

Notes for LIP Coordinators – Do NOT include with the Survey

Survey Preparation

All LIPs are asked to load the survey into a survey software program. By using survey software, you will be able to download two types of reports that are automatically generated to show the results—one in PDF and one in Excel. Although the set-up will take some time, the statistical analysis will be done by the survey software program—and you can save a copy of the survey with a new name to use in subsequent years, making only those edits that are needed (e.g., fiscal year). For LIPs that will be administering the surveys in hard copy at events or meetings, you will need to have someone enter the data collected into the survey software (one survey at a time). Then all the analysis will be done in the same way, which will enable CLIP to combine the statistical results across the entire region for IRCC.

Note: There are challenges with using **survey tools** with servers located out of country. Any data within them can be used by the host nation. “Safe” sites are:

- Survey Monkey – Easy, unconfirmed Canadian data storage, affordable
- Question Pro – Easy, Canadian Data storage, affordable
- Qualtrics – Amazing platform, Canadian Data storage, very expensive
- Simple Survey – Less polished, affordable, Canadian Data storage
- Hosted in Canada Surveys – Affordable, Canadian data storage, untested by our team.

Please refer to the **Survey Set-Up and Data Retrieval Guide** created for QuestionPro or SurveyMonkey. **Even if you use other software**, you can follow the instructions to set your survey up in the same way.

When you add the survey content to an online survey tool or use the hard copy version provided, be sure to **add your LIP’s name or logo**. Where there is **red text in the Introduction**, **use your LIP’s name** or abbreviation and then change the text colour to black in the Word documents provided—before you start to load the survey online. Here we are just using **XX** Immigration Partnership and **XXIP**. The **XX** would be replaced with, for example:

- **Bow Valley** Immigration Partnership (**BVIP**)
- **Calgary Local** Immigration Partnership (**CLIP**)
- **South Central Regional** Immigration Partnership (**SCRIP**)

We have used the term “your Immigration Partnership” throughout the survey because not all LIPs are “local” so not all of the people you survey may know what “your LIP” means. If you want to use your LIP’s name or abbreviation in the survey questions instead of “immigration partnership,” first make those changes in the Word documents. Then “copy and paste” the instructions and survey questions in this file into the online survey. The survey questions are designed to be copied and pasted into the survey tool just as they are—including the question numbers. Refer to the **Survey Set-Up and Data Retrieval Guide**.

Questions with a Likert scale are designed to **use a whole-number scale from 1 to 5**. This will generate an “average score” for each question, shown as a count and percent of the total. We can then combine the raw data for all LIPs to calculate a regional total for IRCC. If your survey software has a default setting for a scale of 0 to 100 or an option to use a slider, do not use them or you won’t get the counts needed for a regional roll-up.

When the survey has closed, **download the results** as a **PDF** file for circulation and publication on the PNT Data Portal webpage. You will be able to choose which questions should not be included in the PDF report. We will not include any open-ended responses in the PDF because we are just reporting the statistics. Download the **Excel** file with all the raw data in it. The Excel file is needed by CLIP to compile regional results for IRCC. Refer to the **Survey Set-Up and Data Retrieval Guide**.

Survey Administration

Set up the survey and then ask friends or colleagues—and perhaps your Council Co-Chairs or one or two members of your IAT—to **pretest it** on various work and home computers and mobile phones to make sure it performs as expected. Once you have made any necessary changes or fixed any errors, **close the test site, clear all responses** from the survey software, and then **reopen the survey**. Refer to the **Survey Set-Up and Data Retrieval Guide**. Doing this will confirm that the survey works well and enable you to say, “The survey was pretested by...” which may help to increase response rates.

Important Notes: It was suggested that you **brief each group** about the survey before you send it out. Ask them to respond from their perspective as either an **organizational representative** or as a **community member** if they are not participating on behalf of an organization. Also, you may want to let your members know who they can contact if they are having trouble with any of the questions (e.g., a LIP staff member).

Send a **link to the final survey** to the members of your Partnership Council, IAT, and Working Groups or Committees, asking them to complete it by a specific date when the survey will be closed. Remind them that completing an annual survey is in the Terms of Reference for their work (if it is). A two-week window is likely long enough to keep the survey open. Tell them the survey should take “about 10-15 minutes” to complete. The pre-test of the revised survey took, on average, 11 minutes to complete, based on 30 respondents. However, not all of them left comments, which may require a bit more time.

Most survey software will let you check how many responses have been received. Refer to the **Survey Set-Up and Data Retrieval Guide**. You may want to check this halfway through the period when the survey is open and send everyone a reminder to complete the survey before it is due to close.

Survey Analysis

Close the survey the day after the closing date you listed. You will be able to set up your survey to have the software close it automatically at a specified time (in QuestionPro or SurveyMonkey). Please refer to the **Survey Set-Up and Data Retrieval Guide**.

Once the survey is closed, **download the results in both Excel and PDF**. The responses to all of the open-ended questions must be **excluded** from the PDF report since it focuses on statistics only. Keep the Excel file so you have all the raw data and can analyze the “Comments” made in the open-ended questions. Send both the PDF and Excel files to CLIP as soon as you have downloaded them but **no later than March 1** of any year. The PDF file will be posted in the Local Data section of the PNT Data Portal. The raw statistical data will be rolled up for all PNT LIPs and reported to IRCC before fiscal year end.

Analysis of Comments: You will likely want to **summarize** the open-ended responses for discussion rather than providing verbatim comments from the Excel file without analysis. You may want to see if there are any trends, patterns, or outlier positions that merit discussion or a change in practice. For example, consider these questions: Over time, what has improved? What hasn't? What might have contributed to that? What should we keep doing? What needs to change to make improvements?

To ensure **general themes are the focus** and **individual identity is protected**, make sure that verbatim quotes used to illustrate a theme are non-identifying (e.g., in IRCC narrative reports or public communications). For example, someone who always prefaces statements with “I have a concern” would be recognizable to other members just by the use of that phrase.

Help

Please refer to the **Survey Set-Up and Data Retrieval Guide** as you load the survey into your survey software program, open and close the survey, and download the raw data in Excel and the abridged PDF report. If you need further assistance, please send an e-mail to CLIPdata@calgary.ca and someone will respond within a day.

Key: Additional notes are highlighted in blue. Do not include them in the survey document.

[Before starting to **copy and paste** your survey into an online survey tool, replace **XX** with your LIP's name or initials and change it to Black text. Change the year to the current fiscal year as needed. If you want to use your LIP's name or abbreviation in the survey questions instead of "immigration partnership," first make those changes in the Word documents (this one for the online survey, as well as the file for the hard copy survey if you will be using that). Do not change the font (Arial) or text size. The survey is set up for online use.]

XX Immigration Partnership (XXIP) – Annual Survey, 2019/2020

INTRODUCTION

Thank you for taking part in our annual survey of **XXIP** partners. It is only for members of our Partnership Council, Immigrant Advisory Table, or one of our Working Groups or Committees.

Your opinions are very important to us. The survey findings will identify strengths, needed improvements, and potential growth areas for the **XX** Immigration Partnership. This will help us track progress in key areas of our development as an Immigration Partnership and let us share how we are doing with others in our community.

The survey should take about **10-15 minutes** to complete. If you are involved in **XXIP** because you **represent an organization**, please respond as a member of that organization. If you do not represent an organization, please answer as a community member.

Individual results will not be reported. Respondents will never be asked to name or identify themselves. The answers to scaled questions will be combined to report an average score for each question. Open-ended responses will be reviewed by LIP staff. Some "quotes" from the written comments may be used in our reports to Immigration, Refugees and Citizenship Canada (IRCC) or in other communications.

This survey is being used by all established Immigration Partnerships funded by IRCC in the Prairies and Northern Territories region (Alberta, Saskatchewan, Manitoba, and the Northwest Territories).

Note: If you are completing this survey on a mobile phone, it will be easier to view it in landscape. However, it may be easier to add comments by using portrait view.

-----[Insert a page break here in the online survey.] -----

A. GENERAL INFORMATION

Please select the answer that best applies.

1. My **role** with the Immigration Partnership is as a member of: **[mandatory question]**

- a. The Partnership Council
- b. The Immigrant Advisory Table
- c. A Working Group or Committee
- d. One or more of the above
- e. Other – please describe:

[mandatory response]

2. In my work with the Immigration Partnership, I represent and speak for: **[mandatory question]**

- a. A partner organization
- b. Myself as a community member

3. I have been involved with the Immigration Partnership for: **[mandatory question]**

- a. Less than one year
- b. One to two years
- c. Three to four years
- d. Five years or longer

4. Do you believe it is important to have an Immigration Partnership in our community? **[mandatory question]**

- a. No
- b. Yes
- c. Don't Know

Please explain:

[optional response – allow 8 rows of text]

-----[Insert a page break here in the online survey.] -----

The following questions use a five-point scale, where you can choose one of the following options: **Strongly Disagree, Disagree, Don't Know, Agree, or Strongly Agree.**

Because Immigration Partnerships in the region are at different stages of development, you can also choose **Not Applicable (n/a)** if the question does not apply to your Partnership at this time.

The questions focus on the Immigration Partnership's **purpose, performance, operations, and capacity.** Thinking about the work of the Immigration Partnership **in the past 12 months,** please check the answer that best applies.

B. PURPOSE	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree	n/a
5. All members are committed to the mission of our Immigration Partnership.						
6. Together, members have identified strategic goals and objectives for the Immigration Partnership.						
7. The Action Plan developed by members reflects the Immigration Partnership's strategic goals.						

C. PERFORMANCE	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree	n/a
8. Members are creating new knowledge or insights together.						
9. Members are working together to advance the Immigration Partnership's goals.						
10. The way the Immigration Partnership's staff communicates with members builds support for its work.						
11. The Immigration Partnership is meeting the goals and objectives in its Strategic Plan.						
12. The Immigration Partnership is creating value for the members it serves.						
13. Members are adding value to each other's work.						

-----[Insert a page break here in the online survey.] -----

D. OPERATIONS	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree	n/a
14. Decision making processes encourage members to contribute and collaborate.						
15. The processes used by the Immigration Partnership help members to agree on strategies and actions.						
16. The Immigration Partnership deals with conflict in a positive way (e.g., clear, respectful, transparent, timely).						
17. All members are contributing time and resources to the Immigration Partnership.						
18. The Immigration Partnership uses its Terms of Reference to promote accountability.						

E. MEMBER CAPACITY	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree	n/a
19. Members have the knowledge they need to advance the Immigration Partnership's goals.						
20. Members have the skills they need to advance the Immigration Partnership's goals.						
21. Members have the material resources they need to advance the Immigration Partnership's goals.						
22. Members have the connections they need to advance the Immigration Partnership's goals.						

F. STAFF CAPACITY	Strongly Disagree	Disagree	Don't Know	Agree	Strongly Agree	n/a
23. Immigration Partnership staff have the staff resources they need to advance the Immigration Partnership's goals.						
24. Immigration Partnership staff have the knowledge they need to advance the Immigration Partnership's goals.						
25. Immigration Partnership staff have the skills they need to advance the Immigration Partnership's goals.						
26. Immigration Partnership staff have the material resources they need to advance the Immigration Partnership's goals.						
27. Immigration Partnership staff have the connections they need to advance the Immigration Partnership's goals.						

-----[Insert a page break here in the online survey.] -----

These questions use a different five-point scale, where you can choose one of the following options: **Definitely Not Important, Probably Not Important, Don't Know, Probably Important, Definitely Important.**

Because Immigration Partnerships in the region are at different stages of development, you can also choose **Not Applicable (n/a)** if the question does not apply to your Partnership at this time.

The next questions ask your view of the **importance of certain activities** to further the Partnership's goals **in the next 12 months**, which your Immigration Partnership may consider undertaking. Please check the answer that best applies.

G. NEXT STEPS NEEDED	Definitely Not Important	Probably Not Important	Don't Know	Probably Important	Definitely Important	n/a
28. Provide/continue to provide evidence-based research .						
29. Provide/continue to provide up-to-date information on relevant policy changes and their implications.						
30. Provide/continue to provide members and the public with current information about immigration and newcomers .						
31. Support/continue to support diverse newcomer voices in the community.						
32. Engage/continue to engage organizations that serve the most marginalized newcomer populations in our community.						
33. Increase our capacity to participate at more community tables .						

34. If there are other activities that you think are important to address in the next 12 months to further the Partnership's goals, please list them here:

[optional response – allow 8 rows of text]

-----[Insert a page break here in the online survey.] -----

H. QUESTIONS FOR ORGANIZATION REPRESENTATIVES ONLY – IMPACT ON MY ORGANIZATION

[These questions will only appear online if people chose response “a” for Question 2.]

These questions use a five-point scale, where you can choose one of the following options:
Strongly Disagree, Disagree, Don’t Know, Agree, or Strongly Agree.

Because Immigration Partnerships in the region are at different stages of development, you can also choose **Not Applicable (n/a)** if the question does not apply to your Partnership at this time.

The questions are about the **impact** that your involvement in the Immigration Partnership may have had **on your organization**. Thinking about the **work of your organization in the past 12 months**, please check the answer that best applies.

	Strongly Disagree	Disagree	Don’t Know	Agree	Strongly Agree	n/a
35. My organization now has a better understanding of newcomer needs .						
36. My organization now has a better understanding of strategies and practices that support newcomer integration.						
37. My organization provides/continues to provide training for staff to help them meet newcomers’ needs.						
38. My organization now has better access to resources to help with newcomer integration.						
39. My organization now has better connections with other organizations working with newcomers.						
40. My organization now collaborates/works together with other organizations working with newcomers.						
41. My organization is committed to the vision and mission of the Immigration Partnership.						
42. My organization has strategies/work plans to support the integration of newcomers.						
43. My organization has aligned its own strategic direction to the Immigration Partnership’s Strategy.						
44. My organization has committed to lead or implement actions in the Immigration Partnership’s Strategy/Action Plan.						
45. In the past 12 months, my organization kept its commitments to lead or implement actions in the Immigration Partnership’s Strategy/Action Plan.						
46. In the past 12 months, my organization changed its programming or practices because of its involvement with the Immigration Partnership.						

-----[Insert a page break here in the online survey.] -----

I. ADDITIONAL COMMENTS

47. Please share any additional comments here:

[optional response – allow 25 rows of text]

48. A sample of these comments may be used in our reports to Immigration, Refugees and Citizenship Canada (IRCC) or in other communications. [mandatory question]

- a. I consent to the use of any of my comments from Question 47.
- b. Please do not use any of the comments I made in Question 47.

[Only add Section J if you need to ask a couple of other questions related to your LIP. If not, just add the “Finish” button, which will take you to a final page where you can add a “thank you” message and LIP contact info.]

J. FINAL QUESTIONS – FOR YOUR IMMIGRATION PARTNERSHIP ONLY

	Add	Add	Add	Add	Add	Add
49. Add question text.						
50. Add question text.						
51. Add question text.						

FINISH [online only – takes you to a final page]

[On the last page of the survey, add the “thank you” message and some contact info for your LIP. For example, you could add your LIP’s Twitter URL, e-mail address, website URL, and so on. Make sure all the addresses used online have live links. **Be sure to change the text for the added links to Arial 14 point and bright blue** so it clearly looks like a link online.]

Thank you so much for completing our survey! We really appreciate it.

Twitter: [Add URL](#)

E-Mail: [Add e-mail address](#)

Website: [Add URL](#)