

Questionnaire for Language Providers

Name of school/institution:

Address:

Name/position of interviewee:

Tel. #:

Fax:

e-mail:

1. How long have you worked in your current position?
2. Did you work in some capacity with refugees prior to your job here? (elaborate if yes)
3. How long have you lived in this community?
4. What sorts of changes have you seen to the population in general since you first came here/over the past 15 years?
5. Could you describe the size and structure of your institution?
6. Could you describe the nature of the classes you provide (LINC, other)?
7. Of your students, what percentage are refugees?
8. Do they have special language needs, or other needs to which you must be sensitive? (health problems - both physical and mental, school for kids, housing, transportation, concern over jobs, gender issues, age issues, political issues)
9. What are your responsibilities in terms of assisting with the settlement of refugees?
10. How long do refugee students generally stay in your program? (may need to break down by groups)
11. Can you give us some examples of the types of refugees you have had in your classes? (educational background, previous occupations, time in camps, language learning capabilities, jobs, health, transportation, children)
12. Do you have direct contact with other people who assist refugees? (e.g., settlement workers? health care workers? school teachers/guidance counsellors? churches? private sponsors? service clubs? police? other?). If not, are there other people within your institution who do contact other agencies with regard to your students?
13. Are there differences in the needs of refugees and immigrants? (elaborate, if yes)

14. In the last five years where have the refugees come from who have been sent to your community? (Vietnamese, Bosnians, Serbs, Kurds, Ethiopians etc.)
15. Have some of your refugee students left before their first year is up? Elaborate - What percentage leaves (by group)?
16. How long did they stay before leaving? (a week, a month, ten months?)
17. Have you received refugees who were originally destined for another city? (elaborate, if yes)
18. Do immigrant students show the same patterns?
19. Are there refugees who quit their language classes before they are finished?
20. If so, do you know why? (Are they going to jobs within the community, are they moving away or are they working on their language at home, other?)
21. What level of language do your students typically achieve (CLB)?
22. What are the factors, in your mind, that contribute to a refugee's decision to stay or to leave your community? Please answer this separately for different nationalities (i.e., do different groups leave for different reasons?)
23. What about the people who stay? Do they fit in to the mainstream community or do they keep to themselves quite a bit? (examples and details).
24. Are there any characteristics of the refugees who stay that are common across nationalities?
25. What sorts of differences have you noticed in the degree to which various groups of refugee students integrate into the community? (age, gender, marital status, education, occupation, size of compatriot community, language proficiency)
26. What factors contribute to integration, in your opinion?
27. What sorts of jobs do your refugee students find?
28. What kind of recreational activities do members of the refugee community typically participate in? (sports, dancing, drinking, gambling, school-related activities, etc.)
29. Do refugees participate in these activities in the mainstream community, or do they stay within the refugee/immigrant community?
30. What role do religious institutions play in the refugees' lives? (both their own religion and the role of people from other religious institutions who may be offering assistance)

31. In your opinion, what are the pros and cons of destining refugee students to your community? (attitudes in the receiving community as well as factors relating to the refugees themselves.)
32. If you were the primary decision-maker in Citizenship & Immigration, are there changes to the settlement procedures that you would make?
33. Do you have any idea what the overall cost of language instruction for newcomers is?
34. What would the pros and cons be of settling all Alberta-destined refugees in Calgary and Edmonton? (refugees and the receiving community)
35. What capacity for refugees do you think your community has? Could double the number be settled annually, for instance?
36. Do you think there is an optimal size for a particular refugee group (i.e., from a single nationality)?
37. We may have some additional questions. Can we contact you if we need clarification or additional information?