Wired: Evaluating Settlement Online (WESO) Toolkit

Quality Assessment Toolkit for Hybrid Settlement Services in Canada.

National Capital Region Wired: Evaluating Settlement Online (WESO)

Our Team

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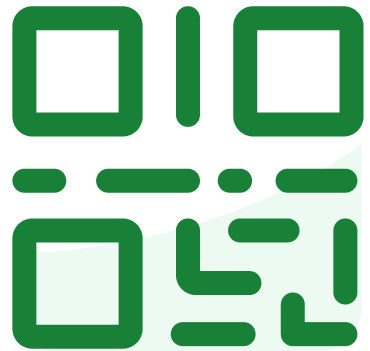Doctor of Philosophy – Financial Reporting Quality

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Welcome to the WESO program training session!

We would like to know more about you!

AGENDA

WESO Program Deliverables

1

Online service optimization for settlement services
Conduct surveys with SPOs and Clients to understand their experience with Hybrid services.

2

Transitioning newcomers to online services
Work with a group of Newcomers who are used to in-person services, to understand their experience and barriers in accessing online services and help them transition to online services by removing these barriers.
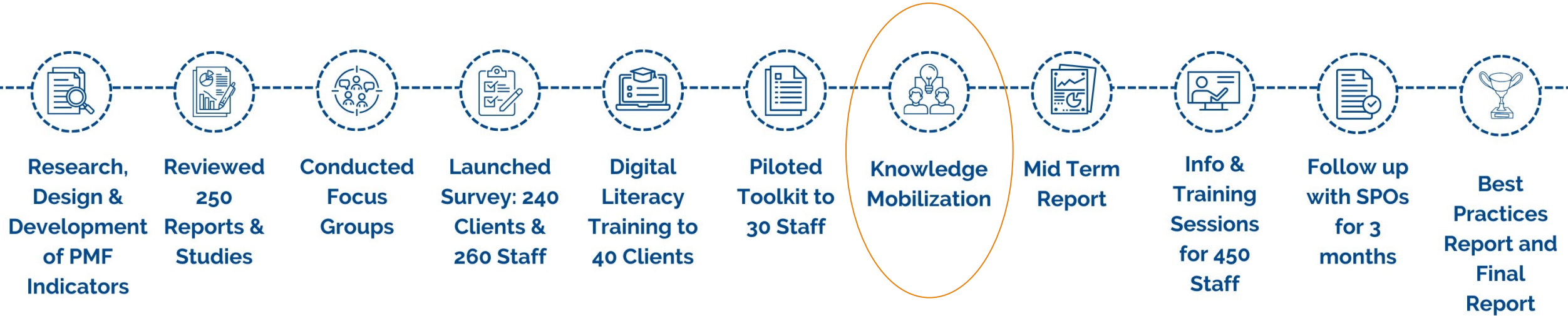
3

Improving SPO service quality evaluation
Create resources and toolkits that can help SPOs across Canada to evaluate the effectiveness of their hybrid service delivery and adapt their models accordingly to improve services.
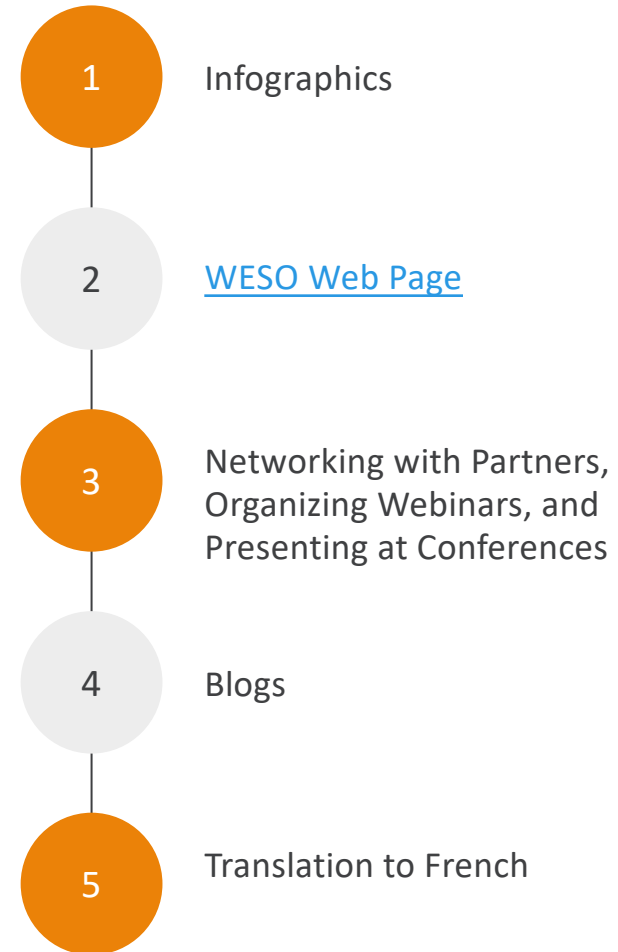
4

Nationwide framework for hybrid service evaluation
Roll out the evaluation framework to SPOs across Canada, guiding them to use the framework to measure the impact of their hybrid services.

RESEARCH APPROACH

Research, Design & Development of PMF Indicators

Reviewed 250 Reports & Studies

Conducted Focus Groups

Launched Survey: 240 Clients & 260 Staff

Digital Literacy Training to 40 Clients

Piloted Toolkit to 30 Staff

Knowledge Mobilization

Mid Term Report

Info & Training Sessions for 450 Staff

Follow up with SPOs for 3 months

Best Practices Report and Final Report

Knowledge Mobilization

1 Infographics

2 WESO Web Page

3 Networking with Partners, Organizing Webinars, and Presenting at Conferences

4 Blogs

5 Translation to French

Knowledge Mobilization

Joint Workshops:

JOSOOR - Arab Community Centre of Toronto (ACCT)

Toronto Metropolitan University

Your mentor program - Women Economic Council (WEC)

WE Value Project - YMCA of Southwestern Ontario

The Matching program - Catholic Centre for Immigrants (CCI)

Info Sessions Offered:

Ontario Council of Agencies Serving Immigrants (OCASI)

Toronto Local Immigration Partnerships (LIP)

The Atlantic Region Association of Immigrant Serving Agencies (ARAISA)

Immigrant Services Association of Nova Scotia (ISANS)

The Manitoba Association of Newcomer Serving Organizations (MANSO)

COSTI Immigrant Services

Pre-Arrival Client Registration and Referral Portal

Information Awareness Orientation Partnership (IAOP)

Knowledge Mobilization

5th Metropolis Conference, Manitoba

October 19-21, 2022

Eastern Ontario Immigration and Retention Strategy Virtual Summit

Unlocking the Importance of Client friendly service

October 4, 2023, 2:00 – 3:00 PM EST

6th Metropolis Conference, Calgary

The WESO toolkit: Hands-on Training to Improve Service Quality of Hybrid Settlement Services

November 1, 2023, 3:15 – 4:30 PM MST

Josoor (ACCT) Conference, Toronto

The WESO toolkit

November 30, 2023, 9:30 – 3:30 PM EST

25th Metropolis Conference, Ottawa

Hands on Training for the Quality Assessment Toolkit for Hybrid Settlement Services in Canada

March 17, 2023, 11:00 – 12:15 PM EST

OCASI PD, Toronto

Hybrid services and hybrid work. Where we're at and where we should be going as a sector

October 26, 2023, 3:00 – 4:30 PM EST

P2P Conference, Montreal

Session 1: Quality Assessment Toolkit for Hybrid Settlement Services in Canada

November 20, 2023, 1:30 – 2:45 PM EST

Session 2: Bridging the Gap between Research and Settlement Sector

November 21, 2023, 2:15 – 3:30 PM EST

RESEARCH APPROACH

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Best Practices Report and Final Report

WESO Orientation and Training Sessions:

Province	Number Trained
Alberta	18
British Columbia	35
Manitoba	26
New Brunswick	9
Nova Scotia	35
Ontario	319
Quebec	5
Saskatchewan	11
Total	458

Grand Total Attendees
458

Number of Organizations Trained
154

Scan this QR code to register
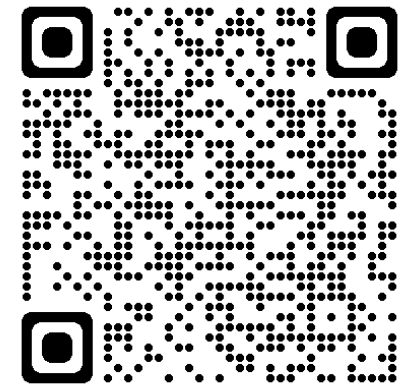
WESO Orientation and Training Sessions:

Ontario	323
Bolton	3
Brampton	17
Burlington	1
Etobicoke	3
Halton	9
Innisfil	1
Kenora	1
Kitchener	1
Leamington	1
London	14
Milton	1
Mississauga	33
Newmarket	1
North Bay	1
Oshawa	4
Ottawa	83
Pembroke	1
Quinte	3
Rexdale	5
Richmond Hill	1
Sault Ste. Marie	2
Scarborough	1
St. Catharines	4
Sudbury	4
Thunder Bay	1
Timmins	1
Toronto	117
Windsor	8
York Region	1

Nova Scotia	36
Halifax	35
Sackville	1
British Columbia	35
Abbotsford	1
Burnaby	1
Powell River	3
Surrey	3
Vancouver	25
Victoria	2
Manitoba	26
Brandon	1
Portage la Prairie	2
Saint-Boniface	1
Swan River	1
Winnipeg	21
New Brunswick	9
Fredericton	3
Bathurst	1
Edmundston	2
Saint John	2
St. George	1

Alberta	18
Calgary	8
Canmore	1
Edmonton	9
Quebec	6
Montreal	5
Quebec City	1
Saskatchewan	11
Regina	7
Saskatoon	4

Oct-Present

Grand Total Attendees
113

WESO Program Deliverables

1
Online service optimization for settlement services
Conduct surveys with SPOs and Clients to understand their experience with Hybrid services.

2
Transitioning newcomers to online services
Work with a group of Newcomers who are used to in-person services, to understand their experience and barriers in accessing online services and help them transition to online services by removing these barriers.

3
Improving SPO service quality evaluation
Create resources and toolkits that can help SPOs across Canada to evaluate the effectiveness of their hybrid service delivery and adapt their models accordingly to improve services to newcomers.

4
Nationwide framework for hybrid service evaluation
Roll out the evaluation framework to SPOs across Canada, guiding them to use the framework to measure the impact of their hybrid settlement services.

Newcomers' Experience with Hybrid Services

Newcomers Surveyed

240

From Across Canada

70.8%
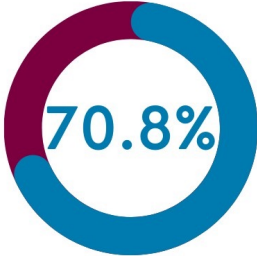
Settlement Service websites are organized and informative.

72.1%
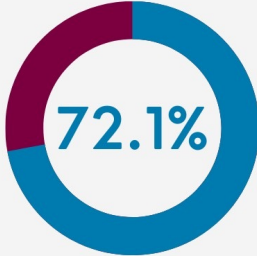
Online settlement services are easy to navigate
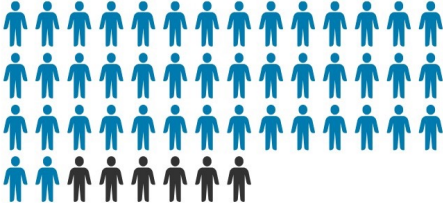
85.8% of Newcomers Agree or Strongly agree that Hybrid Services should **Continue** Post Pandemic

93.5%
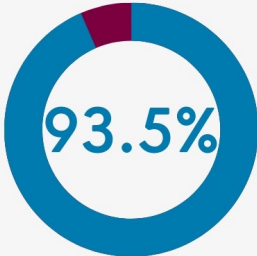
are comfortable to provide sensitive information online.

80.8%
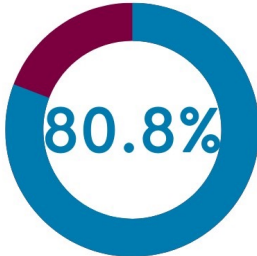
Settlement Staff have the Technological skills to deliver online services.

Digital Landscape: Settlement Staff Digital Skills

SPO Staff Surveyed

260

From Across Canada

93.1%

Settlement Service Staff can answer client questions online via platforms such as Zoom or by email.

91.5%
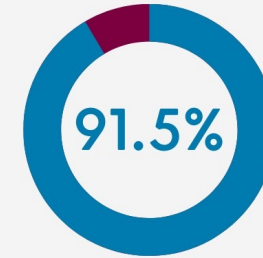
Staff have **learned** and **Improved** their Technological skills during the Pandemic

93.1% of the staff agreed or strongly agreed that Hybrid Services should **Continue** Post Pandemic

93.5%
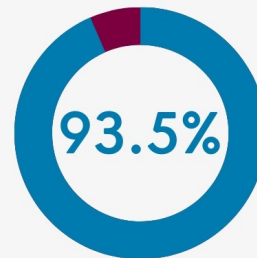
SPOs should provide training sessions for staff to use digital tools.

80.4%
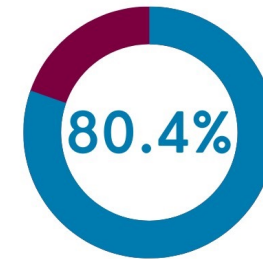
Settlement Staff have the Technological skills to **Protect** client information.

Staff opinions: Does settlement services work well Online?
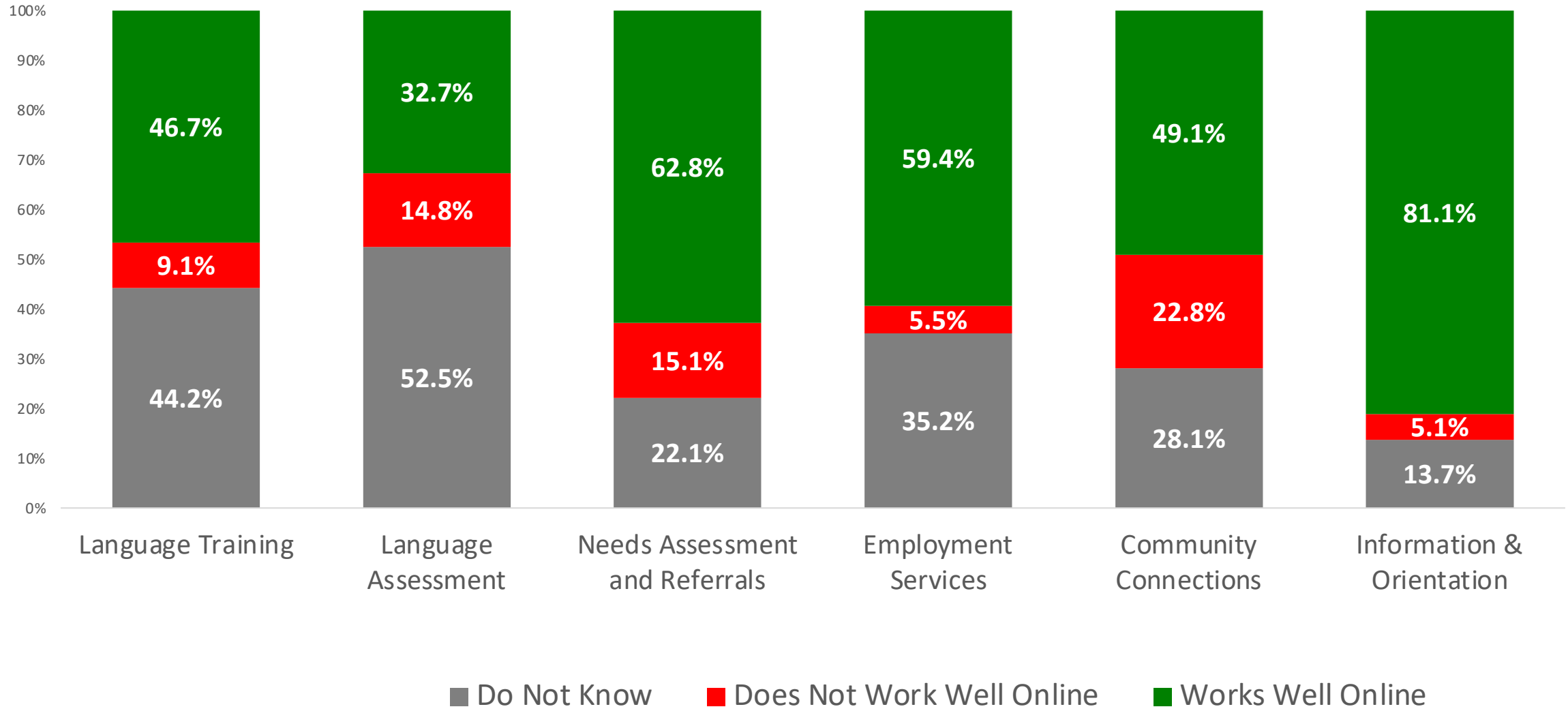
Staff Survey Results Managers Perceptions

Compared to other positions, Managers have a lower agreement for:

Online services are easy to navigate for different types of of clients

57.53% - other positions
40.54% - managers

Organizations should make all settlement services available online

75.81% - other positions
59.46% - managers

Cients are comfortable providing their information online

48.92% - other positions
31.08% - managers

Online services are as reliable and accurate as in-person services

72.58% - other positions
58.11% - managers

Settlement staff can help establish social networking online similar to in-person

62.37%- other positions
41.89% - managers

Online services enable staff to be more focused and quicker in delivering services

66.67% - other positions
45.95% - managers

Staff can complete more work per hour at home

63.98% - other positions
47.30% - managers

WESO Program Deliverables

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Roll out the evaluation framework to SPOs across Canada, guiding them to use the framework to measure the impact of their hybrid settlement services.

Digital Literacy Training

We asked 260 Staff:

"Settlement service organizations should provide training sessions for clients to use digital tools such as Zoom to access services."

87.7% agree or strongly agree with this statement.

87.7%
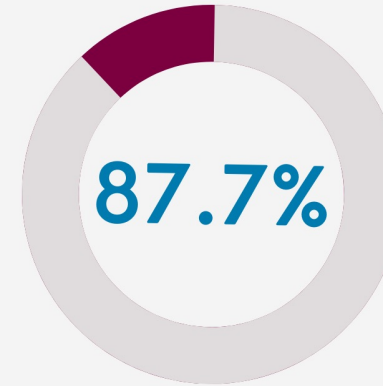
We asked 240 Clients:

"Settlement service organizations should provide training sessions for me and other newcomers to use digital tools such as the Zoom platform to access services online."

70.8% agree or strongly agree with this statement

70.8%
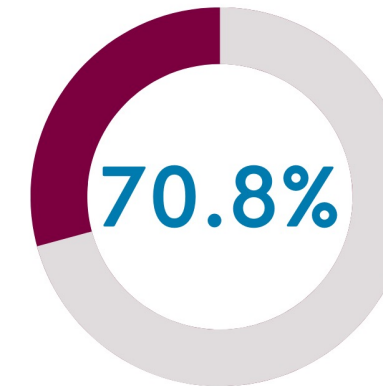
Out of 240 clients and 260 staff surveyed

70.8%

of clients agreed that they need digital training to access online services.

87.7% of staff agreed with this sentiment.

55%

of clients view language as a barrier to accessing online services.

81.9% of staff agreed with this sentiment.

72.5%

of clients view internet speed as a barrier to accessing online services.

80.4% of staff agreed with this sentiment.

Quality Assessment Toolkit for Hybrid Settlement Services in Canada: **Appendix III**

Digital Skills Training: Client Handbook

Wired: Evaluating Settlement Online (WESO)

Digital Skills Training: Client Handbook

Internet Basics: Hello World!

Email Basics: Did You Get My Email?

Video Conferencing: You're On Mute!

Transitioning newcomers to Online Services: The Client Experiment

**In-person Digital literacy training
and one on one consultations with**

40

In-person clients

Topics covered in the training:

- web search
- sending emails with attachments
- joining Zoom meetings
- filling and signing PDFs

Clients who reported an improvement of knowledge of how the computer works

Follow up survey results 15 days after the training ➡️ 60%
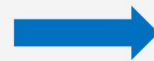
Post survey results 75 days after the training ➡️ 72.5%
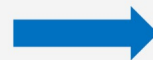
75 days Post the experiment

85%

85% of trained clients reported a positive or very positive experience with online settlement services.

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Stages of Model Development

Client surveys were analyzed by SPSS and AMOS

Exploratory Factor Analysis: to explore and group items in the questionnaire into dimensions.

Confirmatory Factor Analysis: to confirm dimension groupings.

Structural Equation Modelling: to test interactions between dimensions.

WESO Hybrid Settlement Service Model:
Drivers of the Intention to Use Hybrid Services

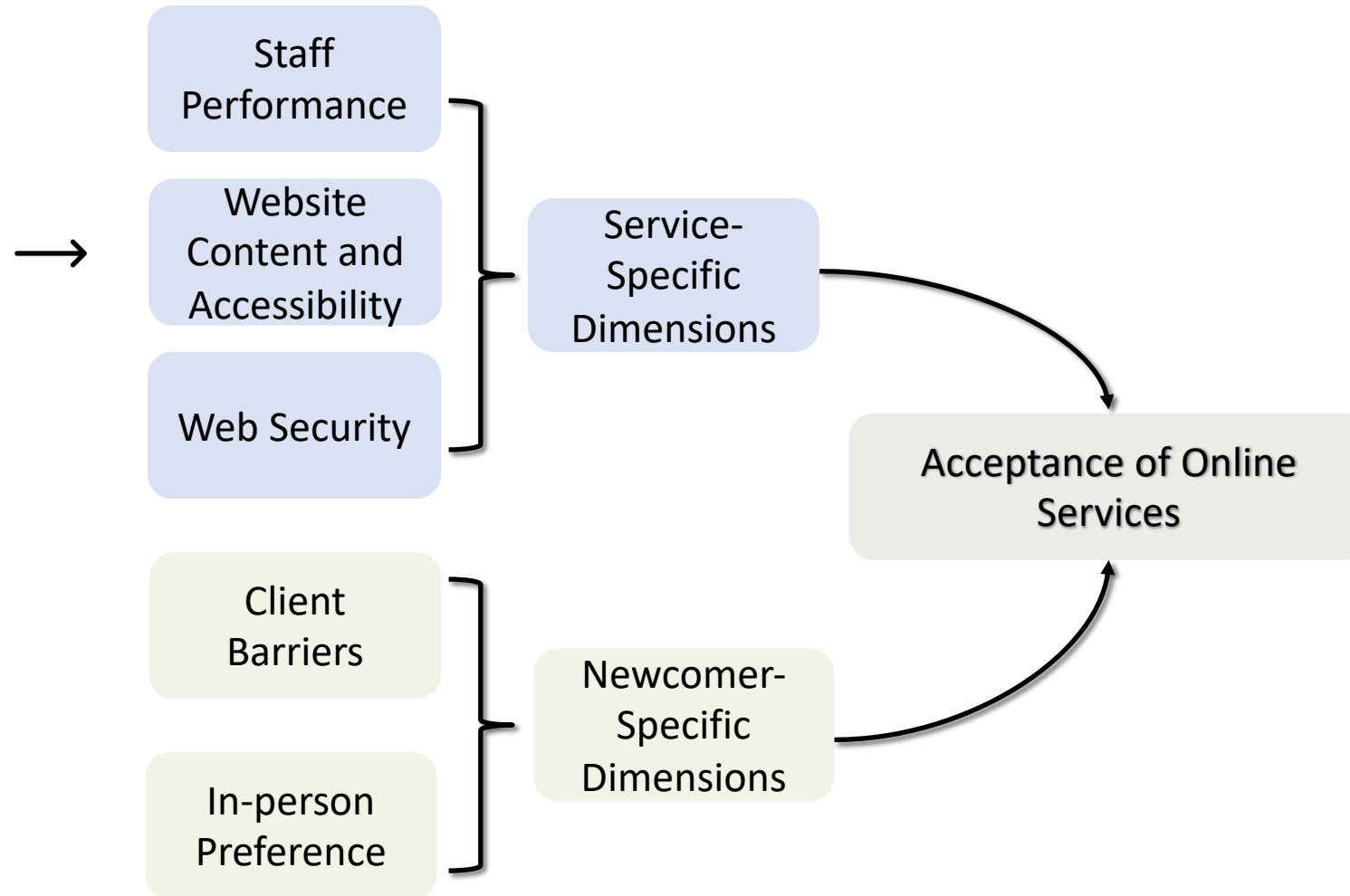# WESO Hybrid Settlement Service Model: Drivers of the Intention to Use Hybrid Services

WESO Hybrid Settlement Service Model:
Drivers of the Intention to Use Hybrid Services

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Drivers of the Intention to Use Hybrid Services

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WESO Hybrid Settlement Service Model: Drivers of the Intention to Use Hybrid Services

Quality Assessment Toolkit for Hybrid Settlement Services in Canada

TOOL 1:
Hybrid Service Quality (HYSQUAL) Client Questionnaire

TOOL 2:
Ready-to-Use Excel Template for Data Analysis

**TOOL 3:**
Continuous Improvement Plan

Evaluation Plan

Data Collection

Continuous Improvement Cycle

Decisive Actions

Data Analysis

1 **Collect data about the quality of your service:**

Using **Tool 1: Client Questionnaire (HYSQUAL)**, you can collect client feedback relevant to hybrid service quality.

2 **Evaluate the quality of your services:**

Using **Tool 2: Excel Data Analysis**, you can analyze data generated from client questionnaire to aid in decision-making.

3 **Improve the quality of your services:**

Using **Tool 3: Continuous Improvement Plan,** you can plan actions based on the data analysis results, assign roles, and timelines for implementing changes.
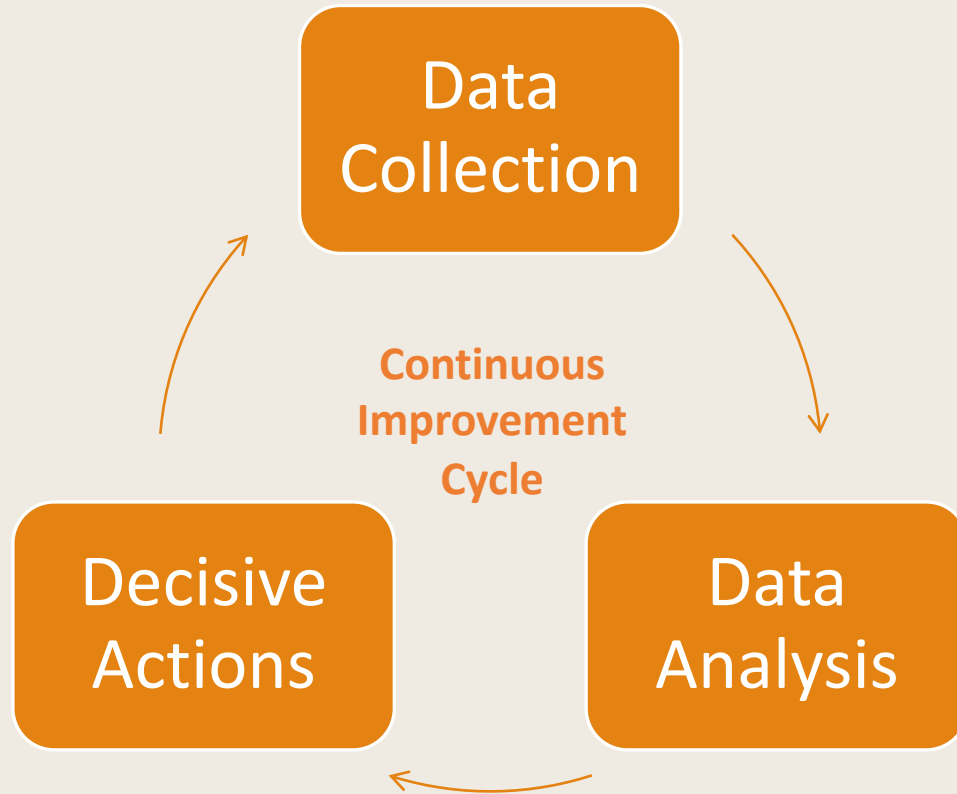
Check our Website for Resources

About | Wired: Evaluating Settlement Online (WESO) (ymcaottawa.ca)

SCAN THE QR CODE TO DOWNLOAD OUR MAIN TOOLKIT AND SUPPLEMENTARY RESOURCES.
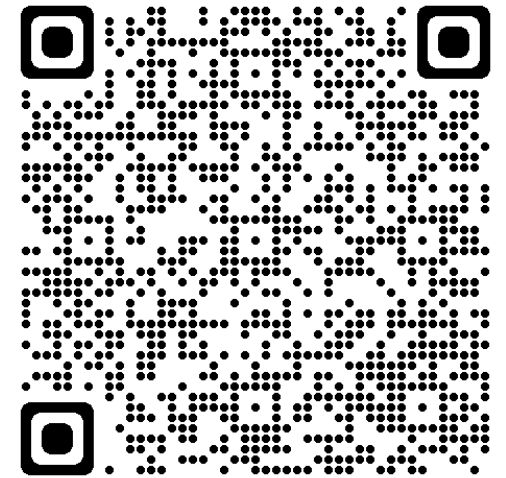
Tool 1: Hybrid Service Quality (HYSQUAL) Client Questionnaire

- The HYSQUAL questionnaire is an **evaluation tool for clients** to **provide feedback** after they have received settlement services in a hybrid format.

- The questionnaire utilizes **an Importance Performance Analysis scale** in which service-specific dimensions are evaluated based on **performance and importance**.
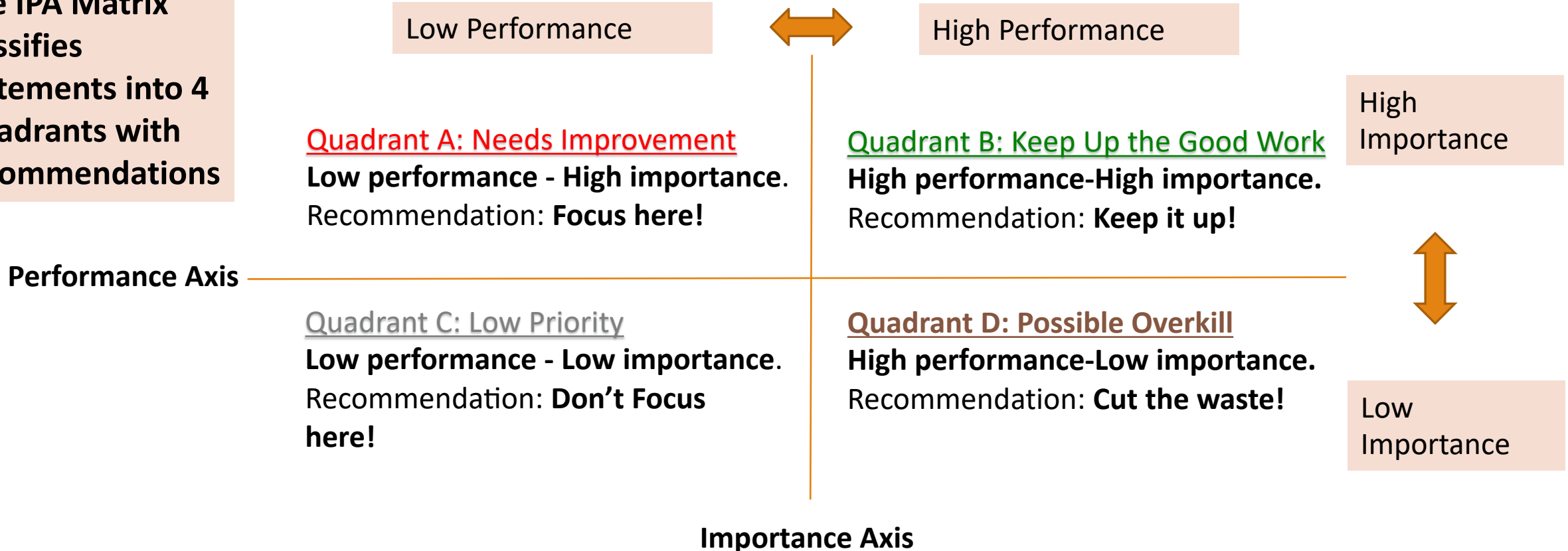
A Visual Representation for the Hybrid Service Quality (HYSQUAL) Client Questionnaire

Statements	Agreement (Your opinion regarding service delivery in Canada)						Importance (Your opinion regarding service delivery in Canada)				
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree	Don't know	Extremely Important	Very Important	Moderately Important	Slightly Important	Not at all Important
Settlement service staff are polite and patient when delivering services to me.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Settlement service staff give me their full attention when delivering services.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Settlement service staff provide service during hours that are convenient to me.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Settlement service staff are dependable and supportive when delivering services to me.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Outcomes of the Importance Performance Analysis

The IPA Matrix classifies statements into 4 Quadrants with recommendations

Low Performance ↔ High Performance

High Importance

Performance Axis

Quadrant A: Needs Improvement
Low performance - High importance.
Recommendation: **Focus here!**

Quadrant B: Keep Up the Good Work
High performance-High importance.
Recommendation: **Keep it up!**

Quadrant C: Low Priority
Low performance - Low importance.
Recommendation: **Don't Focus here!**

Quadrant D: Possible Overkill
High performance-Low importance.
Recommendation: **Cut the waste!**

Low Importance

Importance Axis

What does the Importance Performance Analysis mean?

Low Performance ⟷ High Performance

Shift resources here!

High Importance

Quadrant A: Needs Improvement
Low performance - High importance.
Recommendation: **Focus here!**

Quadrant B: Keep Up the Good Work
High performance-High importance.
Recommendation: **Keep it up!**

Performance Axis

Quadrant C: Low Priority
Low performance - Low importance.
Recommendation: **Don't Focus here!**

Quadrant D: Possible Overkill
High performance-Low importance.
Recommendation: **Cut the waste!**

Low Importance

Importance Axis

Stop focusing on this!

Service-Specific Dimensions

Staff Performance	5 Scale = Agreement	5 Scale = Importance
Settlement service staff are polite and patient when delivering services to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff give me their full attention when delivering services.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff provide service during hours that are convenient to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff are dependable and supportive when delivering services to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff provide explanations and answer all my questions when delivering services.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
	☐ Strongly agree	☐ Extremely important

Tool 1: Hybrid Service Quality (HYSQUAL) Client Questionnaire

Review the questionnaire

Customize as needed

Collect client feedback

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ⓘ Start presenting to display the joining instructions on this slide.

The Hybrid Service Quality (HYSQUAL) Client Questionnaire uses [...] scales

ⓘ Start presenting to display the poll results on this slide.

What makes the Hybrid Service Quality (HYSQUAL) Client Questionnaire different from other questionnaires is that it uses

ⓘ Start presenting to display the poll results on this slide.

Tool 2: Ready-to-Use Excel Template for Data Analysis

Once you input the data from the client questionnaire into the Excel template, it will automatically generate the following:

- A full **Importance Performance Analysis** (IPA) report and chart.

- Categorized **summary statistics** for each of the five hybrid service delivery dimensions.

- **Dashboards** for Service-Specific and Newcomer-Specific Dimensions.

WESO Toolkit: Ready to Use Excel Template

National Capital Region — Wired: Evaluating Settlement Online (WESO)

Home

Copy and Paste Here

Numerical Data

IPA Analysis

Service Quality Dimensions

Newcomer Specific Dimensions

Client Satisfaction

Service Format

Summary for All Statements

If you are looking for a quick and easy analysis tool to let you know what you're doing right and what you need to improve on, then you need to preform an IPA (Importance Performance Analysis). This template provides you with the basics of a IPA. IPA Analysis is a simple and easy to use decision making tool that helps you set priorities about improving service quality. The IPA scale measures each quality dimension based on importance and performance, so that you focus on performance practices that matter the most to your organization.

This template includes sample survey data which you can delete before starting.

Please manually enter your data into the "Copy and Paste Here" Sheet.

Instructions for Copy and Pasting into the Template

Copy and Paste responses as is in the Copy and Paste Here Sheet. Please, don't alter any cell in any sheet of this template because formulas will be distorted. if you need further analysis, you may c the results you need in a new excel sheet as values using the 123 icon in paste options. An image of this paste option is provided in this ima

Guide for contents in this Excel template

Tool 2: Ready to Use Excel Template
Inputting client questionnaire data
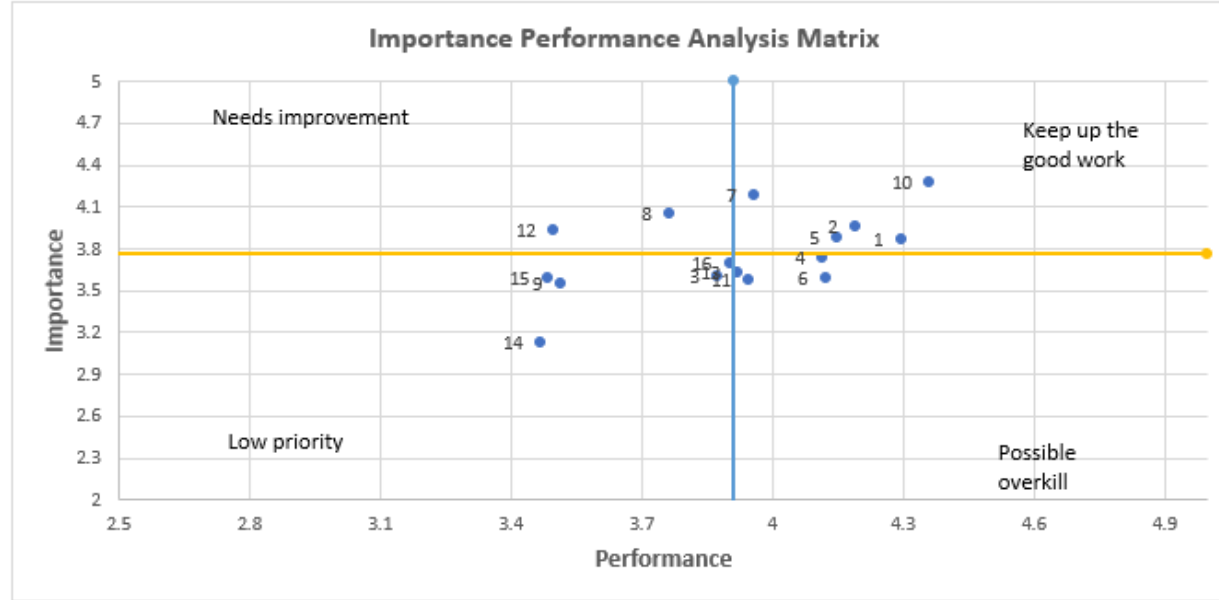Generating reports and charts
Analyzing and implementing changes

Skip to Tool 3

IPA Analysis Dashboard

TOTAL NUMBER OF SERVICES

5	On the right track
5	that should be low priority
2	that need improvement
4	that you need to focus less on

Importance Performance Analysis Matrix

Data	Statement	Performance	Importance	Performance Level	Importance level	Quadrant
1	Settlement service staff are polite and patient when delivering services to me.	4.295522388	3.868656716	High performance	High importance	keep up the good work
2	Settlement service staff give me their full attention when delivering services. -	4.191044776	3.958208955	High performance	High importance	keep up the good work
3	Settlement service staff provide service during hours that are convenient to	3.874626866	3.6	Low performance	Low importance	Low priority
4	Settlement service staff are dependable and supportive when delivering	4.11641791	3.740298507	High performance	Low importance	Possible over kill
5	Settlement service staff provide explanations and answer all of my questions	4.149253731	3.874626866	High performance	High importance	keep up the good work
6	Settlement service staff can help me establish social and networking	4.12238806	3.585074627	High performance	Low importance	Possible over kill
7	Settlement service staff can provide services to me in a timely manner. -	3.958208955	4.182089552	High performance	High importance	keep up the good work
8	Settlement service staff can provide accurate information to me when	3.764179104	4.056716418	Low performance	High importance	Needs improvement
9	Settlement service staff can easily deliver services to me using digital tools	3.513432836	3.552238806	Low performance	Low importance	Low priority
10	Settlement service staff can protect the privacy of my personal information	4.36119403	4.27761194	High performance	High importance	keep up the good work
11	Settlement service website provide clear information about how to access	3.946268657	3.582089552	High performance	Low importance	Possible over kill
12	Settlement services websites are easy to explore and use. - Agree or Disagree	3.498507463	3.937313433	Low performance	High importance	Needs improvement
13	Settlement service websites are well-organized and provide enough	3.92238806	3.629850746	High performance	Low importance	Possible over kill
14	Providing my personal information online to receive settlement services is	3.468656716	3.128358209	Low performance	Low importance	Low priority
15	I am comfortable providing my UCI/PR number or other personal information	3.48358209	3.585074627	Low performance	Low importance	Low priority

Service Quality Dimensions Dashboard

Please remember to refresh this page by going on the Data tab, Queries & Connections Pane and clicking on Refresh All.

Navigation menu:
- Home
- Copy and Paste Here
- Numerical Data
- IPA Analysis
- Service Quality Dimensions
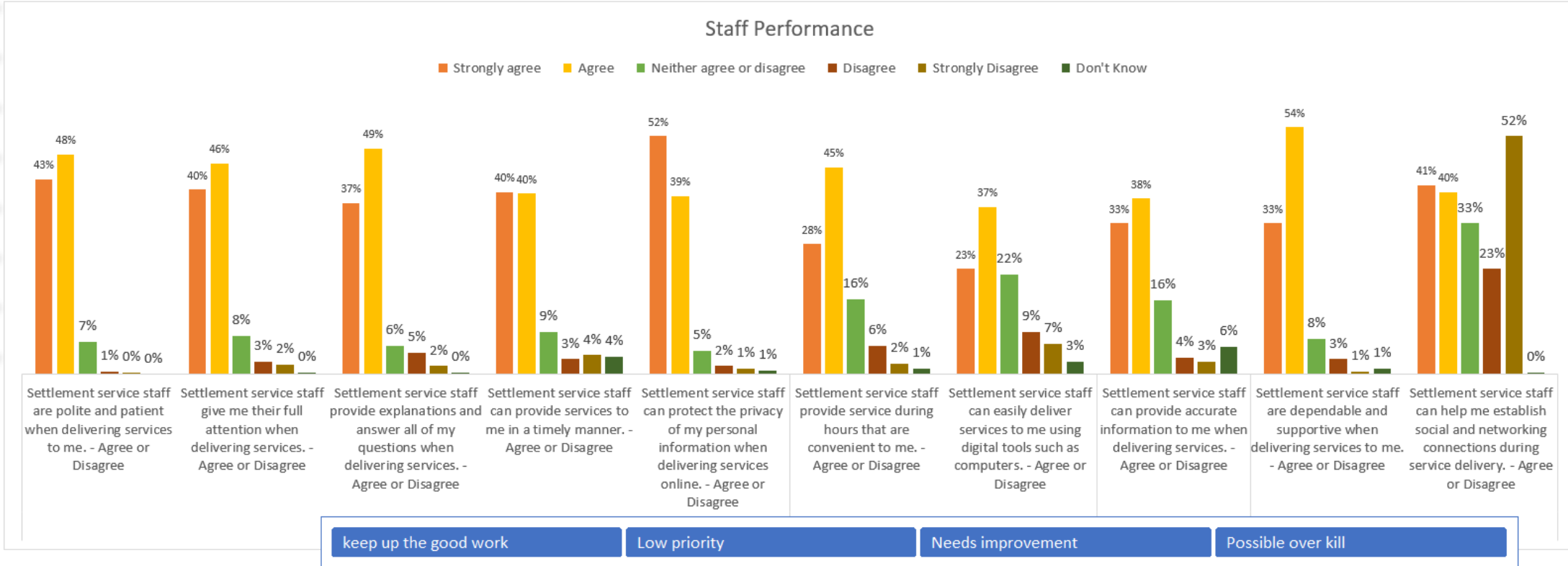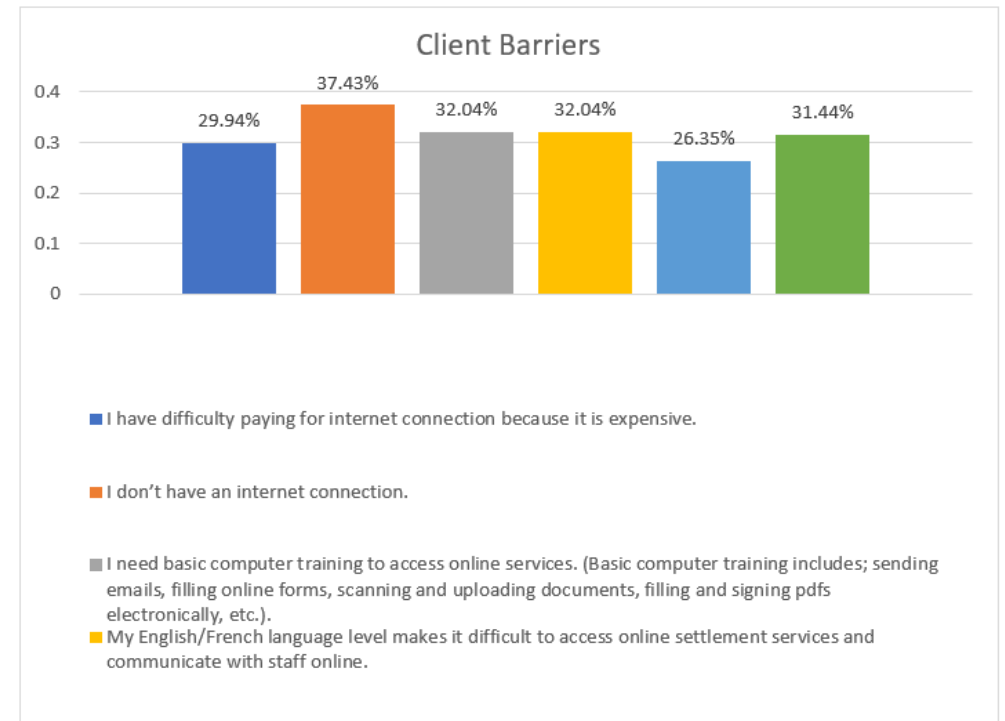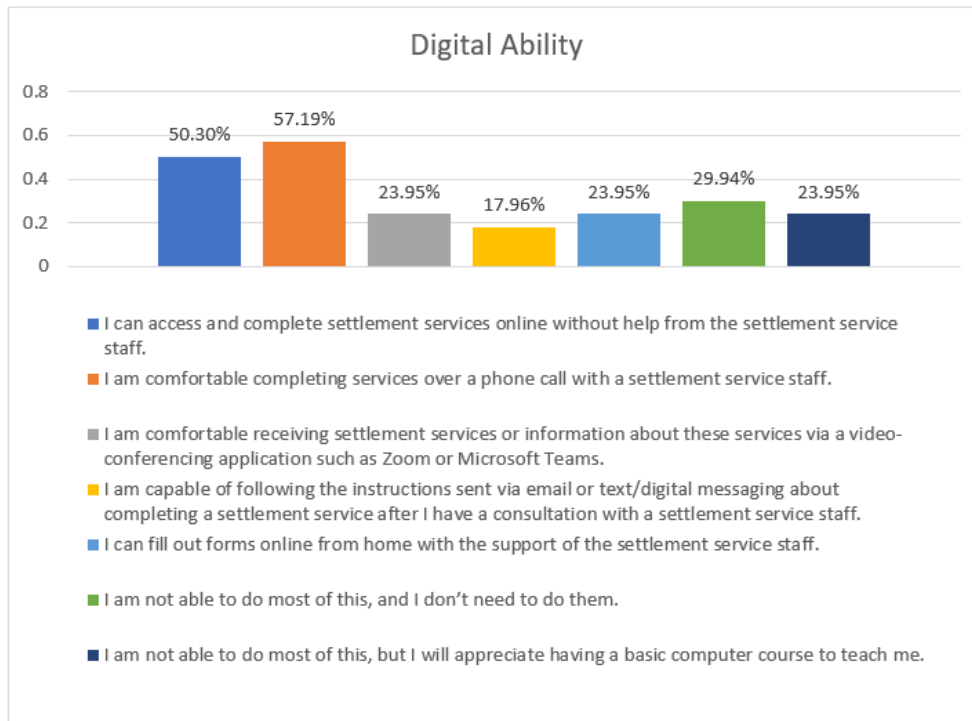- Newcomer Specific Dimensions
- Client Satisfaction
- Service Format
- Summary for All Statements

Staff Performance

Legend: ■ Strongly agree ■ Agree ■ Neither agree or disagree ■ Disagree ■ Strongly Disagree ■ Don't Know

Statement	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly Disagree	Don't Know
Settlement service staff are polite and patient when delivering services to me. - Agree or Disagree	43%	48%	7%	1%	0%	0%
Settlement service staff give me their full attention when delivering services. - Agree or Disagree	40%	46%	8%	3%	2%	0%
Settlement service staff provide explanations and answer all of my questions when delivering services. - Agree or Disagree	37%	49%	6%	5%	2%	0%
Settlement service staff can provide services to me in a timely manner. - Agree or Disagree	40%	40%	9%	3%	4%	4%
Settlement service staff can protect the privacy of my personal information when delivering services online. - Agree or Disagree	52%	39%	5%	2%	1%	1%
Settlement service staff provide service during hours that are convenient to me. - Agree or Disagree	28%	45%	16%	6%	2%	1%
Settlement service staff can easily deliver services to me using digital tools such as computers. - Agree or Disagree	23%	37%	22%	9%	7%	3%
Settlement service staff can provide accurate information to me when delivering services. - Agree or Disagree	33%	38%	16%	4%	3%	6%
Settlement service staff are dependable and supportive when delivering services to me. - Agree or Disagree	33%	54%	8%	3%	1%	1%
Settlement service staff can help me establish social and networking connections during service delivery. - Agree or Disagree	41%	40%	33%	23%	52%	0%

keep up the good work | Low priority | Needs improvement | Possible over kill

Newcomer-Specific Dimensions Dashboard

Home

Copy and Paste Here

Numerical Data

IPA Analysis

Service Quality Dimensions

Newcomer Specific Dimensions

Client Satisfaction

Service Format

Summary for All Statements

Digital Ability

- 50.30% — I can access and complete settlement services online without help from the settlement service staff.
- 57.19% — I am comfortable completing services over a phone call with a settlement service staff.
- 23.95% — I am comfortable receiving settlement services or information about these services via a video-conferencing application such as Zoom or Microsoft Teams.
- 17.96% — I am capable of following the instructions sent via email or text/digital messaging about completing a settlement service after I have a consultation with a settlement service staff.
- 23.95% — I can fill out forms online from home with the support of the settlement service staff.
- 29.94% — I am not able to do most of this, and I don't need to do them.
- 23.95% — I am not able to do most of this, but I will appreciate having a basic computer course to teach me.

Client Barriers

- 29.94% — I have difficulty paying for internet connection because it is expensive.
- 37.43% — I don't have an internet connection.
- 32.04% — I need basic computer training to access online services. (Basic computer training includes; sending emails, filling online forms, scanning and uploading documents, filling and signing pdfs electronically, etc.).
- 32.04% — My English/French language level makes it difficult to access online settlement services and communicate with staff online.
- 26.35%
- 31.44%

Tool 3: Continuous Improvement Plan

An Excel Template is created to translate the results of the IPA report into action and plans to implement changes.

- You can use this template to make **a log of areas that need an intervention** identified in the IPA report.

- **Assign responsibility and timelines** for improvements.

- **Review the outcomes** of the intervention.

Hybrid Service Quality Assessment Toolkit for Settlement Services in Canada: Continuous Improvement Plan

Y National Capital Region — Wired: Evaluating Settlement Online (WESO)

The Continuous Improvement Plan is the basis for planning and monitoring improvements identified in the IPA Analysis. It is developed from the HYSQUAL and the improvement actions identified is to be used to plan and take action on any items that are identified as "Possible Overkill" or "Needs Improvement".

Guide for Contents in this Excel Template

Sheet Name	Explanation
Staff Performance	This sheet contains all statements related to Staff Performance dimension for you to rate and plan accordingly.
Web Security	This sheet contains all statements related to Web Security dimension for you to rate and plan accordingly.
Web Content	This sheet contains all statements related to Web Content dimension for you to rate and plan accordingly.
Acceptance of Online Services	This sheet contains all statements related to Acceptance of Online Services dimension for you to rate and plan accordingly.
Intention to Use Hybrid Services	This sheet contains all statements related to Intention to use Hybrid Services for you to rate and plan accordingly.
Client Satisfaction	This sheet contains all statements related to Client Satisfaction for you to rate and plan accordingly.
Summary	This sheet contains all statements in the survey for you to plan improvement actions.

Tool 1: Client Questionnaire

Service-Specific Dimensions

Staff Performance	5 Scale = Agreement	5 Scale = Importance
Settlement service staff are polite and patient when delivering services to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff give me their full attention when delivering services.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff provide service during hours that are convenient to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure
Settlement service staff are dependable and supportive when delivering services to me.	☐ Strongly agree ☐ Agree ☐ Neither Agree nor Disagree ☐ Disagree ☐ Strongly Disagree ☐ Irrelevant to me	☐ Extremely important ☐ Very important ☐ Moderately important ☐ Slightly important ☐ Not at all Important ☐ Not sure

Tool 2: Ready to Use Excel Template

IPA Analysis Dashboard

National Capital Region — Wired: Evaluating Settlement Online (WESO)

Home
Copy and Paste Here
Numerical Data
IPA Analysis
IPA Analysis - Pivot
Service Quality Dimensions
Newcomer Specific Dimensions
Client Satisfaction
Service Format
Summary for All Statements

TOTAL NUMBER OF SERVICES

5 On the right track
5 that should be low priority
2 that need improvement
4 that you need to focus less on

Importance Performance Analysis Matrix

Tool 3: Continuous Improvement Plan

Home | Rating Scale | Staff Performance | Web Security | Website Content and Accessibility | Summary

Staff Performance Dashboard

National Capital Region — Wired: Evaluating Settlement Online (WESO)

Description	IPA Rating	Self Rating	Examples of Actions and Evidence to Support Self Rating	Planned Action	Person responsible	Planned completion date	Outcomes This includes the results,
Settlement service staff are polite and patient when delivering services to me. - Agree or Disagree	Keep Up the Good Work	Compliant	All the staff are courteous and treat clients fairly.	N/A	N/A	N/A	N/A
Settlement service staff give me their full attention when delivering services. - Agree or Disagree	Keep Up the Good Work	Exceeding	Staff are trained to be present and mindful with clients. It is the main criteria for hiring.	N/A	N/A	N/A	N/A
Settlement service staff provide service during hours that are convenient to me. - Agree or Disagree	Low Priority	Partially Comp	We had several complaints from clients that the group sessions are at times that are not convenient to them.	N/A	N/A	N/A	N/A
Settlement service staff are dependable and supportive when delivering services to me. - Agree or Disagree	Possible Over Kill	Exceeding	Staff are provided with training on how to show respect and support to all clients	The IPA rating shows that this aspect is not important to clients. Empathy and support are not on the client's top list.	Program Directo	20/05/2023	
Settlement service staff provide explanations and answer all of my questions when delivering services. - Agree or Disagree	Keep Up the Good Work	Exceeding	Staff give every client enough time for consultaton.	N/A	N/A	N/A	N/A

The CORE principles outlined in IRCC's CFP 2024

The toolkit ensures that services are:

Client-Centered:

- Tailored based on direct client feedback.

Outcomes-Driven:

- Focuses on impactful, evidence-based decisions.

Responsive to Need:

- Adapts swiftly to digital transformations, addressing new evaluation criteria for hybrid services.

Effective Use of Resources:

- Maximizes impact through smart resource allocation, highlighted in the Excel-generated Importance Performance Analysis Report.

How WESO Toolkit aligns with the Themes outlined in IRCC's CFP 2024

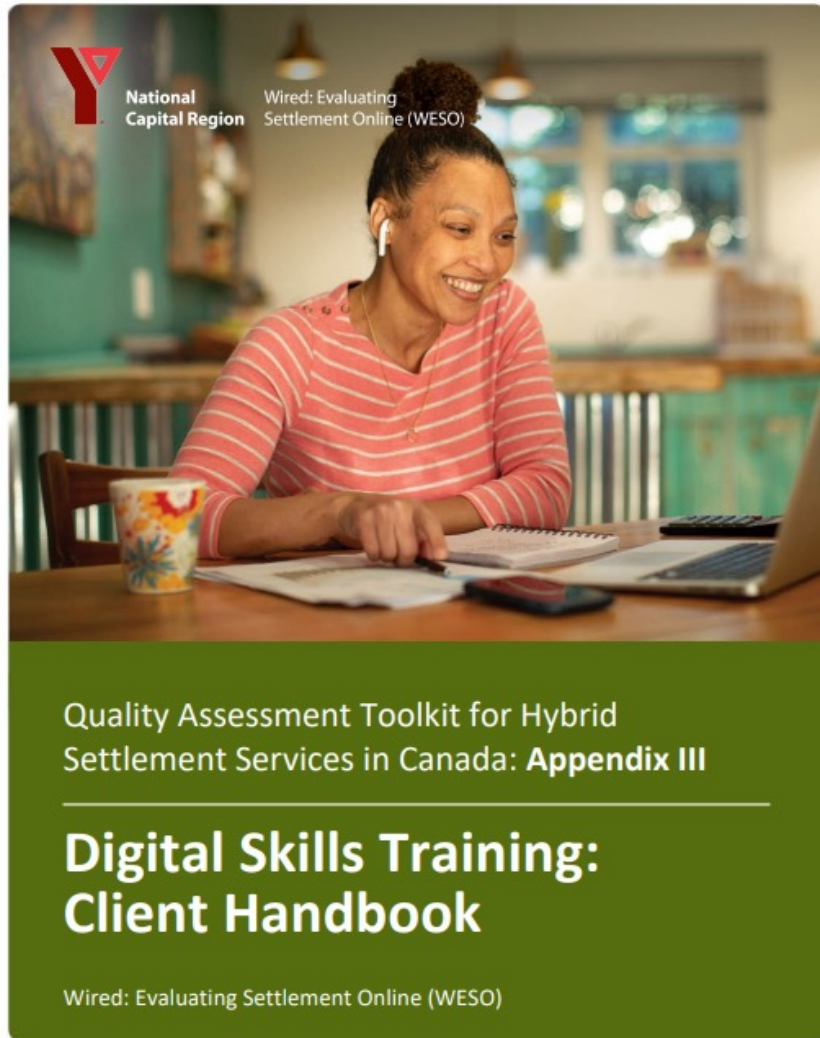| Right Services	Right Clients	Right Time
• The WESO Client Questionnaire assess the needs of clients in terms of service format preferences, digital ability, and barriers. The questionnaire also helps SPOs evaluate the quality of their hybrid services as well as the Newcomer acceptance for online services.	• WESO developed a digital literacy handbook, enabling clients to access online services more easily and with minimal barriers, enhancing their integration into society.	• The WESO toolkit is particularly valuable in the context of significant changes in settlement services for both clients and SPOs caused by COVID-19.
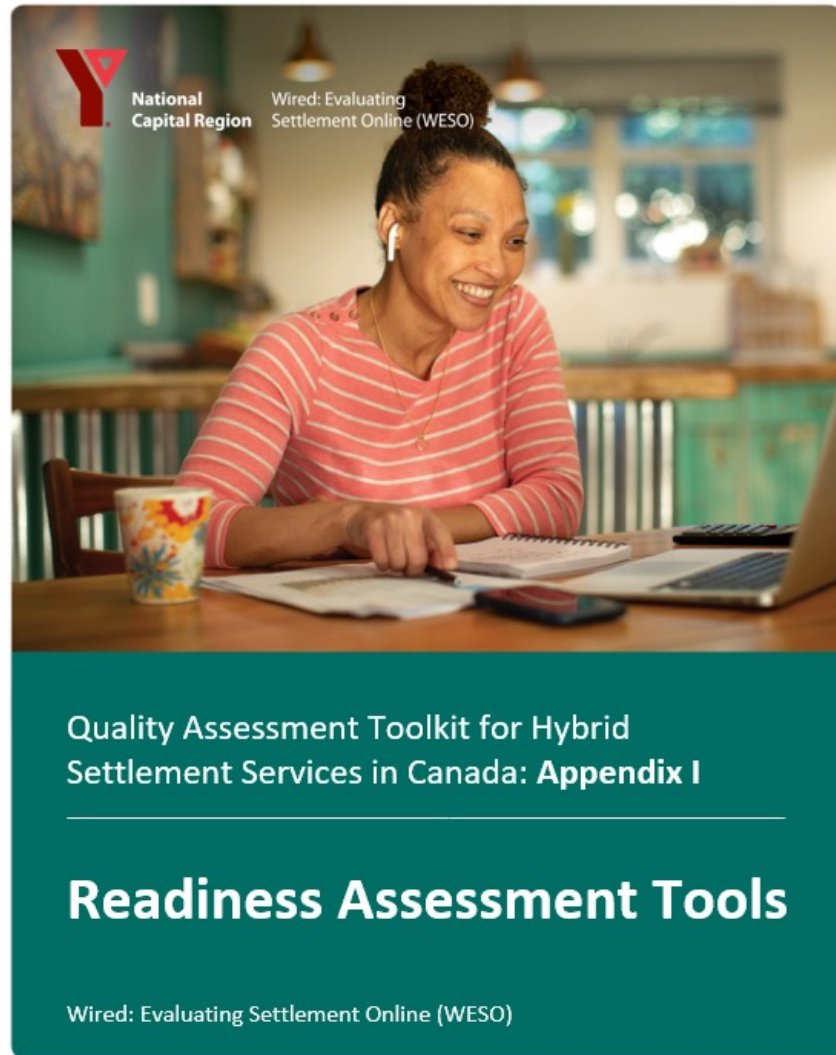
Appendix I: Readiness Assessment Tools

- Assessing Client Readiness For Hybrid Services

- Assessing Organizational Readiness For Hybrid Services
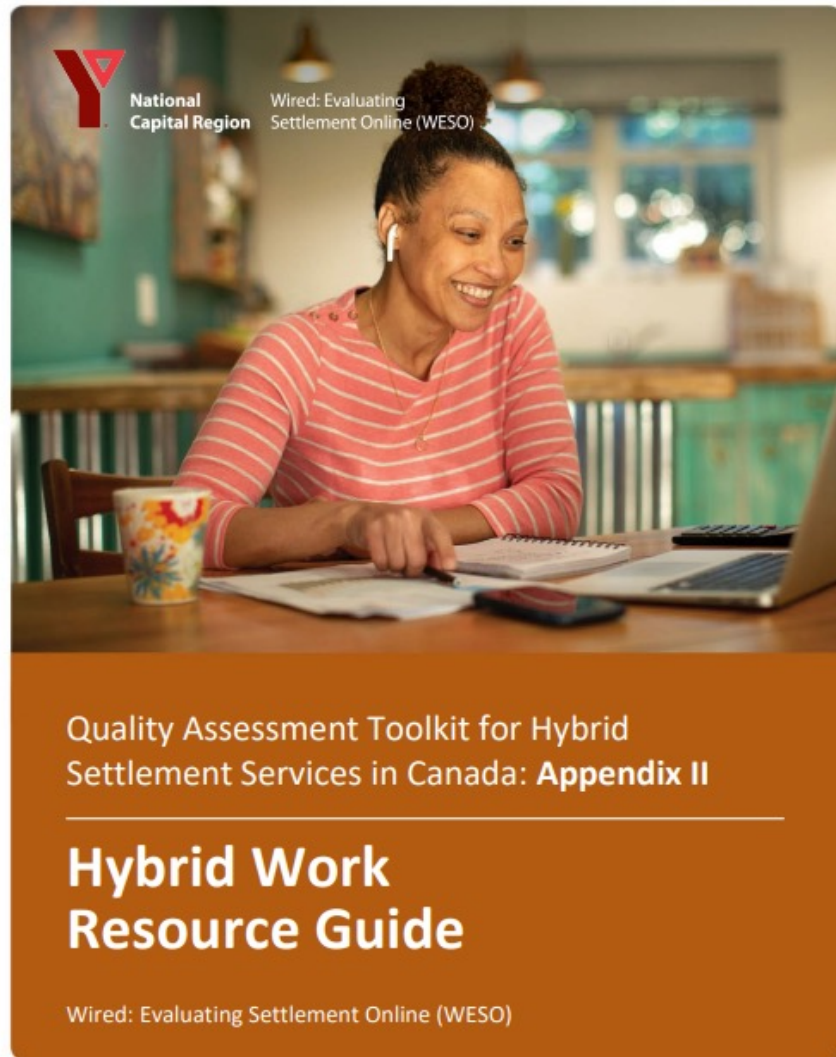
Appendix II: Hybrid Work Resources Guide

- Online Digital Literacy Resources

- Devices And Connectivity Programs

- Online Directory

- Resources In Your Community

- Resources For Survey Data Collection

- Tips And Resources For Effective Hybrid Work

- Tools For Hybrid Work

Quality Assessment Toolkit for Hybrid Settlement Services in Canada: **Appendix III**

Digital Skills Training: Client Handbook

Wired: Evaluating Settlement Online (WESO)

Appendix III: Digital Skills Training: Client Handbook

- The Digital Skills Training: Client Handbook is a comprehensive guide that offers step-by-step instructions for Internet Basics, Email Basics, and Video Conferencing.
- The guidebook is easy to navigate and includes screenshots to assist those with limited English proficiency.

Appendix III: Promising Practices to Deliver High Quality Hybrid Services

- Covers the five dimensions that drive client intention to use hybrid services.

- Includes a brief overview of the WESO hybrid service model and provides promising practices and tips for hybrid service delivery.
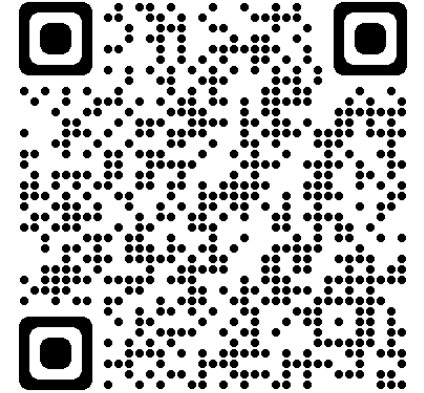
WESO's SettleNet Group
Find us on Settlenet.org, an IRCC approved community of practice.
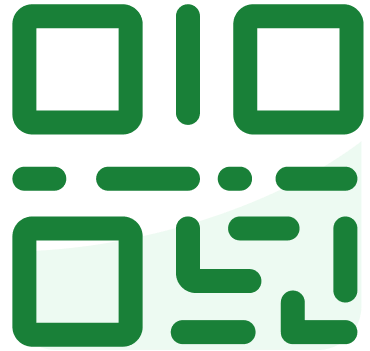
slido

We would love to hear your thoughts on this training!

ⓘ Start presenting to display the poll results on this slide.

Questions?

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