

# 2008 English in Action Key Informant Survey Report: March, 2008

## Methodology:

English in Action (EIA) contracted with Venturoni Surveys & Research, Inc. (VSR) to obtain input from key community members. EIA staff and board members spoke with the identified “key informants”, obtained their willingness to participate in the internet survey, and gathered their e-mail addresses. A short survey instrument was designed with questions about challenges related to the language barrier, ratings of the effectiveness of the EIA programs, feedback on others things EIA could be doing to build community, and demographic information.

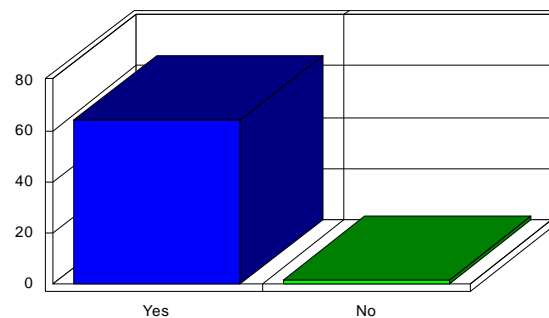
On February 12, 2008 VSR sent an e-mail to the 78 key informants. The e-mail contained a link to the survey and an identification number. Reminder e-mails were sent to anyone who did not respond to the 1<sup>st</sup> notice. The results of the survey response are displayed in the table below:

	Key Informants	Survey Respondents	% Response
EIA	78	66	84.6%

## Survey Results: Key Findings

1. 98% of the key informant respondents agreed that a language barrier exists in the community.
2. The question was followed by one that asked “If yes, which challenges, do you feel this language barrier poses? A list of items was then presented and survey respondents were asked to rate them from 1 to five with 1 being “Least Challenging” and 5 being “Most Challenging”.

Do you feel that a language barrier exists in our community?

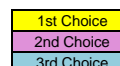


## 2008 English in Action Key Informant Survey

**Which challenges do you feel this language barrier poses?**

Lack of immigrant input in the public process	79%
Lack of community cohesion	76%
Lack of immigrant parent involvement in their children's education	73%
Miscommunications	67%
Mistrust	67%
Workplace safety	31%
Diminished sense of security within my community	25%
Loss of profit for businesses	20%

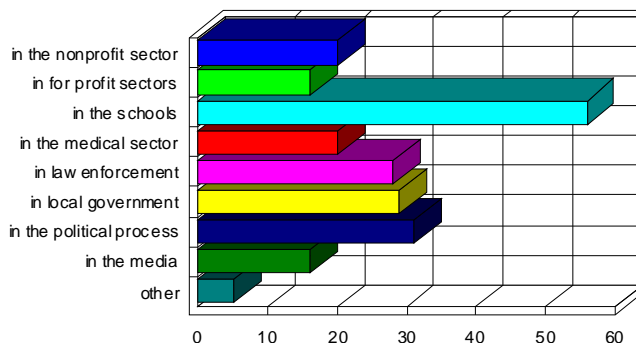
Numbers reflect the percent of respondents who rated the challenge a 4 or 5 on a 5 point scale. (Least challenging to Most Challenging)



The top choices were “Lack of immigrant input in the public process (79%)”, “Lack of community cohesion” at 76%, and Lack of parent involvement in their children’s education” (73%).

3. The EIA leadership development programming examined the need for increased involvement in various aspects of the community in the question to the right. Respondents were asked to indicate their top three choices. 87.5% of respondents indicated “in the schools”, the top response by far. 58% indicated “in the political process”, followed by 45% “in local government”.

In which area do you think the need for increased involvement from immigrant community members is the greatest?



**4. Program Effectiveness: EIA offers four different programs:**

Individualized Tutoring - immigrant adults receive one-on-one English language instruction from volunteer tutors. Each student's course of study is unique, taking into consideration their very specific needs and goals. Student-tutor pairs meet for an hour/week for a minimum of six months.

Leadership Corps - our advanced students are encouraged to join our Leadership Corps. LC members "give back" to the community by volunteering their time with one of the valley's worthy nonprofit organizations.

How To Learn English! -This 2-hour, group class is for intermediate English language speakers who would like tools and information that they can use immediately to get started studying English, on their own.

Open Office Hours - any immigrant adult in the community can simply show up during our Open Office Hours (staffed by our LC members) and get help with whatever English language question or concern they have.

Survey Respondents were asked to rate the effectiveness of each of the EIA programs. They were asked to scale of 1 to 5 with 1 indicating "Not effective" and 5 being "Very effective".

Individualized tutoring was rated the highest, with 89% rating the program a 4 or 5. The chart on the right displays the findings for each of the four programs.

The following pages contain a copy of the internet survey questions (pages 4-6), detailed survey results (pages 7-10), and 9 pages of write-in comments from the survey respondents (pages 9-17).

**2008 English in Action  
Key Informant Survey**

**Effectiveness of Programs**

<b>Individualized Tutoring</b>	<b>89%</b>
<b>How to Learn English!</b>	<b>71%</b>
<b>Leadership Corps</b>	<b>68%</b>
<b>Open Office Hours</b>	<b>66%</b>

Numbers reflect the percent of respondents who rated the challenge a 4 or 5 on a 5 point scale.  
(Not Effective to Very Effective)

# English in Action Key Informant Survey



1. English in Action (EIA) is very interested in receiving your input regarding our programs and services. **EIA is dedicated to building community, teaching English and developing leadership skills.** If you would like to learn more about our organization before completing this survey, please visit our website [www.englishinaction.org](http://www.englishinaction.org). Thank you for agreeing to be one of our key informants. Please answer these survey questions and then press the submit button at the end. All responses will remain confidential. Please feel free to skip any questions that do not apply to you.

2. Please enter the identification code you received in your e-mail. The code is used to ensure your response is received. Your survey responses will remain confidential.

3. In which categories would you place yourself? (Please check all that apply)

- Full-time resident
- Part-time resident
- Employed in the for profit sector
- Employed in the nonprofit sector
- Employed in the government sector
- Elected official
- Current or potential funder of EIA
- Immigrant
- Born in US

4. How long have you lived in the Roaring Fork Valley?

- Do not live in the Roaring Fork Valley
- Less than one year
- 1-2 years
- 3-5 years
- 6-10 years
- 11-20 years
- 21+ years

5. Do you feel that a language barrier exists in our community?

- Yes
- No

6. If yes, which challenges do you feel this language barrier poses? (Rate each on a scale of 1-5, least to most challenging )

	Least challenging		Most challenging		
7. Miscommunications	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
8. Mistrust	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
9. Lack of community cohesion	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
10. Diminished sense of security within my community	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
11. Workplace safety	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
12. Loss of profit for businesses	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
13. Lack of immigrant input in the public process	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
14. Lack of immigrant parent involvement in their children's education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

15. Please describe any other challenges people experience as a result of the language barrier:

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16. EIA leadership development programming: In which areas do you think the need for increased involvement from immigrant community members is the greatest? (Please indicate your top three choices)

<input type="checkbox"/> in the nonprofit sector
<input type="checkbox"/> in for profit sectors
<input type="checkbox"/> in the schools
<input type="checkbox"/> in the medical sector
<input type="checkbox"/> in law enforcement
<input type="checkbox"/> in local government
<input type="checkbox"/> in the political process
<input type="checkbox"/> in the media
<input type="checkbox"/> other <input style="width: 150px;" type="text"/>

17. EIA offers four different programs:

**Individualized Tutoring** - immigrant adults receive one-on-one English language instruction from volunteer tutors. Each student's course of study is unique, taking into consideration their very specific needs and goals. Student-tutor pairs meet for an hour/week for a minimum of six months.

**Leadership Corps** - our advanced students are encouraged to join our Leadership Corps. LC members "give back" to the community by volunteering their time with one of the valley's worthy nonprofit organizations.

**How To Learn English!** -This 2-hour, group class is for intermediate English language speakers who would like tools and information that they can use immediately to get started studying English, on their own.

**Open Office Hours** - any immigrant adult in the community can simply show up during our Open Office Hours (staffed by our LC members) and get help with whatever English language question or concern they have.

18. Please rate the effectiveness of each of EIA's programs. Use a scale of 1 - 5, where 1 means "Not effective" and 5 means "Very effective"

	Not effective		Very effective		
19. Individualized Tutoring	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
20. Leadership Corps	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
21. How to Learn English!	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
22. Open Office Hours	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

**23. What other things could we do to build community, language and leadership skills that we are not already doing?**

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**24. If employed, in what industry? (Please check all that apply)**

<input type="checkbox"/> Recreation Services e.g. Ski industry
<input type="checkbox"/> Lodging
<input type="checkbox"/> Food Services & Drinking Places
<input type="checkbox"/> Real Estate/Property Management
<input type="checkbox"/> Retail Trade
<input type="checkbox"/> Construction (including Maintenance)
<input type="checkbox"/> Professional Services
<input type="checkbox"/> Personal Services (cleaning, massage, etc.)
<input type="checkbox"/> Government
<input type="checkbox"/> Education
<input type="checkbox"/> Arts
<input type="checkbox"/> Religion
<input type="checkbox"/> Healthcare
<input type="checkbox"/> Social Services
<input type="checkbox"/> Other <input type="text"/>

**25. If you are interested in getting more involved in EIA, please let us know in which ways and provide us with your contact info below: (Please check all that apply)**

<input type="checkbox"/> become a volunteer tutor
<input type="checkbox"/> help with volunteer recruitment
<input type="checkbox"/> become an office volunteer
<input type="checkbox"/> join our staff
<input type="checkbox"/> join our board
<input type="checkbox"/> help us recruit board members
<input type="checkbox"/> marketing
<input type="checkbox"/> legal expertise
<input type="checkbox"/> human resources expertise
<input type="checkbox"/> accounting/ financial management expertise
<input type="checkbox"/> in-kind support (goods & services)
<input type="checkbox"/> secure corporate or organizational in-kind support from others
<input type="checkbox"/> financial support
<input type="checkbox"/> fundraising (special events, major donors, mailings etc.)
<input type="checkbox"/> Other <input type="text"/>

**26. If you have checked any boxes in the question above, please provide your contact information so we may follow up with you. This contact information will be used solely for this purpose and not be tracked to any of your other survey responses.**

<input type="text"/>	Name
<input type="text"/>	Phone Number
<input type="text"/>	E-mail Address

**27. Please use this space to share any other comments or suggestions you have regarding EIA:**

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**28. Thank you for filling out this survey! You can scroll back to any of the questions if you wish to modify your answers. When you are ready to submit your survey response please click (once) on the button below.**