

## 2. EVALUATION FORMS

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2.1

### Pre-training Evaluation Form

The Newcomer Integration Toolkit aims to support social service agencies by providing resources that will enable the community to better meet the unique needs of newcomers. NCC and CRRC staff are available to assist agencies in determining priority areas and implementing measures.

Please circle YES, NO or SOMEWHAT/SOMETIMES for each of the items in the check-lists below so that we can assist you in determining which areas of the toolkit to prioritize and implement in your organization.

1. Do staff, management and/or volunteers receive diversity or cross-cultural communication training?

YES            NO            SOMEWHAT/SOMETIMES

2. Does your organization train or educate staff on how to provide services to diverse clients?

YES            NO            SOMEWHAT/SOMETIMES

3. Does your organization train or educate staff on how to communicate with someone whose first language is not English?

YES            NO            SOMEWHAT/SOMETIMES

**To improve your performance in these areas, the Cross Cultural communication and Diversity Training component of the toolkit is recommended.**

4. Does your organization have anti-racism policies?

YES            NO            SOMEWHAT/SOMETIMES

5. Does your organization have a diversity policy for the board or decision-making body?

YES            NO            SOMEWHAT/SOMETIMES

6. Is valuing diversity articulated in your organization's mandate or mission statement?

YES            NO            SOMEWHAT/SOMETIMES

b) Have these policies been communicated and are they implemented on the front line?

YES            NO            SOMEWHAT/SOMETIMES

7. Has the organizational culture of your organization been assessed?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

8. Do all of the mandatory human resources policies and procedures in your organization include immigrant-friendly provisions, references and measures?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

9. Does your organization have an anti-discrimination workplace policy?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

10. Does your organization have an employment equity policy?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

11. Does your organization have a workplace diversity policy?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

12. Does your organization have a policy that addresses contract workers and employment status?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

**To improve your performance in these areas, the Immigrant-friendly Workplace Policies component of the toolkit is recommended.**

13. Are staff, board and volunteers aware of the benefits of immigrant attraction and retention, including the social and cultural benefits?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

14. Are staff, board and volunteers aware of the contributions that newcomers make to social service agencies?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

15. Are staff, board and volunteers aware of the barriers and local factors that impact retention rates?

**YES**      **NO**      **SOMEWHAT/SOMETIMES**

16. Are staff, board and volunteers aware of the elements that contribute to a welcoming and inclusive community?

**YES            NO            SOMEWHAT/SOMETIMES**

**To improve your performance in these areas, the Advocating for the Attraction and Retention of Newcomers component of the toolkit is recommended.**

17. Does your organization use clear and plain language for all of its materials, including using visuals whenever possible?

**YES            NO            SOMEWHAT/SOMETIMES**

18. Are organizational materials provided in different languages?

**YES            NO            SOMEWHAT/SOMETIMES**

19. Does your organization have multi-lingual staff?

**YES            NO            SOMEWHAT/SOMETIMES**

20. Is your website immigrant-friendly?

**YES            NO            SOMEWHAT/SOMETIMES**

21. Does your organization have a budget and a policy for translation and interpretation services?

**YES            NO            SOMEWHAT/SOMETIMES**

**To improve your performance in these areas, the Accessible Spaces and Services component of the toolkit is recommended.**

22. Do you think that your organization would benefit from one-on-one support to make a work and implementation plan for components of the toolkit? If so, which components?

If you are interested in one-on-one consultation and support, please provide your contact information below, so that we can get in touch with you.

2.2

### Train-the-Trainer Evaluation Form

1. What are the three most important things you learned during this training?

2. Please briefly describe one strategy you might use to reduce discrimination, and to provide immigrant-accessible services in your work place.

3. Please rate the training in terms of its impact and usefulness in the following areas, using the scale below. Circle the numbers that apply to your opinions.

1 = NOT USEFUL AT ALL      5= VERY USEFUL

Area	1	2	3	4	5
Useful in your daily work	1	2	3	4	5
Increasing your capacity to provide immigrant-friendly services	1	2	3	4	5
Increasing your organizations capacity to be more inclusive of newcomers	1	2	3	4	5

4. Do you think you will have the opportunity to utilize the practices and/or skills that you've learned about in the next three months?

**YES**

**NO**

5. If yes, please briefly describe when and how you might apply these practices and/or skills.

6. If no, please explain why you will not be able to utilize these practices and/or skills within the next three months.

7. Do you feel that your organization would benefit from one-on-one support to make a work and implementation plan for components of the toolkit? If so, which components?

8. If you are interested in one-on-one consultation and support, please provide your contact information below, so that we can get in touch with you.

2.3

### Training Evaluation Form

We are interested in your assessment of the training provided and would like to ask you to complete the form. For each statement, please check if you agree or disagree using a rating scale from “1” to “5”. A rating of “1” indicates that you strongly disagree with the statement and a rating of “5” indicates that you strongly agree and “3” is the level where you neither agree nor disagree.

CATEGORIES	CHECK YOUR RESPONSE				
	STRONGLY DISAGREE - STRONGLY AGREE				
Preparation	1	2	3	4	5
The invitation for the training stated the goals clearly					
I was given enough information to prepare for the training					
Content Delivery					
The goals of the training were clearly defined					
The topics covered were relevant					
Each session stated the objectives clearly					
There was sufficient opportunity for interactive participation					
The format allowed me to get to know the other participants					
The training was too technical and difficult to understand					
The training experience will be useful in my work					
I got most of my questions answered during the training					
The materials were pitched at the right level					
The materials for the training were helpful					
The schedule for the training provided sufficient time to cover all of the proposed activities					
The handouts provided were helpful					
Facilitator					
The facilitators were knowledgeable about the topic					
The facilitators were well prepared for the session					
The facilitators encouraged active participation					
The facilitators answered questions in a complete and clear manner					
The facilitators used variety of training methods					

<b>CATEGORIES</b> (CONT.)	<b>CHECK YOUR RESPONSE</b> STRONGLY DISAGREE - STRONGLY AGREE				
The facilitators were respectful of the different skills and values presented by the participants					
The facilitator modeled cross-sector collaboration					
<b>Facility</b>					
The meeting room and related facilities provided a comfortable setting for the training					
The location for the training was convenient for me					
The refreshments and food provided were of good quality					
The tools and equipments during the sessions worked well					
The sessions lasted about the right amount of time					
<b>General Satisfaction:</b>					
The goals of the training have been met					
I am satisfied with my increased understanding of the topic					
This training is among the best trainings I have received on the topic					
I was generally very satisfied with all aspects of this training event					
I plan to keep in contact with professionals I met at the training					
I plan to share the information I received during the training with other workers in my agency					
The training provided me an opportunity to meet other professionals from different disciplines and backgrounds					
I was satisfied with the variety of training methods used					

How do you hope to change your practice as a result of this training?

What additional training would you like to have in the future?

Additional Comments:

2.4

## Post-training Evaluation Form

What are the three most important things [or topics] you learned during this training?

- 2. Was an appropriate amount of material covered during this training? If not, was too much material covered or too little?
  
- 3. To what extent do you expect this training will make a difference in the way you do your job?  
(1 = No Difference 5 = Tremendous Difference)

1                      2                      3                      4                      5

Comments:

- 4. Do you think that your organization would benefit from one-on-one support to make a work and implementation plan for components of the toolkit? If so, which components?
  
- 5. If you are interested in one-on-one consultation and support, please provide your contact information below, so that we can get in touch with you.