

**Welcoming and Inclusive Communities and Workplaces
Demonstration Project Legacy Initiative**

Final Evaluation Report

July 2012

Submitted to:

Kelowna Community Resources
&
Ministry of Regional Economic and Skills Development

SUBMITTED BY:



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Executive Summary

The ***Welcoming and Inclusive Communities and Workplaces Demonstration Project Legacy Initiative*** was designed to build on the community capacity of Kelowna to welcome and adapt to newcomers. The project involved an extension of the activities undertaken during the initial project which were intended to heighten citizen awareness of multiculturalism and community inclusion through numerous community led events and opportunities. As with the original project, content in support of the project goals was woven into a diverse array of events through partnerships with community based organizations and the City of Kelowna. KCR had created a professionally developed interactive mobile kiosk with high quality content promoting cultural awareness, demographics of immigrants to Kelowna, information from Kelowna immigrant's country of origin, and video clips of newcomers who make a difference in our community as part of the original project. The kiosk was again an important aspect of the legacy project as it maintained a consistent presence at community events and locations over the past year. The legacy project was funded by the Immigrant Integration and Multiculturalism Branch of the Ministry of Regional Economic and Skills Development designed to continue fostering welcoming and inclusive communities, promote multiculturalism and supporting community-level initiatives around social engagement and inclusion.

The primary purpose of this evaluation is to satisfy a funder requirement for an independent evaluation of the ***Welcoming & Inclusive Communities Project's Legacy Initiative*** ability to meet the broad objectives of the funding guidelines. The evaluation utilized a number of methodologies including: a review of documentation provided by Kelowna Community Resources, data on program participation, surveys conducted at community events, a focus group held with the project's Advisory Committee and specific input from project staff.

Evaluative feedback confirms that sustaining the work and partnerships from the initial project has contributed to the successful achievement of the legacy project's intended outcomes. Most kiosk users (62%) were able to gain an enhanced understanding of multiculturalism from using the kiosk, and 4 out of 5 (82%) indicated an intention to act on that knowledge. Project stakeholders that received funding through the project to enhance community events with cultural content indicated that the funding helped to bring together more diverse perspectives that were valued at their events. Opportunities to build affiliations and partnerships between the participating organizations have been enhanced and further opportunities have been defined for the future. Momentum from both the initial event and the legacy activities has laid the foundation for a more welcoming community for newcomers and influenced the culture of the participating organizations.

Recommendations for Improvement:

Based on the evaluation results above and on the evaluators' experiences in completing both the original and Legacy project evaluations, the following recommendations are offered as opportunities for improvement and future growth or development as funding opportunities provide:

- Coordinate regular meetings of the participating organizations and their event coordinators to build a peer network which could be used to leverage ideas for activities and joint promotional efforts.
- Seek funding to support expansion of the kiosk aspect of the project so that kiosks can be deployed to a greater number and diversity of events.
- Work with local media to enhance and expand their support for multiculturalism and inclusive communities
- Consider the use of social media technology such as Twitter, Face Book to promote and extend the use of the content in the kiosk.
- Create an event “passport” to encourage attendance at all events
- Explore other opportunities to promote multiculturalism and inclusive communities via hosting regular networking opportunities among community organizations in order to continue to build their capacity to integrate cultural content.

Welcoming & Inclusive Communities Demonstration Legacy Project Evaluation Final Report

Introduction

In August 2011, Warren Helfrich and Kim Lyster, program evaluation consultants in private practice, were contracted to complete an evaluation of the Kelowna Community Resources (KCR) ***Welcoming and Inclusive Communities Demonstration Legacy Project***. An evaluation plan was developed based in part on the original proposal for funding and on input from program staff. The following report reflects the results of the evaluation based on that framework.

Kelowna Community Resources ***Welcoming and Inclusive Communities and Workplaces Demonstration Project Legacy Initiative*** was designed to build on the success of the initial pilot project that ended in April of 2011. That first project provided a targeted focus for the fostering of Kelowna's community capacity to welcome and adapt to newcomers. The project involved the delivery of a comprehensive, two year series of initiatives to enhance citizen awareness regarding multiculturalism and community inclusion through numerous community led events and opportunities. KCR created a professionally developed, interactive mobile kiosk with high quality content promoting cultural awareness, demographics of immigrants to Kelowna, information from Kelowna immigrant's country of origin, and video clips of newcomers who make a difference in the community. The mobile booth was utilized both at high traffic events and year round by housing it at locations such as libraries or the museum. KCR also partnered with local community groups. These groups were given small amounts of financial support to provide a creative, progressive and innovative component to events held in the community that would not otherwise have featured an immigration or settlement component.

The legacy initiative built upon the success of the pilot project by; (1) continuing to employ the kiosk throughout the Central Okanagan at high traffic events and locations; and (2) continuing support for community events.

The project was funded by the Ministry of Regional Economic and Skills Development (MRESA). The objective of the initiative was to continue to foster welcoming and inclusive communities and workplaces throughout British Columbia by supporting and sustaining the momentum and successes achieved by the existing initiatives and projects.

Purpose of the Evaluation

The primary purpose of this evaluation is to satisfy the funder requirement for an independent evaluation of the ***Welcoming and Inclusive Communities Demonstration Legacy Project's*** ability to meet the broad objectives of the funding guidelines. These objectives were outlined by the Ministry of Regional Economic and Skills Development. The objectives and the mechanisms to measure success in achieving the objectives were further refined in an evaluation framework developed for the program by the evaluators and in collaboration with program staff (attached as Appendix C).

Strategy/Methods for Evaluation of the Project

The evaluation utilized a number of methodologies including: a review of documentation provided by Kelowna Community Resources, surveys conducted at community events, a focus group held with the project's community event stakeholders, and specific input from project staff. Data collection occurred on an ongoing basis throughout the one year term of the project.

Evaluation Framework

An initial task in the evaluative process was the development of an evaluation framework that included the project's objectives and a clear plan for measurement of those objectives. The evaluation plan for the Legacy Project was a refinement of the evaluation plan for the original project and reflected the fact that the project was no longer formative in nature. The objectives identified in the evaluation framework were as follows:

- Increase capacity to facilitate and support newcomer engagement
- Increase capacity to facilitate and support welcoming and inclusive communities
- Increase, improve and strengthen collaboration, networking and capacity within the communities of interest around issues of immigration, settlement, multiculturalism, racism, workplace diversity, and building sustaining and welcoming communities.

Measurement Tools

Two questionnaires were developed for the evaluation. The questionnaires were based on the original one utilized by Kelowna Community Resources for the initial project. The first was a Community Based Kiosk User Evaluation Survey which asked about usability of the kiosk and levels of knowledge about multiculturalism both before and after using the kiosk. The second was a Stakeholder Questionnaire which sought feedback regarding achievement of project outcomes, strengths and weaknesses of the project, and recommendations for improvement. Copies of the evaluation questionnaires are provided as Appendix D (Community Based Kiosk User Evaluation Survey) and Appendix E (Stakeholder Questionnaire).

Data Collection

The same methodologies utilized for the original project were maintained for the Legacy phase, with some small refinements. A survey methodology was utilized to administer the two questionnaires described above. However, the Kiosk user survey was created as both a paper form and an online form to make data collection more efficient. A focus group was also convened by the evaluators with organizations that had received funding to enhance community events with multicultural content.

The Kiosk User Questionnaire was administered by project staff to individuals that used the Kiosk at various events over the year of the project. A total of 49 responses were obtained. The data was entered into an online form for easy aggregation of results.

The Event Stakeholder questionnaire was administered to event stakeholders during the focus group in order to capture quantitative data in addition to the group feedback provided in response to focus group questions.

Project Logic Model (Theory of Change)

The following logic model was developed based on a document review and on experience with evaluating the original phase of the project. It is intended to demonstrate how the program's key activities connected to identified program outcomes.

Key Activities

- Develop key partnerships, including with the City of Kelowna, to promote Kelowna as a welcoming community
- Continue to develop and refine content for a mobile interactive kiosk to be utilized at events throughout Kelowna
- Place kiosk at high traffic events throughout Kelowna
- Place kiosk in high traffic facilities when not being utilized for events (e.g., libraries, museums, schools)
- Partner with existing community events to add cultural awareness content to the event (i.e., celebrating diversity and the contribution of immigrants to Kelowna and the surrounding area)
- Evaluate the impact of the project

Outcomes

- Increase capacity to facilitate and support newcomer engagement
- Increase capacity to facilitate and support welcoming and inclusive communities





- Increase, improve and strengthen collaboration, networking and capacity within the communities of interest around issues of immigration, settlement, multiculturalism, racism, workplace diversity, and building sustaining and welcoming communities.

Results of the Evaluation












Characteristics of Evaluation Participants (n=94)

The kiosk users were roughly evenly split between those over the age of 40 and those under the age of 40. Nearly half (45%) identified themselves as members of the general public. More than 1/5 identified themselves as being affiliated with a cultural organization. This suggests that individuals that identify themselves as being part of a cultural organization are attracted to the content, perhaps to gain a sense of how their culture is portrayed or expand their knowledge of other cultural groups. It is difficult to judge the extent to which the kiosk user are representative of the larger community, though those with connections to cultural organizations are clearly overrepresented in this sample.

Kiosk User Age

Under 19 years of age		23%	22
19-40		22%	21
41-65		46%	43
Over 65		9%	8
		0%	0
Total Responses			94

Kiosk User Affiliation

A general member of the public (not affiliated)		45%	43
A Non-profit organization		5%	5
A Community-based organization		4%	4
A Public institution (i.e., school district, health authority)		3%	3
Private Business Owner		9%	9
Aboriginal or First Nations organization		3%	3
A Business organization		2%	2
A Faith organization		7%	7
Provincial or Federal Government		1%	1
A Cultural organization		21%	20
Other, please specify:		3%	3

Characteristics of Supported Events

At total of 12 individuals representing various community groups that received funding to enhance community events with multi-cultural content attended a project focus group on March 1st 2012. Event Coordinators represented a diverse variety of community organizations and sponsored events.

A total of 18 events received funding support through the project as outlined below:

Event	Hosting Organization
Taste of Home	Intercultural Society & Global Citizen Week
Moon Festival	Okanagan Chinese Canadian Association
Diversity Fair Scattered Seeds	Kelowna Community Resources Society
Fat Cat Children's Festival	Children's Festival Society of Kelowna
Okay To Say: Racism Art Piece and Public Performance	Okay to Say Society
The Mural Project	Kelowna Art Gallery
1000 Dresses	Bumbershoot Children's Theatre Society
Ritmo Caliente & Alex Cuba Ubuntu – The Cape Town Project	Rotary Centre for the Arts
Fusion Festival	Downtown Kelowna Association
Identity, Culture & Our Society	Kelowna Museum Society
Scarecrow Festival	Uptown Rutland Association
Harmony Day	School District 23
Asian Heritage Month	Kasugai Sister City Association
Baba to Prada Fashion Show	Dolyna Ukranian Cultural Society
Kabadi Punjabi Festival	Okanagan Sikh Temple

The range of events which received funding appealed to all ages and interests and demonstrated a broad interpretation of diversity inclusive of culture, ability, vocation, ethnicity, heritage, and artistic expression. Attendance at all events totaled approximately 32,000 people and a total of \$17,100.00 was granted; amounts to agencies ranged from \$1000.00 to \$1,500.00. As with the original project and funding allocations, small financial investments resulted in significant benefits from the events, including:

- Celebrating cultural diversity through performance and culture at the UBUNTU – Cape Town Project and Ritmo Caliente
- Showcasing the traditions of world-class performers at the Fat Cat Children's Festival events as well as hands-on experiential musical learning experiences for attendees
- Hosting a unique fashion show featuring the Ukranian community called "From Baba to Prada"
- Hosting the inaugural Moon Festival featuring the Chinese Canadian community
- Supporting organizations in the Kelowna area in their outreach to newcomers who may not have accessed their resources or activities in the past

Achievement of Project Outcomes

Outcome #1: Increase capacity to facilitate and support newcomer engagement

Success Indicator	Measurement	Results
% of Kiosk Users the indicate feeling motivated to take action based on what they learned % of Kiosk Users with increased knowledge of Kiosk materials Kiosk User described intentions to act differently	Survey of Kiosk Users completed after use (Kiosk User Questionnaire, question 3, bullet 3, Question 5, and Question 10)	<p>82% (n=96) of individuals surveyed indicated feeling motivated to take action based on what they learned from the Kiosk</p> <p>98% (n=96) of individuals surveyed indicated high or very high knowledge of the information presented in the kiosk after using it, an increase of 62% from pre-kiosk use ratings</p>

The kiosk users indicated their intention to act differently in the following ways:

1. Learning/find out more about different cultures in my community x 13
2. Being more open to/understanding of different cultures x 3
3. Attend more events community events x 3
4. Being more aware of different cultures x 5
5. Finding out more/ask more questions about people from other countries moving here x 3
6. Always being welcoming of others moving to my community x 6
7. Looking for different ways to enjoy our cultural communities
8. Asking friends about their culture
9. Exploring more options for cultural experiences in our community (e.g., attending events x 2
10. Use the kiosk experience as a stepping stone
11. Share more information about my culture
12. Teach my kids about the cultures in my community
13. Bringing more people out to events in my community
14. Having more involvement in the community x 2

Discussion:

This Legacy Project has successfully extended the successes and benefits of the original project. The overwhelming majority of individuals (82%) indicated intent to take action based on what they had learned. Kiosk users were again able to identify a variety of ways in which

they felt their individual attitudes had been influenced as well as methods for extending the objective of facilitating and supporting newcomer engagement. Intentions to act on their experience have been identified and appear to represent viable ways to build upon their contact with the Kiosk. The suggested activities vary, however increased curiosity regarding other cultures, actively seeking ways to engage with cultural events and experiences, and supporting the awareness of both their own and other’s cultural traditions demonstrate an interest in extending the learnings from their exposure to new cultures. Nearly all (98%) of those utilizing the kiosk rated their knowledge of the information presented as high or very high after utilizing it, an increase of 62% over pre-test ratings. This suggests that the interactive kiosk medium is effective at relaying important information about culture.

Outcome #2: Increase capacity to facilitate and support welcoming and inclusive communities

Success Indicator	Measurement	Results
% of Kiosk and Community Event stakeholders that indicate diverse perspectives being valued and encouraged	Focus Group and Survey of Event Stakeholders at the end of the project (Kiosk Stakeholder Questionnaire, question 4, bullet 4) Focus Group Feedback	75% of Event Stakeholders agreed or strongly agreed that diverse perspectives were valued and encouraged throughout their event.

Focus Group Results:

Focus group participants were unanimous (n= 12) in their endorsement of the project’s contribution to supporting celebrations of multiculturalism and diversity. Comments received from these Coordinators included:

- Our event provided positive messaging regarding multiculturalism, targeted at both children and adults
- Offered celebratory style
- Money gave us “wings” to take on project
- Grant gave us opportunity to literally and figuratively display the heritage of the Okanagan
- Cultural tour we organized at the museum “fit” the mandate of our organization
- It allowed us to host the first successful Moon Festival at a scale we could not have done otherwise
- Financial support magnified the impact of the event
- Promoted collaboration amongst organizations
- Feedback indicated that the Taste of Home was the most culturally diverse event that had been organized
- We were able to see our community as having rich diversity
- Event “made us think outside the box” in terms of diversity and culture

- Grant gave us support to generate publicity to do outreach to the community: “opened doors for us”
- Educated our organization about better ways to engage specific cultures
- Built awareness within the multicultural community
- We leveraged dollars to expand our reach

In addition, 92% or 11/12 participants felt that project had resulted in enhanced awareness of the contribution of immigrants to Kelowna. The one participant who did not respond had not yet had their event occur. Comments included:

- “Scattered Seeds” informed us about successes of newcomers and contributions they have made in their new fields of endeavour in Canada
- Increased awareness of the pool of talent amongst newcomers and their adaptability
- Enhancement the image of immigrants
- “Made me feel pride in my community, our country and the newcomers whose stories I learned about”
- Newcomers were presented as role models for the rest of us in their commitment to creating a better life for themselves as they re-built theirs
- “Ok to say” project – responded to racism by talking about the issue. Also brought out negative, more vitriolic comments allowing dialogue about the issues because they were ‘outed’
- Increased involvement by newcomers at events supported them finding their place in our community
- Newcomers had opportunity to meet members of other cultures at events which might not have occurred otherwise “many said they had never had the opportunity to travel and so had not met people of other cultures in their country of origin”
- Inspired curiosity as people move past fear [of the unknown] ~ from “racism to curiosity”
- Knowledge and education about other cultures contributes to greater understanding
- Educational experience is reciprocal: ignorance is replaced by experience which begets acceptance
- Celebration of differences helps to reduce insularity and remove fences between people

Discussion:

The survey results were a supplement to the focus group data that was gathered. A total of 7 responses were received, with some individuals choosing not to respond to certain questions due to insufficient knowledge to provide an answer. While the results were encouraging, the focus group results added significant depth and further highlighted that the small contributions made to events through this project had a substantial impact. All of the individuals from organizations that had already had their events completed indicated that the additional funding offered an important opportunity to enhance the awareness of newcomer contributions.

Outcome #3: Increase, improve and strengthen collaboration, networking and capacity within the communities of interest around issues of immigration, settlement, multiculturalism, racism, workplace diversity, and building sustaining and welcoming communities.

Success Indicator	Measurement	Results
% of Kiosk and Community Event stakeholders that indicate the project/event brought together a diverse group of participants, which was reflective of the diversity in the community.	Focus Group and Survey of Event Stakeholders at the end of the project (Kiosk Stakeholder Questionnaire, question 4, bullet 2 (agree and strongly agree response) Focus Group Feedback	80% of Event Stakeholders agreed or strongly agreed that the project/event brought together a diverse group of participants, which was reflective of the diversity in the community.

Focus Group Results:

92% or 11/12 of participants (n=12) were in agreement that the project enhanced collaboration, networking and capacity. Comments included:

- Project provided an opportunity for organization to reach out to immigrants
- Visiting cultural sites was possible thereby increasing contacts and connections
- Link with school district was strengthened
- A few businesses participated creating a legacy in the economic area (restaurant and fish store)
- Financial support supported outreach activities
- We were able to share our culture through food and performers
- People see more possibilities for partnerships which will grow with further activity e.g. Asian Heritage Month is partnering with Lady of the Lake competition for fashion show
- Connections have been increased

Discussion:

The survey results were a supplement to the focus group data that was gathered. A total of 7 responses were received, with some individuals choosing not to respond to certain questions due to insufficient knowledge to provide an answer. As with the previous outcome, the focus groups results added more depth. Taken together, event stakeholders clearly confirmed that the support offered through the project helped to bring together a more diverse group of participants that better reflected the diversity of the community.

Summary & Recommendations:

Evaluative feedback confirms that sustaining the work and partnerships from the initial project has contributed to the successful achievement of the legacy project's intended outcomes. Most kiosk users (62%) were able to gain an enhanced understanding of multiculturalism from using the kiosk, and 4 out of 5 (82%) indicated an intention to act on that knowledge. Project stakeholders that received funding through the project to enhance community events with cultural content indicated that the funding helped to bring together more diverse perspectives that were valued at their events. Opportunities to build affiliations and partnerships between the participating organizations have been enhanced and further opportunities have been defined for the future. Momentum from both the initial event and the legacy activities has laid the foundation for a more welcoming community for newcomers and influenced the culture of the participating organizations.

Kelowna Community Resources has played a significant catalytic role in stimulating community capacity to welcome newcomers by leveraging small amounts of financial support to enhance existing community events or create capacity for new ones. Their leadership has provided a coordinating focus for community engagement and activity and spearheaded positive attention on the capacity, gifts and contributions of newcomers to the community.

In addition, the role of a project support person has been pivotal in continuing the work and in supporting connections amongst organizations as well. KCR retained the same consultant for both phases of the project thereby creating continuity in relationships and enhancing the effectiveness of the project.

Recommendations for Improvement:

Based on the evaluation results above and on the evaluators' experiences in completing both the original and Legacy project evaluations, the following recommendations are offered as opportunities for improvement and future growth or development as funding opportunities provide:

- Coordinate regular meetings of the participating organizations and their event coordinators to build a peer network which could be used to leverage ideas for activities and joint promotional efforts.
- Seek funding to support expansion of the kiosk aspect of the project so that kiosks can be deployed to a greater number and diversity of events.
- Work with local media to enhance and expand their support for multiculturalism and inclusive communities
- Consider the use of social media technology such as Twitter, Face Book to promote and extend the use of the content in the kiosk.
- Create an event "passport" to encourage attendance at all events
- Explore other opportunities to promote multiculturalism and inclusive communities via hosting regular networking opportunities among community organizations in order to continue to build their capacity to integrate cultural content.

Appendix A: Community Partnership MOU

Kelowna Community Partnership Development Project (CPD Project)

MEMORANDUM OF UNDERSTANDING (MOU)

This Memorandum of Understanding (MOU) is an agreement among the undersigned representative cross-sectoral community stakeholders to **support** the continuing development of Kelowna, British Columbia as a **WELCOMING AND INCLUSIVE COMMUNITY**.

COMMITMENT TO A COMMON GOAL AND SHARED VALUES

Respecting the rights of all Canadians under the Canadian Charter of Rights and Freedoms and the Canadian Human Rights Act, we the undersigned, are committed to the further development of Kelowna as an inclusive, welcoming and vibrant community where immigrants can realize their full potential, racism is eliminated and cultural diversity is valued and celebrated. This common goal is supported by commitment to the following shared values:

- ❑ *Diversity*: We acknowledge and respect all ethnic, cultural, religious and linguistic groups that strengthen the social fabric of our community. In particular, we recognize the *First Nations indigenous* people for their history and their contribution and value to our community.
- ❑ *Equality*: We promote the protection of the rights of all individuals and groups to participate equally in our democratic society and to access opportunities for the optimal well-being and healthy development of all children, youth and adults.
- ❑ *Social Justice*: We encourage active citizenship in the social, economic, cultural and political life of our community. We reject all forms of violence, harassment and unlawful discrimination.
- ❑ *Social Inclusion*: We promote the sense of belonging, acceptance, recognition and being valued as a contributing member of society in Kelowna's economic, social, cultural and political life. We encourage attachment to workplace environments in our community where **everyone** can feel welcomed, supported and realize their full potential.
- ❑ *Social Cohesion*: We support building social cohesion through a reciprocal, two-way process, where **everyone in the Kelowna** community appreciates their similarities, learns about, adapts to and respects their differences. The social fabric of our community is strengthened by the contribution of all its members.

Based on our common goal and shared values, we the undersigned **community partners support the Kelowna Community Partnership Development (CPD Project) in the following activities:**

- ❑ Building on current and future partnerships and the active involvement of cross-sectoral representation to form a broader based welcoming and inclusive community.
- ❑ Engaging cross-sectoral stakeholders from diverse groups in sharing ideas and perspectives in an open, respectful, and informed manner to identify **potential initiatives, projects and activities**.
- ❑ Collaborating on innovative cross-sectoral community-based initiatives, **projects and activities** to address these priorities. Such initiatives, **projects** and activities may include knowledge development and exchange, public education and demonstration projects.

Each signatory to this Memorandum of Understanding (MOU) agrees to uphold the common goal and shared values contained herein.

Appendix B: Advisory Committee Membership

WICWP Advisory Committee (at inception of the project)

Michele Rule City Councillor City of Kelowna	Aimee Thompson Executive Director Central Okanagan Elizabeth Fry Society	Harry Grossmith CEO United Way of the Central and South Okanagan/Similkameen
Doug Findlater Mayor District of West Kelowna	Victoria Oppertshauser IWEN	Alya Ramadan CBC Radio
Kate Gilchrist International Education Okanagan College	Joyce Brinkerhoff Intercultural Society of Central Okanagan President	Rick Oliver District Principal-International Education SD # 23
Cam Martin Team Leader Ki-Low-Na Friendship Centre	Elizabeth MacLeod Immigrant Services manager Kelowna Community Resources	Katelin Gilchrist-Mitchell Coordinator Central Okanagan Immigrant Employment Services
Robert Fine Executive Director Economic Development Commission	Lesley Dieno Executive Director Okanagan Regional Library	Andy Sandhu Sikh Temple
Leanne Hammond Komori Executive Director Central Okanagan Foundation	Faramarz Ashraf	Bill Downie Kelowna Community Resources
Sandra Kochan Cultural Services Manager City of Kelowna	Jeff Gunn Regional Sales Manager TD Canada Trust	Barbara Hagan Executive Director Project Literacy
Gayle Voyer Owner Total Events Planning	Ms Kamilla Bahbahani Human Rights Office UBCO	Larry Widmer General Manager Community Futures Development Corporation

Evaluation Outcome Measurement Plan: Appendix C

Outcomes	Indicator of Success	Applied To	Measurement Tool	Methodology	Responsibility
1) Increase capacity to facilitate and support newcomer engagement	<p>% of Kiosk Users the indicate feeling motivated to take action based on what they learned</p> <p>% of Kiosk Users with increased knowledge of Kiosk materials</p> <p>Kiosk User described intentions to act differently</p>	Kiosk Users	<p>Kiosk User Questionnaire, question 3, bullet 3 (agree or strongly agree responses)</p> <p>Kiosk User Questionnaire, Question 5 (post-pre results)</p> <p>Kiosk User Questionnaire, Question 10 (narrative)</p>	Survey of Kiosk Users completed after use	Gayle or other Kiosk Staff
2) Increase capacity to facilitate and support welcoming and inclusive communities	% of Kiosk and Community Event stakeholders that indicate diverse perspectives being valued and encouraged	Kiosk and Community Event Stakeholders	Event Stakeholder Questionnaire, question 4, bullet 4 (agree and strongly agree response)	Survey of Stakeholder at the end of the project	Warren & Kim
3) Increase, improve and strengthen collaboration, networking and capacity within the communities of interest around issues of immigration, settlement, multi-culturalism, racism, workplace diversity, and building	% of Kiosk and Community Event stakeholders that indicate the project/event brought together a diverse group of participants, which was reflective of the diversity in the community.	Kiosk and Community Event Stakeholders	Event Stakeholder Questionnaire, question 4, bullet 2 (agree and strongly agree response)	Survey of Stakeholder at the end of the project	Warren & Kim

sustaining and welcoming communities.					
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Appendix D: Community Based Kiosk User Questionnaire

Kiosk Participant Questionnaire Kelowna, BC

1. I am:

- Under 19 years of age
- 19-40
- 40-65
- over 65

2. Please identify any affiliation you have with the following groups: *(please check all that apply)*

- A general member of the public (not affiliated)
- A Non-profit organization
- A Community-based organization
- A Public institution (i.e., school district, health authority)
- Private Business Owner
- Aboriginal or First Nations organization
- The Municipality
- The Regional District
- A Business organization
- The Chamber of commerce
- A Faith organization
- Provincial or Federal Government
- Labour Movement/Union
- A Cultural organization
- Other *(please specify _____)*

3. Please rate your level of agreement:

1 = strongly disagree; 2 = disagree;
3 = neither agree nor disagree; 4 = agree;
5 = strongly agree; D/K = do not know

- | | | | | | | |
|---|---|---|---|---|---|-----|
| • The information presented in the kiosk is useful. | 1 | 2 | 3 | 4 | 5 | D/K |
| • The information presented in the kiosk is relevant to me. | 1 | 2 | 3 | 4 | 5 | D/K |
| • I feel motivated to take action based on what I've learned. | 1 | 2 | 3 | 4 | 5 | D/K |

4. Please rate your level of satisfaction with:

1 = very dissatisfied; 2 = dissatisfied;
3 = neither satisfied nor dissatisfied;
4 = satisfied; 5 = very satisfied;
D/K = do not know

- | | | | | | | |
|--|---|---|---|---|---|-----|
| • The quality of the information presented in the kiosk. | 1 | 2 | 3 | 4 | 5 | D/K |
|--|---|---|---|---|---|-----|

- The location of the kiosk. 1 2 3 4 5 D/K

5. Please rate the following:

1 = very low; 2 = low; 3 = neither high nor low; 4 = high; 5 = very high

- My knowledge of the materials and resources utilized in the kiosk **before the project** 1 2 3 4 5
- My knowledge of the materials and resources utilized in the kiosk **after the project** 1 2 3 4 5

6. What aspect of the kiosk did you find the most innovative or had the strongest impact? _____

7. What were the major weaknesses of the kiosk? _____

8. In what ways could this kiosk be improved? _____

9. In what ways has this content changed your views with regards to immigration and multiculturalism? _____

10. What things would consider doing differently or changing based on what you've learned from interacting with the content on the kiosk? _____

Appendix E: Community Event Stakeholder Questionnaire

Stakeholder Questionnaire Multi-Cultural Content Added to Community Events Kelowna, BC

1. Please identify your affiliation: *(please check all that apply)*

- Non-profit organization
- Community-based organization
- Public institution
- Private enterprise
- Aboriginal or First Nations organization
- Municipality
- Regional District
- Business organization
- Chamber of commerce
- Faith organization
- Government
- Labour
- Cultural organization
- Not affiliated with a group: general member of the public
- Other *(please specify _____)*

2. Did you participate in efforts to add multi-cultural content to the event (planning or development)? Yes No

3. Please rate your level of agreement:

1 = strongly disagree; 2 = disagree;
3 = neither agree nor disagree; 4 = agree;
5 = strongly agree; D/K = do not know

- | | | | | | | |
|---|---|---|---|---|---|-----|
| <ul style="list-style-type: none"> • The event brought together a broad range of participants from diverse sectors (i.e., aspects of the economic activity of the community) | 1 | 2 | 3 | 4 | 5 | D/K |
| <ul style="list-style-type: none"> • The event that was supported brought together a diverse group of participants, which was reflective of the diversity in the community. | 1 | 2 | 3 | 4 | 5 | D/K |
| <ul style="list-style-type: none"> • Diverse perspectives were valued and encouraged throughout the event. | 1 | 2 | 3 | 4 | 5 | D/K |
| <ul style="list-style-type: none"> • The information or content on multi-culturalism and diversity added to the event was useful. | 1 | 2 | 3 | 4 | 5 | D/K |

5. Please rate your level of satisfaction with:

1 = very dissatisfied; 2 = dissatisfied;

3 = neither satisfied nor dissatisfied;
4 = satisfied; 5 = very satisfied;
D/K = do not know

- The quality of the multi-culturalism and diversity information or content added to the event. 1 2 3 4 5 D/K
- The process of developing the content. 1 2 3 4 5 D/K

6. If you participated in the development of the materials and resources added to the event, please rate the following:

1 = very low; 2 = low; 3 = neither high nor low; 4 = high; 5 = very high

- My knowledge of the multi-culturalism and diversity information or content added to the event **before the event** 1 2 3 4 5
- My knowledge of the multi-culturalism and diversity information or content added to the event **after the event** 1 2 3 4 5

7. What aspect of the addition of multi-culturalism and diversity information or content added to the event did you find most innovative or had the strongest impact? _____

8. What were the major strengths of adding multi-culturalism and diversity information or content to the event? _____

9. What were the major weaknesses of adding multi-culturalism and diversity information or content of the event? _____

10. In what ways could this initiative have been improved? _____
