

SASKATECHEWAN LEARNERS' EVALUATION REPORT

Settlement and Transition Processes PD Course [2018-2019 Q1]

In consonance with its Contribution Agreement with IRCC, SAISIA in collaboration with the Saskatchewan settlement and integration sector, identified 13 learners across the sector to participate in the **2018-2019 Q1 Regional Professional Development course** titled **Settlement and Transition Processes** through AAISA's online learning platform.

This report represents SAISIA's evaluation of feedback received from the **13 Learners** as well as **PD Contacts** across the Saskatchewan participating agencies.

Learners' Feedback

Experience of the Course

Overall, PD learners reported to have had very good experience from participating in the online learning. The course was described as very practical and informative. Below is a succinct learners' testimonial:

- ✓ "The course allowed me a better understanding of my strengths and weaknesses in supporting a successful settlement transition for Newcomers. I recommend the course to all settlement practitioners across Saskatchewan in their effort toward assisting new immigrants on their settlement journey," - **Francophone Learner, Regina**
- ✓ "The course was helpful in guiding her to think critically about matters relevant to newcomers, settlement needs, best counseling practices, etc. "It was very relevant in that I work directly with clients and have many opportunities to interact one-on-one with them in relation to their settlement needs." - **Urban Learner, Saskatoon**
- ✓ "Indeed, the course instructor was timely in responding to emails and providing answers to questions asked." – **Rural Learner, Yorkton**

Communication with AAISA staff before and during the course

All learners reported to have had a very wonderful communication experience with AAISA staff before and during the course. *"The constant communication and quick responses motivated me to keep on continuing with the course and keep the consistency,"* a learner said.

Relevance of course to Learner's work

All 13 Saskatchewan learners indicated the course outline was relevant to their everyday work as settlement practitioners. A learner from Saskatoon organization has this to say regarding the relevance of **Settlement and Transition Processes** course to her work:

"It was very relevant in that I work directly with clients and have many opportunities to interact one-on-one with them in relation to their settlement needs. The only piece that makes it difficult to apply what I learned is that I often do not see clients who are brand new to Saskatoon on an ongoing basis (typically this is the primary role of our settlement advisor) so it is difficult to establish long-term goals with clients."

P.D. Contacts' Feedback

Agency's experience of participating in the pilot course

Whereas, Saskatchewan PD Contacts expressed an overall satisfaction with regards to the course design and online delivery format. However, they [PD Contacts] all shared similar concern regarding the amount of time required from learners to attend learning sessions thus creating a challenge for learners to be optimally involved in their everyday work.

It is worthy to note SAISIA identified and noted the above concern in its 2017-2018 Q4 Regional PD pilot follow-up report for the attention of AAISA.

Agency's experience of the online learning platform

According to PD Contacts, learners indicated that course modules and structure of delivery was heavier load with not enough time to better engage and comprehend all that the course had to offer.

Additionally, Saskatchewan agencies would like to see modules that build on what learners have already learned; beyond the basics. In essence, there is the need for PD organizers to plan for and incorporate courses that longer-term staff, who potentially are making a career in the settlement and integration sector, can benefit and learn from.

AAISA's support for participating agency

Overall, PD Contacts across SK participating agencies expresses satisfaction in relation to technical support from AAISA team. The technical support team at AAISA was really good and always able to figure out technical related issues.

Agency's interest to participate in future online PD courses offered by AAISA

Saskatchewan participating agencies all expressed interests to participate in future PD training opportunities with the following topics for the attention of AAISA:

- a. Ethics, solution-based counseling, training for management – HR related
- b. Mental Health
- c. Working with vulnerable population
- d. Conflict Resolution
- e. Vicarious Trauma Informed Approach
- f. Support and pathfinding opportunities related to job readiness/labour market integration
- g. Understanding the Settlement and Integration sector [Settlement and Integration 101]

In closing, SAISIA extends appreciation to IRCC for supporting Professional Development of the Saskatchewan Settlement and Integration sector.

Similarly, warm appreciation to AAISA for leading the project. We look forward to learning more about future PD topics, date and method of delivery with the hope that the above-listed topics will be considered when designing future course modules.

Compiled by SAISIA