

2007 BCSAP Outcomes and Client Satisfaction Survey

Stream 1/3 Information, Support & English Language Services for Multi-barriered Adults

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

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Appendix:

- Data tabulations
- Questionnaire
- Stream 1/3 Logic Model

OBJECTIVES & METHODOLOGY

- *Throughout this report, individuals interviewed as part of the research are referred to as “clients”, however they do not represent all agencies’ client groups. Clients who were not able to respond in English or any of the translated languages did not participate in the survey.*
- As part of its performance evaluation process, the Settlement and Multiculturalism Division of the Ministry of Attorney General conducted an outcomes survey in 2004 with its end-user clients, to provide a point of comparison or baseline from which to gauge future performance. In 2005 and recently in 2007, the study was repeated to measure performance against the baseline study.
- These clients are assisted on behalf of the Ministry by various agencies in the province who provide settlement services within four service streams, as follows:
 - Stream 1 – Information & Support Services
 - Stream 2 – Community Bridging Services
 - Stream 3 – English Language Services For Adults
 - Stream 1/3 Blended – Information, Support & English Language Services For Adults
- The objectives for the research were to assess client satisfaction and achievement in reaching some of the immediate and intermediate outcomes outlined in each Stream’s Logic Model. In the case of Stream 1/3 Blended, the key outcomes measured in this survey are: Improved English Comprehension and Usage, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability.
- This report covers the findings for Stream 1/3 Information, Support & English Language Services for Adults. The Stream 1/3 Blended Logic Model has been appended to this report for reference.
- To assess the satisfaction and outcomes of Stream 1/3 Blended clients, a telephone survey was conducted with those who had attended five or more classes of a Stream 1/3 service between September 2006 and September 2007.
- A total of 131 Stream 1/3 clients were interviewed by telephone from 291 listings that were supplied by the agencies to the Ministry. In addition to English, the survey was translated and administered in the most common languages of new immigrants, namely: Cantonese, Farsi, French, Korean, Mandarin, Punjabi, Spanish, Vietnamese and Arabic.
- All interviewing was conducted from Synovate’s Vancouver office from November 7 to December 13, 2007.

OBJECTIVES & METHODOLOGY

- At the data processing stage, the data was weighted to match the relative distribution of Stream 1/3 clients by agency, based on Ministry records, as follows:

<u>Agency</u>	<u>Surveys Obtained</u>	<u>Weighted Sample</u>
DIVERSEcity/ Surrey Delta Immigrant Service Society	37	36
PIRS: Nightingale School	4	11
PIRS: Queen Alexandra Elementary	12	14
PIRS: Thunderbird Community Centre	9	9
PIRS: South Van Neighbourhood House	15	10
PIRS: Collingwood Neighbourhood House	6	8
North Shore Multicultural Services Society	15	13
Kiwassa Neighbourhood House	22	18
Burnaby Family Life Institute	<u>11</u>	<u>12</u>
Total	131	131

- 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 (based on the listings) so that the results would reflect the relative number of clients served by each agency 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 131 are accurate to within +/-6.4% (after applying the Finite Population Correction Factor). On smaller sub-groups, such as by agency or mother tongue, the margins of error are much wider, meaning larger differences are required to be statistically significant.
- When comparing 2007 results to those of previous years (n=131 versus n=127 in 2005 or n=166 in 2004), a difference of at least 9 percentage points is required in order for that difference to be considered statistically significant at the 95% level of confidence.
- Only significant subgroup differences are noted in this report.
- Due to confidentiality, results of each agency will be presented directly from the Ministry. This will allow agencies to gauge their own results against the provincial picture and to assess their services based on their own clients' feedback. It is the Ministry's intent to discuss results with agencies if there are areas of concern.

EXECUTIVE SUMMARY

- The great majority of Stream 1/3 Blended clients continue to be satisfied with the program, with virtually all saying the program helped them live in Canada and showing willingness to recommend it to someone else. Moreover, clients are significantly more likely to find the program helped very much compared to 2005 (57% said so versus only 35% in 2005).
- The increase in clients with Spanish as a mother tongue contributed to this increase in the this year's ratings of the program as these clients tend to find the program most helpful and all would recommend it to others.

MAJOR OUTCOME: ENGLISH CONTINUES TO IMPROVE, BUT STILL AT A SLOWER PACE

- Virtually all Stream 1/3 Blended clients continue to feel that their English has improved as a result of taking classes at the agency. Consistent with 2005, 23% currently believe their English improved very much and 71% say it improved somewhat.
- Ratings on the English improvement are consistent across sub groups in 2007.
- Unchanged from historical levels, 70% of clients in 2007 feel they have improved on three or more of the four stated goals that measure English improvement (i.e. understand more when people speak English inside and outside of class and speak more English in and outside of class). Spanish speakers, men and clients under 35 are particularly likely to achieve the Improved English Comprehension and Usage outcome.
- Although overall achievement of the measure has remained the same, those reporting that they speak more English outside of class has returned closer to 2004 levels, after dropping in 2005.

MAJOR OUTCOME: CONTINUED EFFORT REQUIRED TO BROADEN UNDERSTANDING OF CANADIAN SYSTEM & CULTURE

- Identical to 2005, 62% of Stream 1/3 Blended clients report that their agency helped them meet more than half (7+) of the thirteen listed goals that measure increased understanding of Canadian systems and cultures. This continues to fall short of the 81% of clients who reported that their agency helped them know more about at least half of eleven goals in 2004.
- Agencies once again are most apt to inform clients about the Canadian way of life, where to learn English, facilities in their community, where to buy food, clothing and household items and how to get there and government services available. However, informing clients where to live and about the immigration process, continue to be less common priorities.
- Where to go for legal advice is the only listed goal that is more likely to be met compared to 2005.

MAJOR OUTCOME: PARTICIPATION AND ACCESS OF COMMUNITY FACILITIES AND SERVICES REMAINS STATIC

- In 2007, just over four-in-ten Stream 1/3 Blended clients indicate they participated in four of the six activities that measure improved access and participation, which is consistent with two years ago. The only difference from 2005, is that more clients participated in at least one activity by themselves, as a result of attending the program at the agency.

EXECUTIVE SUMMARY

- Traveling around town by themselves in a bus and car, speaking to people in English and using a library, community centre, recreational facility etc. continue to be the most common activities, while starting a job or volunteering and attending educational or training programs are once again less widespread.

MAJOR OUTCOME: IMPROVED CONFIDENCE AND ABILITY REMAINS HIGH BUT FOCUS ON SCHOOLING/TRAINING

- Virtually all (95%) Stream 1/3 Blended clients continue to report that they achieved at least two out of the three goals that measure improvement on confidence and ability. This is consistent across the board.
- However, of the three goals that form this outcome, preparing clients for more schooling or English training still lags slightly behind the other goals. This is partly due to Cantonese speakers (and likely those 55 or older, those living in Canada for 5+ years, Canadian citizens and those without post secondary schooling) feeling less comfortable preparing for more schooling or English training.

SUMMARY OF MAJOR OUTCOME ACHIEVEMENT

- Currently, 27% of Stream 1/3 Blended clients are able to meet the service's key major outcome of Improved English Comprehension and Usage, together with all three of the other major outcomes of the service, namely, Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence.
- In addition to meeting the Improved English outcome, 26% of clients met two of the three major outcomes, 13% only met one of the three major outcomes, while 3% only managed to meet the Improved English outcome.
- This remaining one-third of clients did not meet the requirements for Improved English (including 2% who indicated they did not take English classes at the agency of record).
- 5 • These findings are markedly similar to those of 2005 and across subgroups.

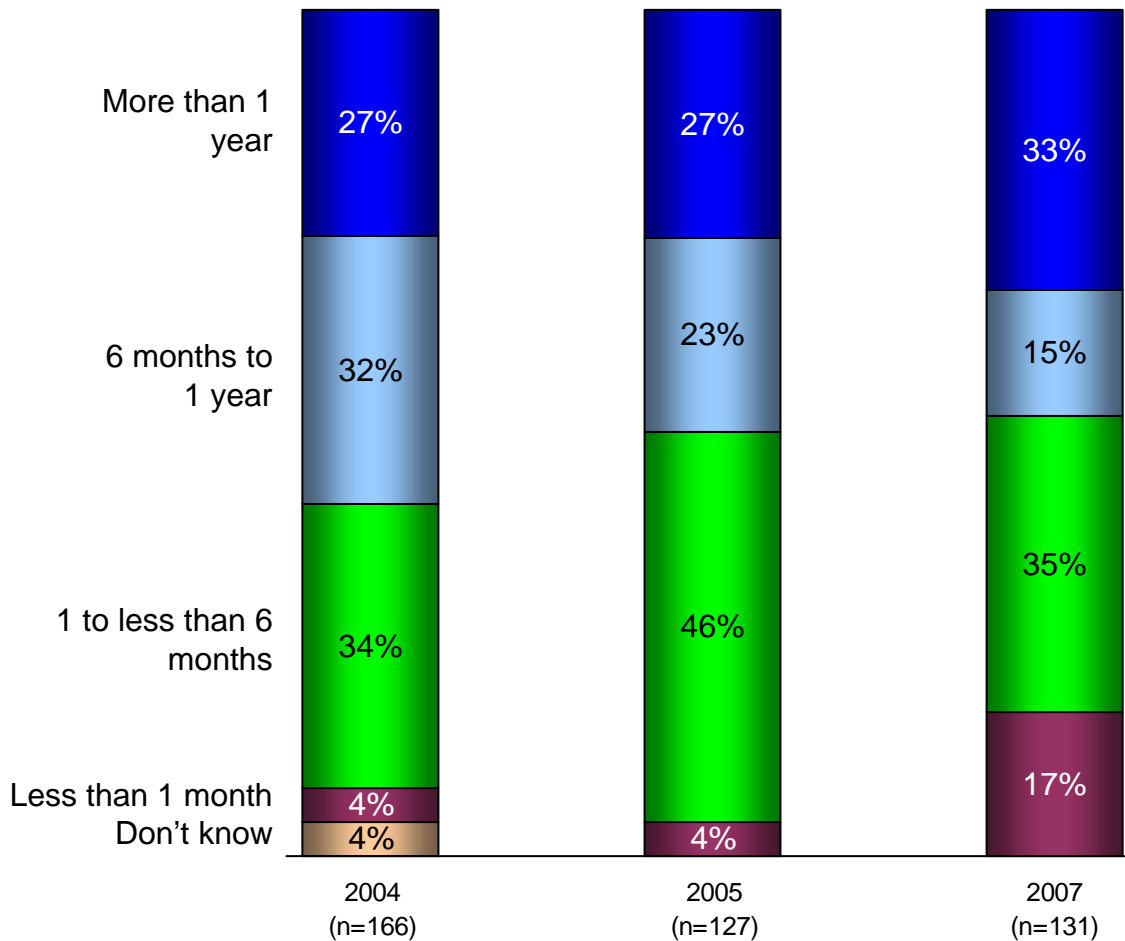
SUGGESTIONS FOR STREAM 1/3 SERVICES

- Currently, 44% of clients offered a suggestion for improving the program. Although not mentioned to the same degree as in 2005, the top suggestion remains having more courses/hours/levels and extending the ESL program beyond a year. No further suggestion warranted more than 5% mention this year.

ANALYSIS OF FINDINGS

Duration Of Class Attendance

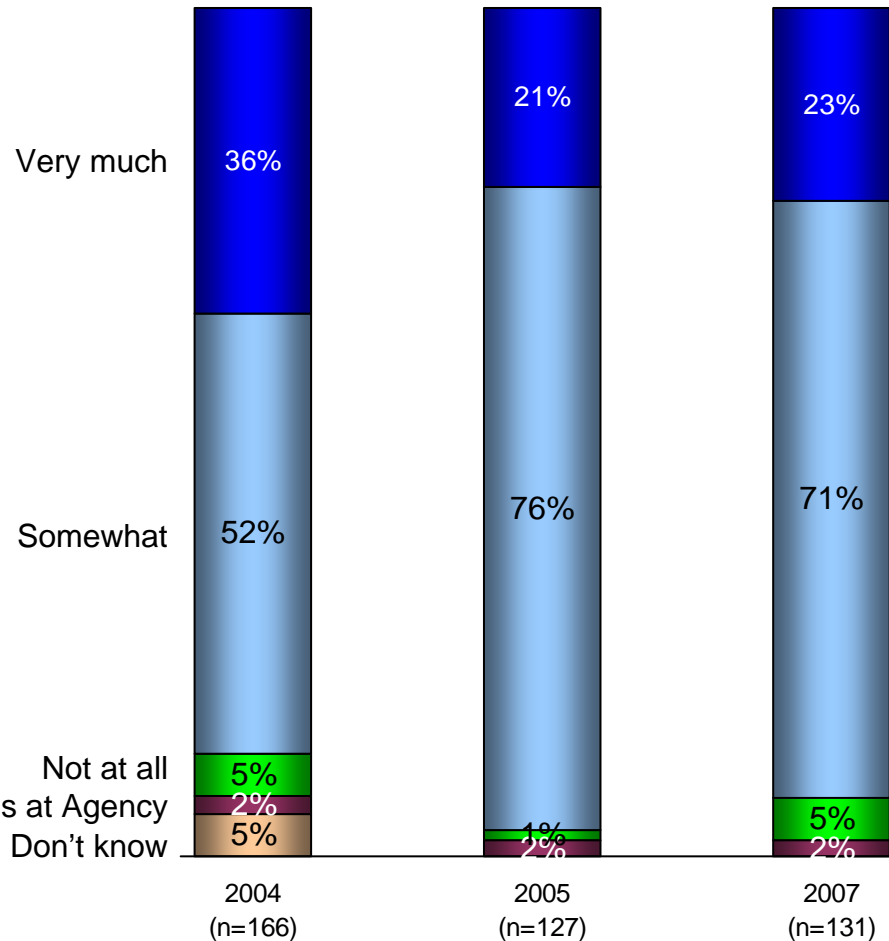
Q1. How long have you been coming to the program at the (Program Location)



- In 2007, 83% of clients have been attending a Stream 1/3 Blended program for at least one month. Specifically, 35% have been attending anywhere from one to five months, 15% for six to 12 months and 33% for more than one year.
- 2007 sees a spike in the proportion of clients who have only been attending the Stream 1/3 Blended program for less than one month (17% currently versus 4% in both 2004 and 2005). Correspondingly, there is a decrease in clients who have been attending for one to twelve months (from 66% in 2004 and 69% in 2005 to 50% in 2007).
- The longest attendees of the 1/3 Blended program are currently:
 - Those aged 55+
 - Those who have been in Canada for 5+ years
 - Canadian citizens

Overall Improvement In English

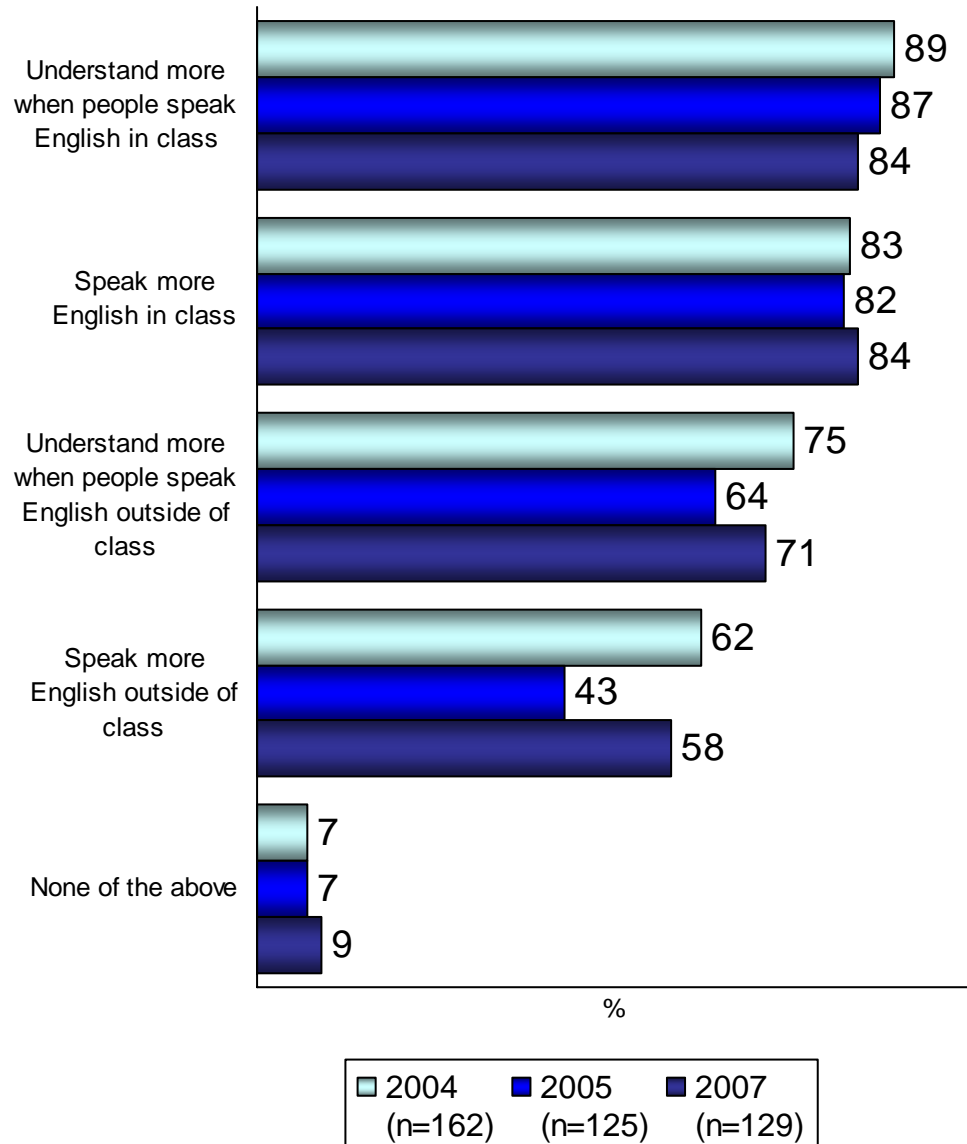
Q2. As a result of taking English classes at (Agency), how much has your English improved?



- Currently, 94% of all clients claim their English has improved as a result of taking English classes, including 23% who say that their English has very much improved and 71% who say that it has somewhat improved.
- These results are consistent with those of two years ago (when 97% said their English had improved as a result of taking the classes).
- Findings are generally consistent across subgroups.

Improved English Comprehension And Usage

Q3. As a result of these English language classes do you ...



- In line with 2004 and 2005, 84% of Stream 1/3 Blended clients say that they understand more when people speak English in class and an identical proportion personally speak more English in class, as a result of taking the English language classes.
- After decreasing in 2005, the proportion of Stream 1/3 Blended clients who believe they have a better understanding of English spoken outside of class (71%) and those who speak more English outside class (58%) have returned closer to 2004 levels.
- The improvement in understanding and speaking more English outside of school can in part be attributed to the increase in younger clients (i.e. under 35), those with higher levels of education and more recent immigrants in 2007. These groups are typically more apt to report improvements in these two areas.
- **Overall, 70% of clients currently say that they have improved on at least three of these four goals for improving their English, 17% report an improvement on two goals, and 4% say they have improved on one goal.** This is unchanged from the 76% and 63% of clients who reported an improvement in at least three or more of the four goals in 2004 and 2005, respectively.

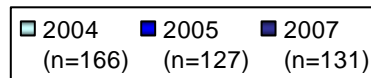
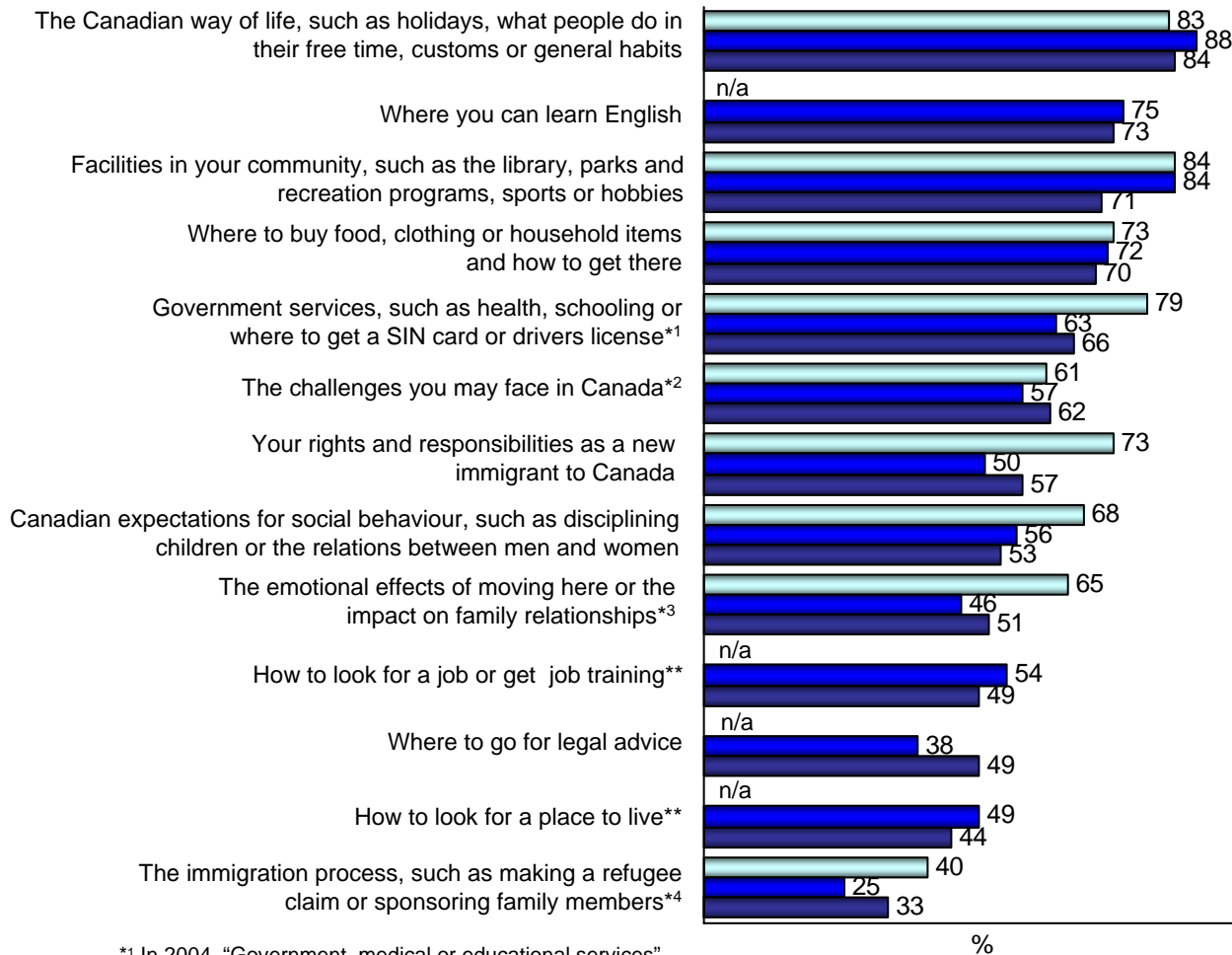
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Improved English Comprehension And Usage

- This leaves 9% of clients who have seen no improvement in any of the four stated goals for improved English comprehension (unchanged from the corresponding 7% mention in 2005).
- The following Stream 1/3 Blended Clients are the most apt to say they have improved in at least three of the four goals for improved English comprehension:
 - Those whose mother tongue is Spanish
 - Those under 35 years
 - Men
- Vietnamese speakers are most likely to say that the English classes resulted in no improvements.

Increased Understanding of Canadian Systems & Culture

Q4. Has this agency helped you know more about ...



*1 In 2004, "Government, medical or educational services"

*2 In 2004, "the opportunities and challenges for you in Canada, such as jobs and educational opportunities open to you"

*3 In 2004, "how to deal with the emotional effects of moving here and the impact on family relationships"

*4 In 2004, "the steps you need to go through to immigrate to Canada or bring family members over"

** Note in 2004, 64% clients indicated their agency helped them know more about "how to find what they need in Canada, such as a job and a place to live"

- Out of a list of 13 goals that comprise the Increased Understanding of Canadian Systems & Culture outcome, Stream 1/3 Blended clients are in strongest agreement that their agency has helped them know more about the Canadian way of life (84% agreeing), where they can learn English (73%), facilities in their community (71%), where to buy food, clothing and household items and how to get there (70%) and government services (66%). All of these results are consistent with two years ago with the exception that fewer clients now report that the agency helped them know more about facilities in their community (71% compared to 84% in previous years).

- Close to six-in-ten clients report that their agency informed them of the challenges they may face in Canada or their rights and responsibilities as new Canadians, while one-half were educated on Canadian expectations for social behavior, the emotional effects of moving to Canada, how to look for a job or get training, or where to go for legal advice. Of the remaining goals, 44% concur that the agency helped them look for a place to live and 33% were informed about the immigration process. Compared to two years ago, more Stream 1/3 Blended clients were directed where to go for legal advice (49% versus 38% in 2005). All other latter mentioned goals were in line with 2005 results.

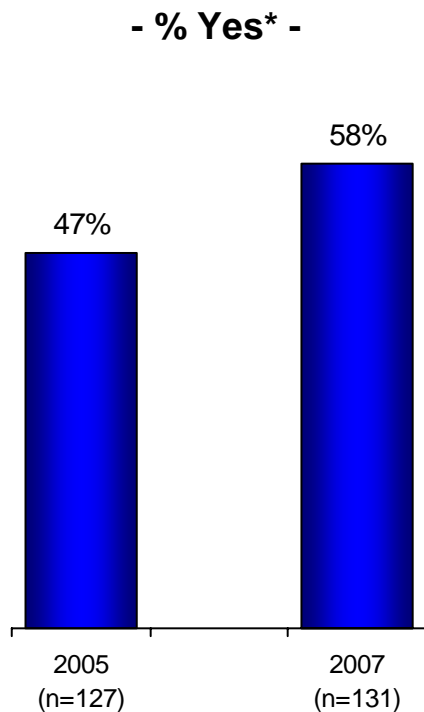
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Increased Understanding of Canadian Systems & Culture

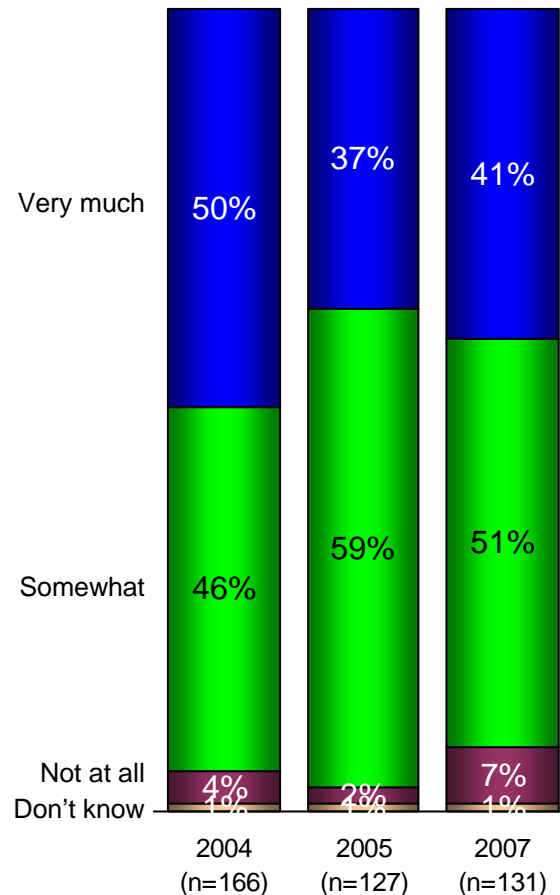
- Although comparable to 2005, the proportion who received help knowing more about government services, the right and responsibilities of new immigrants, Canadian expectations for social behaviour and the emotional effects of moving to Canada/the impact on family relationships have yet to reach the relative higher 2004 mentions.
- Stream 1/3 Blended clients continue to receive the least amount of assistance on the immigration process, i.e. being informed how to make a refugee claim or how to sponsor family members. Clients whose mother tongue is Cantonese are the least apt to have been helped in this regard.
- **Mirroring 2005, 62% of clients once again say their agency helped them meet more than half of the 13 evaluated goals (i.e. at least 7 out of the 13).** Although this finding is comparable to 2005, it falls short of the high of 81% witnessed in 2004, when 11 goals were evaluated (and a successful outcome was defined as meeting at least half of those 11 goals).
- In 2007, only 4% report receiving help on one single the goal. This is also consistent with 2005 findings.
- Clients' achievement of the Increased Understanding of Canadian Systems & Culture Outcome is consistent across subgroups and agencies.

Agency Referral and Assistance

Q5. Has the agency put you in contact with any other services, programs or people who could help you?



Q6. Overall, how much has this agency helped you by providing information and assistance?

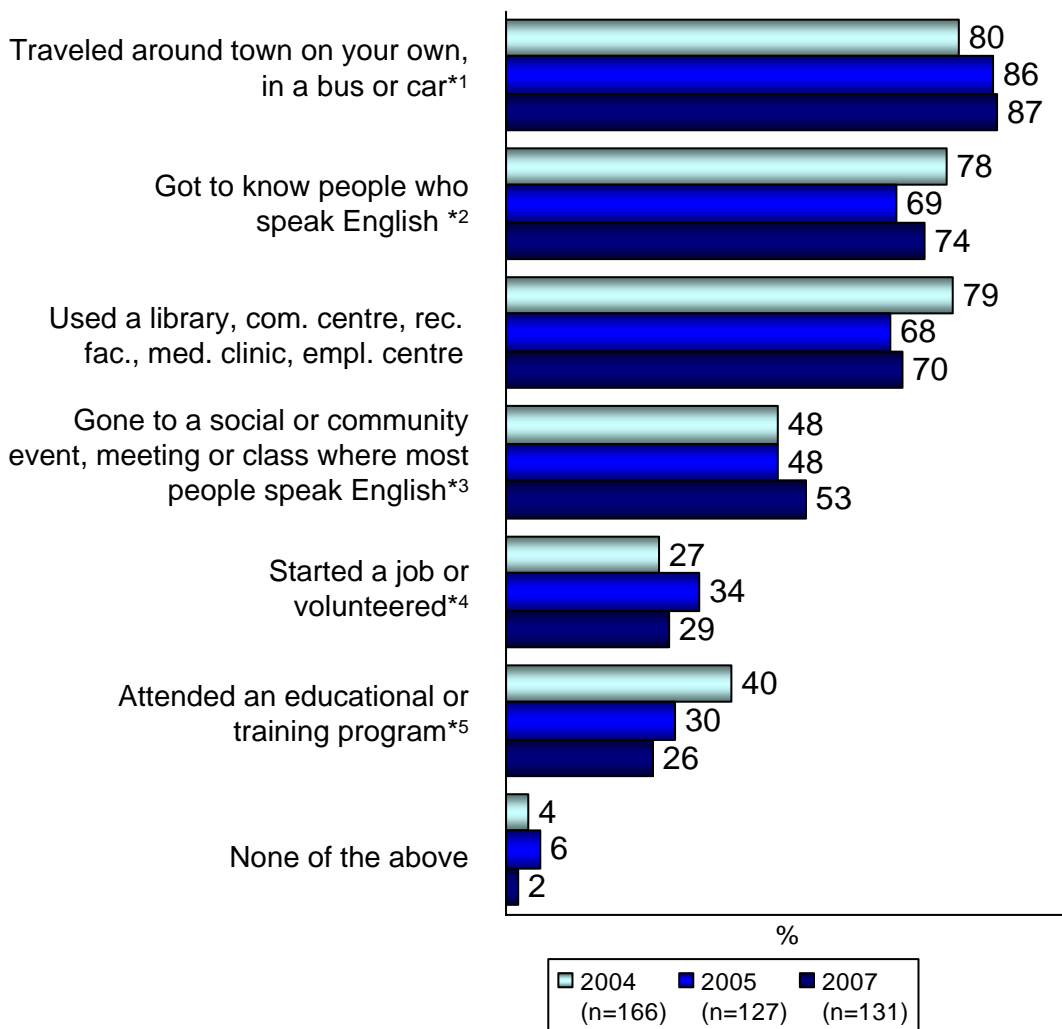


- More Stream 1/3 Blended clients were referred to other services, programs or people in 2007, compared to 2005. Specifically, 58% were put in contact with other services, programs or people who could help them.
- Clients in the 35 to 44 age category are the most likely to indicate that their agency put them in contact with other services, programs or people that can assist them.
- In 2007, the majority (92%) of clients continue to hold the opinion that their agency helped them at least somewhat by providing assistance or support, including 41% who feel the agency helped very much and 51% who say it helped somewhat. A further 7% feel the agency did not help them at all. However, compared to two years ago, the proportion of clients who feel the agency was not helpful in providing assistance and support has edged up (previously 2%).

* In 2004, 50% of clients said the agency put them in contact with another business or organization that could help them adjust to life in Canada.

Improved Access And Participation

Q7. Since attending the program at this agency, have you done any of the following on your own...?



- Unchanged from 2005, the top 3 activities Stream 1/3 Blended clients report to have done since attending the program at the agency are traveling around town on their own, in a bus or car (87% have done so), gotten to know people who speak English (74%) and used a library, community centre, recreation facility, medical clinic or employment centre (70%).
- Over one-half (53%) have gone to a social or community event, meeting or class where most people speak English, which is also consistent with previous results.
- Starting a job or volunteering (29% have) and/or attending an educational or training program (26%) continue to be less widespread.
- **Unchanged from 2005, 42% of Stream 1/3 Blended clients (45% previously) have accessed or participated in at least four of the six listed activities.** The only difference from two years ago, is that fewer clients have not participated in any of the six activities since attending their program (2% versus 6% in 2005).

*1 In 2004, "taken public transit, such as the bus"

*2 In 2004, "met people who speak English"

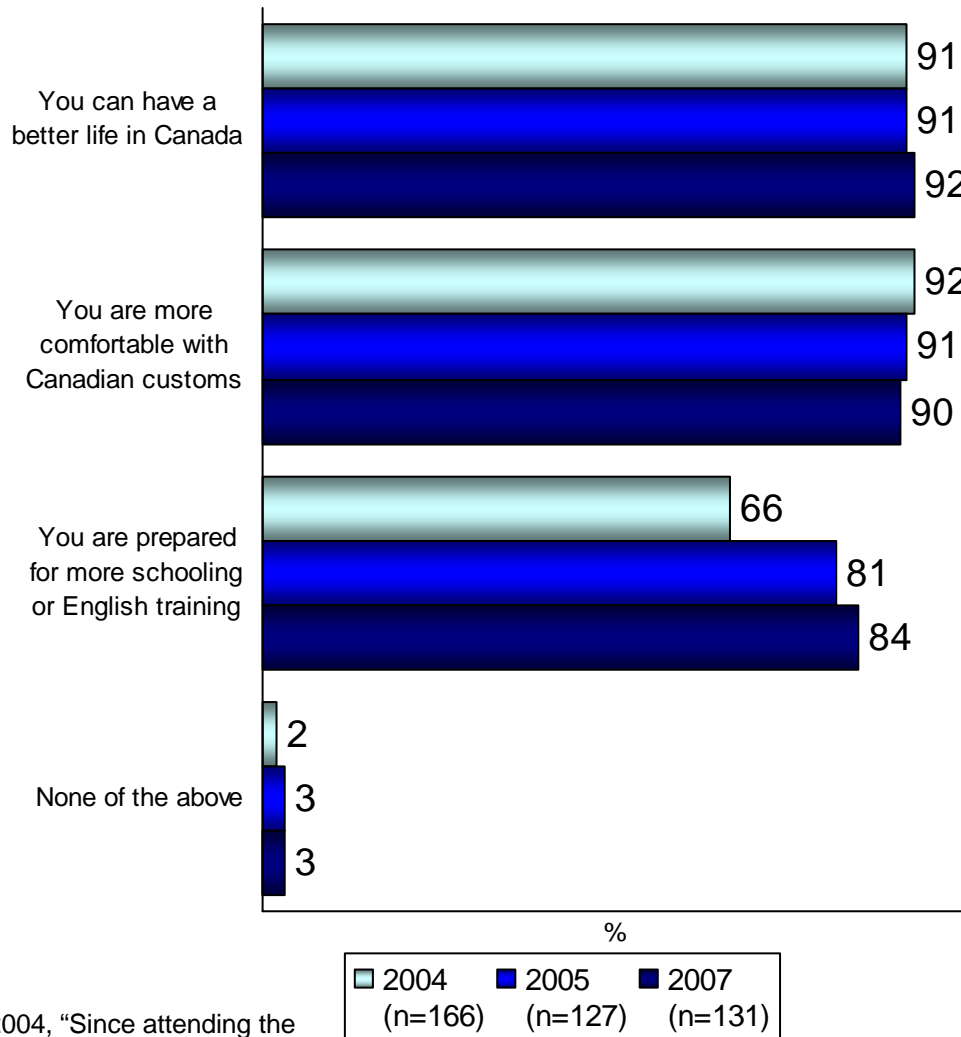
*3 In 2004, "attended a social group, meeting or class where most people speak English"

13 *4 In 2004, "started a job or volunteered with people who mostly speak English"

*5 In 2004, "applied or registered for a program or school"

Improved Confidence And Ability

Q8. Has the program at this agency helped you feel that...?*



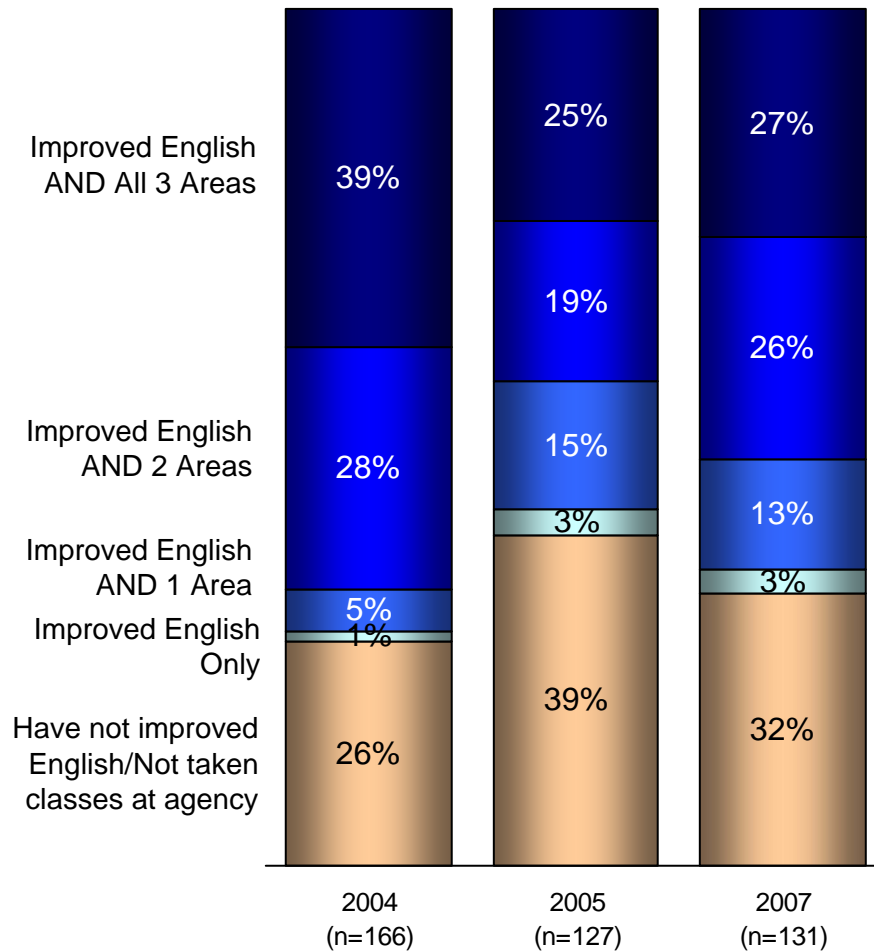
* In 2004, "Since attending the program at this agency, do you feel that...?"

- The Stream 1/3 Blended program continues to instill high confidence in clients by making them feel they can have a better life in Canada (92% agree), more comfortable with Canadian customs (90%) and prepared for more schooling or English training (84%). These findings are markedly consistent with those of 2005.
- Spanish speakers are most likely to say their agency helped them feel prepared for more schooling or English training.
- The following client groups are less apt to feel prepared for more schooling or English training:
 - Those with Cantonese as a mother tongue
 - Canadian citizens
- **95% of Stream 1/3 Blended clients achieved improvement on at least two out of the three goals which comprise the Improved Confidence and Ability outcome, which is in line with the 91% who reported the same in 2005.** This finding is consistent across all subgroup and agencies.
- Mirroring previous findings, only 3% say that they achieved none of the three listed goals for this outcome.

Summary Of Meeting Major Outcome

Based on:

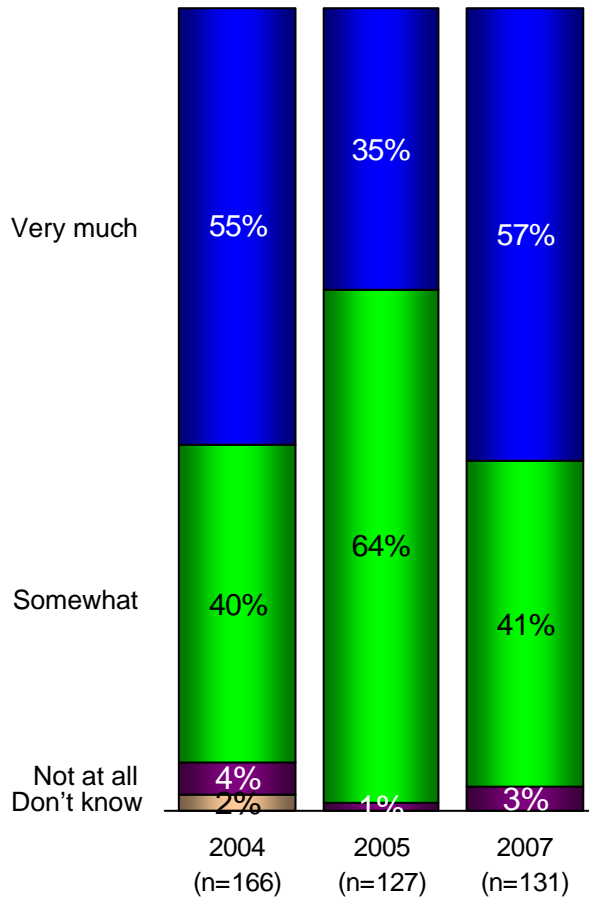
- Q3. *Improved English Comprehension and Usage AND*
- Q4. *Increased Understanding of Canadian Systems and Culture*
- Q7. *Improved Access and Participation*
- Q8. *Improved Confidence and Ability*



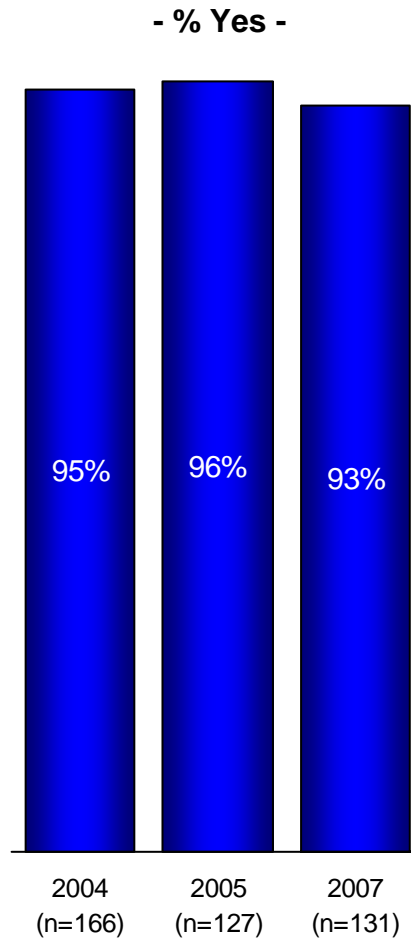
- Currently 27% of Stream 1/3 Blended clients have met the major outcome threshold comprised of : Improved English Comprehension and Usage, as well of each of Increased Understanding of Canadian Systems and Culture, Improved Access and Participation and Improved Confidence and Ability. A similar 26% have Improved their English and met two of the other three major outcomes, while 13% Improved their English and met one of the other three major outcomes and 3% just met the Improved English outcome. The remaining one-third of clients did not meet the Improved English Comprehension and Usage outcome.
- There are few subgroup differences when it comes to meeting the major outcome threshold.

Overall Satisfaction and Willingness to Recommend

Q9. Overall, how much has the program helped you live in Canada?



Q10. Would you tell someone else to join the program?

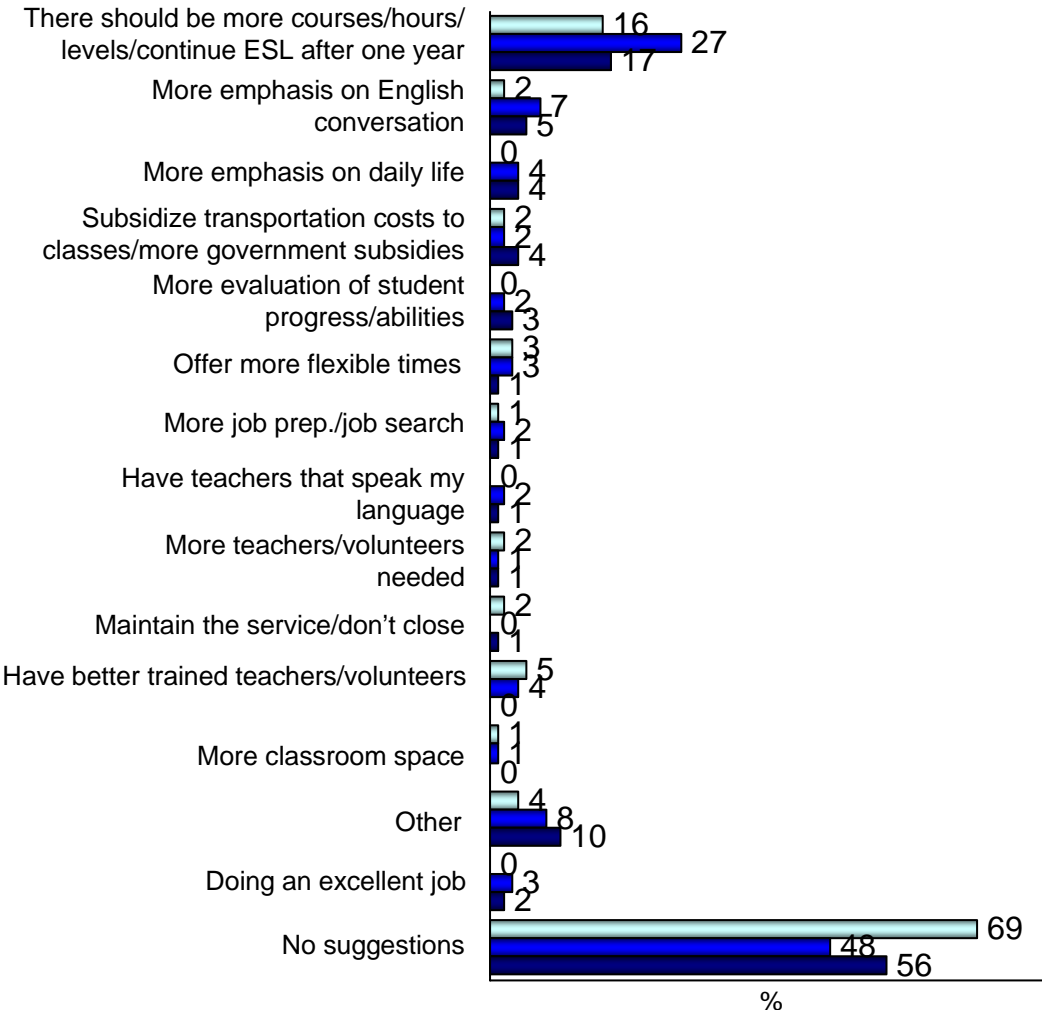


- Virtually all (98%) of Stream 1/3 Blended clients continue to believe that the program has helped them live in Canada, including 57% who say it helped very much and 41% who say it helped somewhat. Only 3% feel it did not help at all.
- Compared to 2005, more clients were apt to say the program helped them very much rather than somewhat.
- Spanish speakers are significantly higher than the average Stream 1/3 client to say that the program helped them live in Canada very much.
- The following Stream 1/3 Blended clients are least likely to find the program helped them live in Canada:
 - Those with Farsi as a mother tongue
 - Those who have been in the program for 6 months to a year
- Also consistent with previous results, 93% of clients would recommend the program to someone else.
- Clients with Farsi as a mother tongue are least apt to recommend the program.

Suggestions For Agency and/or Services

Q11. Do you have any suggestions to improve the program?*

- 44% of Stream 1/3 Blended clients offer a suggestion for improving the program in 2007, which is on par with 2005.
- The leading suggestion given by 17% of clients is to have more courses, hours or levels (i.e. continue ESL after one year). Other suggestions include having more emphasis on English conversation (5%), more emphasis on daily life aspects (4%) and reducing the perceived or ancillary costs associated with the program (such as transit costs to get to the classes) or broadly having more subsidies and government assistance (4%). No other suggestions receive more than 3% mention currently.
- Suggestions are generally in line with those of two years ago, although there were fewer mentions of the top suggestion, i.e. more courses and increased hours.



* In 2004, "Do you have any suggestions for the agency and/or its services?"

■ 2004 (n=166)
 ■ 2005 (n=127)
 ■ 2007 (n=131)

Respondent Profile

D1. How long have you been living in Canada?

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Less than 1 year	12	18	13
1 year to less than 2 years	9	8	16
2 years to less than 3 years	9	6	12
3 years to less than 5 years	18	18	14
5 years to less than 10 years	17	16	9
10 years to less than 20 years	28	31	31
20+ years	8	3	4
<i>Average # of years</i>	7.5	6.7	6.4

- Over the past three years, the average number of years Stream 1/3 Blended clients have resided in Canada has decreased from for 7.5 years to 6.4 years.
- Specifically, 13% have lived in Canada for less than one year, 28% have been here for one to just under three years, 23% for three to less than ten years and 35% for ten or more years.
- Clients with the longest tenure in Canada include:
 - Those whose mother tongue is Vietnamese or Cantonese
 - Those 55 years or older
 - Canadian citizens
 - Family class immigrants
 - Those who have not graduated from high school
 - Those who have been in the program for more than a year
- Clients with the shortest tenure in Canada include:
 - Permanent residents and other non Canadian citizen residents
 - Skilled workers
 - Those with some level of post secondary schooling
 - Those who have been in the program for less than 6 months
 - Spanish speakers
 - Those under 35 years
 - Men

Respondent Profile

D2. What country did you immigrate from?

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
China	21	20	19
Vietnam	7	14	12
Mexico	6	2	12
Iran	11	11	10
India	5	7	6
Hong Kong	11	13	5
Pakistan	1	8	2
Philippines	1	1	2
South Korea	2	3	1
Russia	-	1	1
South Africa	4	-	1
Taiwan	1	-	1
Indonesia	-	-	1
Japan	1	1	-
Fiji	-	1	-
Yugoslavia	-	1	-
England	1	-	-
Other Central American	7	4	11
Other South American	8	3	9
Other Asian	2	9	6
Other Middle Eastern	5	-	1
Other African	2	2	-
Other European	2	-	-

- The top source countries of Stream 1/3 Blended clients continue to be China (19%), followed by Vietnam (12%), Mexico (12%) and Iran (10%). A further one-in-ten clients each immigrated from Central American and South American countries.
- Compared to 2005, significantly more Stream 1/3 Blended clients now originate from Mexico and other parts of Latin America. Conversely, fewer of these clients are from Hong Kong and Pakistan.
- Men, more recent newcomers, younger clients, those with post secondary schooling and those who are not Canadian citizens or permanent residents are more apt to be from Mexico. Permanent residents and skilled worker class immigrants are more likely to be from Iran.

Respondent Profile

D3. Under what immigration class did you enter Canada?

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Family class (sponsored by family member)	56	51	47
Refugee claimant	10	7	23
Refugee (Government or private sponsored)	7	30	20
Skilled worker (independent professional or trade)	16	5	6
Business (including entrepreneur, investor or self-employed)	5	2	3
Landed immigrant (unspecified)	-	3	-
Retired	1	1	-
Provincial nominee	-	1	-
Visitor/tourist Visa	4	-	-
Student Visa	1	-	-
Other	-	-	2
Don't know/refused	1	-	-

- Current Stream 1/3 Blended clients mainly entered Canada under the Family class (47%) or as refugees claimants (23%) or government or private sponsored refugees (20%).
- Since 2004, clients who entered Canada under the Family class and as skilled workers have edged down. However, there has been a marked increase in clients who entered as refugee claimants. The proportion of clients who entered as government/private sponsored refugees decreased from 2005 but still makes up a sizeable share of Stream 1/3 clients.
- Refugee claimant clients tend to fit the following profile:
 - Spanish speakers
 - Under 35 years of age
 - College/university educated
 - Have been in Canada for less than 2 years
 - Men
- Similar to 2005, refugee class (government or private sponsored) clients tend to be Farsi speakers.

Respondent Profile

D4. Are you a:

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Permanent resident	38	47	40
Canadian citizen	50	42	38
Other	12	11	22

- In 2007, 40% of Stream 1/3 clients indicate they are permanent residents and 38% say they are Canadian citizens. The remaining 22% of clients have some other status.
- Over the past three years, fewer Stream 1/3 clients are Canadian citizens (down from 50% in 2004), while more categorize themselves under some other status (e.g. refugee claimant).

Respondent Profile

D5. Which of the following best describes your age?

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Under 19	-	-	1
19 – 54	66	69	74
19 – 34	n/a	n/a	31
35 – 44	n/a	n/a	31
45 – 54	n/a	n/a	12
55+	34	31	25

- Close to three-quarters of Stream 1/3 Blended clients are currently between the ages of 19 and 54.
- Among the 19 to 54 age category, three-in-ten each fall into the 19 to 34 and 35 to 44 age categories and 12% are between 45 and 54.
- Men, those who are neither citizens or permanent residents, clients with some level of post secondary schooling, new arrivals to Canada and more recent participants in the program are more likely to be in the 19-34 age category.
- Since 2004, clients falling in the 19 to 54 age category has edged up from 66% to 74%, while those falling in the 55+ category has dropped slightly from 34% to 25%.

Respondent Profile

D6. What was the first language you learned as a child?*

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Spanish	22	10	30
Cantonese	23	25	18
Farsi/Dari/Persian	13	23	16
Vietnamese	7	13	14
Mandarin	12	10	5
Arabic	8	5	3
Punjabi	6	3	3
Korean	2	3	3
English	-	-	3
Japanese	1	1	-
Tagalog	-	1	-
Other Asian language	3	7	4
Other European language	1	1	1
Other African language	-	-	1
Other	4	-	-

- In 2007, the most common mother tongue (i.e. first language learned as a child) spoken by Stream 1/3 Blended clients is Spanish (30%) followed by Cantonese (18%), Farsi/Dari/Persian (16%) and Vietnamese (14%).
- Compared with 2005, there are three times as many Spanish speakers, but half the number of Mandarin speakers.

* In 2004, "What was the first language you learned?"

Respondent Profile

D7. What level of education have you completed so far?

	<u>2005</u>	<u>2007</u>
Base	127	131
	<u>%</u>	<u>%</u>
Less than high school	52	44
Graduated from high school	30	24
Attend or completed college or university	17	32
Don't know/refused	1	-

- Currently, 44% of Stream 1/3 Blended clients have not graduated from high school, while 24% have done so. This leaves 32% clients who have some level of post secondary schooling.
- Compared to two years ago, the incidence of clients with some level of post secondary schooling has almost doubled (from 17% to 32%).
- This question was not included in the 2004 survey.

Respondent Profile

D8. Gender

	<u>2004</u>	<u>2005</u>	<u>2007</u>
Base	166	127	131
	<u>%</u>	<u>%</u>	<u>%</u>
Male	5	7	14
Female	95	93	86

- Although the majority of Stream 1/3 Blended clients continue to be women (86%), the proportion of male clients has increased over the past three years to a current high of 14%.

Respondent Profile

D9. Survey Language

	<u>2005</u>	<u>2007</u>
Base	127	131
	<u>%</u>	<u>%</u>
Spanish	10	32
Cantonese	31	19
Farsi/Dari	28	14
Vietnamese	13	13
English	6	11
Mandarin	3	4
Arabic	4	3
Punjabi	2	3
Korean	3	-
French	1	-
Other Asian language	-	1

- In 2007, the Stream 1/3 Blended survey was most commonly conducted in Spanish (32%), followed by Cantonese (19%), Farsi or Dari (14%), Vietnamese (13%) and then English (11%). No more than 4% of clients did the survey in the remaining languages offered.
- Compared to two years ago, significantly more surveys were conducted in Spanish and fewer surveys were conducted in Cantonese or Farsi/Dari.

Questionnaire



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

INFORMATION SUPPORT & ENGLISH LANGUAGE SERVICES SURVEY

A. <u>AGENCY</u>	<u>LOCATION</u>
2. SURREY DELTA IMMIGRANT SERVICES SOCIETY(CURRENTLY CALLED DIVERSECITY COMMUNITY RESOURCES SOCIETY)	MAIN OFFICE AT 137 STREET IN NEWTON
6. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	NIGHTINGALE SCHOOL
7. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	QUEEN ALEXANDRA ELEMENTARY SCHOOL
8. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	THUNDERBIRD COMMUNITY CENTRE
9. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	SOUTH VANCOUVER NEIGHBOURHOOD HOUSE
10. PACIFIC IMMIGRANT RESOURCES SOCIETY (PIRS)	COLLINGWOOD NEIGHBOURHOOD HOUSE
11. NORTH SHORE MULTICULTURAL SERVICES SOCIETY	ST. ANDREWS UNITED CHURCH
12. KIWASSA NEIGHBOURHOOD HOUSE	KIWASSA NEIGHBOURHOOD HOUSE
13. BURNABY FAMILY LIFE INSTITUTE	EDMONDS RESOURCE CENTRE ON CANADA WAY

B. INDICATE LANGUAGE PREFERENCE FROM LISTINGS:

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 Research on behalf of the (INSERT AGENCY NAME). We are calling to ask about your satisfaction with the services and classes provided by the (AGENCY) at (LOCATION).
Your answers will be kept confidential.

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.

Q1. *How long have you been coming to the program at the (LOCATION)...**READ***

1. Less than 1 month
- 2 1 to less than 6 months
3. 6 months to 1 year or
4. More than 1 year

Q2. *As a result of taking English classes at (INSERT AGENCY), how much has your English improved... **READ***

1. Very much 2. Somewhat, or 3. Not at all
- DNR 4. Have not taken English classes at Agency GO TO Q4

Q3. *As a result of these English language classes do you...**READ***

1. Understand more when people speak English in class
2. Understand more when people speak English outside of class
3. Speak more English in class
4. Speak more English outside of class

Q4. *Has this agency helped you know more about ...**READ***

1. The Canadian way of life, such as holidays, what people do in their free time, customs or general habits
2. Government services, such as health, schooling or where to get a SIN card or drivers license
3. Where you can learn English
4. How to look for a place to live
5. How to look for a job or get job training
6. Where to buy food, clothing or household items or how to get there
7. Facilities in your community, such as the library, parks, recreation programs, sports or hobbies
8. The challenges you may face in Canada
9. The immigration process, such as making a refugee claim or sponsoring family members
10. Your rights and responsibilities as a new immigrant to Canada
11. Where to go for legal advice
12. Canadian expectations for social behaviour, such as disciplining children or relations between men and women
13. The emotional effects of moving here or the impact on family relationships

Q5. *Has the agency put you in contact with any other services, programs or people who could help you?*

1. Yes 2. No

Q6. *Overall, how much has this agency helped you by providing information and assistance? **READ***

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

Q7. *Since attending the program at this agency, have you done any of the following on your own...**READ***

- ¹ Gone to a social or community event, meeting or class where most people speak English
- ² Started a job or volunteered
- ³ Got to know people who speak English
- ⁴ Used a library, community centre, recreation facility, medical clinic or employment centre
- ⁵ Travelled around town on your own, in a bus or car
- ⁶ Attended an educational or training program

Q8. *Has the program at this agency helped you feel that ...**READ***

1. You can have a better life in Canada
2. You are prepared for more schooling or English training
3. You are more comfortable with Canadian customs

Q9. *Overall, how much has the program helped you live in Canada...**READ***

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

Q10. *Would you tell someone else to join the program?*

1. Yes 2. No

Q11. *Do you have any suggestions to improve the program?*

Lastly, a few questions for classification purposes only.

D1. How long have you been living in Canada? _____ YEARS _____ MONTHS

D2. What country did you immigrate from?

- | | |
|-----------------|------------------|
| 1. CHINA | 12. ROMANIA |
| 2. ENGLAND | 13. RUSSIA |
| 3. FIJI | 14. SOUTH AFRICA |
| 4. HONG KONG | 15. SOUTH KOREA |
| 5. INDIA | 16. TAIWAN |
| 6. INDONESIA | 17. UKRAINE |
| 7. IRAN | 18. USA |
| 8. JAPAN | 19. VIETNAM |
| 9. MEXICO | 20. YUGOSLAVIA |
| 10. PAKISTAN | 96. OTHER _____ |
| 11. PHILIPPINES | |

D3. Under what immigration class did you enter Canada? **READ ONLY IF NECESSARY**

- ¹ Family class (sponsored by family member)
² Refugee (government or private sponsored)
³ Refugee claimant
⁴ Skilled worker (independent professional or trade)
⁵ Business (including entrepreneur, investor or self-employed)
⁶ Provincial nominee
⁹⁶ Other _____

D4. And are you a: **READ**

1. Canadian citizen 2. Permanent resident 3. Other

D5. Which of the following describes your age: **READ**

1. Under 19 2. 19-34 3. 35-44
4. 45-54 5. 55+

D6. What was the first language you learned as a child?

- | | |
|--------------|-----------------------|
| 1. ENGLISH | 6. FARSI/DARI/PERSIAN |
| 2. CANTONESE | 7. VIETNAMESE |
| 3. MANDARIN | 8. KOREAN |
| 4. PUNJABI | 9. FRENCH |
| 5. SPANISH | 10. ARABIC |
| | 96. OTHER |

D7. What level of education have you completed so far?

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

D8. INDICATE GENDER:

1. MALE 2. FEMALE

RECORD SURVEY LANGUAGE

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

Stream 1/3 Logic Model



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

BCSAP Stream 1/3 Blended (Information, Support & English Language Services for Adults)
Logic Model

Objective: To provide multiple-barrier immigrant and refugee adults with information about BC society, guidance and support on adjustment issues, connections to the broader community and English language instruction (pre-literacy to basic proficiency) in a culturally appropriate learning environment.

