow to load.

Q42 OPTIONAL COMMENTS *continued*

- 113. Your website needs work.
- 114. I wasn't aware that they help local businesses find employees. It seems like the information on their website is contrary to that.
- 115. Be more transparent. For example, a friend of mine got a business grant, but I know someone else who didn't get it. Who is deciding who gets money/grants and who doesn't? I feel like they could be more transparent about those types of things.
- 116. They need to be more transparent.
- 117. Recently attended basic accounting class online, which was a great idea, but would like to see more courses in person when it is possible again. Preferably in the evening too.
- 118. Follow up was not consistent.
- 119. Be more responsive with phone calls.
- 120. The workforce developments services need to be sent to the parents. Kids don't go looking for that type of thing all the time.
- 121. More effort in areas of promotion to people who don't know a lot about technology.
- 122. Good programs but be more accessible to all.

END COMMENTS

Recommendations

Related to Mandate and Role

1. Implement more communications strategies that promote community participation and further feedback to increase transparency.
2. Consider developing an awareness campaign that expands on Tewatohnhi'saktha's purpose in the business and workforce sectors, with regard to the Mandate and Role.

Related to Business Services

1. Brainstorm future in-person events that promote Business Services programs, to reach a wider audience. Many respondents indicated they "wouldn't know" about services if they were not clients.
2. Publish more success stories, testimonials, and statistics on existing businesses.
3. Target and present community members ages 40+ with more workshops and training opportunities.
4. Continue offering zoom workshops, speakers series, and info sessions to remain accessible.

Related to Workforce Development

1. Further promote services related to financial planning/ assistance for education.
2. Consider school visits or hands on workshops for age groups that benefit from these programs
3. Continue to implement community outreach and promotion to increase accessibility and awareness across age groups.

Related to Communications

1. Ensure that promotional material is still published in areas other than social media.
2. Promote some of Tewatohnhi'saktha's lesser known services (i.e. meeting room rentals, Job Seekers form, financial assistance for school).
3. Develop a subscription-based email contact list to advertise services, distribute newsletters, and workshops. Use in-person events to encourage sign up.

Related to General Feedback

1. Strategize new methods to improve overall response rates.
2. Create more programming for community members with Special Needs.

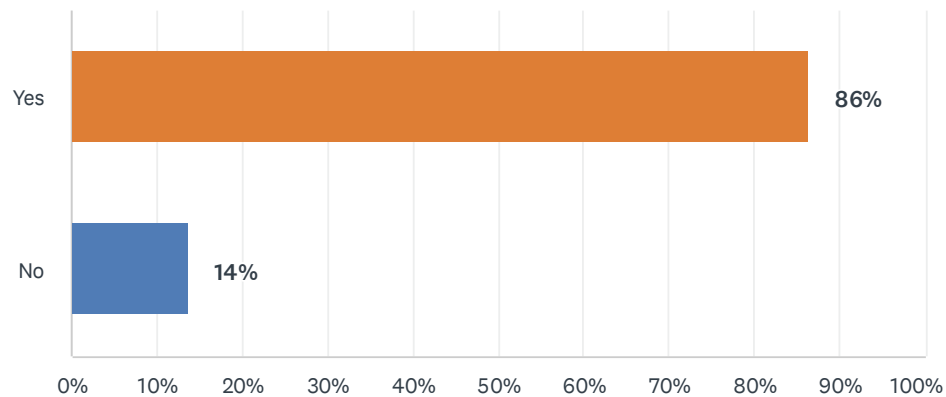
Changes to survey

1. Do not ask specific age of a person, use ranges instead.
2. Consider condensing Business Services and Workforce Development sections by identifying redundant questions.

END RECOMMENDATIONS

Q1 Are you aware of Tewatohnhi'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)"?

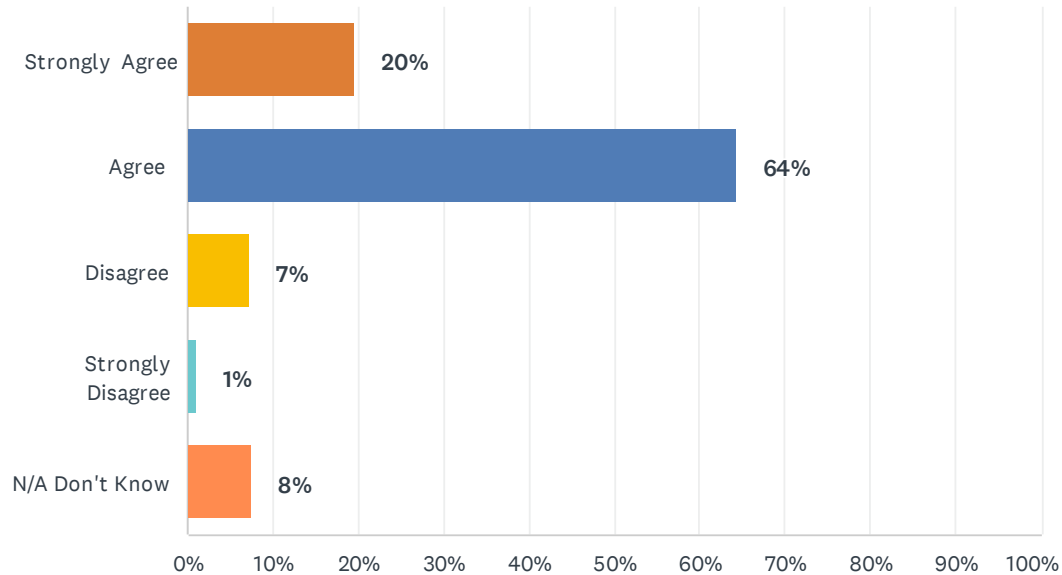
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ANSWER CHOICES	RESPONSES	
Yes	86%	311
No	14%	49
TOTAL		360

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

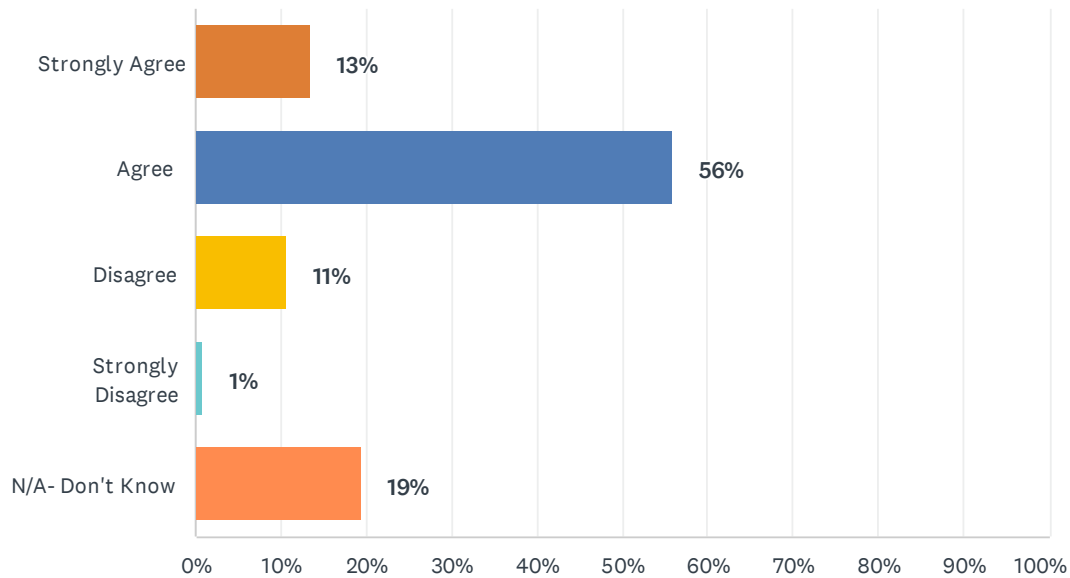
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ANSWER CHOICES	RESPONSES	
Strongly Agree	20%	71
Agree	64%	232
Disagree	7%	26
Strongly Disagree	1%	4
N/A Don't Know	8%	27
TOTAL		360

Q3 Tewatohnhi'saktha is transparent with community members.

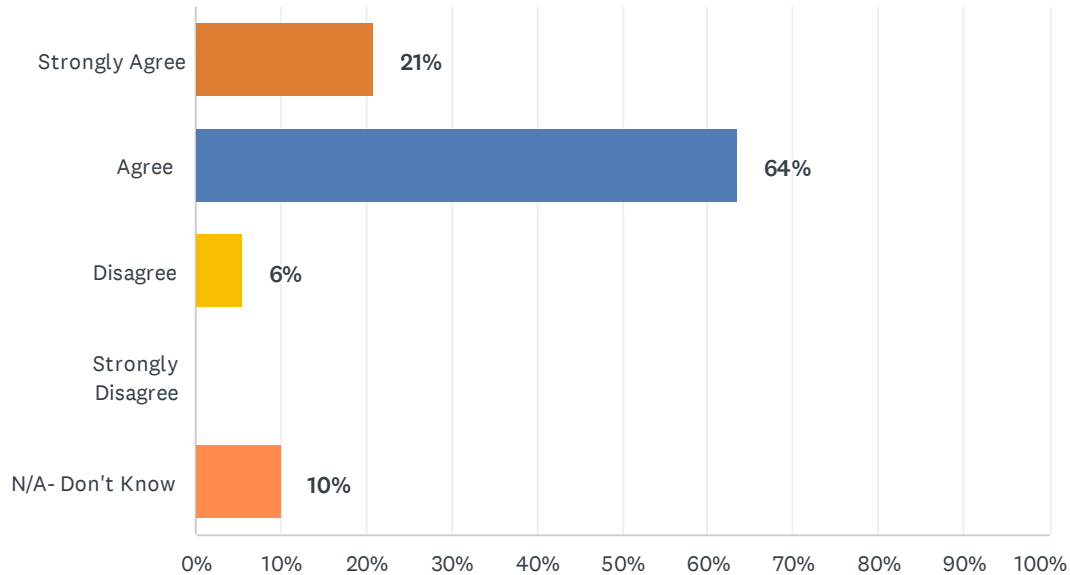
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ANSWER CHOICES	RESPONSES	
Strongly Agree	13%	48
Agree	56%	201
Disagree	11%	38
Strongly Disagree	1%	3
N/A- Don't Know	19%	70
TOTAL		360

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

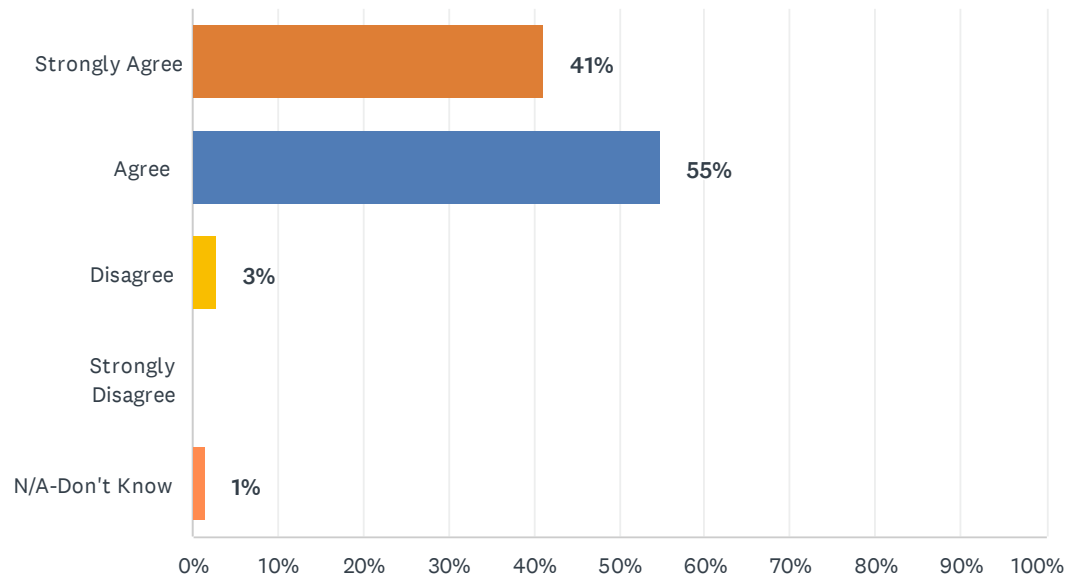
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ANSWER CHOICES	RESPONSES	
Strongly Agree	21%	75
Agree	64%	229
Disagree	6%	20
Strongly Disagree	0%	0
N/A- Don't Know	10%	36
TOTAL		360

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

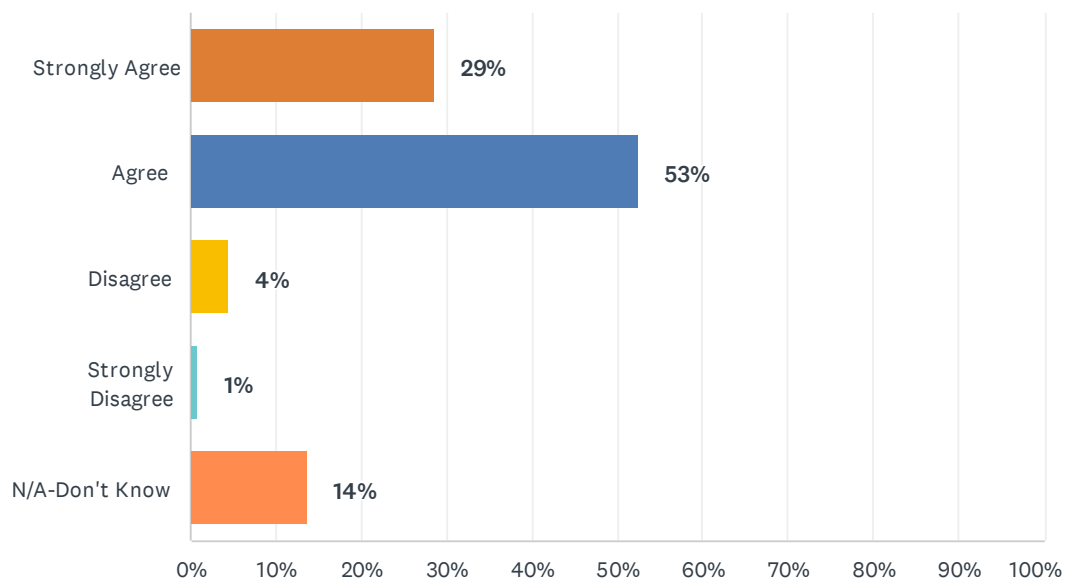
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ANSWER CHOICES	RESPONSES	
Strongly Agree	41%	148
Agree	55%	197
Disagree	3%	10
Strongly Disagree	0%	0
N/A-Don't Know	1%	5
TOTAL		360

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

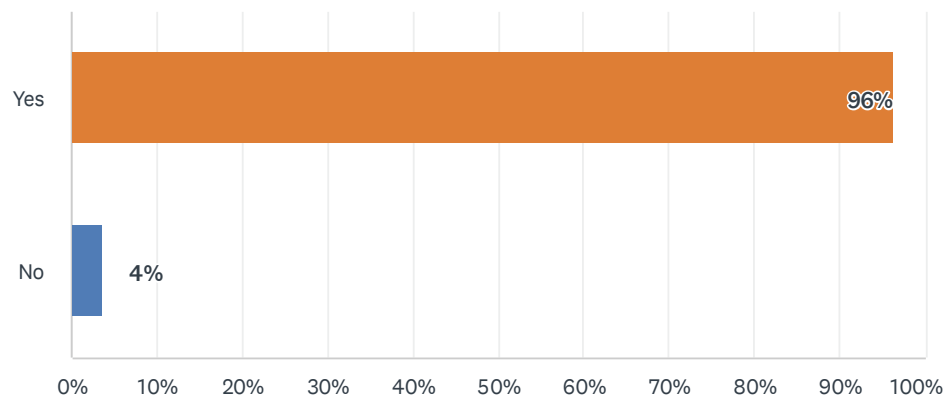
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ANSWER CHOICES	RESPONSES	
Strongly Agree	29%	103
Agree	53%	189
Disagree	4%	16
Strongly Disagree	1%	3
N/A-Don't Know	14%	49
TOTAL		360

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

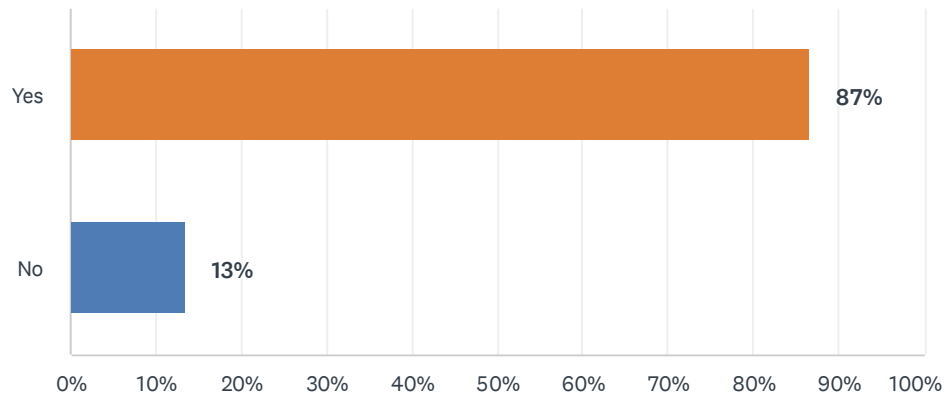
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ANSWER CHOICES	RESPONSES	
Yes	96%	347
No	4%	13
TOTAL		360

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

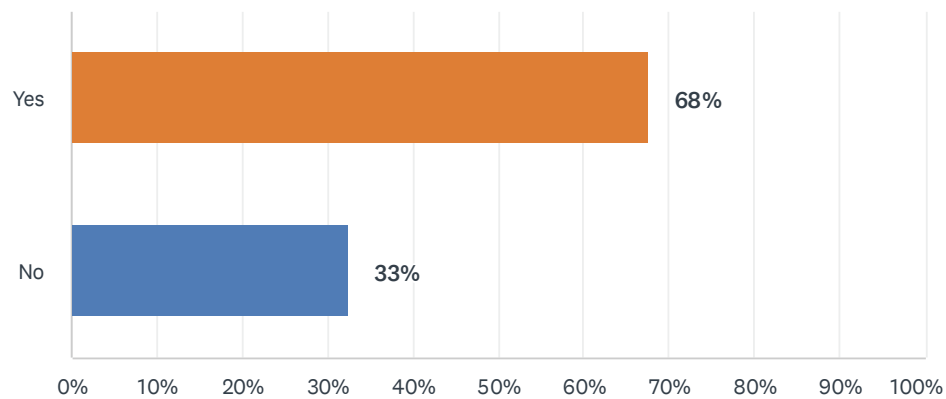
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ANSWER CHOICES	RESPONSES	
Yes	87%	312
No	13%	48
TOTAL		360

Q9 We provide assistance with accounting needs/matters.

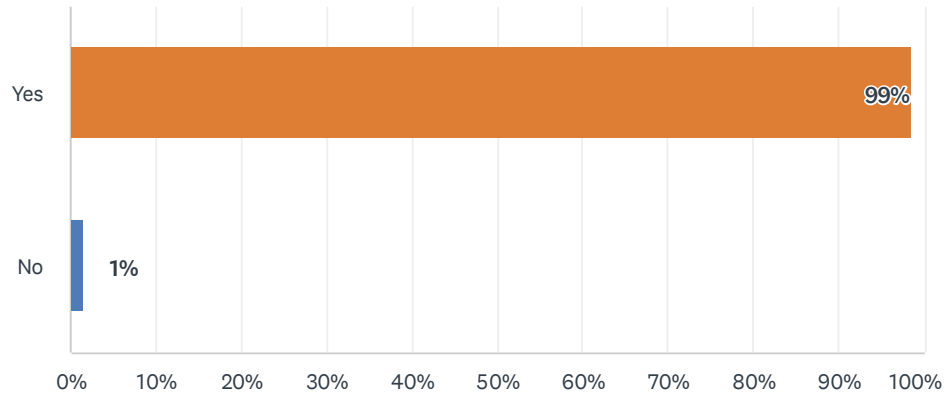
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ANSWER CHOICES	RESPONSES	
Yes	68%	243
No	33%	117
TOTAL		360

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

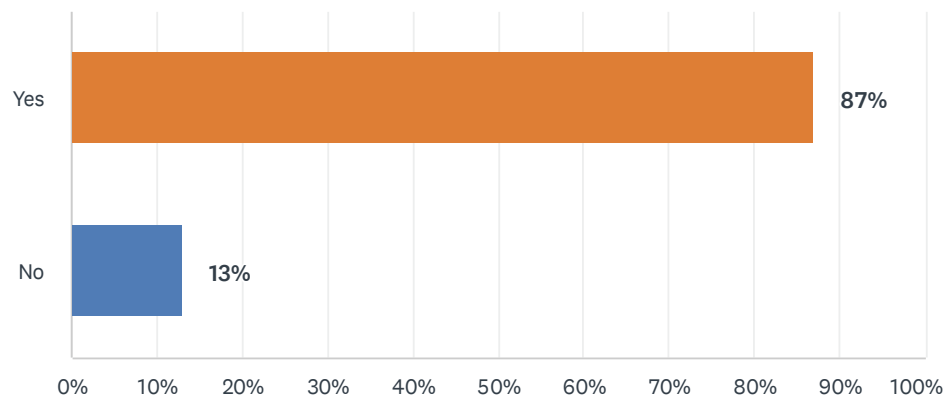
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ANSWER CHOICES	RESPONSES	
Yes	99%	355
No	1%	5
TOTAL		360

Q11 We help local businesses find employees.

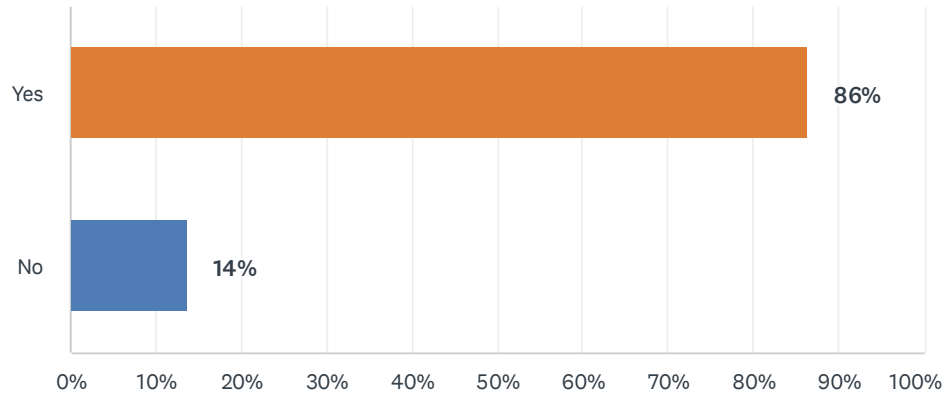
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ANSWER CHOICES	RESPONSES	
Yes	87%	313
No	13%	47
TOTAL		360

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

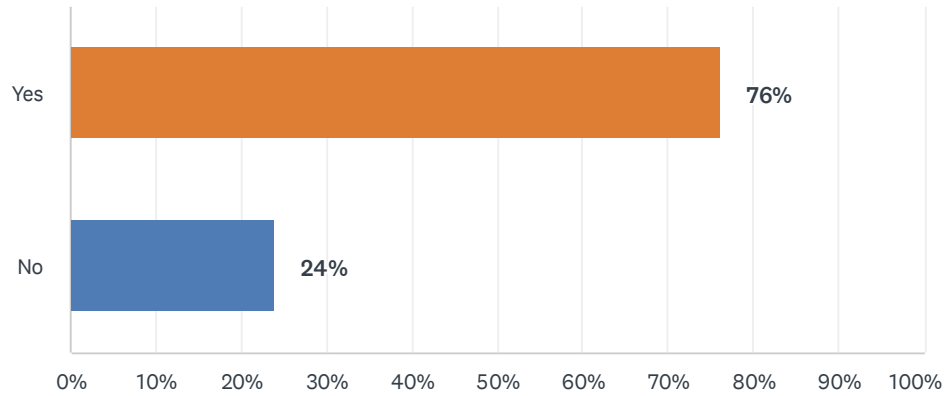
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ANSWER CHOICES	RESPONSES	
Yes	86%	311
No	14%	49
TOTAL		360

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

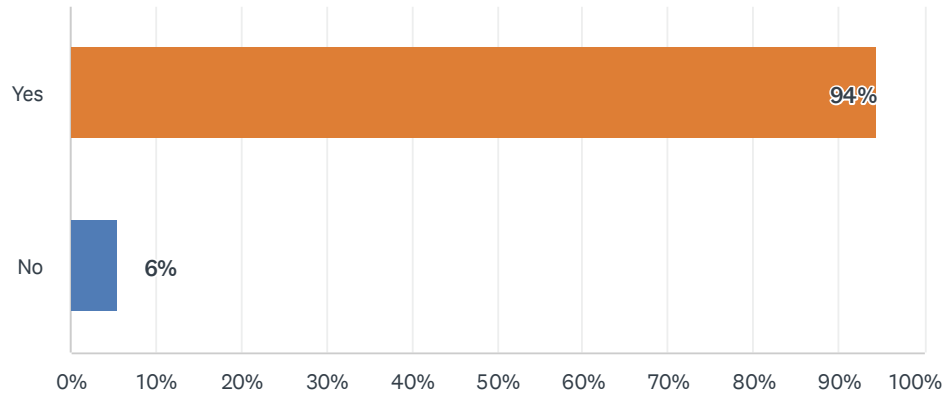
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ANSWER CHOICES	RESPONSES	
Yes	76%	274
No	24%	86
TOTAL		360

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

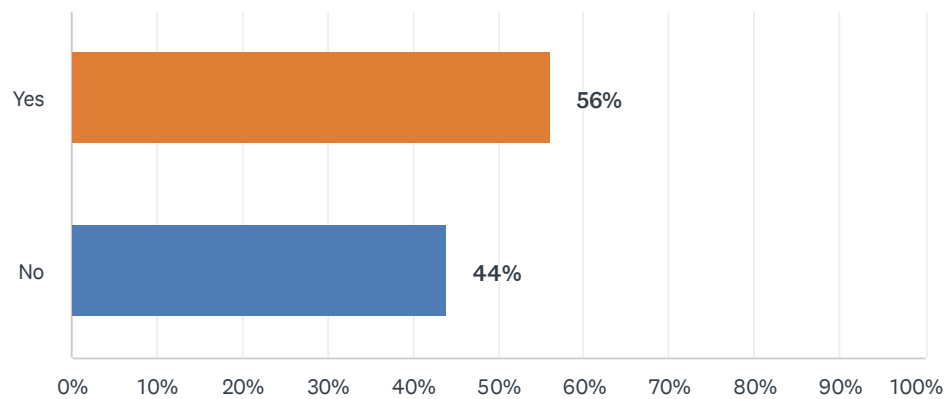
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ANSWER CHOICES	RESPONSES	
Yes	94%	340
No	6%	20
TOTAL		360

Q15 We have meeting room rentals for public use.

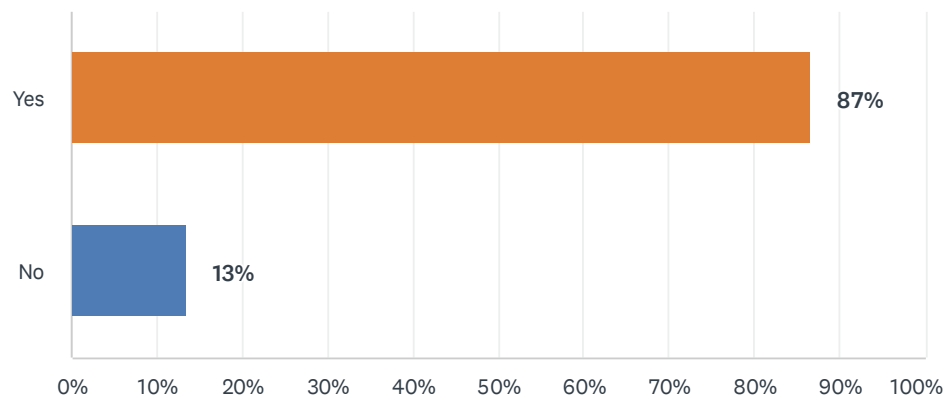
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ANSWER CHOICES	RESPONSES	
Yes	56%	202
No	44%	158
TOTAL		360

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

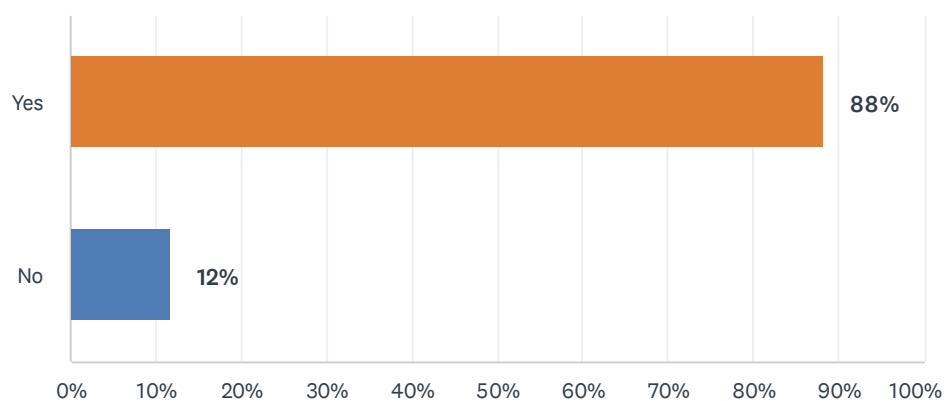
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ANSWER CHOICES	RESPONSES	
Yes	87%	312
No	13%	48
TOTAL		360

Q17 We sell Shop Kahnawà:ke certificates.

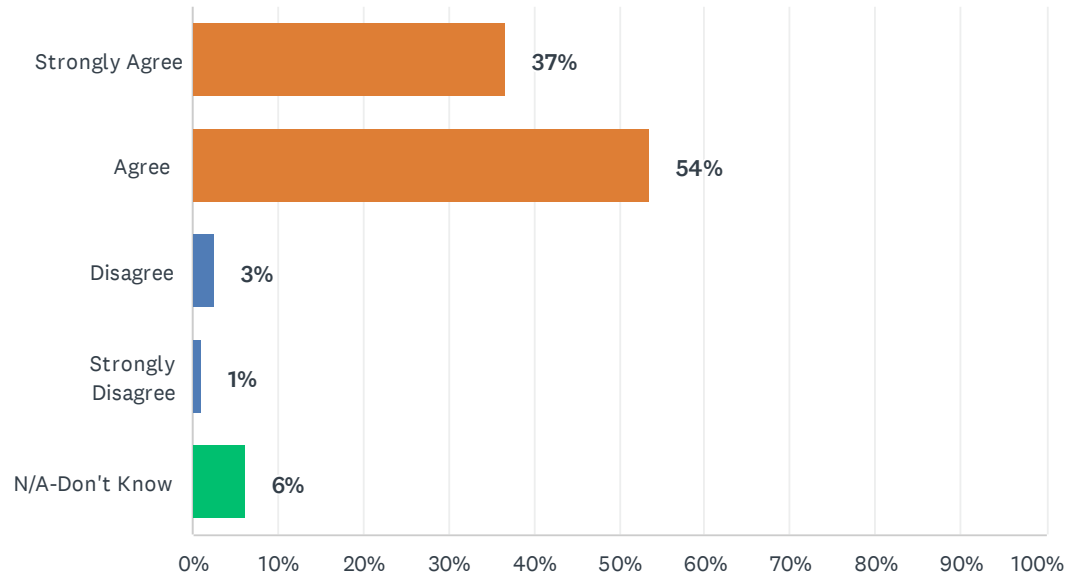
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ANSWER CHOICES	RESPONSES	
Yes	88%	318
No	12%	42
TOTAL		360

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

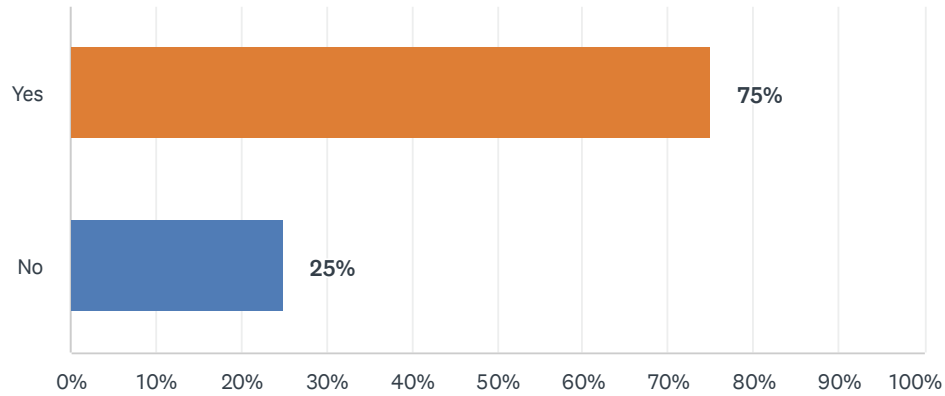
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ANSWER CHOICES	RESPONSES	
Strongly Agree	37%	132
Agree	54%	193
Disagree	3%	9
Strongly Disagree	1%	4
N/A-Don't Know	6%	22
TOTAL		360

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

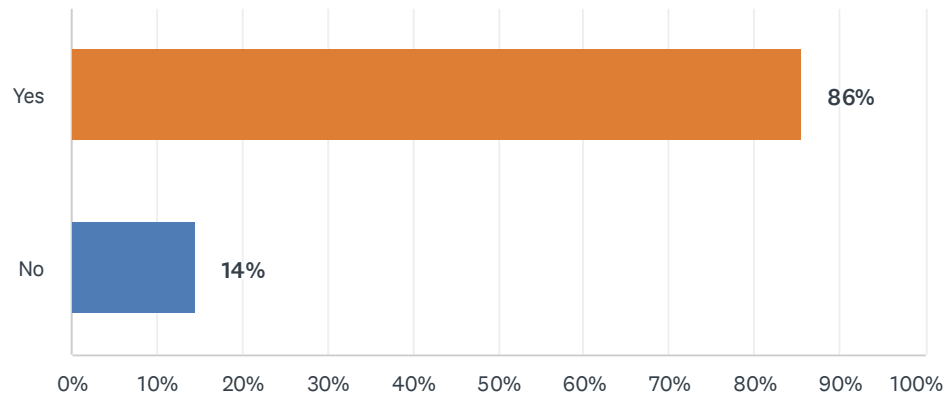
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ANSWER CHOICES	RESPONSES	
Yes	75%	270
No	25%	90
TOTAL		360

Q20 We help in identifying appropriate educational/training opportunities.

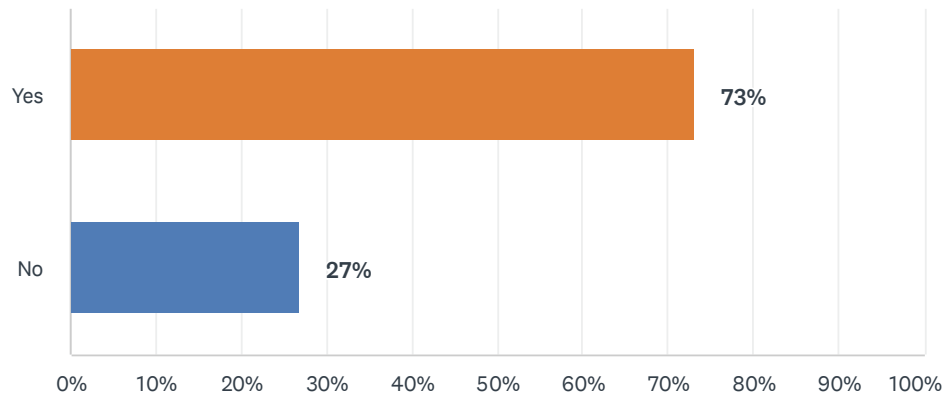
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	86%	308
No	14%	52
TOTAL		360

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

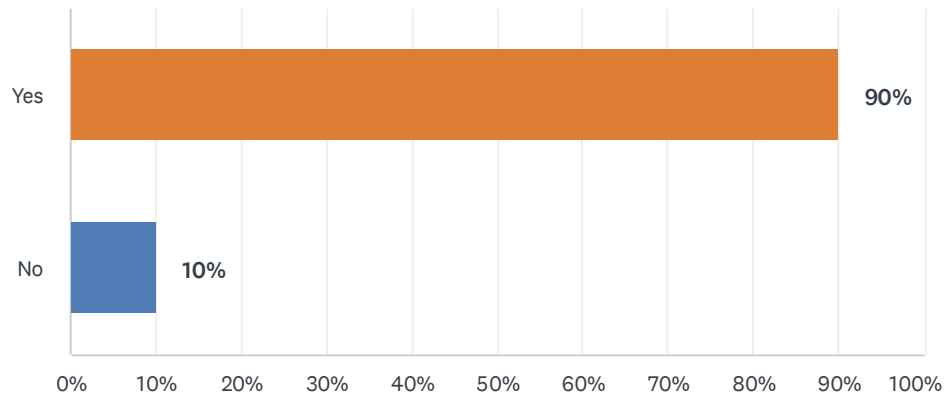
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	73%	263
No	27%	97
TOTAL		360

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

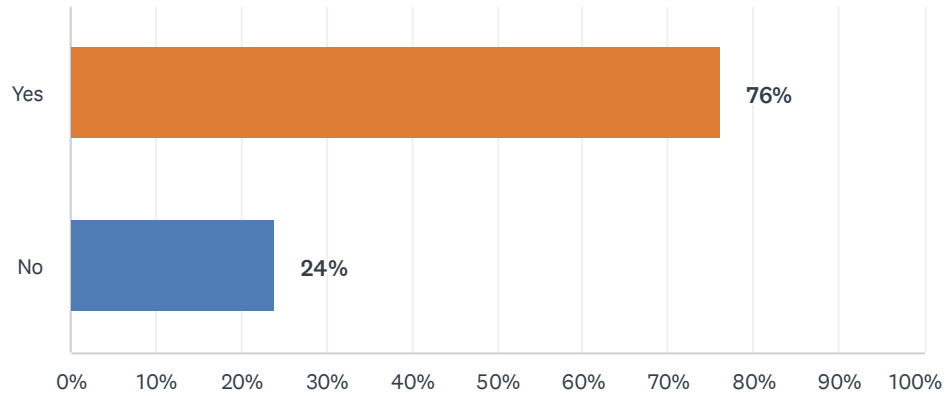
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	90%	324
No	10%	36
TOTAL		360

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

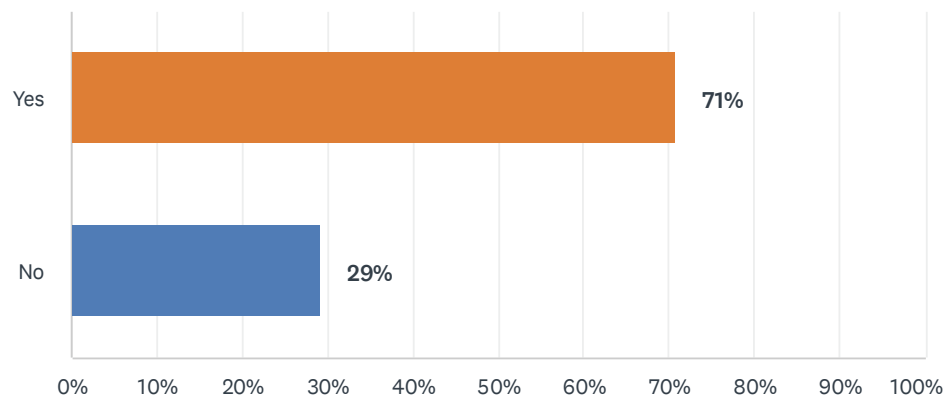
Answered: 360 Skipped: 0



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

Q24 We provide relevant labour market information for job searchers.

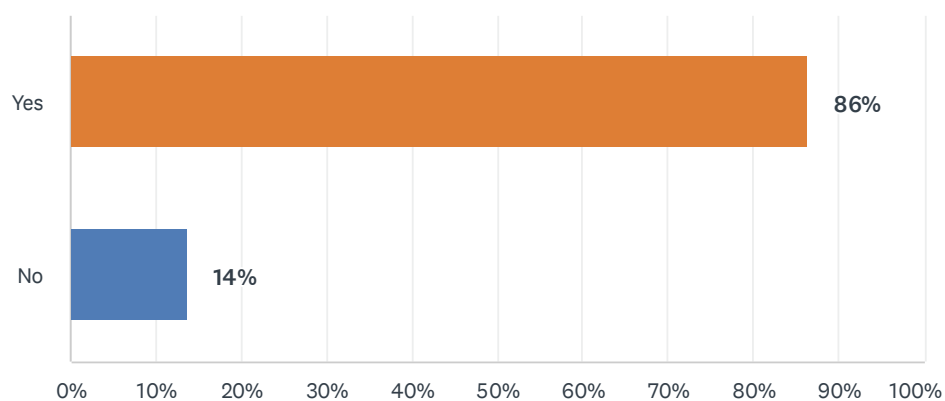
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	71%	255
No	29%	105
TOTAL		360

Q25 We help with job searching.

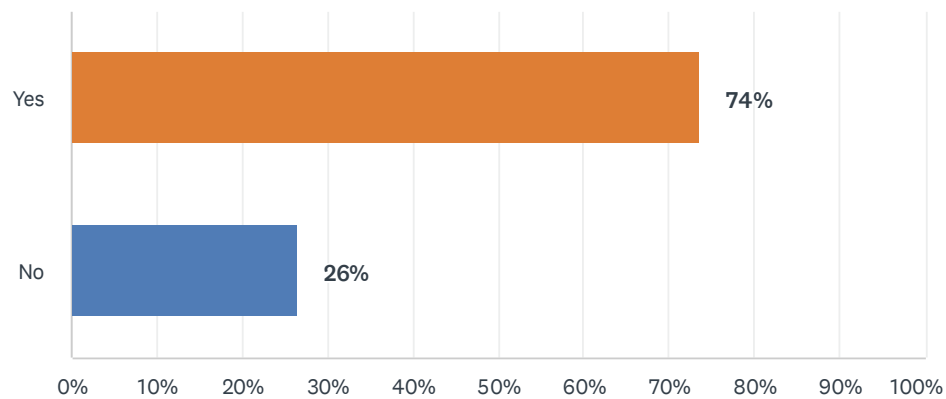
Answered: 360 Skipped: 0



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

Q26 We help people prepare for an interview.

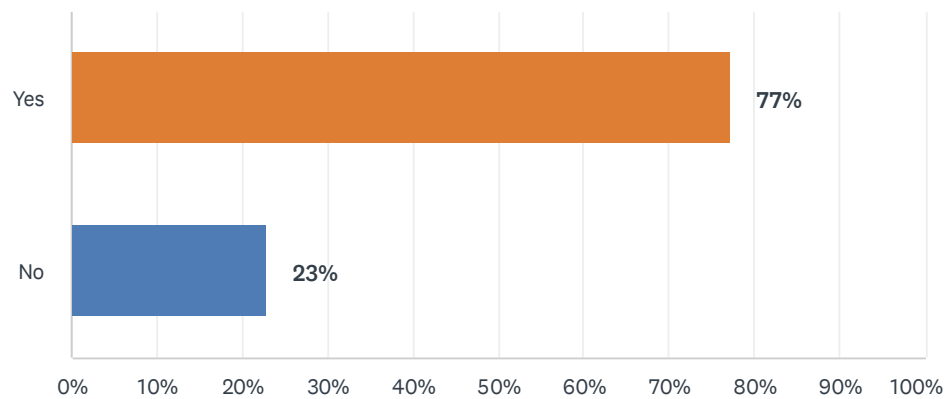
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	74%	265
No	26%	95
TOTAL		360

Q27 We help with resume and cover letter writing.

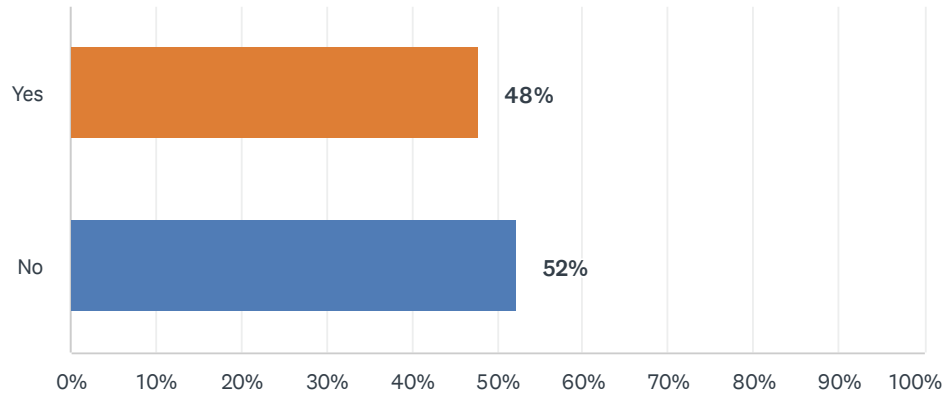
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77%	278
No	23%	82
TOTAL		360

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

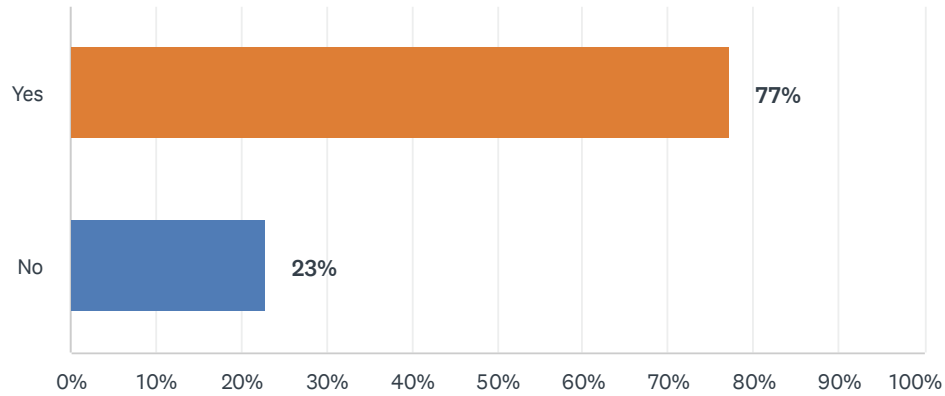
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	48%	172
No	52%	188
TOTAL		360

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

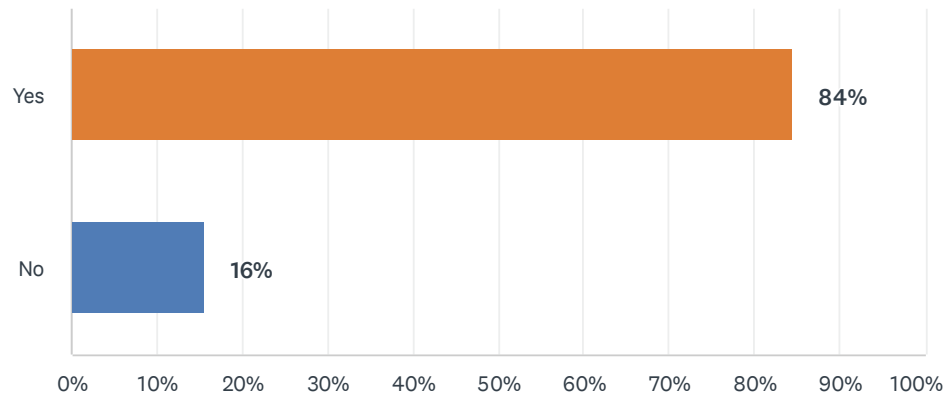
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77%	278
No	23%	82
TOTAL		360

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

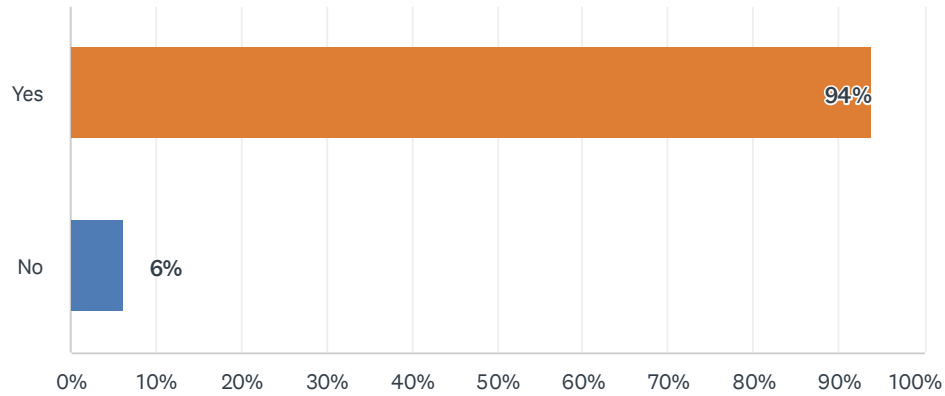
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	84%	304
No	16%	56
TOTAL		360

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

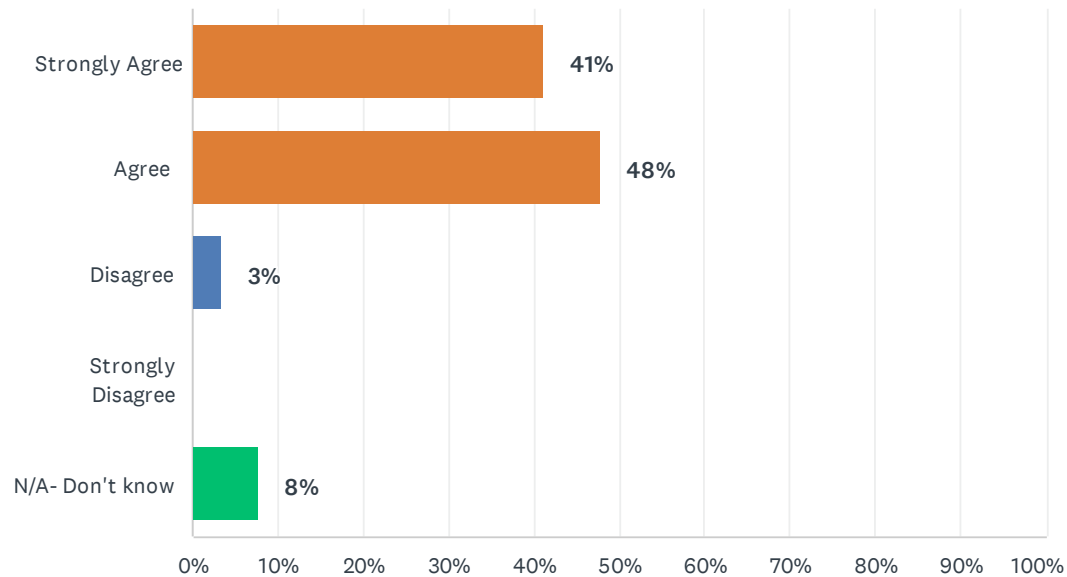
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	94%	338
No	6%	22
TOTAL		360

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

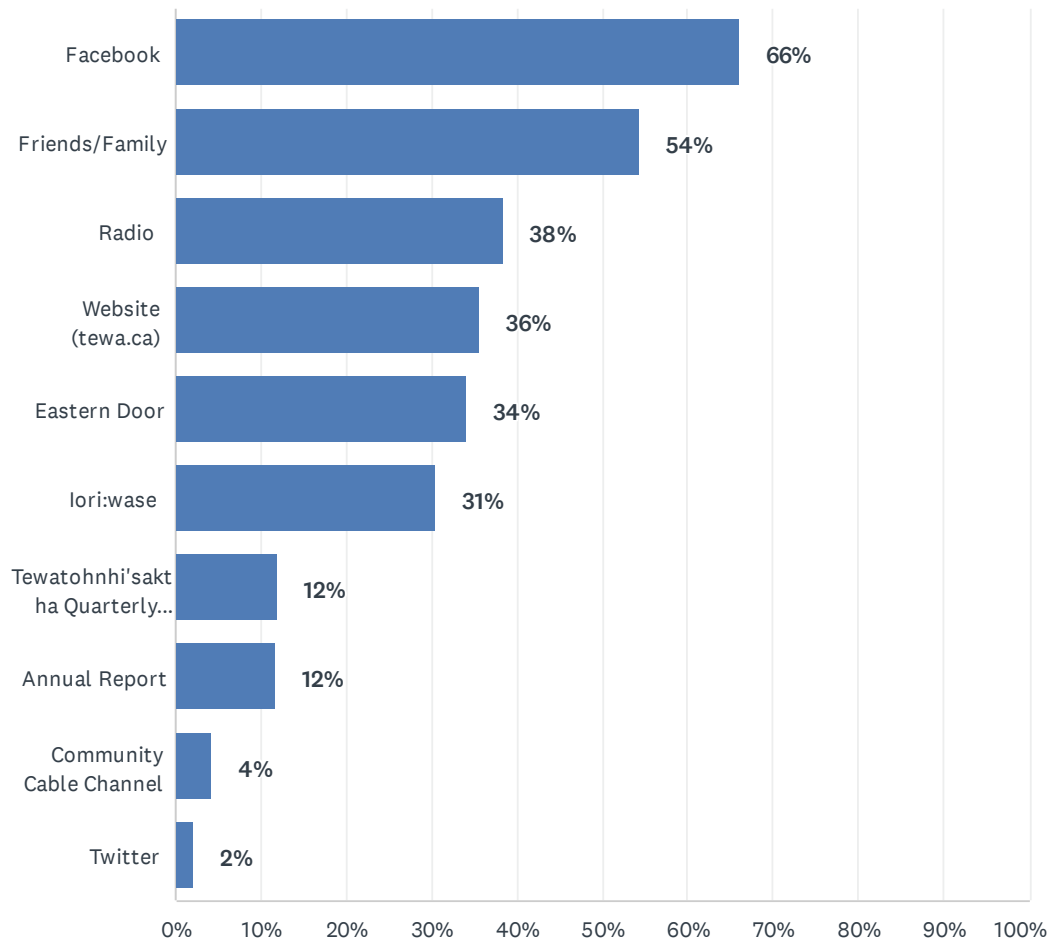
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly Agree	41%	148
Agree	48%	172
Disagree	3%	12
Strongly Disagree	0%	0
N/A- Don't know	8%	28
TOTAL		360

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

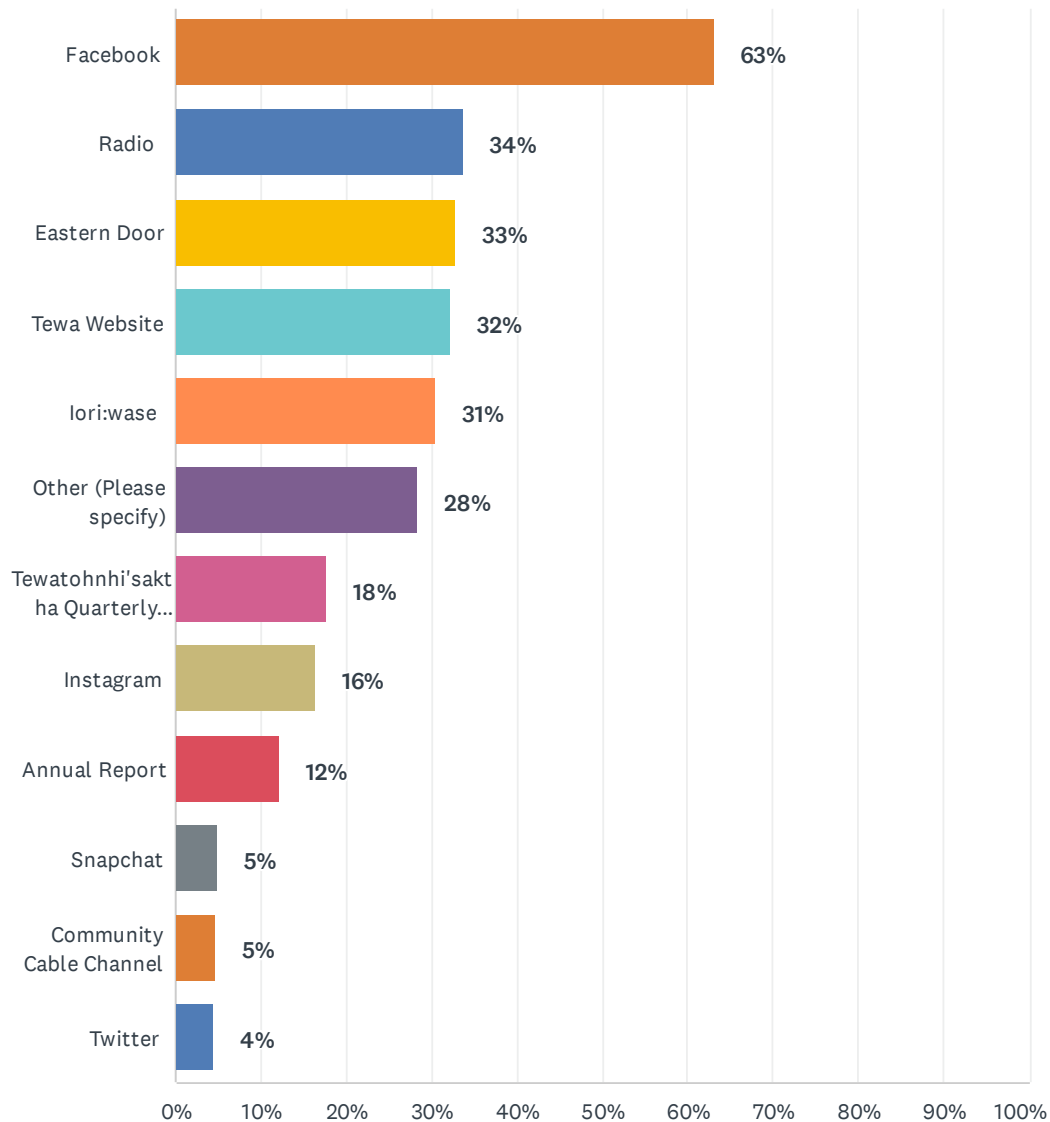
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Facebook	66%	238
Friends/Family	54%	196
Radio	38%	138
Website (tewa.ca)	36%	128
Eastern Door	34%	123
Iori:wase	31%	110
Tewatohnhi'saktha Quarterly Newsletter	12%	43
Annual Report	12%	42
Community Cable Channel	4%	15
Twitter	2%	8
Total Respondents: 360		

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

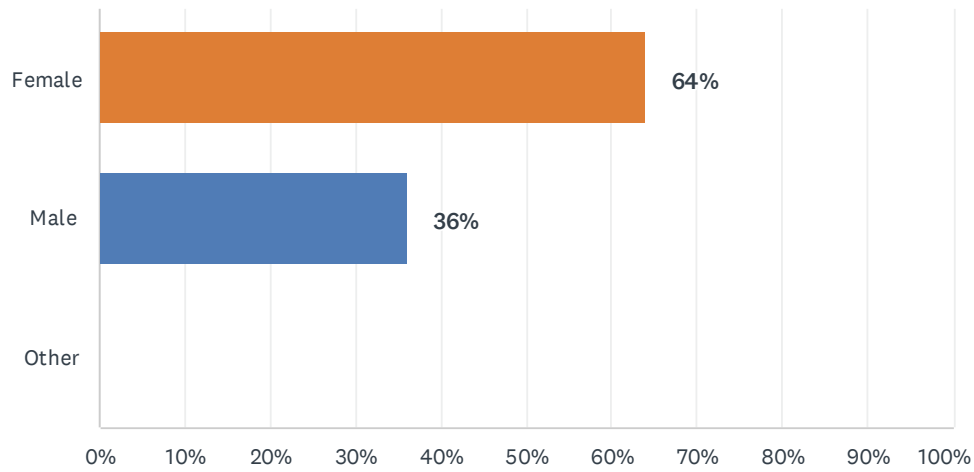
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Facebook	63%	227
Radio	34%	121
Eastern Door	33%	118
Tewa Website	32%	116
Iori:wase	31%	110
Other (Please specify)	28%	102
Tewatohnhi'saktha Quarterly Newsletter	18%	64
Instagram	16%	59
Annual Report	12%	44
Snapchat	5%	18
Community Cable Channel	5%	17
Twitter	4%	16
Total Respondents: 360		

Q35 Please indicate your gender.

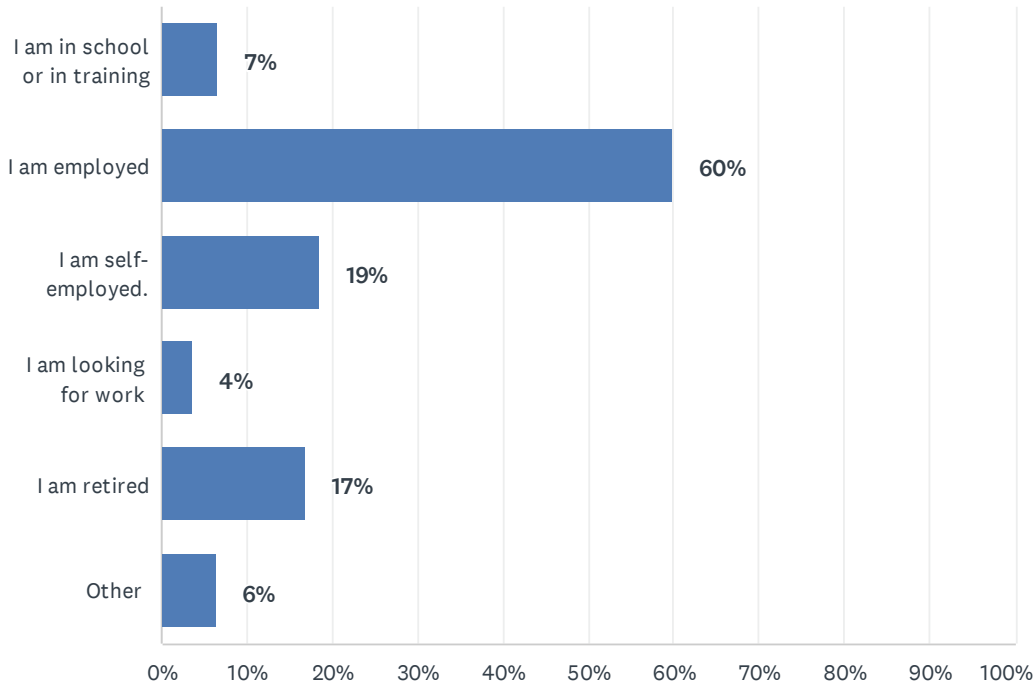
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Female	64%	230
Male	36%	130
Other	0%	0
TOTAL		360

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

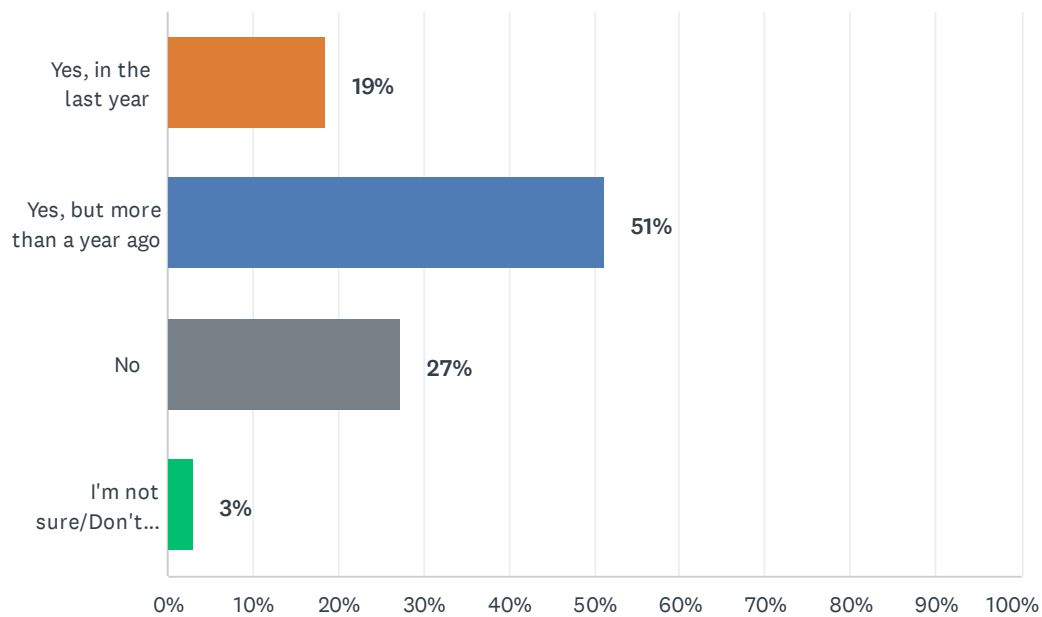
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am in school or in training	7%	24
I am employed	60%	216
I am self- employed.	19%	67
I am looking for work	4%	13
I am retired	17%	61
Other	6%	23
Total Respondents: 360		

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

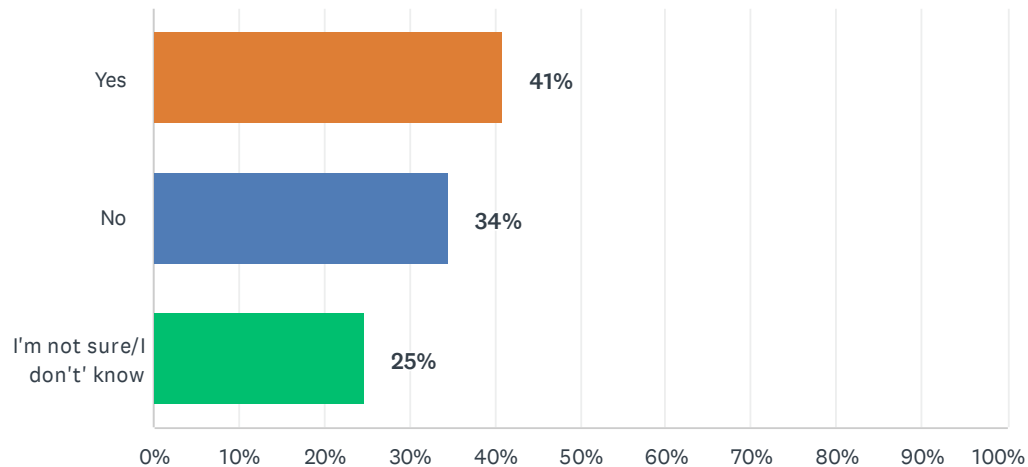
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes, in the last year	19%	67
Yes, but more than a year ago	51%	184
No	27%	98
I'm not sure/Don't remember	3%	11
TOTAL		360

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

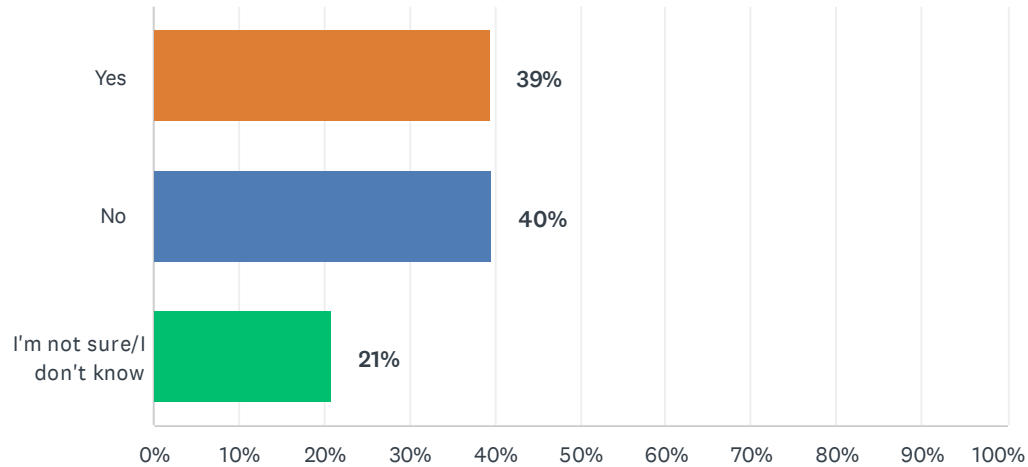
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41%	147
No	34%	124
I'm not sure/I don't know	25%	89
TOTAL		360

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

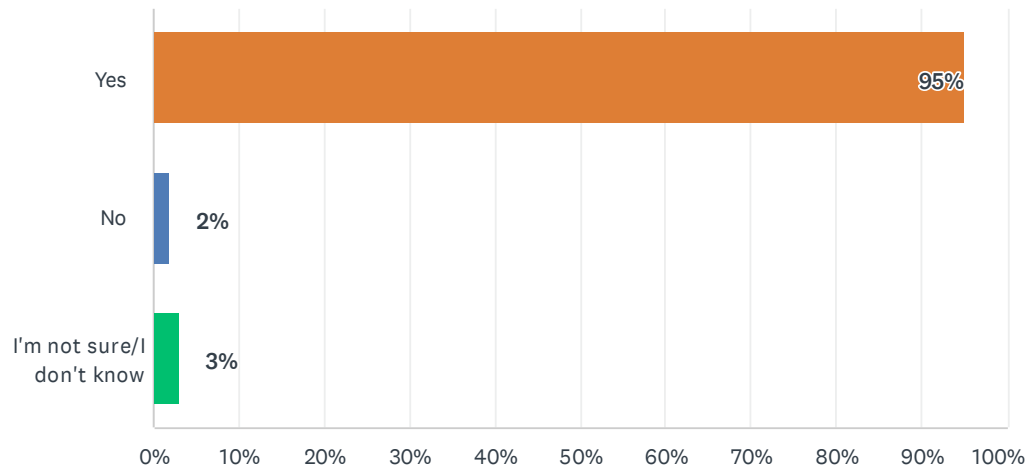
Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	39%	142
No	40%	143
I'm not sure/I don't know	21%	75
TOTAL		360

Q41 Would you recommend Tewatohnhi'saktha services to others?

Answered: 360 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	95%	342
No	2%	7
I'm not sure/I don't know	3%	11
TOTAL		360