

2007 BCSAP Outcomes and Client Satisfaction Survey

Stream 3 English Language Services for Adults (ELSA)

**Prepared by:
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**For:
Ministry of Attorney General
Settlement and Multiculturalism Division**

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OBJECTIVES & METHODOLOGY

- As part of its performance evaluation process, the Settlement and Multiculturalism Division of the Ministry of Attorney General and Minister Responsible for Multiculturalism wanted to conduct an outcome survey with its end-user clients.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four program streams, as follows:
 - Stream 1 – Information & Support Services
 - Stream 2 – Community Bridging Services
 - Stream 3 – English Language Services for Adults
 - Stream 1-3 – Information, Support & English Language Services for Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some immediate and medium term outcomes outlined in each Stream's Logic Model. In the case of Stream 3, some of the outcomes were: Improved English, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Adjustment To Canadian Life and Pursuit of Personal Goals.
- This report covers the 2007 findings for Stream 3, English as a Second Language Services for Adults (ELSA) and where applicable, compares results to the 2004 and 2005 waves. The Stream 3 Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 3 clients, a random telephone survey was conducted with those who had participated in the program for at least 3 months and had left Stream 3 ELSA classes between July 2006 and June 2007.
- A total of 903 Stream 3 clients were surveyed from listings supplied by the Ministry. After eliminating duplicates and listings with missing phone numbers, a total of 5,558 listings were available to be called. Clients were randomly called by telephone.
- In addition to English, the survey was translated into 8 other languages and administered in the languages of new immigrants, namely: Chinese (Cantonese or Mandarin), Farsi, French, Korean, Punjabi, Spanish, Vietnamese and Arabic.
- All telephone interviewing was conducted from November 2 to December 13, 2007.
- Although the number of surveys conducted with clients of each agency was broadly in line with the actual number of clients served by each agency, weighting was applied so that the results would reflect the relative number of clients served by each agency (based on the listings provided to Synovate) rather than the relative number of surveys conducted with each agency's clients.
- At the 95% level of confidence, the results on the total sample of 903 are accurate to within +/-3%. Results of smaller sub-groups have a larger margin of error. When making comparisons between 2007 and 2005 or between subgroups, larger differences are required to be statistically significant. For example, when comparing 2007 (n=903) to 2005 (n=932) a difference of 5 percentage points is required before that difference can be considered statistically significant at the 95% level of confidence.
- Only significant subgroup differences are noted in this report.

OBJECTIVES & METHODOLOGY

- At the data processing stage, the data was weighted to match the relative distribution of Stream 3 clients by agency, based on Ministry records, as follows:

<u>Agency</u>	<u>Listings</u>			<u>Surveys</u>			<u>Weighted</u>				
	<u>Available</u>	<u>Obtained</u>	<u>Sample</u>	<u>Agency</u>	<u>Available</u>	<u>Obtained</u>	<u>Sample</u>	<u>Agency</u>	<u>Available</u>	<u>Obtained</u>	<u>Sample</u>
Abbotsford Community Services	143	21	23	Northwest Community College							
Burnaby Continuing Education	167	25	27	- Prince Rupert Campus	4	1	1				
Burnaby English Language Centre	513	76	83	Pacific Immigrant Resources Society	59	11	10				
Central Vancouver Island Multicultural Society	50	14	8	Penticton & District Multicultural Society	8	1	1				
Chilliwack Community Services	17	4	3	Progressive Intercultural Community							
Collingwood Neighbourhood House	54	17	9	Services Society	141	20	23				
Coquitlam Continuing Education	182	28	30	Richmond Continuing Education	311	46	51				
Cowichan Valley Intercultural/Immigrant Society	10	1	2	SUCCESS (Vancouver)	250	40	41				
Delta Continuing Education	120	19	19	SUCCESS (Coquitlam)	229	37	37				
Excel Language Centre	159	28	26	SUCCESS (Richmond)	105	21	17				
Gladwin Language Centre	92	16	15	SUCCESS (Surrey)	173	26	28				
Immigrant & Multicultural Services Society				South Vancouver Neighbourhood House	33	6	5				
Of Prince George	27	3	4	Surrey Delta Immigrant Services Society/							
Immigrant & Multicultural Services Society				DIVERSEcity	247	38	40				
Of Prince George (Williams Lake)	14	1	2	Vancouver Community College	758	126	123				
Immigrant Services Society of BC (Coquitlam)	173	25	28	Vancouver Formosa Academy Ltd.	219	37	36				
Immigrant Services Society of BC (Richmond)	149	22	24	Vernon & District Immigrant Serv. Society	33	5	5				
Immigrant Services Society of BC (Vancouver)	323	48	52	Victoria READ Society	46	8	7				
Intercultural Association of Greater Victoria	103	22	17								
Kamloops Cariboo Regional Immigrant Society	18	6	3	TOTAL (ALL AGENCIES)	5558	903	903				
Ki-Low-Na Friendship Society	31	5	5								
Little Mountain Neighbourhood House	21	2	3								
Maple Ridge-Pitt Meadows Community Education	19	4	3								
MOSAIC (Vancouver)	302	48	49								
MOSAIC (North Vancouver)	163	23	26								
New Directions-Vocational Testing and											
Counselling	92	22	15								

EXECUTIVE SUMMARY

- At present, 54% of Stream 3 clients are at level 3, which is an increase over 2005 when 47% were at level 3.
- According to Ministry records, 38% of Stream 3 clients have progressed from another level, which is an improvement over 2005 when 30% had progressed.
- The most common reasons for leaving the program continue to be graduating, using up all program hours, starting a job, having a baby or simply being too busy. Since 2005, only leaving to have a baby is mentioned with greater frequency (12% currently versus 8% in 2005).
- Consistent with past trends, almost all Stream 3 clients joined the ELSA program to improve their ability to use English in their daily life. Preparing for more schooling and trying to find a job or a better job also continue to be secondary reasons for joining the program. However, both these latter two reasons are chosen with less frequency than they were in 2005.
- The majority of clients continue to say they enjoyed the ELSA classes and most continue to say they would recommend the classes to others. Since 2005, strong enjoyment of the classes has declined marginally (68% in 2005 versus 63% currently saying they very much enjoyed the classes), while the propensity to recommend the classes to others is stable.
- Assistance from the agencies continues to be positive, with 58% of clients saying they received “very much” support and information from teachers and office staff. These ratings are consistent across all agencies.

MAJOR OUTCOME: IMPROVED ENGLISH

- Consistent with 2005 findings, virtually all Stream 3 clients report that the ELSA classes helped improve their English, with 38% saying the classes helped improve it very much and 59% saying the classes helped somewhat.
- From a list of five tasks, 80% of Stream 3 clients report being able to perform at least three or more of the tasks better in English since taking the ELSA classes. This finding is in line with 2005.
- Also consistent with 2005 is that clients say taking the bus/getting directions/finding their way around town is the area where they note the most improvement since taking the ELSA classes (85% say they can do these things better in English since taking the classes).
- **In line with historical findings dating back to 2004, 79% of clients met the specific outcomes of Improved English and said the ELSA classes generally improved their English.**

MAJOR OUTCOME: INCREASED UNDERSTANDING OF CANADIAN SYSTEMS & CULTURE

- Since taking ELSA classes, seven in ten Stream 3 clients credit the classes with helping them learn more about four or more of the six specific areas included in the survey (such as learning more about the Canadian way of life, the cultures of others who are new to Canada, etc.). This represents an improvement over 2005 when only 63% had learned more about at least four of the six specific areas.
- This improvement over 2005 comes from a significant improvement in the classes helping clients know more about Canadian and provincial laws (61% in 2005 to 68% currently saying the classes helped with this) and helping clients know where to get help if they have a legal problem (49% in 2005 to 55% currently saying the classes helped in this regard).

EXECUTIVE SUMMARY

- Stream 3 clients also improved their knowledge about Canada since 2005, with 68% accurately responding to a series of six statements/questions versus 63% in 2005.
- **Hence, the proportion of Stream 3 clients currently meeting the specific outcome for Increased Understanding of Canadian Systems stands at 65%, versus 58% two years ago.** That is, they credit the ELSA classes with improving their knowledge in at least four of the six areas and also correctly answered at least five of the six correct or incorrect questions about Canada.

MAJOR OUTCOME: IMPROVED ACCESS & PARTICIPATION

- **When it comes to the outcome of Improved Access & Participation, this year's results are stable and highly similar to 2005. At present, 61% of clients have currently participated in at least three of the four activities that comprise the Access and Participation outcome.**
- Unchanged from 2005, since taking ELSA classes, Stream 3 clients have most commonly read or watched media in English (84%) and/or used community centres, libraries, etc. (79%).

MAJOR OUTCOME: IMPROVED ADJUSTMENT TO LIFE IN CANADA AND PURSUIT OF GOALS

- Consistent with historical trends, the large majority of Stream 3 clients (92%) found the ELSA program helpful to their lives in Canada and in assisting them in meeting their own personal objectives such as improving their ability to use English, preparing for more schooling, finding a job, etc.

SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- **Continuing a positive trend, 41% of Stream 3 clients this year were successful in meeting the criteria for Improved English and also achieved all of the other three major outcomes of the program (compared to 35% in 2005).**

- Another 27% met the criteria for Improved English and met the criteria for two out of the three other major outcomes, while 10% met the criteria for Improved English, but met the criteria on only one other outcome.
- Clients who were most successful in the program (i.e. they met the criteria for Improved English and achieved all of the three other outcomes) include: those at rural agencies, those with 250-499 program hours, those with post secondary schooling, those who reached ELSA level 3, Vietnamese speakers and Vancouver Island clients.
- The following groups have a below average proportion who were successful in the program: those with less than 250 hours/less than 4 months in ELSA, high school graduates, those in ELSA level 1, Korean speakers and business class immigrants.
- Six factors, namely, original ELSA level, education, age, language, the agency and gender are currently significantly related to outcome performance.

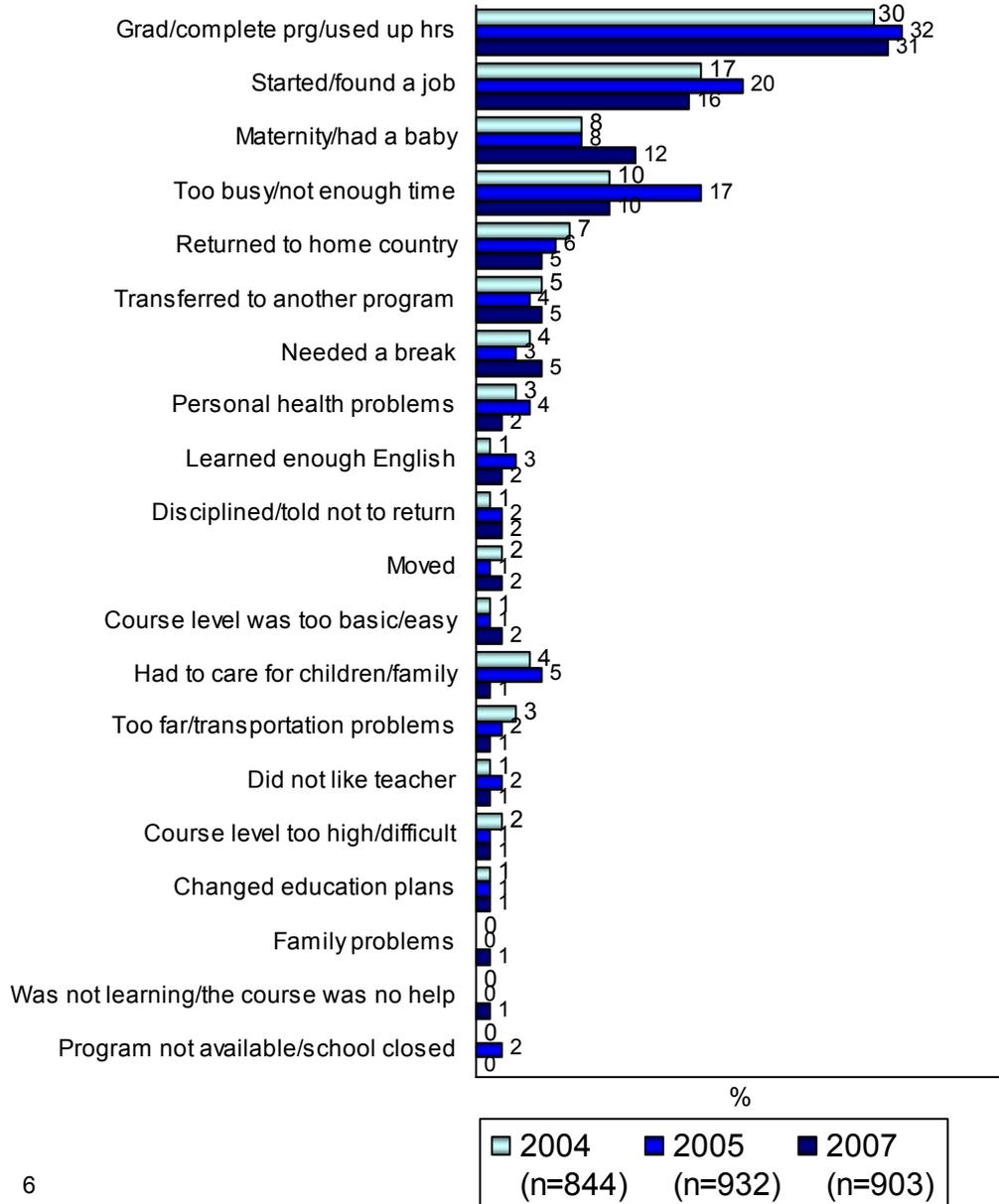
SUGGESTIONS FOR THE STREAM 3 PROGRAM

- The majority opinion continues to be that the classes cover all that they should. If there are to be enhancements to the ELSA classes, clients most often request more emphasis on conversational English (9% mentioning). Consistent with 2005, suggestions for improvement are minimal and focus on having more levels of English and longer courses.

ANALYSIS OF FINDINGS

Reasons For Leaving Program

Q1. Why did you leave the program?



- Reasons for leaving the program are generally consistent with 2005. Having graduated or completed the program or used up all the hours continues to be the main reason for leaving (mentioned by 31%), followed by starting or having found a job (mentioned by 16%).
- This year, 12% report leaving the program to have a baby, which is slightly higher than the 8% who historically gave this as a reason. Meanwhile, 10% say they left because they were simply too busy, which is below the 17% who gave this as a reason in 2005, but in line with 2004.
- Clients who are most likely to have left the program because they found a job are:
 - Those living in the Fraser Valley
 - Those with less than 250 program hours
 - Men
 - Punjabi speakers
- Clients who are the least likely to have left the program because they found a job are:
 - Women
 - Business class immigrants

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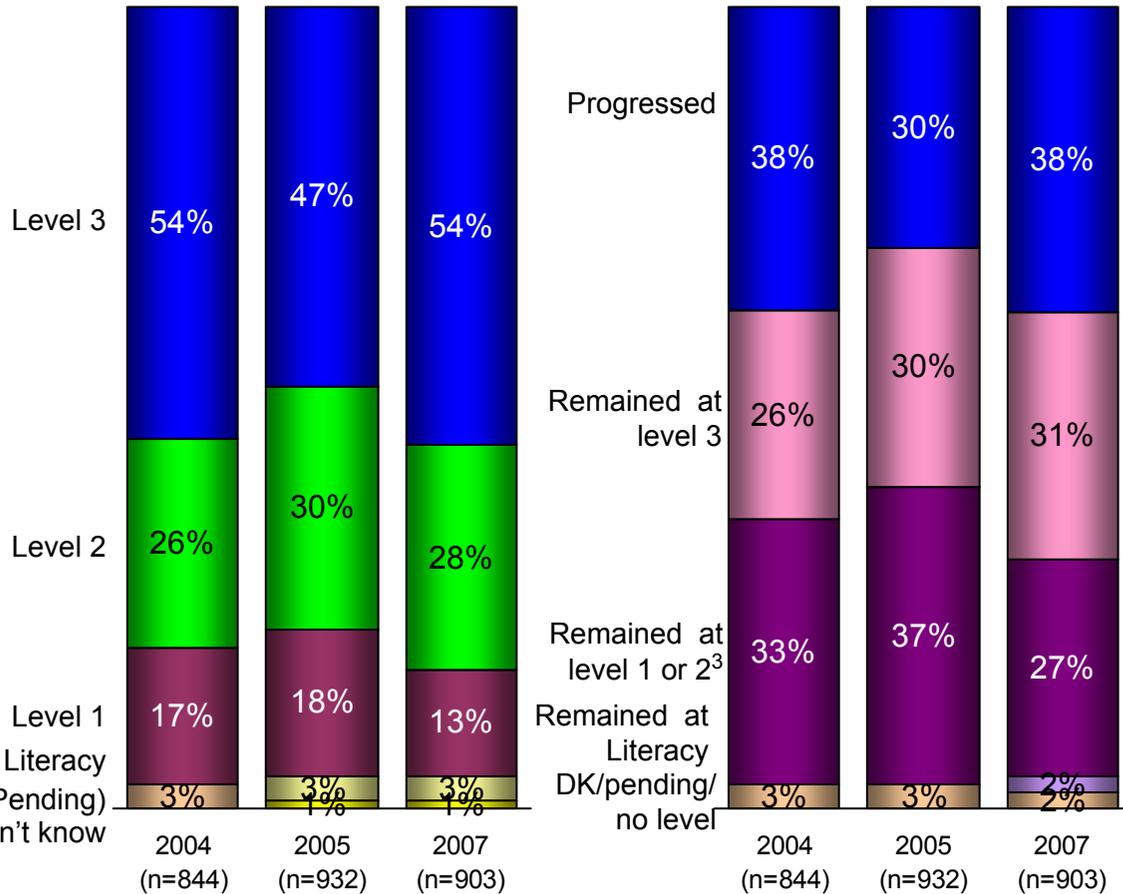
Reasons For Leaving Program (continued)

- Clients who are most likely to have left the program because they graduated/used up their hours include:
 - Those who have lived in Canada for 3+ years
 - Those with 500+ program hours
 - Those at ELSA level 3
 - Those who have spent eight or more months in ELSA
 - Those 55 years or older
 - Business class immigrants
- Clients who are the least likely to have left the program because they graduated/used up their hours include:
 - Those living in the Fraser Valley
 - Clients at rural agencies
 - The who have lived in Canada for less than 3 years
 - Those with less than a high school education
 - Those with less than 250 program hours
 - Those in ELSA level 1 and 2
 - Those who have spent less than four months in ELSA
 - Family class immigrants
 - Punjabi and Vietnamese speakers

Level Achievement and Progression

**Current ELSA Level
(From Listings)*¹**

**Current ELSA Level Versus
Original ELSA Level (From
Listings)*²**



- The proportion of clients reporting they are currently at ELSA level 3 has increased since 2005. Currently, 54% report being at level 3 versus 47% in 2005. Another 28% are at level 2, which is in line with 2005, while 13% are at level 1, which is below the 18% who reported being at level 1 in 2005.

- Clients most likely to be at ELSA level 3 are:
 - Those living in the Lower Mainland
 - Those with between 250 and 499 program hours
 - Those with post secondary schooling
 - Korean speakers
 - Skilled worker immigrants

- Those least likely to be at ELSA level 3 are:
 - Those with a rural agency
 - Those living on Vancouver Island and in the Interior
 - Those with less than 250 program hours
 - Those aged 55+
 - Those without post secondary schooling
 - Those with ELSA for less than four months
 - Cantonese and Punjabi speakers
 - Family class immigrants

...continued

*¹ In 2004 "What level of ELSA were you in when you left the program?"

*² In 2004 "Did you progress to that level from another level?"

8 *³ In 2004 this category includes those who were reassigned to a lower level.

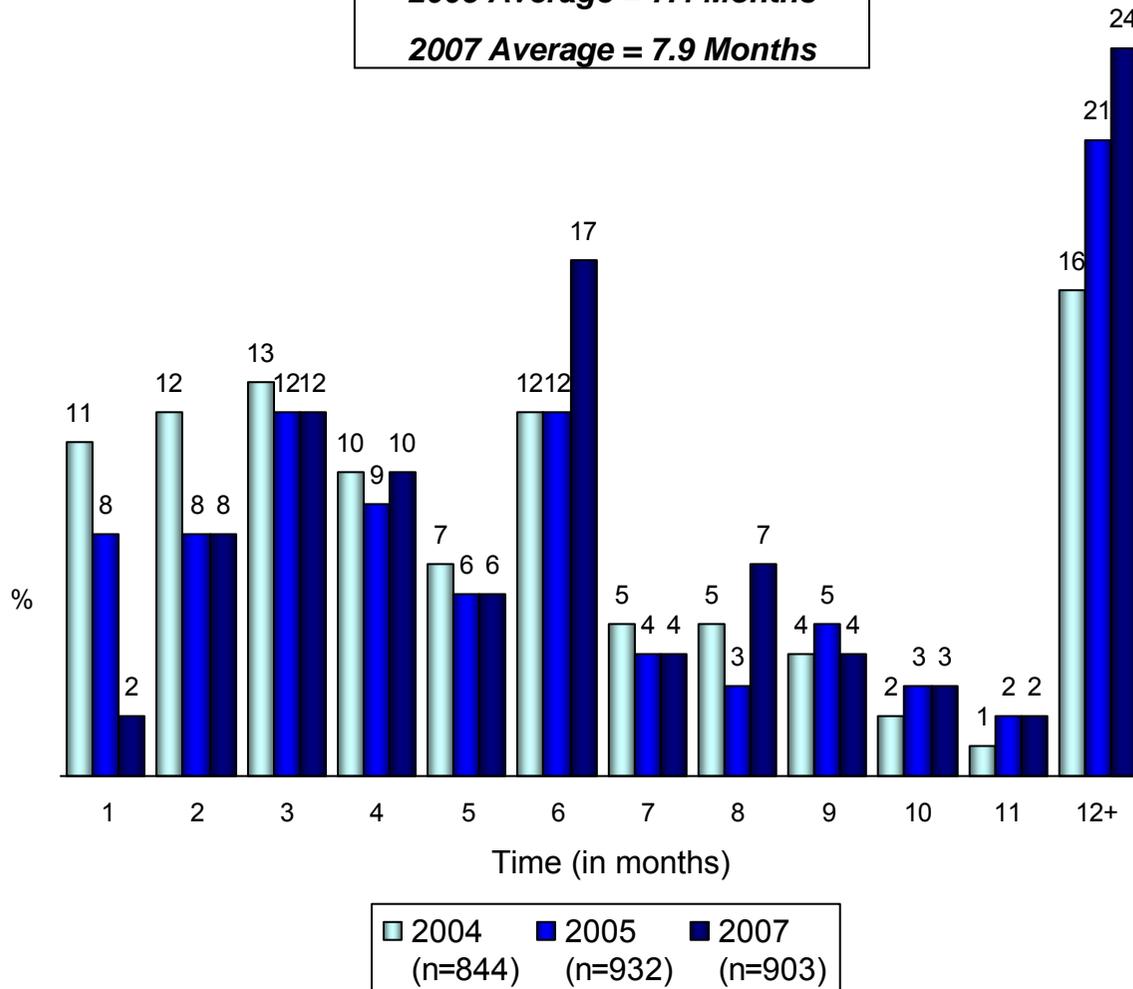
Level Achievement and Progression (continued)

- When we compare current ELSA levels against original levels, we find that 38% have progressed, which is an improvement over 2005 when only 30% had progressed. Another 31% have remained at level 3, which was the case in 2005, while 27% have remained at levels 1 or 2, which is significantly less than the 37% in 2005 who remained at these lower levels.

Duration Of Attendance

Q4a. How long did you take ELSA classes at (Agency)?

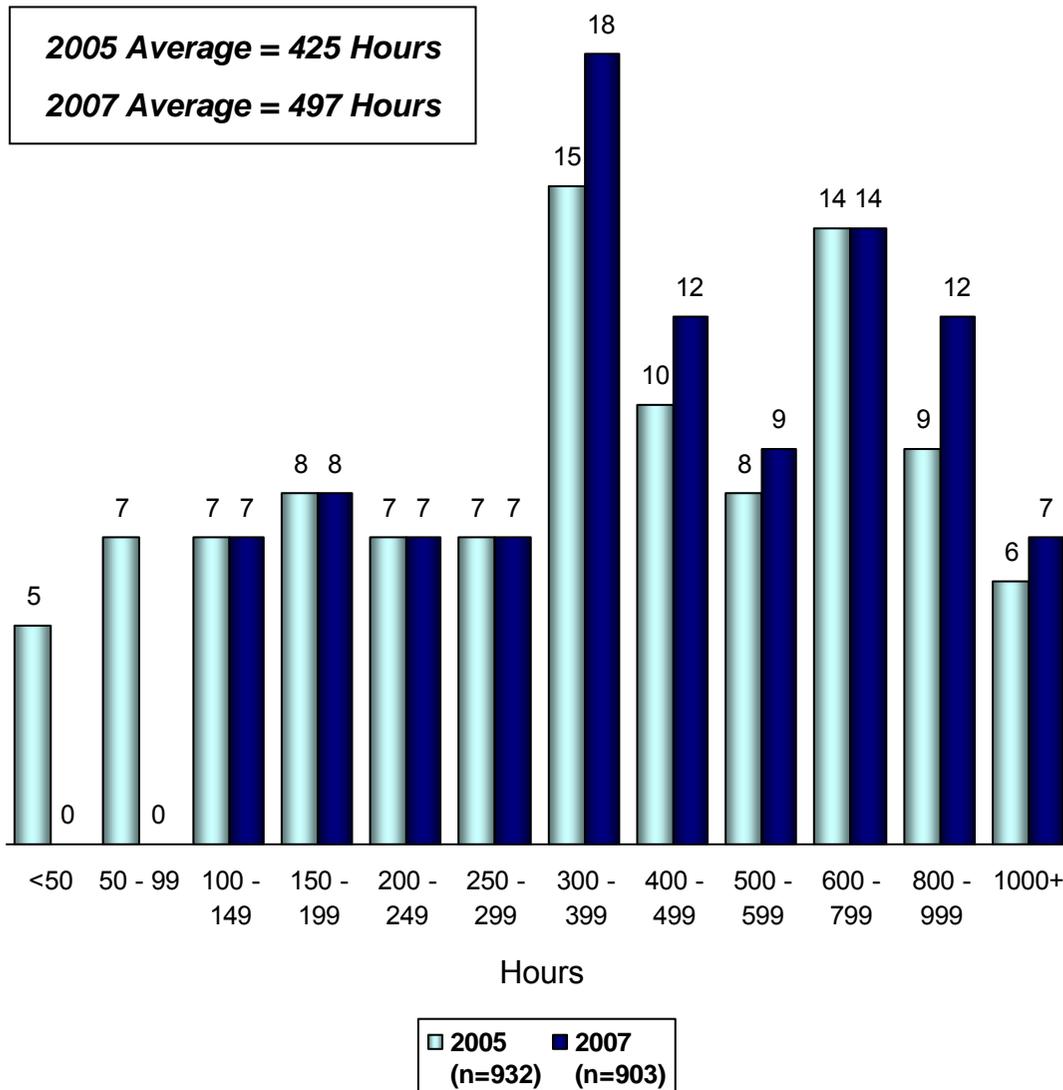
2004 Average = 5.9 Months
2005 Average = 7.4 Months
2007 Average = 7.9 Months



- Currently, the average Stream 3 client has been taking ELSA classes for almost eight months. The average length of time Stream 3 clients have been taking classes has steadily increased since first measured in 2004.
- The following client groups have above average proportions of those who took ELSA classes for 12 months or longer: those who have spent 500 hours or more in the program, those who have been in Canada for 3+ years, those 55 and older and business class immigrants.
- Client groups that have below average proportions of those who took ELSA classes for 12 months or longer include: those who have less than 500 program hours, those who have been in Canada for 2 or less years, those who are under 25 years of age, Punjabi and Spanish speakers.

Duration Of Attendance (continued)

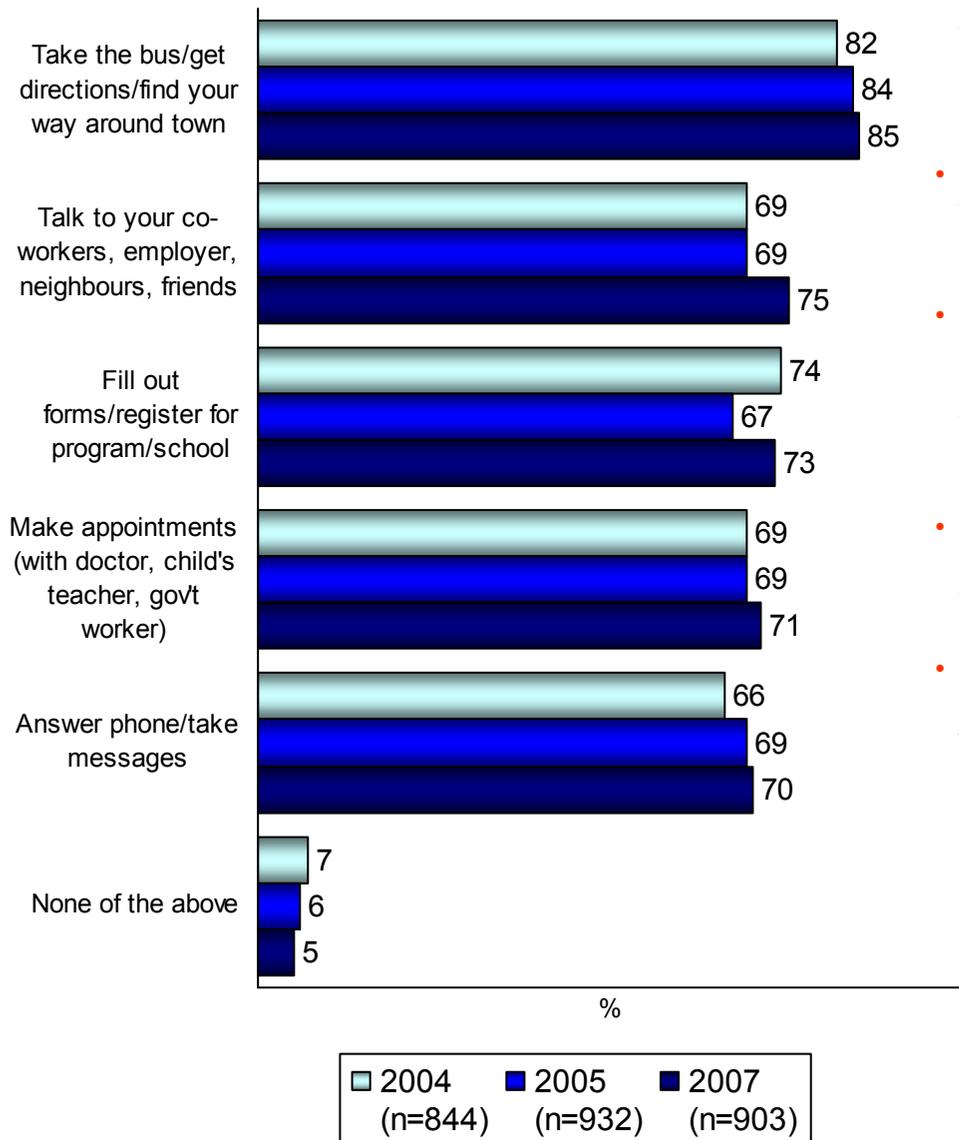
Q4b. Total Hours in Program? (From Listings)



- The typical Stream 3 client has been in the program for 497 hours, which is significantly longer than the average of 425 hours reported in 2005.
- This average is exceptionally high among those 55+, those who have been in ELSA for eight or more months, business class immigrants, those who have been in Canada for 3+ years, and Chinese speakers.
- Average hours in the program is lowest among those who have been in Canada for two years or less, those under 25 years of age, those who have been in ELSA for less than eight months, Punjabi & Vietnamese speakers, family class immigrants, clients residing in the Fraser Valley and men.

Improved English

Q5. After taking ELSA classes, can you do these things better in English?*

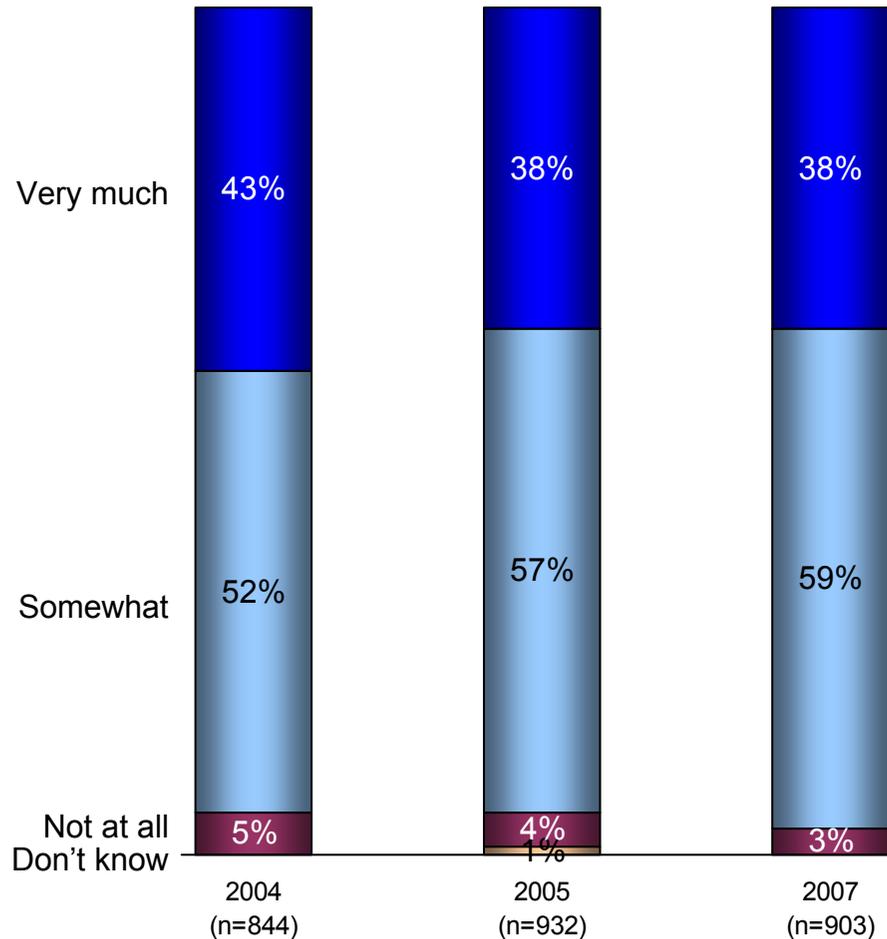


- Unchanged from two years ago, since taking ELSA classes, the majority of Stream 3 clients are able to take the bus, get directions and find their way around town (85%), talk to co-workers, employers, etc. (75%), fill out forms/register for programs (73%), make appointments (71%) and answer the phone and take messages (70%).
- Since 2005, more Stream 3 clients now report they are able to talk to co-workers, etc. (69% to 75%) and more report being able to fill out forms and register for programs (67% to 73%).
- **Consistent with past trends, 80% of clients are able to perform three or more of the five tasks since taking the ELSA classes**, which leaves 9% who can complete two of the tasks, 6% who can only do one and only 5% who cannot do any of the activities.
- Clients under 25 years of age, with at least 250 program hours, in ELSA level 3 and with eight or more months in ELSA, tend to be better able to perform more of the tasks.
- Hence, clients with less than 250 program hours, less than high school educations, in ELSA level 1 and with less than four months in ELSA can not perform as many of the activities.

* In 2004 "After taking ELSA classes, are you more able to do the following in English?"

Improved English (continued)

Q6. How much did the ELSA classes help you to improve your English?



- Consistent with 2005, the large majority of Stream 3 clients say that the ELSA classes helped them to improve their English very much (38%) or somewhat (59%).
- Clients who are the most apt to report the greatest amount of improvement in their English include rural clients, particularly those living on Vancouver Island and Spanish speakers.
- Those in ELSA level 1, those who have been in ELSA classes for less than four months and Cantonese speakers have the lowest proportions saying the classes very much improved their English.

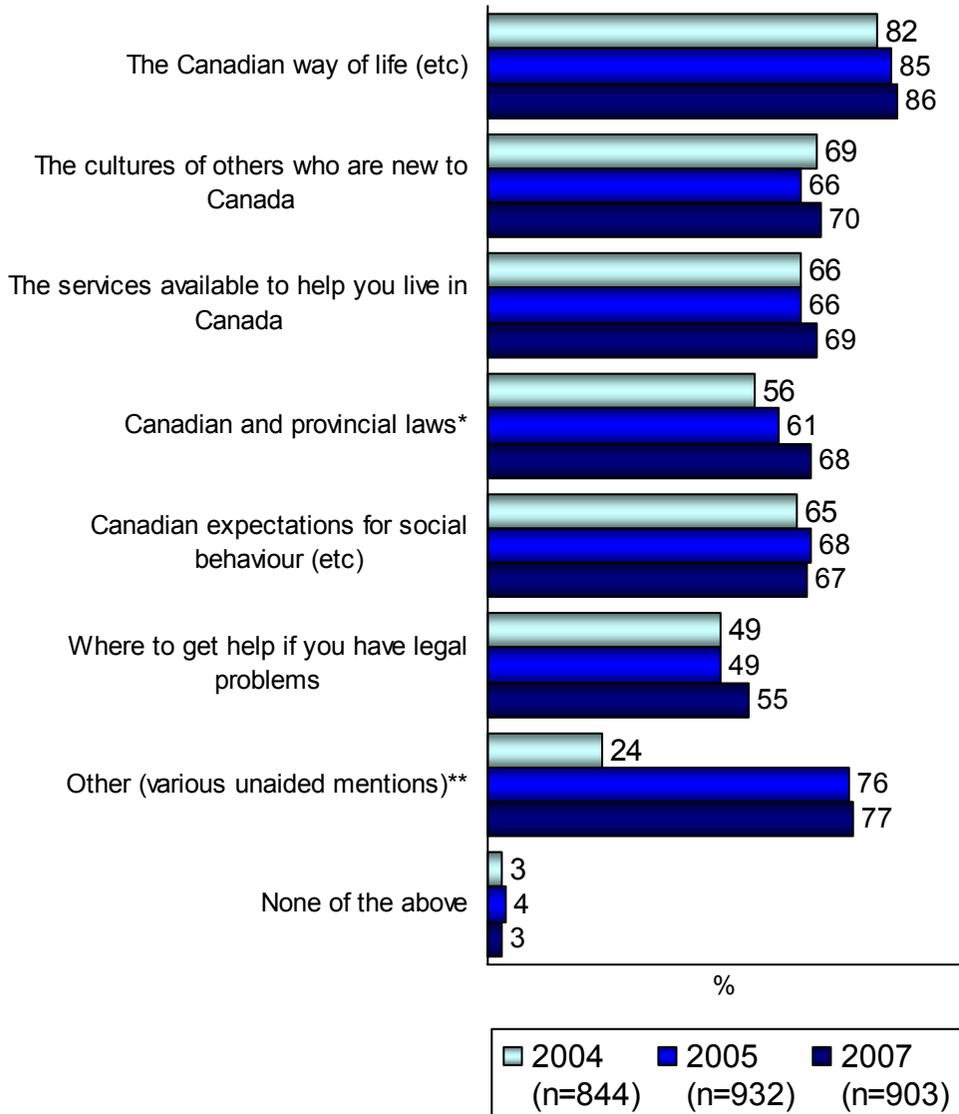
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Improved English (continued)

- **Consistent with past trends, 79% of clients met three or more of the major outcomes of improved English and said their English skills improved very much/somewhat since taking the classes.**
- Clients most apt to have met three or more of the major outcomes of improved English and who said their English improved since taking the classes include:
 - Those with 250 to 499 program hours
 - Those under the age of 25
 - Those in ELSA level 3
 - Those with eight or more months in ELSA
- The following groups have below average proportions of clients who met the outcome for Improved English
 - Those with less than 250 program hours
 - Those with less than high school education
 - Those in ELSA level 1
 - Those who have spent less than 4 months in ELSA

Increased Understanding Of Canadian Systems And Culture

Q7. After taking ELSA classes, do you know more about...?



- Unchanged from 2005, since taking ELSA classes, 86% of Stream 3 clients report knowing more about the Canadian way of life. This is especially the case among clients who have 500+ program hours, are at ELSA level 3 and/or are Chinese speakers. Conversely, those with less than 250 program hours and/or Korean speakers are the least apt to report knowing more about the Canadian way of life.
- Also unchanged from last year, seven in ten say the classes helped them know more about the cultures of others who are new to Canada and the same number say the classes helped them know more about the services available to help them live in Canada. Two-thirds continue to credit the ELSA classes with helping them with Canadian expectations for social behaviour.
- Since 2005, there has been an increase in the proportion of Stream 3 clients who feel the ELSA classes improved their knowledge of Canadian and provincial laws (61% to 68% currently) and an increase in the proportion of clients who feel the classes directed them to where they can get help for legal problems (49% to 55% currently).
- **Currently, 69% of Stream 3 clients have learned about four or more of the tested areas since taking ELSA classes, which is an improvement over 2005 when 63% did the same.** Another 22% are currently knowledgeable about two to three of the six tested areas since attending ELSA classes, 5% say they are knowledgeable about one area, leaving 4% who learned about none of the six areas.

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* In 2004 "Canadian and provincial laws that apply to you"

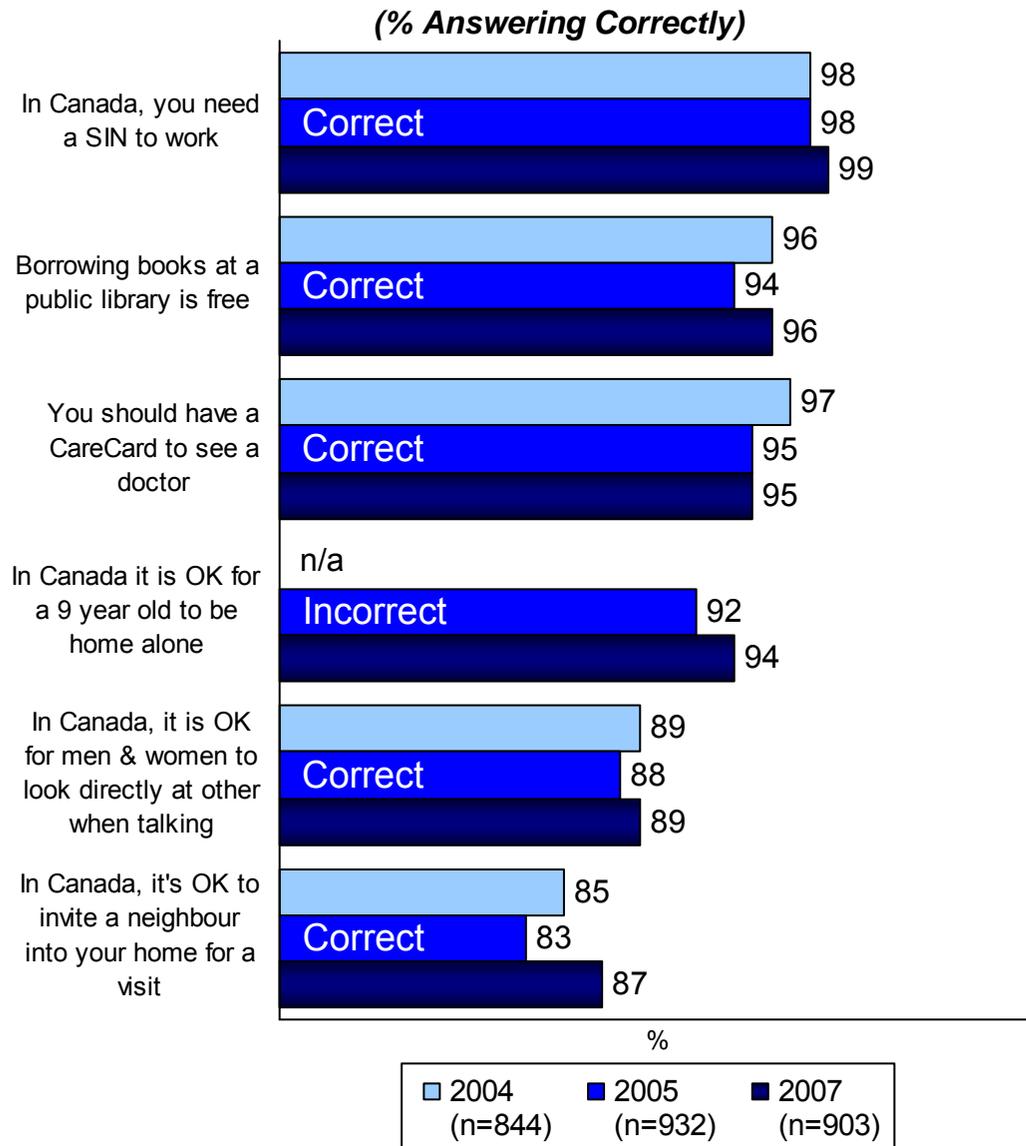
** Other responses specified in 2004 but not in 2005 and 2007.

Increased Understanding Of Canadian Systems And Culture (continued)

- Clients with an above average understanding of Canadian systems and culture as a result of taking the ELSA classes tend to be those who reached level 3, are Punjabi speakers and/or clients with Vancouver Island agencies.
- Clients who have less than 250 program hours, are in ELSA level 1, have been in the program for less than 4 months, and who are Cantonese, Korean or Farsi speakers have the lowest proportions who say the ELSA classes have helped them learn about the majority of the tested areas.

Increased Understanding Of Canadian Systems And Culture (continued)

Q8. I am now going to read you some sentences that may be correct or not correct about Canada?*



- In line with past trends, the large majority of Stream 3 clients correctly answered each of the six statements about Canadian systems and culture.
- Virtually all Stream 3 clients know that they need a SIN to work, should have a CareCard to see a doctor, can borrow books at the library for free, and that it is not okay for a nine year old to be home alone.
- Another 89% know that in Canada men and women can look directly at each other when talking and 87% know it is okay to invite a neighbour into their home for a visit (up from 83% two years ago).
- **Slightly higher than in 2005, 68% of clients this year (versus 63% two years ago) accurately answered all of the six questions about Canadian culture and systems.** Another 25% answered five of the questions correctly, leaving only 7% who answered four or less questions correctly.
- Stream 3 clients that are the most apt to have answered all questions correctly include Mandarin and Korean speakers and those with post secondary schooling. Groups that have the lowest proportions who answered all questions correctly are those under 25 years of age, those with less than a high school education, those in ELSA level 1, as well as Punjabi, Spanish and Vietnamese speakers.

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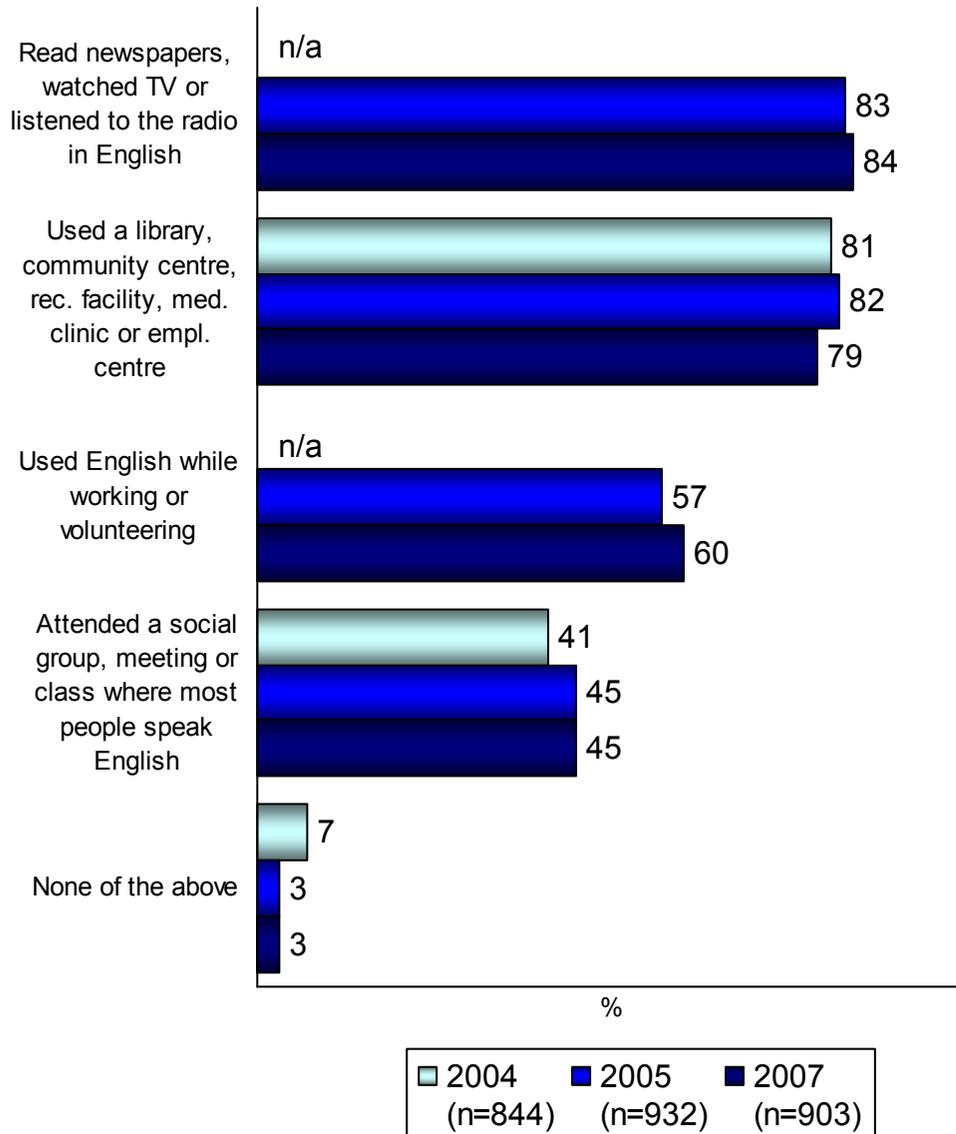
* In 2004 "I am now going to read you some statements that may or may not be true about Canada."

Increased Understanding Of Canadian Systems And Culture (continued)

- **There is continued improvement in the proportion of clients who meet the major outcome of understanding Canadian systems and culture by learning four or more of the tested areas and accurately answering at least five of the six questions about Canadian systems and cultures. Currently, 65% meet the above criteria versus 58% two years ago.**
- Clients who are the most apt to have met this major outcome include:
 - Those who reached ELSA level 3
 - Those using Vancouver Island agencies
- The following groups have below average proportions of clients who met the outcome of Increased Understanding of Canadian Systems and Culture:
 - Those in ELSA level 1
 - Those who have less than 250 program hours in ELSA
 - Those who have spent less than 4 months in ELSA
 - Korean and Farsi speakers

Improved Access & Participation

Q9. Since taking ELSA classes, have you...?



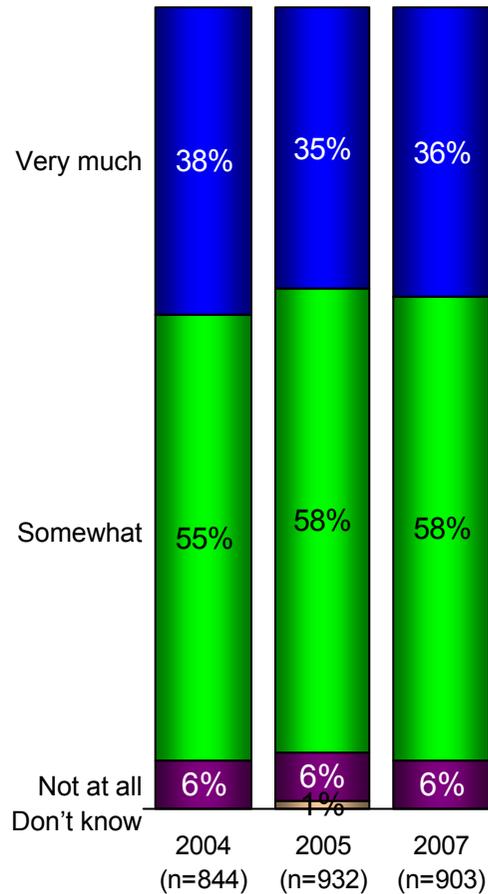
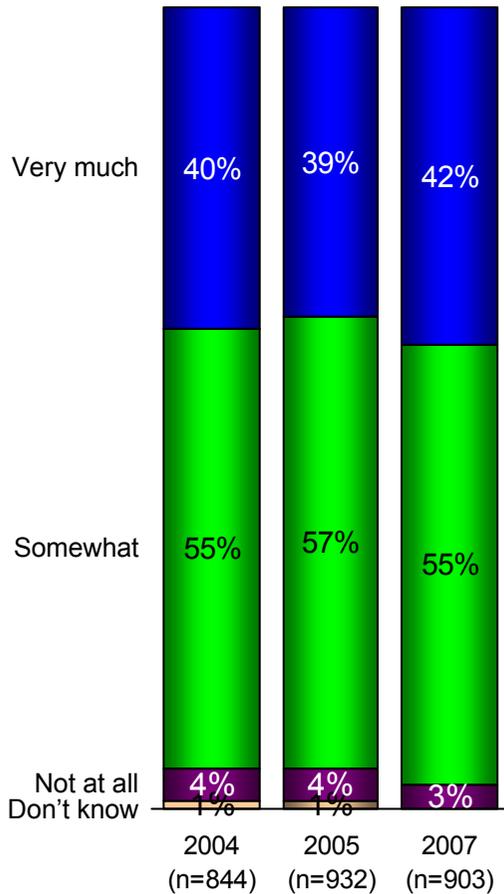
- Since taking ELSA classes, over eight-in-ten Stream 3 clients have read the newspaper, watched TV or listened to the radio in English or used a library, community centre, recreation facility, medical clinic or employment centre. These findings are unchanged from 2005.
- Another six-in-ten have used English while working or volunteering and 45% have attended a social group, meeting or class where most people speak English. Again, these results are unchanged from two years ago.
- **Currently, 61% of clients have currently participated in at least three of the four activities that comprise the access and participation outcome, 24% have participated in two out of the four activities and 12% have participated in only one activity.** These findings are almost identical to 2005.
- The following clients have an above average proportion who meet the outcome for Improvement Access & Participation:
 - Those in ELSA level 3
 - Spanish and Vietnamese speakers
 - Skilled worker class immigrants
 - Clients using rural agencies, particularly those in the Interior
- The following clients have below average proportions who meet this outcome for Improved Access and Participation:
 - Those in level 1 and 2
 - Cantonese speakers
 - Business class immigrants
 - Those 55 and older

...continued

ELSA's Assistance In Adjustment And Pursuit Of Goals

Q10. Overall, how much has the ELSA program helped you with your life in Canada?*

Q12. Overall, how much did the ELSA program help you to do those things? (e.g. improve ability to use English, prepare for more schooling and help you find a (better) job)



- Consistent with past trends, Stream 3 clients generally agree that the ELSA program has helped very much (42%) or somewhat (55%) with their life in Canada.
- Regionally, clients from Vancouver Island are more apt to say the ELSA program helped very much compared with their counterparts.
- Other client groups that are more likely to say the program helped very much include:
 - Spanish and Vietnamese speakers
 - Rural clients
 - Those who have been in Canada for one year or less
- Cantonese and Farsi speakers are the least likely to say the program helped very much with their life in Canada.

...continued

* In 2004 "Overall how much has the ELSA program helped you adjust to life in Canada?"

20 ** In 2004 "Overall how much did the ELSA program help you to pursue personal goals such as those?"

ELSA's Assistance In Adjustment And Pursuit Of Goals

- Also unchanged from past trends is that considering the various reasons why Stream 3 clients enrolled in the program in the first place (e.g. to help them find a job, improve their English skills, prepare for more schooling), 36% say the program helped them very much in this respect, while another 58% say the program was somewhat helpful.
- Spanish and Vietnamese speakers, refugee class immigrants, rural clients, those from Vancouver Island and younger clients (under 25 years) are the most positive about ELSA helping them find a job, prepare for schooling, etc.
- Conversely, Cantonese, Korean and Farsi speakers, and skilled worker class immigrants are the least positive about ELSA helping them find a job, prepare for schooling, etc.
- **This year, 92% of clients found the ELSA program helpful to their lives in Canada and in assisting them improve their ability to use English in daily life, prepare for schooling and/or helping them to find a (better) job.** This is consistent with past trends dating back to 2004.
- No particular clients are more likely to have met this major outcome. However, Korean speakers are less likely than the average Stream 3 client to have met it.

Summary Of Meeting Major Outcome

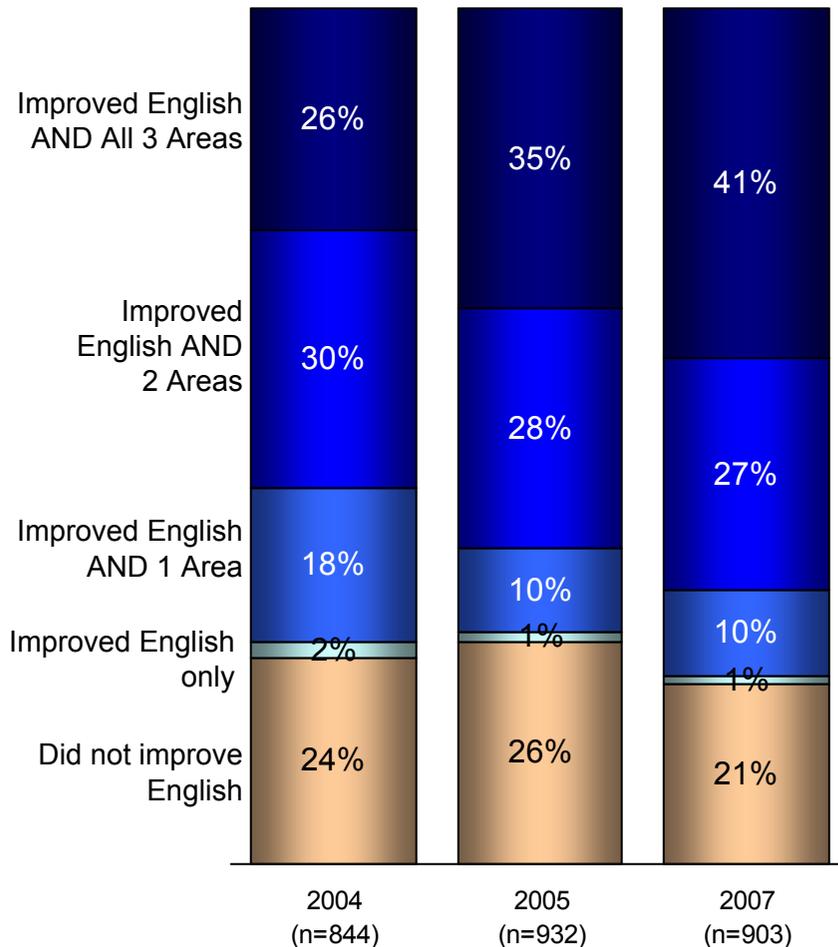
Based on:

Q5/6 Improved English AND

Q7/8. Increased Understanding of Canadian Systems and Culture

Q9. Improved Access and Participation

Q10/12. Improved Adjustment To Life In Canada and Pursuit of Goals



- Since 2004, those meeting the criteria for Improved English and also achieving all of the other three major outcomes of the program (Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Adjustment To Canadian Life and Pursuit of Personal Goals) has trended upward from 26% in 2004, to 35% in 2005, to 41% in 2007.

- A further 27% currently met the Improved English outcome and two of the other three outcomes, while 10% met the Improved English outcome and one other area only.

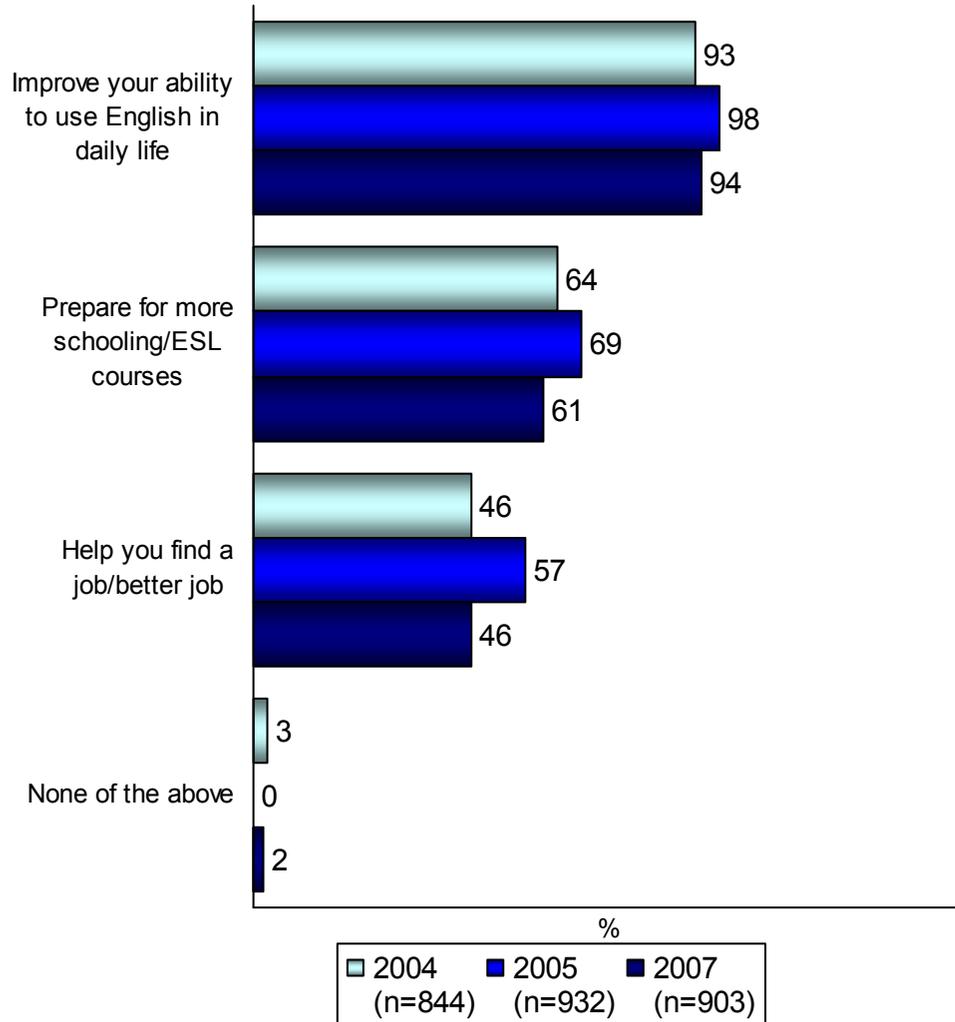
- This leaves 1% who only met the Improved English outcome but no other area and 21% who did not improve their English.

- The following client groups are most successful in meeting the Improved English outcome as well as the three other outcomes:

- those at rural agencies
- those with 250-499 program hours
- those with post secondary schooling
- those who reached ELSA level 3
- Vietnamese speakers
- clients using Vancouver Island agencies

Reasons For Attending ELSA Classes (continued)

Q11. Did you take ELSA classes to...?



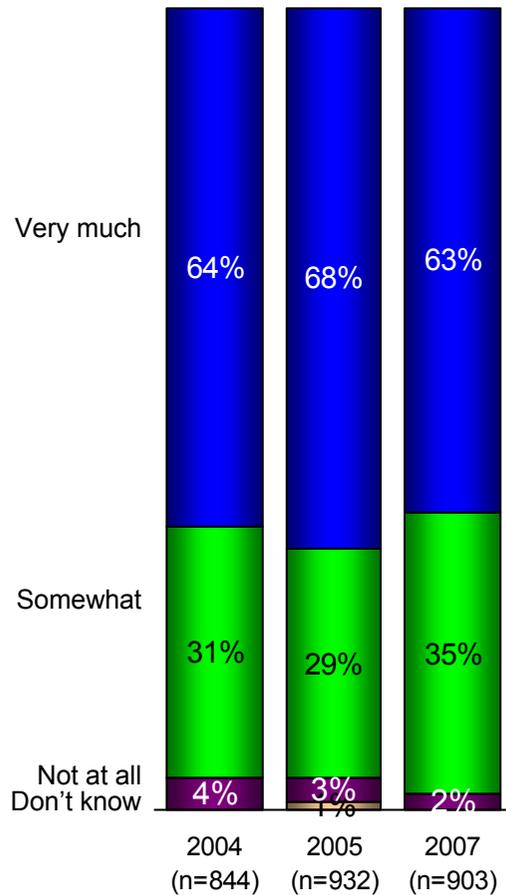
- Unchanged from past trends, the large majority of Stream 3 clients (94%) took the ELSA classes to improve their English for daily life.
- Another 61% took the classes to prepare for more schooling (which is below 2005's 69%, but in line with 2004's 64%), and 46% took the classes to help them find a better job (which is below 2005's 57%, but identical to 2004).
- This year, 67% of clients used ELSA classes to achieve at least two of the three goals, which is below the 79% of clients who did so in 2005, but in line with 2004 results (when 69% achieved at least two of the three goals).
- Clients who are most apt to have multiple reasons for taking the ELSA classes include Spanish and Vietnamese speakers.
- Conversely, those living in the Fraser Valley, those 55 and older, men, Punjabi speakers and business class immigrants are the least apt to have multiple reasons for taking ELSA classes.

Continued...

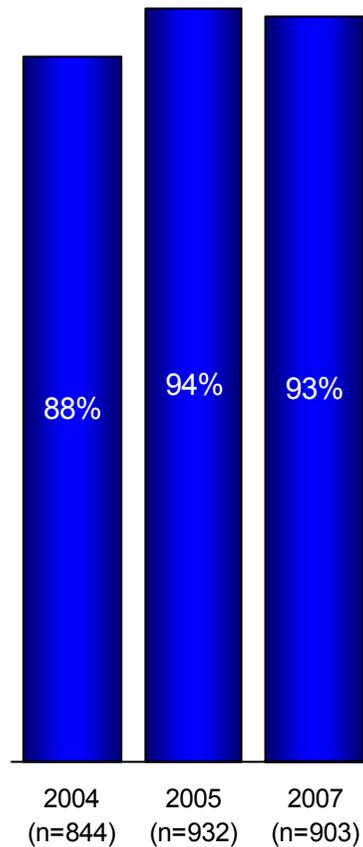
Enjoyment Of And Willingness To Recommend ELSA Classes

Q13. How much did you enjoy the ELSA classes you took at the (Agency)?

Q15. Would you tell someone else to take ELSA classes at the (Agency)?



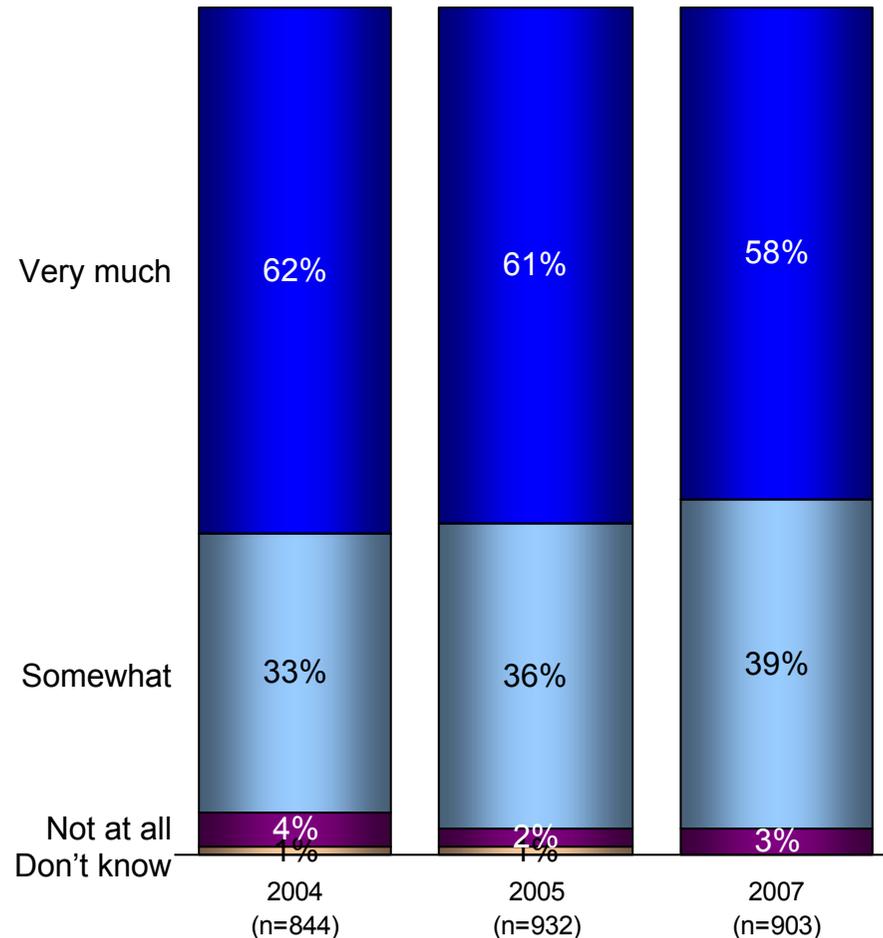
- % Yes -



- Currently 63% of Stream 3 clients agree that they very much enjoyed the ELSA classes they took. Another 35% enjoyed the classes somewhat, leaving only 2% who did not enjoy the classes at all.
- While the current proportion of clients who very much enjoyed the classes is below 2005 (68%), it is line with 2004 (64%).
- Several client groups particularly enjoyed their ELSA classes: clients using Vancouver Island agencies, those 55 and older, those who have been in ELSA classes for eight or more months, Punjabi, Spanish and Vietnamese speakers and family class immigrants.
- Clients who are less likely to have very much enjoyed the classes include men, those who have spent less than 4 months in ELSA, Cantonese and Korean speakers and skilled worker class immigrants.
- Unchanged from 2005, 93% of Stream 3 clients report that they would tell someone else to take ELSA classes at the same agency they went to.

Agency Assistance

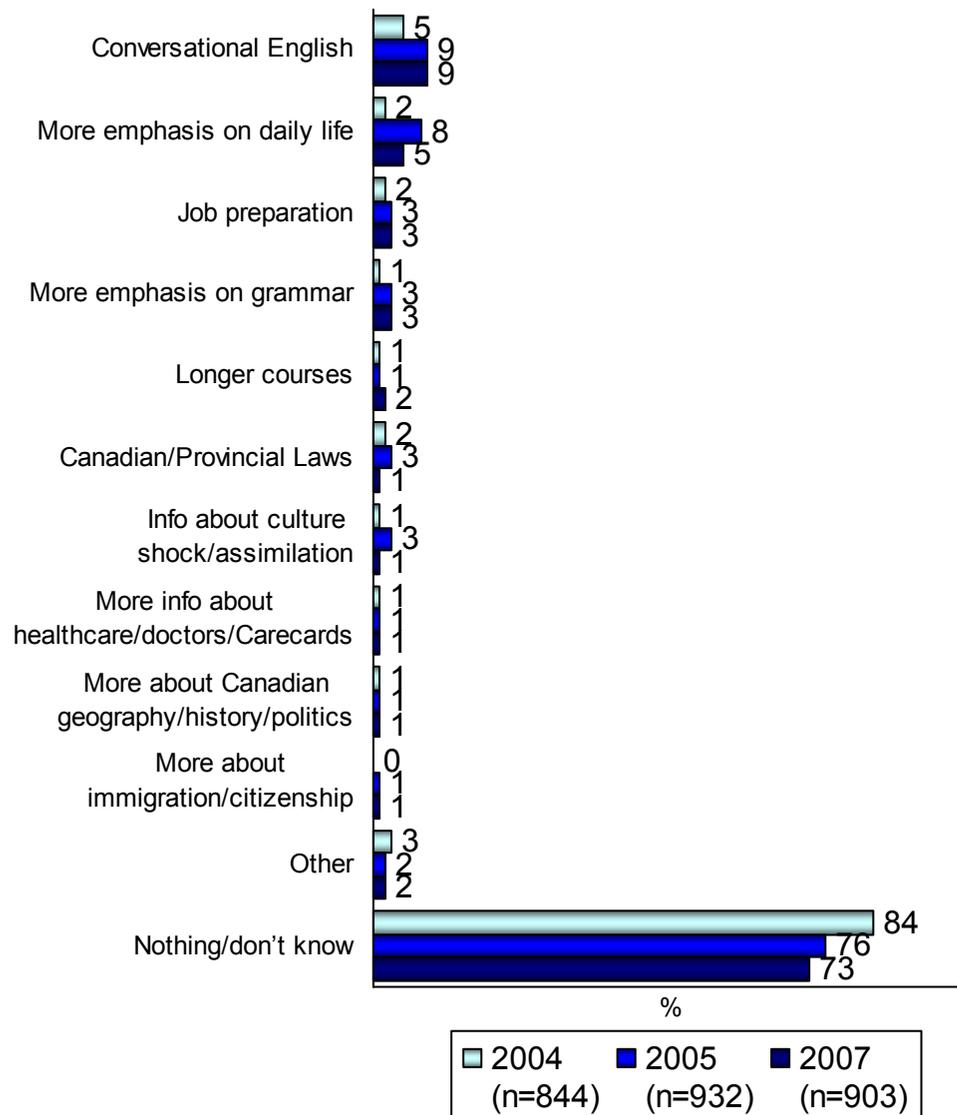
Q14. How much did the teachers and office staff at the (Agency) give you support and information?



- Consistent with past trends, the majority of Stream 3 clients report that teachers and office staff at the respective agencies gave them the necessary support and information. Currently, 58% were supported very much, 39% were supported somewhat, leaving only 3% who were not supported at all.
- The following clients groups are the most apt to say they received very high levels of support from teachers and office staff:
 - Rural clients
 - Those using Fraser Valley and Vancouver Island agencies
 - Those under the age of 25
 - Punjabi and Spanish speakers
 - Family class immigrants
- Those who are the least likely to report high levels of support from teachers/office staff include:
 - Those in ELSA level 1
 - Chinese speakers
 - Skilled worker and business class immigrants

Topics That Should Be Covered In ELSA Classes

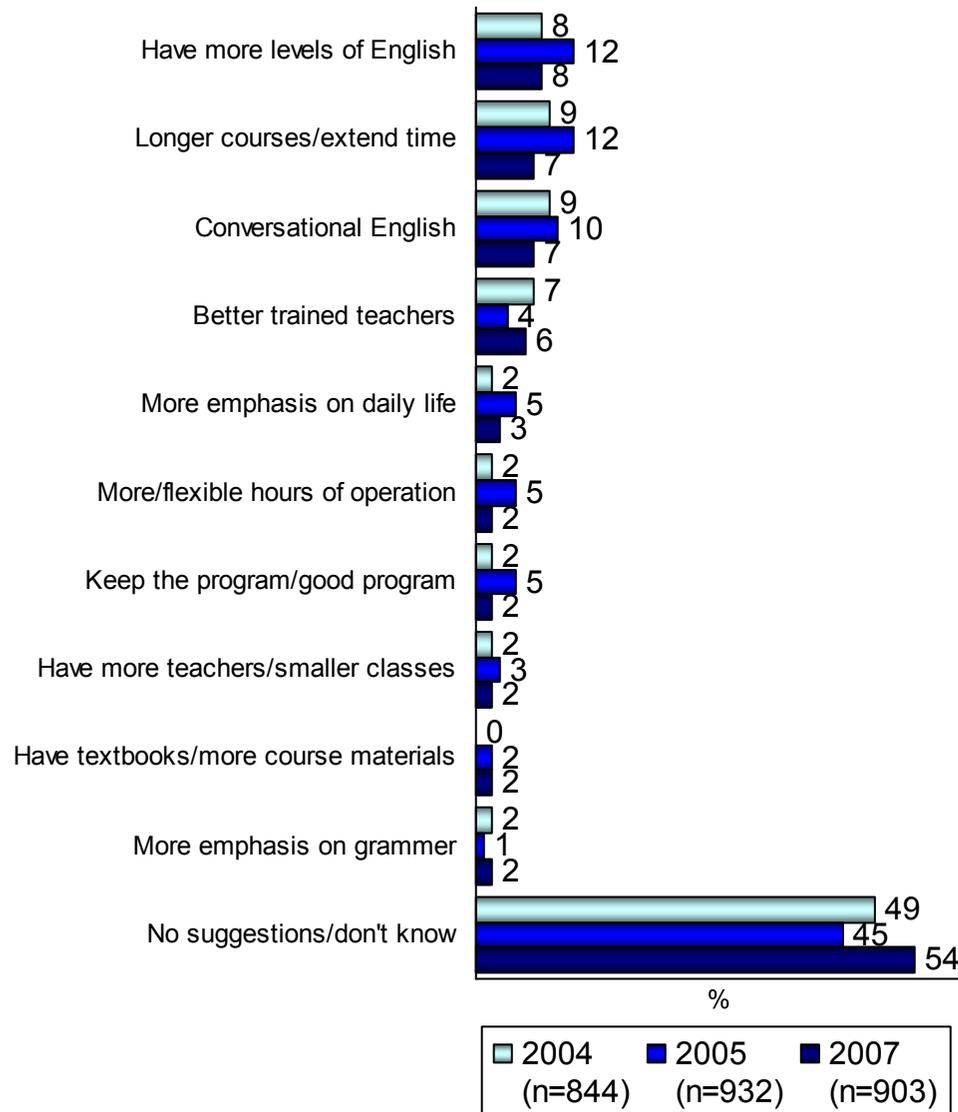
Q16. Was there anything they should teach in the ELSA classes, but did not?



- In line with last year, the majority of Stream 3 clients (73%) did not think of anything that ELSA classes should cover or teach but was not included.
- Those giving suggestions want ELSA classes to cover conversational English (9% mentioning) and have more emphasis on daily life (5%). Both these suggestions were also made with the same frequency in 2005.
- Another 3% want more focus on job preparation and another 3% want more emphasis on grammar. Again, these suggestions are made with the same frequency as they were two years ago.
- Clients who are the most apt to have made some sort of suggestion for the ELSA curriculum include: those with post secondary schooling, those in ELSA level 3, Korean speakers (these clients are the most apt to ask for conversational English), Farsi speakers (most apt to ask for more emphasis on grammar), skilled worker class and other class immigrants.
- Those least apt to have made a suggestion for ELSA classes include those in ELSA level 2, family class immigrants, Punjabi speakers, clients using rural agencies and those without post secondary schooling.

Suggestions For Agency Or ELSA Program

Q17. Do you have any other suggestions for the (Agency), or the ELSA program?



(Only responses of 2% or greater are shown for 2007.)

- Just under one-half of Stream 3 clients (46%) had other suggestions for the agency and/or the ELSA program, which is just below the 55% who made suggestions in 2005.
- Consistent with 2005, the top suggestions put forth are to have more levels of English, longer courses and offer conversational English. Each of these ideas is mentioned by 7% to 8% of clients.
- Client groups most apt to have offered suggestions for the agencies and/or the ELSA program are those with post secondary schooling, Farsi speakers and skilled worker class immigrants.
- Conversely client groups who are the least apt to have offered suggestions include: those in the Fraser Valley, those with less than 250 program hours, those under 25, those without post secondary schooling, Punjabi speakers and family class immigrants.

Client Profile

D1. What level of education have you completed so far?

	<u>2005</u>	<u>2007</u>
Base	932	903
	%	%
Less than high school	16	13
Graduated from high school	28	30
Attended or completed college or university	55	58
Refused	1	-

A detailed breakdown of client profiles by agency location and demographic groups can be found in the data tables appended to this report.

- Consistent with 2005, 58% of Stream 3 clients report having attended or completed college or university, leaving 30% who are high school graduates and only 13% who have less than a high school education.
- Clients who are most apt to have post secondary schooling include those who:
 - Are in ELSA level 3
 - Are Mandarin and Korean speakers
 - Are skilled worker class immigrants
- Clients who are the least likely to have post secondary schooling include those who:
 - Reside in the Fraser Valley
 - Are under 25
 - Are in ELSA levels 1 and 2
 - Cantonese, Punjabi, Farsi, Vietnamese and Arabic speakers
 - Family and refugee class immigrants

Client Profile

Years In Canada (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	<u>%</u>	<u>%</u>	<u>%</u>
Less than 1 year	1	-	-
1 year	28	23	12
2 years	37	27	33
3 years	12	21	22
4 years	7	10	13
5 - 9 years	8	12	15
10+ years	3	4	3
Not stated	5	3	1
<i>Average # of years</i>	2.7	3.4	3.3

- Unchanged from 2005, the typical Stream 3 client has lived in Canada for just over three years, with the majority of clients (67%) being here for three years of less.
- Average number of years lived in Canada is particularly high among the following groups:
 - Those who have not graduated from high school
 - Those aged 55 or older
- Average number of years lived in Canada is particularly low among Farsi speakers, those clients under 25 years of age, and those with some level of post secondary education.

Client Profile

Birth Country (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
	844	932	903
	%	%	%
China	36	42	50
India	12	12	10
South Korea	15	10	8
Taiwan	7	6	5
Iran	5	5	5
Vietnam	5	4	5
Colombia	1	3	2
Afghanistan	2	4	1
Russia	2	1	1
Mexico	1	1	1
Sudan	1	1	1
Iraq	-	1	1
Peru	-	1	1
Hong Kong	1	-	1
Japan	1	-	1
Indonesia	1	-	1
Ukraine	1	1	-
El Salvador	-	1	-
Romania	-	1	-
Paraguay	-	1	-
Germany	-	1	-
Pakistan	-	1	-
Yugoslavia	-	1	-
Ethiopia	1	-	-
Other	9	2	6

- Since first measured in 2004, the proportion of Stream 3 clients originally from China has grown – from 36% in 2004, to 42% in 2005, to 50% currently. Consistent with 2005, 10% of clients are from India, 8% are from South Korea, 5% are from Taiwan, 5% from Iran and another 5% from Vietnam. No other country of origin is mentioned by more than 2% of Stream 3 clients.
- The following groups have a significantly higher proportion of Stream 3 clients originally from China:
 - Those living in the Lower Mainland
 - Those who have lived in Canada for 3+ years
 - Those with post secondary schooling
 - Those in ELSA level 1
 - Those with eight or more months in ELSA
 - Skilled worker and business class immigrants
- The following groups have a significantly lower than average proportion of Stream 3 clients originally from China:
 - Those with rural agencies
 - Those using agencies in the Fraser Valley and Interior
 - Those with less than 250 program hours
 - Those who have been in Canada for one year or less
 - Those under the age of 25 or 55 and older
 - Those with less than a high school education
 - Those who have spent 4 to 7 months in the program
 - Family and refugee class immigrants

Continued...

Client Profile

Age (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	%	%	%
<25	10	10	7
25-54	80	78	83
25 – 34	n/a	n/a	24
35 – 54	n/a	n/a	59
55+	9	11	9
Not stated	1	1	-

- Compared with two years ago, there is currently a slightly higher proportion of Stream 3 clients who fall into the 25 to 54 year old age category (83%, up from 78% in 2005). Consistent with 2005, 7% of clients are under 25 years of age and 9% are 55 and older.
- Client groups with the highest proportion of the middle age range individuals (i.e. between 25 and 54) include:
 - Those with post secondary schooling
 - Women
 - Mandarin speakers
 - Skilled worker class immigrants
- Client groups with the lowest proportion of the middle age range individuals include:
 - Those living in the Interior
 - High school graduates
 - Men
 - Family class immigrants

Client Profile

Language (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	<u>%</u>	<u>%</u>	<u>%</u>
Mandarin	27	27	32
Cantonese	12	8	13
Chinese	4	13	11
Punjabi	12	12	9
Korean	16	10	8
Farsi/Persian	5	6	6
Spanish	4	6	5
Vietnamese	5	4	5
Arabic	2	2	2
Japanese	-	-	1
Russian	3	-	-
Other	9	10	8

- Given that the proportion of Stream 3 clients originally from China has increased, it follows that the number of Stream 3 clients who speak Mandarin, Cantonese or Chinese has increased (48% in 2005 versus 56% currently).
- Consistent with 2005, 9% are Punjabi speakers, 8% speak Korean and 6% speak Farsi or Persian.

Client Profile

Gender (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	<u>%</u>	<u>%</u>	<u>%</u>
Male	27	30	28
Female	72	69	72
Not stated	1	-	-

- Unchanged from historical trends, the majority of Stream 3 clients (72%) are female. Those with 500 or more program hours and using rural agencies are the most apt to be female, while those 55 and older or refugee class immigrants are the least apt.

Client Profile

Immigration Class (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	<u>%</u>	<u>%</u>	<u>%</u>
Family class	37	34	41
Skilled worker	31	28	26
Business class	17	16	21
Refugee (government or private sponsored)	8	14	10
Provincial nominee	1	1	2
CNV student	2	-	-
Not stated	4	7	-

- Currently 41% of Stream 3 clients are family class immigrants (an increase over 2005's 34%), 26% are skilled worker class immigrants (unchanged from 2005) and 21% are business class immigrants (an increase over 2005's 16%). This leaves 10% who are refugee class immigrants and 2% who are provincial nominees; both being unchanged from two years ago.

Client Profile

Region (From Listings)

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	844	932	903
	%	%	%
Lower Mainland	88	85	87
Fraser Valley	7	7	7
Vancouver Island	3	4	4
Interior	1	3	2
North	1	1	1

- In line with historical trends, the large majority of Stream 3 clients reside in the Lower Mainland (87%), therefore most (96%) are using an urban rather than a rural agency.

Urban Versus Rural

	<u>2005</u>	<u>2007</u>
Base	932	903
	%	%
Urban	94	96
Rural	6	4

Questionnaire



**Ministry of Attorney General
Settlement and Multiculturalism Division**

1ELSA PROGRAM SURVEY

A. INDICATE AGENCY FROM LISTINGS:

AGENCY	CITY	REGIONS
1. Abbotsford Community Services- Abbotsford	Abbotsford	Fraser Valley
2. Burnaby Continuing Ed (School District #41)	Burnaby	Lower Mainland
3. Burnaby English Language Centre	Burnaby	Lower Mainland
4. Central Vancouver Island Multicultural Society	Nanaimo	Vancouver Is
5. Chilliwack Community Services	Chilliwack	Fraser Valley
6. Collingwood Neighbourhood House	Vancouver	Lower Mainland
7. Coquitlam Continuing Education (SD #43)-	Coquitlam	Lower Mainland
8. Cowichan Valley Intercultural and Immigrant Society (CVIIAS)	Duncan	Vancouver Is
9. Delta Continuing Education (SD #37)	Delta	Lower Mainland
35. DIVERSEcity (formerly Surrey Delta Immigrant Services Society or SDISS)	Surrey	Lower Mainland
41. Excel Language Center	Richmond	Lower Mainland
10. Gladwin Language Centre	Abbotsford	Fraser Valley
11. Immigrant and Multicultural Services Society of Prince George-	Prince George	North
42. Immigrant and Multicultural Services Society of Prince George- Williams Lake	Williams Lake	Williams Lake
12. Immigrant Services Society of BC (ISS)	Vancouver	Lower Mainland
13. Immigrant Services Society of BC (ISS) Richmond	Richmond	Lower Mainland
14. Immigrant Services Society of BC (ISS) Coquitlam	Coquitlam	Lower Mainland
15. Inter-Cultural Association of Greater Victoria (ICA)	Victoria	Vancouver Is
16. Kamloops Cariboo Regional Immigrant Society	Kamloops	Interior
17. Ki-low-na Friendship Society	Kelowna	Interior
18. Little Mountain Neighbourhood House	Vancouver	Lower Mainland
19. Maple Ridge - Pitt Meadows Community Education (SD #42)	Maple Ridge	Fraser Valley
20. MOSAIC-	Vancouver	Lower Mainland
21. MOSAIC North Shore	North Vancouver	Lower Mainland
22. New Directions - Vocational Testing and Counselling Services	Langley	Fraser Valley
23. North Island College - Campbell River	Campbell River	Vancouver Is
24. North Island College – Courtenay	Comox/Courtenay	Vancouver Is
25. Northwest Community College (NWCC) - Prince Rupert Campus	Prince Rupert	North
26. Pacific Immigrant Resources Society (PIRS)-	Vancouver	Lower Mainland
27. Penticton & District Multicultural Society- Penticton Campus (PDMS)	Penticton	Interior

1ELSA PROGRAM SURVEY

A. INDICATE AGENCY FROM LISTINGS:

AGENCY	CITY	REGIONS
1. Progressive Intercultural Community Services Society (PICS)	Surrey	Lower Mainland
2. Richmond Continuing Education (SD #38)	Richmond	Lower Mainland
3. South Vancouver Neighbourhood House (SVNH)	Vancouver	Lower Mainland
4. SUCCESS (United Chinese Community Enrichment Services Society)	Vancouver	Lower Mainland
5. SUCCESS (United Chinese Community Enrichment Services Society)	Richmond	Lower Mainland
6. SUCCESS (United Chinese Community Enrichment Services Society)	Coquitlam	Lower Mainland
7. SUCCESS (United Chinese Community Enrichment Services Society)	Surrey	Lower Mainland
37. Vancouver Community College	Vancouver	Lower Mainland
38. Vancouver Formosa Academy Ltd	Vancouver	Lower Mainland
39. Vernon & District Immigrant Services Society	Vernon	Interior
40. Victoria READ Society	Victoria	Vancouver Is

B. INDICATE LANGUAGE FROM LANGUAGE LISTED, COUNTRY OR RESPONDENT

1. ENGLISH
2. CANTONESE
3. FARSI
4. FRENCH
5. KOREAN
6. MANDARIN
7. PUNJABI
8. SPANISH
9. VIETNAMESE
10. ARABIC
96. OTHER (SPECIFY) **ATTEMPT TO DO LANGUAGE IN ENGLISH**

Hello, may I please speak to _____? This is _____ calling from Synovate on behalf of the BC Government that pays for the ELSA classes that you took at (INSERT AGENCY NAME/ACRONYM). We are calling to ask about your satisfaction with the ELSA classes that you attended there. It will only take about 6 minutes.

IF ANOTHER FAMILY MEMBER IS MORE ABLE TO DO THE SURVEY IN ENGLISH THAN THE NAMED RESPONDENT, HE/SHE CAN ANSWER THE SURVEY ON THEIR BEHALF.

D. FOR SUCCESS, IF LISTINGS DON'T SPECIFY

Q1. I understand that you are no longer taking ELSA classes at (AGENCY). Why did you leave the program?

DO NOT READ.

1. Needed a break
3. Maternity/had a baby
4. Transferred to another program
5. Disciplined/told not to return for poor attendance
6. Graduated/completed program
7. Learned enough English
8. Too busy/not enough time
- 9 Started or found a job
10. Still in program THANK & TERMINATE
11. Still taking ELSA classes but in another agency THANK & TERMINATE
12. Used up hours/ran out of hours
96. Other (specify)
97. No reason in particular

Q4a. How long did you take ELSA classes at (AGENCY)? _____ months

Q4b. DO NOT ASK, OBTAIN FROM STARS/LISTINGS: TOTAL HOURS IN PROGRAM

Q5. After taking ELSA classes, can you do these things better in English: **READ**

1. Take the bus, get directions or find your way around town
2. Make appointments, for example, with your doctor, your child's teacher or a government worker
3. Talk to your coworkers, employer, neighbours or friends
4. Answer the phone and take messages
5. Fill out forms or register for a program or school

Q6. How much did the ELSA classes help you to improve your English: **READ**

1. Very much 2. Somewhat 3. Not at all

Q7. After taking ELSA classes, do you know more about: **READ**

1. Canadian and provincial laws
2. Where to get help if you have legal problems
3. The services available to help you live in Canada
4. The Canadian way of life, for example, holidays, what people do in their free time, customs or general habits
5. The cultures of others who are new to Canada
6. Canadian expectations for social behaviour, for example, disciplining children or relations between men and women
7. Has the ELSA program helped you know more about anything else?
 1. YES (DO NOT SPECIFY)
 2. NO

Q8. I am now going to read you some sentences that may be correct or not correct about Canada. For each, please tell me whether it is correct or not correct. **READ, ROTATE**

	Correct	Not_Correct
You should have a CareCard to see a doctor	1	2
Borrowing books at a public library is free	1	2
In Canada, it is OK for men and women to look directly at each other when talking	1	2
In Canada, you need a social insurance number (SIN) in order to work	1	2
In Canada, it is OK to invite a neighbour into your home for a visit	1	2
In Canada, It is OK for a 9 year old to be at home alone	1	2

Q9. Since taking ELSA classes, have you: **READ**

1. Attended a social group, meeting or class where most people speak English
2. Read newspapers, watched TV or listened to the radio, in English
3. Used a library, community centre, recreation facility, medical clinic or employment centre
4. Used English while working or volunteering

Q10. Overall, how much has the ELSA program helped you with your life in Canada?

1. Very Much 2. Somewhat 3. Not At All

Q11. Did you take ELSA classes to: **READ. MULTIPLE MENTIONS ALLOWED**

1. Help you find a job or a better job
2. Improve your ability to use English in daily life, so that you can go shopping by yourself or talk with neighbours
3. Prepare for more schooling or ESL courses

Q12. Overall, how much did the ELSA program help you to do those things, for example, find a job, improve your English or prepare for more schooling? READ

1. Very much 2. Somewhat 3. Not at all

Q13. How much did you enjoy the ELSA classes you took at the (AGENCY)? READ

1. Very much 2. Somewhat 3. Not at all

Q14. And, how much did the teachers and office staff at the (AGENCY) give you support and information? READ

1. Very much 2. Somewhat 3. Not at all

Q15. Would you tell someone else to take ELSA classes at the (AGENCY)?

1. Yes 2. No

Q16. Was there anything they should teach in the ELSA classes, but did not?

Q17. Do you have any other suggestions for the (AGENCY) or the ELSA program?

D1. *What level of education have you completed so far...READ*

1. Less than high school
2. Graduated from high school
3. Attended or completed college or university

RECORD SURVEY LANGUAGE

1. ENGLISH
2. CANTONESE
3. FARSI
4. FRENCH
5. KOREAN
6. MANDARIN
7. PUNJABI
8. SPANISH
9. VIETNAMESE
10. ARABIC
96. OTHER (SPECIFY)

Stream 3 Logic Model



**Ministry of Attorney General
Settlement and Multiculturalism Division**

BC Settlement and Adaptation Program Stream 3 (English Language Services for Adults) Logic Model

Objective: To provide English language training to adult immigrant and refugee newcomers in order to facilitate their social, cultural, economic and political integration into Canada, so that they may become participating members of Canadian society as quickly as possible.

INPUTS <i>Resources dedicated to or consumed by the program</i>	ACTIVITIES <i>What the program does with inputs to fulfil its mission</i>	OUTPUTS <i>The direct products of program activities</i>	IMMEDIATE OUTCOMES <i>First benefits or changes in knowledge or ability resulting from program activities</i>	INTERMEDIATE OUTCOMES <i>Changes in attitude that result from new knowledge or ability and link immediate outcomes to longer-term outcomes</i>	FINAL OUTCOMES <i>Ultimate results in terms of changes in behaviour a program desires to achieve or the most removed benefits that the program can reasonably expect to influence</i>
Staff	1. Intake Processes <ul style="list-style-type: none"> Assess client eligibility (language ability, immigration status & age) Conduct needs assessments for program supports (i.e. childcare, transportation) Refer clients to Language Training Organizations Provide information on alternative options to non-eligible applicants 	1. Intake Processes <ul style="list-style-type: none"> % of clients assessed % of clients that is eligible and ineligible # of clients placed in class # of childcare units provided # of students receiving transportation assistance # of referrals for class placement # of non-eligible applicants that received information on alternative options 	Improved English language skills in oral and written communication <ul style="list-style-type: none"> % of students who achieve Canadian Language Benchmarks at each ELSA level % of students progressing from one ELSA level to the next % of students who feel training has improved their language abilities % of students who feel they have made progress to meeting their learning objectives (i.e. employment, further schooling, participation in the community) 	Increased ability to communicate <ul style="list-style-type: none"> % of students who use English in their daily lives % of students that report an increased feeling of comfort in using English in the wider community 	ELSA students contribute their skills and abilities to society <ul style="list-style-type: none"> % of students employed % of students who have found and maintained employment commensurate to their skills and abilities
Funding					
2.1 Settlement focused ELT <ul style="list-style-type: none"> Deliver English language training oriented to newcomers' needs Provide course content on Canadian services, systems, life & culture Evaluate student progress 	2.1 Settlement focused ELT <ul style="list-style-type: none"> # of hours of ELT provided (classroom, group meetings, guest speakers, field trips) # of students in class # of students evaluated for language progression 	Increased knowledge of life in Canada and of Canadian civil society <ul style="list-style-type: none"> % of students who demonstrate increased knowledge of Canadian systems & culture % of students who demonstrate an increase knowledge of how to access services and resources independently 	Improved ability to independently access community resources and services <ul style="list-style-type: none"> % of students who feel confident in undertaking necessary day to day tasks and accessing services such as banking, employment, shopping, medical appointments, government services, etc. % of students who report that they feel that can participate in wider community 	ELSA students participate in Canadian institutions and civil society (i.e. political parties, religious organizations, schools, etc.) <ul style="list-style-type: none"> % of students who engage in social, political, and cultural endeavours. % of students volunteering in the English-speaking community 	
2.2 Referrals, Service Linking & Service Bridging <ul style="list-style-type: none"> Refer clients to basic and specialized resources Organize guest speakers and field trips to introduce clients to community programs, services & resources Network and link with community to support students' needs 	2.2 Referrals, Service Linking & Service Bridging <ul style="list-style-type: none"> # of referrals made to services & resources # of guest speakers and field trips # of community partners created/maintained for service linking 	Increased level of awareness of a culturally diverse environment <ul style="list-style-type: none"> % of students who report an increased knowledge & understanding of others from different cultures 	Improved ability to meet personal goals, such as further education, employment acquisition, or income improvement <ul style="list-style-type: none"> % of students who feel ELT has helped them meet personal goals % of students who report increased confidence in their ability to achieve future personal goals (E.g. Employment, further schooling participation in the community) 	ELSA students report a sense of belonging and well-being in Canada. <ul style="list-style-type: none"> % of students who report adopting a change they consider to be positive (lifestyle, attitude, or practice, such as parenting, social/recreational activities, gender roles, banking and budgeting) % of students who report friendships and or contacts outside of own ethno-cultural community % of students who intend to become Canadian citizens; % of former students who have become Canadian citizens 	
3. Service Support <ul style="list-style-type: none"> Enhance/develop curriculum and training materials and delivery mechanisms Participate in professional development (i.e. conferences, workshops) Provide program information to potential clients, service providers & general public 	3. Service Support <ul style="list-style-type: none"> # of curricula and training materials developed or enhanced # of PD events attended # of information products developed (i.e., brochures, pamphlets, websites) 	Increased level of comfort for interaction in a culturally diverse environment <ul style="list-style-type: none"> % of students who feel an increased level of comfort for interaction w/ others from different cultures 	Increased level of comfort for interaction in a culturally diverse environment <ul style="list-style-type: none"> % of students who feel an increased level of comfort for interaction w/ others from different cultures 		