



Literacy Service Plan 2012-2013

Learner Satisfaction Results

Agency	2008/2009 % Overall Satisfaction	2009/2010 % Overall Satisfaction	2010/2011 % Overall Satisfaction
HWCDSD	83.2%	86.7%	92.3%
HWDSB	92.7%	95.0%	95.2%
Literacy Council	89.3%	91.1%	90.8%
Mohawk College	90.8%	93.6%	93.4%
Mohawk DEP	91.0%	86.7%	89.2%
CNIB	90.9%	94.3%	90%
Native Learning Centre	N/A	91.4%	92.9%
Average Satisfaction	89.7%	91.3%	92.0%

Learners are pleased with the results of their training and with the services provided by staff of the agencies in Hamilton.

This speaks to the support provided by program management and the network to the frontline staff.

Hamilton is above the target satisfaction expected by MTCU of 85%.

Learners were asked to answer the following questions by marking: strongly disagree, disagree, do not agree, or disagree, agree, strongly agree or no answer

1. I made good progress in reaching the goal(s) I set in the LBS program.
2. I found the learning activities to be useful in working toward my goal(s).
3. The staff of the agency explained the LBS program clearly.
4. The staff of the LBS agency treated me fairly.
5. The hours of the LBS agency were convenient for me.
6. I would tell other people to come to this agency to take part in the LBS program.