

We Asked, You Answered!

The Corner Service Evaluation 2019



The Corner 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 neighbourhood.

The services provided at The Corner include one-on-one services, group programs and activities, and internet, printing, phone and fax services. Services and programs are provided by several partner organisations as well as resident volunteers from the community.

Future Evaluation:

The evaluation process will be repeated every 12 months. Before the next evaluation. The Corner will try to implement a few of the suggestions.

Purpose:

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

Method:

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

Survey consists of:

- Thirteen (13) questions

Questions focus on aspects such as: a) awareness of services, b) overall environment and rating of The Corner and its services, c) satisfaction with the way services were delivered on the specific day that the evaluation questionnaire was answered, d) suggestions for improvement, e) demographic information

Evaluation Period: Feb – May 2019
No. of participants: 120

Overall Rating of services received at The Corner

Rating	
Very Good	37%
Good	57%
Fair	3%

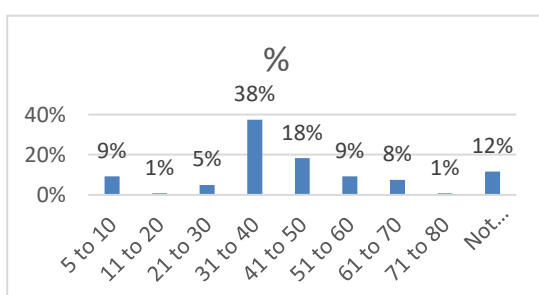
The Participants:

A Diverse group of clients responded to the evaluation questionnaire. This ensures that the data is representative of the client population at The Corner

Results:

Demographics

- Male: 38%, Female: 58%, Other: 4%



Age Range

- Newcomer (=/ $<$ 3 years): 31%

Do you feel welcome at The Corner:

- Yes: 97%, Not sure: 2%

How do you rate the working hours of The Corner:

Very Good: 16%, Good: 73%, Fair: 5%

Do you know about most of the services at The Corner:

- Yes: 70%, Not Sure: 27%, No: 21%

Location (Postal Code) of Respondents

St. James Town:	57%
Outside of St. James Town	17%
Not answered	27%

Were you part of the decision making process regarding care and services planned for you:

- Yes: 70%, No: 8%, Not Sure: 16%

Service rating by survey participants:

Types of Service availed by respondents :

- One-On-One Services: 14%; Front Area Services: 22%; Group Programs: 23%; Other: 35%

Front Area Services

Rating	
Very Good	44%
Good	56%

New Clients (Intake)

Rating	
Very Good	50%
Good	50%

Group Programs

Rating	
Very Good	26%
Good	63%
Fair	12%

One On One Services

Rating	
Very Good	37%
Good	63%

Conclusion:

The majority of clients found the programs and services available to be very good. More than half of the clients were found to be women. A significant number of clients finding the environment and staff to be welcoming and friendly. Many clients suggested including more programs for youth, more computers with access to printers, more employment support services and sports fitness related activities.

What do you like about The Corner?

Responses	Number
Helpful	10%
Friendly space	6%
Computers/Communications	7%
Staff	5%
Free services	3%
Good services	5%
Good environment	9%
Accessibility	5%

What do you think can be improved?

Responses	
None. You have good programs	8%
Youth and Kids Programs	4%
More Computers with Printers	3%
More Employment Support	3%
Reception and Phone Services	3%
Women's Spa	3%
Sports	3%
More Health Support	2%
Fitness Programs	2%
Housing Support	2%
Newcomer Support	2%
Music & Dancing	2%
More English Language Classes	1%
Relationship/Marriage Counseling	1%
Free Food	1%