

We Asked, You Answered!

The Corner 2020 Service Evaluation

The Corner@200 is a fully accessible set of offices, meeting spaces, program rooms and community kitchen dedicated to local initiatives and services to benefit the St. James Town neighborhood.

The Corner @240 is a Share and Reuse Space that aims to support a culture of reusing, sharing, repairing and re-purposing items to prolong their life. Services include fixing, capacity building and other green initiatives. The services provided at The Corner include one-on-one services, group programs and activities, and internet, printing, phone and fax services.

Due to the COVID-19 pandemic the regular services are provided to public with prior appointments and the programs have been moved online. Hot meal and grocery programs were introduced. From the previous recommendations, a few youth programs were conducted online.

Future Evaluation:

The evaluation process will be repeated every 12 months. Before the next evaluation, The Corner will implement some recommendations from the current evaluation.

PURPOSE

Assess and evaluate client satisfaction with regards to services and programs at The Corner.

Evaluation Period: Aug – Nov 2020

No. of participants: 123

Method:

Evaluation survey questions were created by members of operations team, and reviewed and approved by management.

Three different ways of survey participation:

- Online survey link
- Random clients called over the phone
- In person

Survey:

Consisted of eleven (11) questions. The questions focused on aspects such as:

- awareness of services
- feeling welcome
- rating of services at The Corner
- satisfaction with the services
- suggestions for improvement
- demographic information

A diverse group of clients responded to the evaluation questionnaire.

This ensured that the data is representative of the client population at The Corner.

RESULTS

Demographics

Male	22%
Female	50%
Other	28%

Age range

Youth	4%
30 to 39	23%
40 to 49	11%
50 to 59	17%
60 and above	17%
No answer	28%

Social Media Followers

Facebook	31%
Instagram	5%
YouTube	1%
Newsletter	12%
None	15%
Twitter	2%

Do you feel welcome at The Corner?

Yes	97%
Not sure	3%

New program / Services

Suggestion

Computer program	4
Kids (Dance, summer program, piano, homework support...)	6
Senior	3
Cooking	2
Employment	3
Online Social Group	2
Hot meal program	1
Home organizer	1
Mentorship	1
French classes	1
Home visit doctor	1
Newcomer program	1

Location of Respondents

St. James Town	67%
Beyond St. James Town	5%
Not answered	28%

How to improve programs?

- Very satisfied receiving services at the corner, thanks a million!
- Good info
- Volunteering
- There needs to be more oversight to identify and eliminate bad service

Access

	Yes	No	No Answer
Feel Welcome at The Corner@200	77%	2%	21%
Feel welcome at The Corner@240	52%	5%	43%
Know the services at The Corner@200	76%	10%	15%
Know the services at The Corner@240	57%	12%	31%
Access COVID-19 Online resources	30%	15%	55%
Aware of online programs	27%	46%	27%

Programs – The Corner@200

	Bad	Fair	Good	Very Good	Number of Response
Food Bank	0%	0%	28%	72%	32
Grocery Box	0%	0%	21%	79%	34
Meal Delivery	0%	4%	16%	80%	25
Anxiety Discussion Group	0%	0%	60%	40%	10
Fun with Numbers	0%	0%	61%	39%	23
Interactive Science	0%	0%	62%	38%	13
Online Social Group	0%	0%	43%	57%	14

Programs – The Corner@240

	Bad	Fair	Good	Very Good	Number of Response
Daily Repair	0%	0%	6%	94%	14
SJT pathways	0%	0%	33%	67%	15
Online Gardening	0%	0%	38%	62%	21

Rating of services received

	Bad	Fair	Good	Very Good	No Answer
Service rate before COVID-19	2%	1%	30%	62%	5%
Service rate during COVID-19	7%	6%	33%	49%	6%

CONCLUSION

The majority of clients found the programs and services available to be good or very good. More than half of the clients were found to be women. An overwhelming majority of clients (97%) felt welcome at

The Corner. Some respondents suggested including more programs for youth, more computers with access to printers, more employment support services and sports fitness related activities.