IMTB Database Survey Final Report

**Prepared for Citizenship and Immigration Canada
by the Institute of Urban Studies**

Winnipeg, Manitoba

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Table of Contents

      Appendix 1 – Profiles of Organizations Not Currently Keeping
            Records on Electronic Databases

      Appendix 2 – Profiles of Organizations with
            Low Internet Capacity

      Appendix 3 – The Database Survey

      Appendix 4 – List of Service Provider Organizations

      Appendix 5 – List of All Computers, by Organization

Executive Summary

The IMTB Database Survey was sent to 44 Service Provider Organizations (SPOs) offering LINC, ISAP, HOST or RAP programs in Saskatchewan and Alberta. Completed surveys were obtained from 100% of the organizations surveyed.

Services Provided

• Of the organizations surveyed, 82% provide LINC, 48% provide ISAP, 21% provide HOST and 16% provide RAP services.

Access to Computers

• All but one (1) respondent indicated that their organization has a personal computer.

• 80% of SPOs reported that between one and ten individuals use the computer applications implemented for the services provided by the organization.

Databases Used

• 84% of SPOs use databases to store client information.

• The majority of SPOs using databases to store client information use the Access program (49%). Another 26% use Excel, while 25% use various other types of databases.

• The SPOs collect a combined total of 303,632 records.

Computer Capacity

• With the exception of one organization (a Mac user), all SPO's have at least one Pentium or Pentium II or III at their disposal. No organizations reported a 386 or 486 as their best computer, though some organizations have such computers in the office.

• 77% of all respondents have Windows 98 or better as their most up-to-date Operating System. 21% reported using Windows 95 as their most current software package, and one organization uses a Mac Operating System. No organizations reported Windows 3.1 as their most recent software package.

Internet Capacity

• Forty (40) respondents reported the type of Internet connection used. Among these, 98% have an Internet connection in the office.

• 36% of SPOs with Internet access have a phone line connection, while 64% have a high speed connection.

• Half of respondents with a phone line connection have a modem of 56k. 56% of respondents with a high speed connection have ASDL.

Amount of Data Currently Collected

• Most SPOs (59%) indicate they currently collect less than one-third of information in data field categories relevant to all programs. Among these, 27% collect none of the information listed.

• 43% of LINC service providers collect one- to two-thirds of information relevant to this program. 38% collect less than one-third of this information.

• 50% of ISAP service providers collect none of the information relevant to this program. However, 41% of these organizations collect two-thirds or more of this information.

• 82% of HOST service providers collect none of the information relevant to this program. 11% collect two-thirds or more of this information.

1.0 Introduction

This survey was undertaken to assess the computer capacity and current data collecting practices of Service Provider Organisations offering LINC, ISAP, HOST and RAP services in Saskatchewan and Alberta.

The data collected will be used to facilitate the implementation of Citizenship and Immigration Canada's (CIC) multiyear Contribution Accountability Framework project.

The objective of the project is to ensure the accountability of departmental expenditures, monitor service delivery and evaluate the effectiveness of contribution programs in meeting the settlement needs of newcomers to Canada. This project will include the development of an electronic data collection system that will allow program data from SPOs across Canada to be consistently and reliably collected for contribution management and evaluation purposes.

The CIC Information Management and Technologies Branch (IMTB) will provide technical expertise in identifying feasible system options and compiling system requirements. The information required for this purpose was collected through the Database Survey.

2.0 Methodology

The IMTB Database Survey (see Appendix 2) was sent to 44 Service Provider Organisations (SPOs) in Saskatchewan and Alberta. Prepared by Citizenship and Immigration Canada, the survey was administered and tabulated by the Institute of Urban Studies, Winnipeg.

Each organization was asked to complete one survey for each location from which their organisation delivers LINC, ISAP, HOST or RAP programs. Due to some duplication of names and organizations, surveys were not obtained from all individuals or organizations on the SPO list provided by CIC (see Appendix 3).

The survey results were entered into a Microsoft Excel spreadsheet. Relevant frequencies and other data were derived from this spreadsheet (enclosed on disk).

3.0 Frequency Response Highlights

3.1 The Survey Respondents

The IMTB Database Survey was completed by 100% of the 44 respondents.

The organizations included non-profit groups, educational institutions, private consultants and religiously affiliated organizations. A complete list of the SPOs surveyed is included in Appendix 3.

3.2 Total Number of SPOs Providing LINC, ISAP, HOST and RAP Services

The majority of SPOs provide LINC services (82%), and a significant number offer the ISAP program (48%). Only 21% of organizations provide HOST services and 16% offer RAP. It should be noted that a number of organizations offer more than one program.
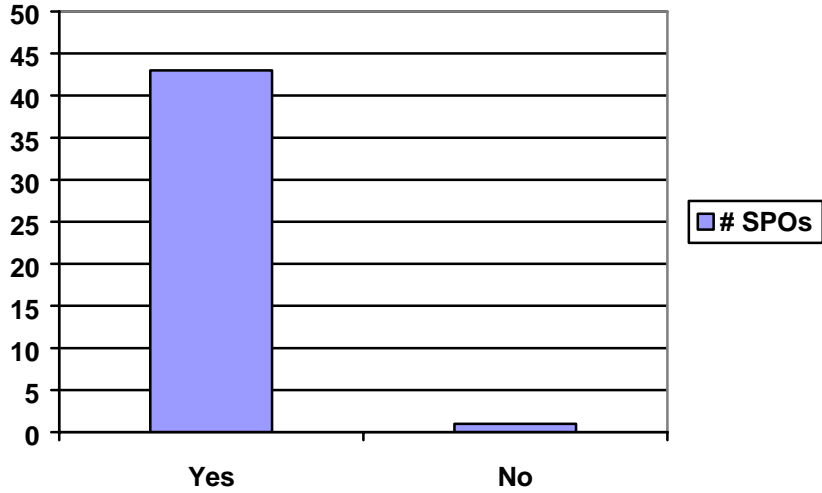
Number of SPOs Providing Each Type of Service

| Services	LINC	ISAP	HOST	RAP
Number of SPOs	36	21	9	7
Per Cent of SPOs	82%	48%	21%	16%
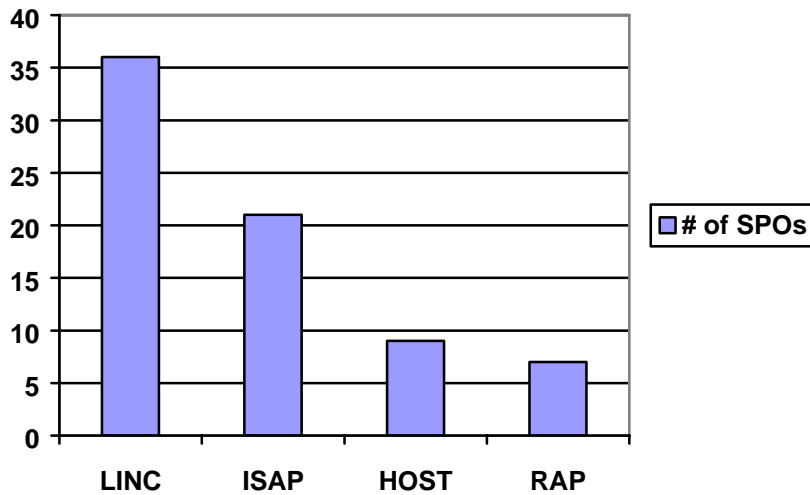
3.3 Number of SPOs with Personal Computers

Only one SPO (2%) did *not* have a personal computer. However, this individual (Wilma Reitler) has only one client.

3.4 Number of Organizations Using Databases to Store Client Information

Only seven (7) of the 43 SPOs with personal computers did not use a database to store client information. The 16% who did not use a database kept records in hard copy or stored the information on electronic disks. A list of SPOs that do not currently use databases to store client information is included in Appendix 1.
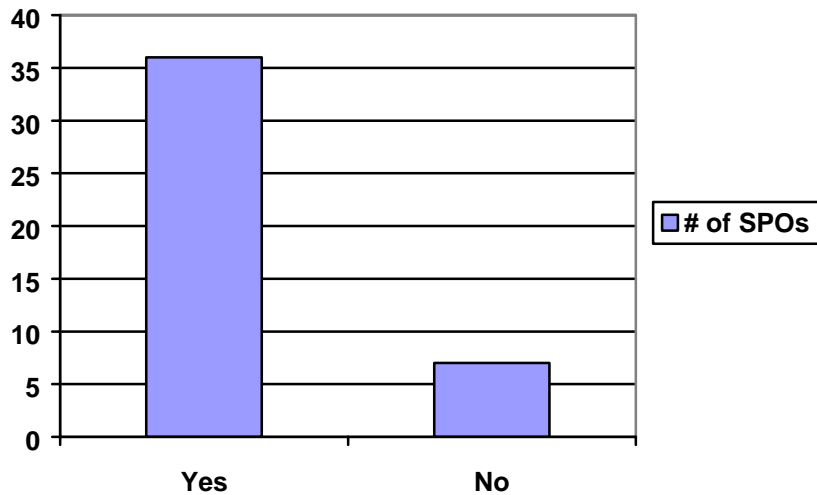
3.5 How Many Individuals (Staff) Use the Computer Application(s) Your Organization has Implemented in this Office for the Services You Provide?

Eighty per cent (80%) of SPOs reported that between one and 10 staff use the computer applications implemented for the services provided. Three-quarters of these reported five or less staff use the computers for this purpose.

Number of Staff Using Computer Applications at Each SPO

Number of staff	0	1 - 5	6 - 10	11 - 15	16 - 20	Over 20*
Number of SPOs	2	*24*	7	2	2	2
Per Cent of SPOs	5%	*62%*	18%	5%	5%	5%

*Two organisations reported more than 20 staff members using the computer applications. Of these, the Calgary Immigrant Women's Association reported 35 staff members and the Calgary Catholic Immigration Society reported 70 staff members.
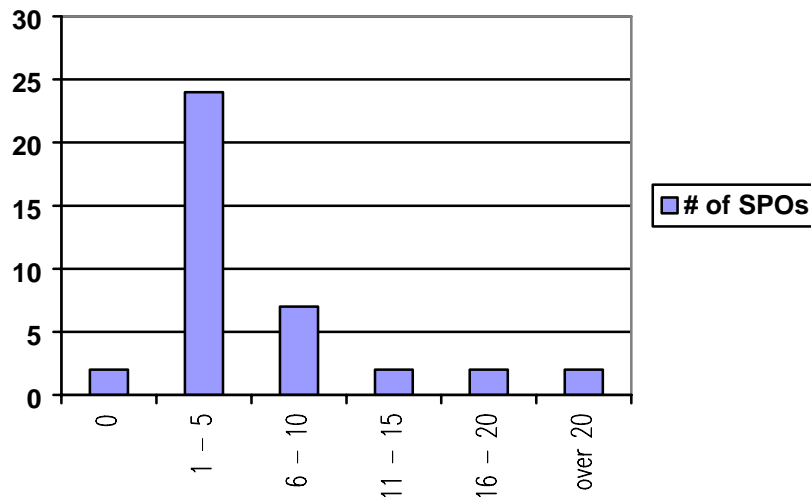
3.6 How Does Your Organisation Use the Computer Application to Store Client Information in the Database?

Nearly half of all SPOs using databases to store client information use the Access program (49%). A further 26% use Excel, and 9% use Filemaker Pro. Other types of databases include Paradox, Banner/Mac School, Informs, On Course and Aggress.

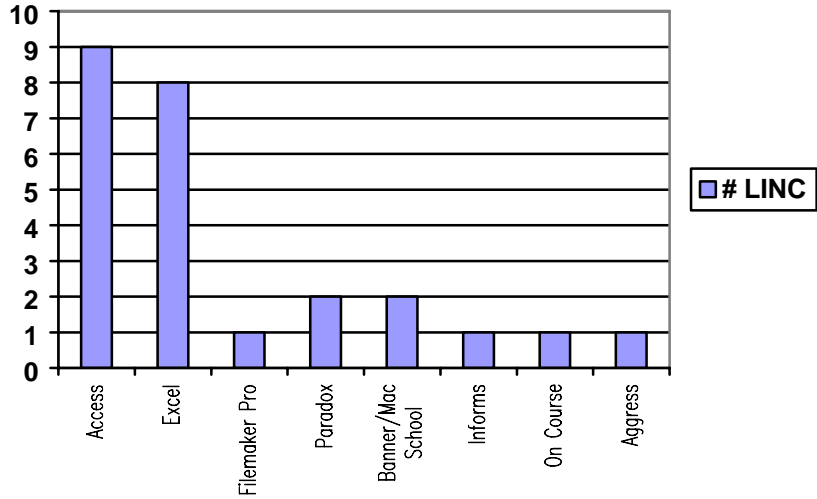Only four (4) SPOs use different database systems for different services.

Total of All Programs

Access	Excel	Filemaker Pro	Paradox	Banner/ MacSchool	Informs	On Course	Aggress
23	12	4	3	2	1	1	1
49%	26%	9%	6%	4%	2%	2%	2%
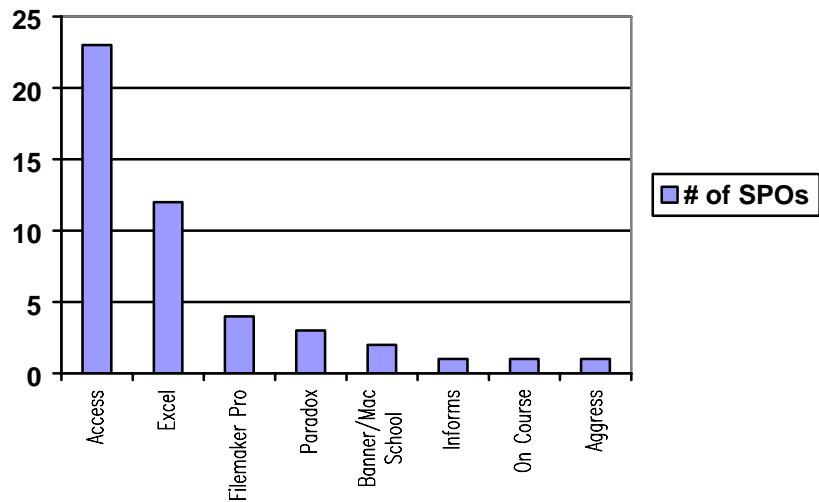
LINC

Access	Excel	Filemaker Pro	Paradox	Banner/ Mac chool	Informs	On Course	Aggress
9	8	1	2	2	1	1	1
36%	32%	4%	8%	8%	4%	4%	4%

HOST

Access	Excel	Filemaker Pro	Paradox	Banner/ MacSchool	Informs	On Course	Aggress
3	0	1	0	0	0	0	0
75%	0%	25%	0%	0%	0%	0%	0%
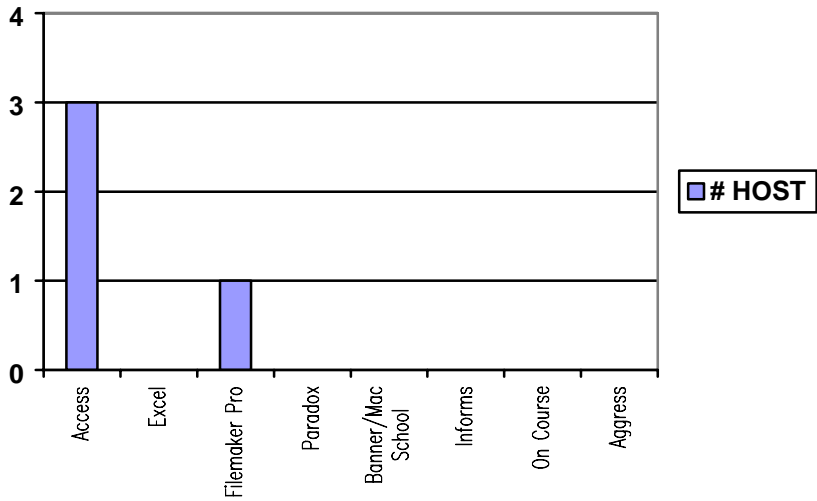
ISAP

Access	Excel	Filemaker Pro	Paradox	Banner/ MacSchool	Informs	On Course	Aggress
10	1	1	1	0	0	0	0
77%	8%	8%	8%	0%	0%	0%	0%
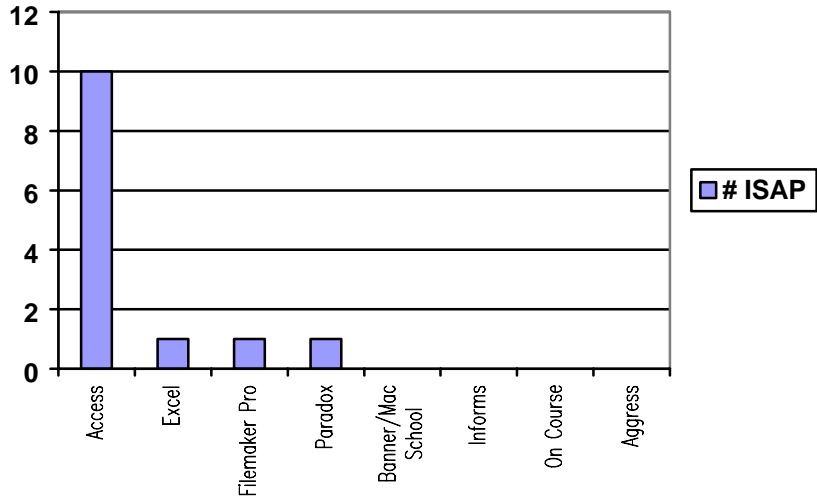
RAP

| Access	Excel	Filemaker Pro	Paradox	Banner/ MacSchool	Informs	On Course	Aggress
1	*3*	1	0	0	0	0	0
20%	*60%*	20%	0%	0%	0%	0%	0%
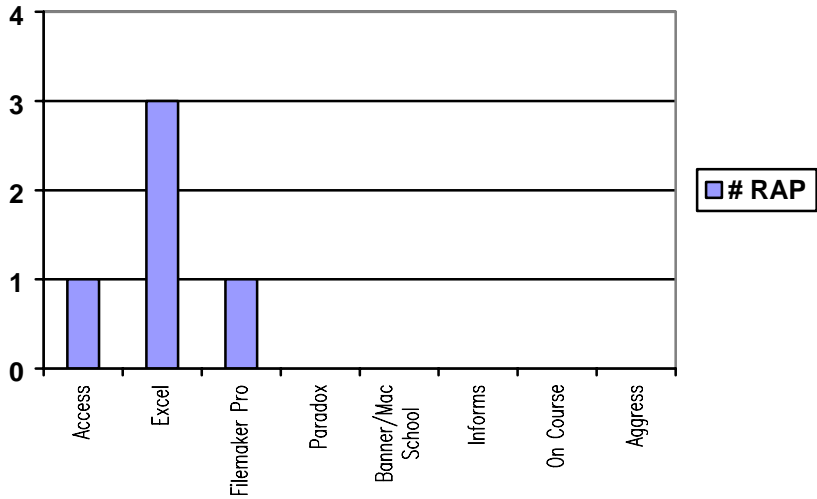
Number of Records in Databases

The number of records contained in the databases ranged from less than 10 to several thousand. The aggregate total of all records collected by all SPOs is 303,632. The chart below lists the number of records in databases by type of service.

Aggregate Total of Records Stored by All SPOs in their Databases, by Type of Service

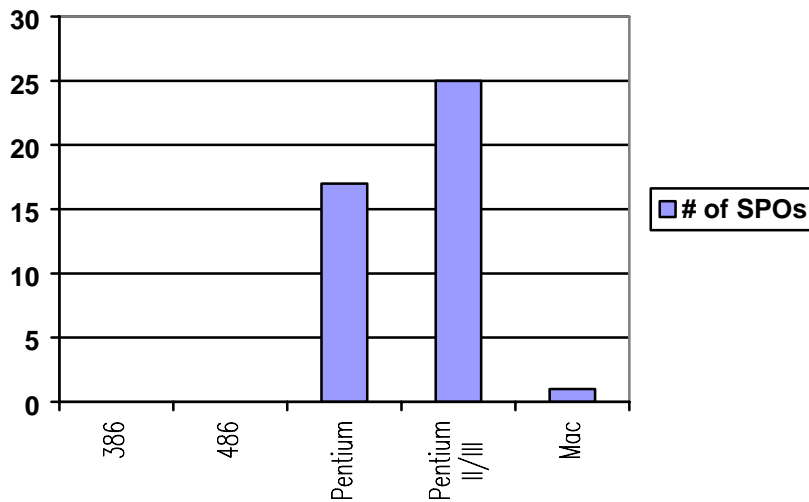| LINC	ISAP	HOST	RAP	Total
50,573	82,574	83,864	86,621	303,632
17%	27%	28%	29%	100%
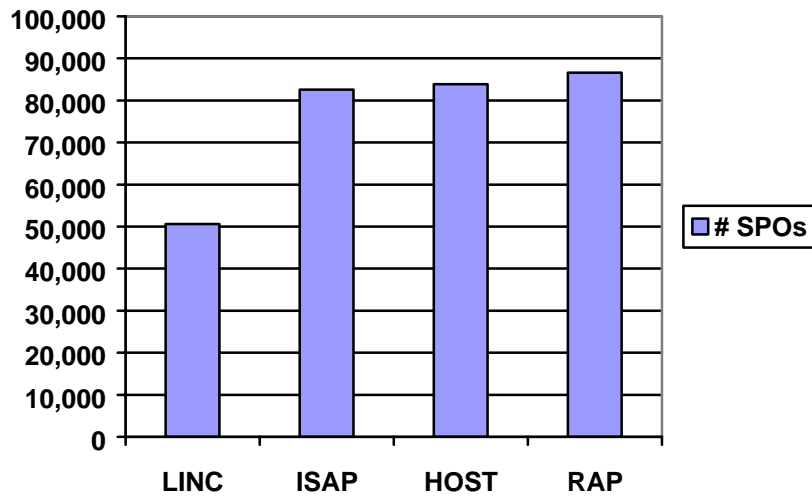
3.7 What Type of Computer Does Your Organization Use in this Office?

All but one SPO with personal computer have a Pentium or Pentium II or III at their disposal. 58% of SPOs have a Pentium II or III.

Total for all Programs

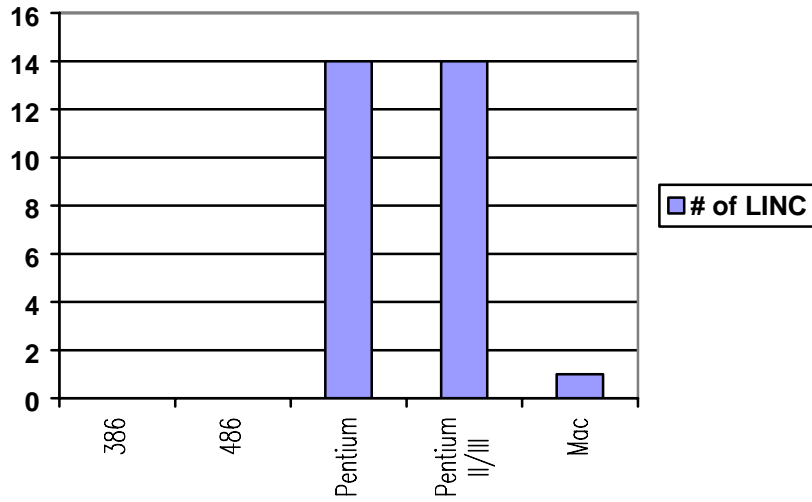| 386	486	Pentium	Pentium II / III	Mac
0	0	*17*	*25*	1
0%	0%	*40%*	*58%*	2%

Macintosh Users
SIAST Kelsey Campus, SIAST Wascana Campus and the Saskatoon Open Door Society all use Macintosh for most of their activity. However, only the Saskatoon Open Door Society uses it exclusively. Both SIAST locations also have a Pentium II or III.

Totals by Program Administered
The charts below indicate the best type of computer available in each office to administer the different types of programs.
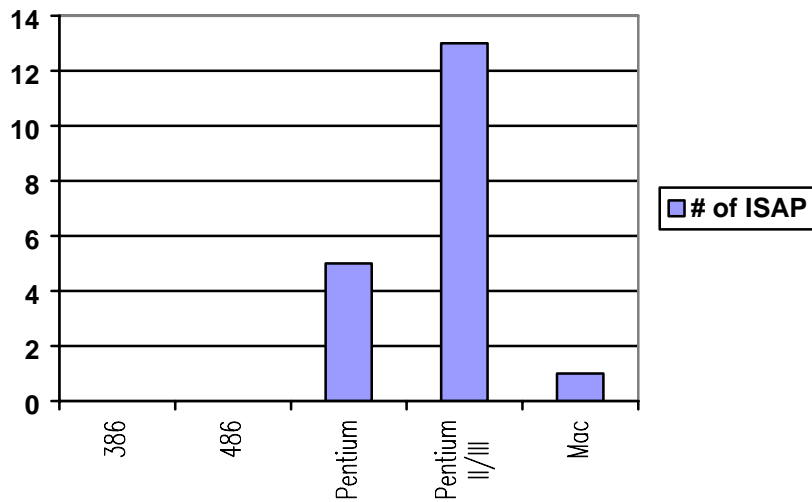
LINC

386	486	Pentium	Pentium II / III	Mac
0	0	*14*	*14*	1
0%	0%	*48%*	*48%*	3%

ISAP

386	486	Pentium	Pentium II / III	Mac
0	0	5	*13*	1
0%	0%	26%	*68%*	5%

HOST

386	486	Pentium	Pentium II / III	Mac
0	0	2	*7*	1
0%	0%	20%	*70%*	10%
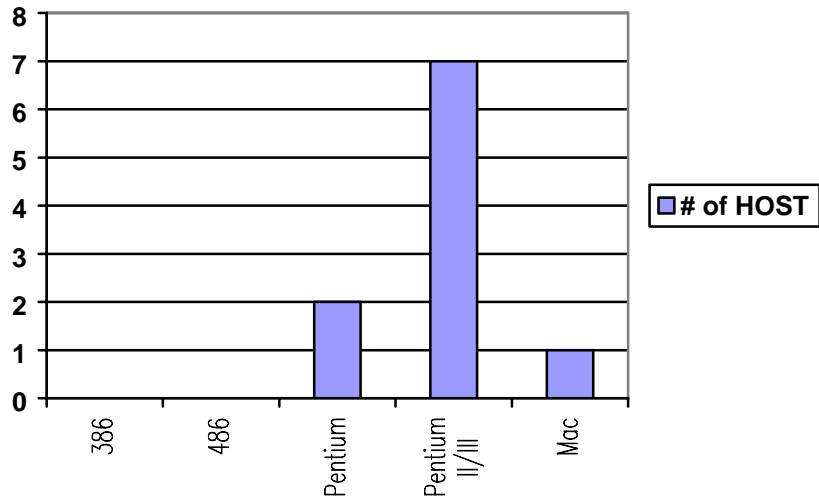
RAP

| 386	486	Pentium	Pentium II / III	Mac
0	0	0	*5*	1
0%	0%	0%	*83%*	17%
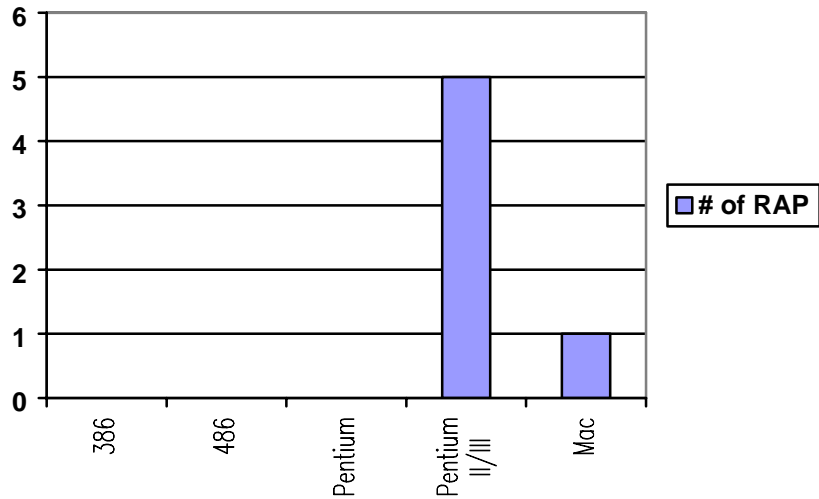
3.9 What Type of Operating System do these Computers Use?

77% of SPOs have Windows 98 or better as their most up-to-date Operating System, while 21% only have Windows 95. A total of 21% of SPOs use Windows programs above Windows 98. Only one SPO operates exclusively through Mac.

Total of All Programs

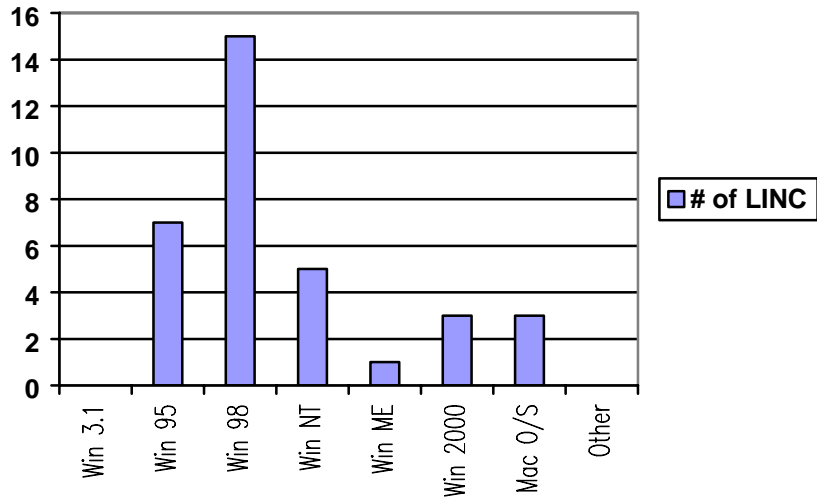| Win 3.1	Win 95	Win 98	Win NT	Win ME	Win 2000	Mac O/S	Other
0	9	*24*	5	1	3	1	0
0%	21%	*56%*	12%	2%	7%	2%	0%
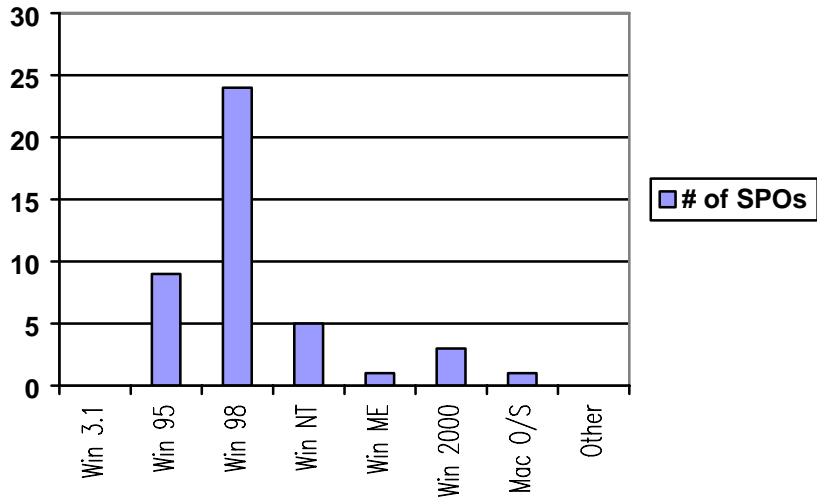
The charts below indicate the best type of Operating System available in each office to provide the different types of services.
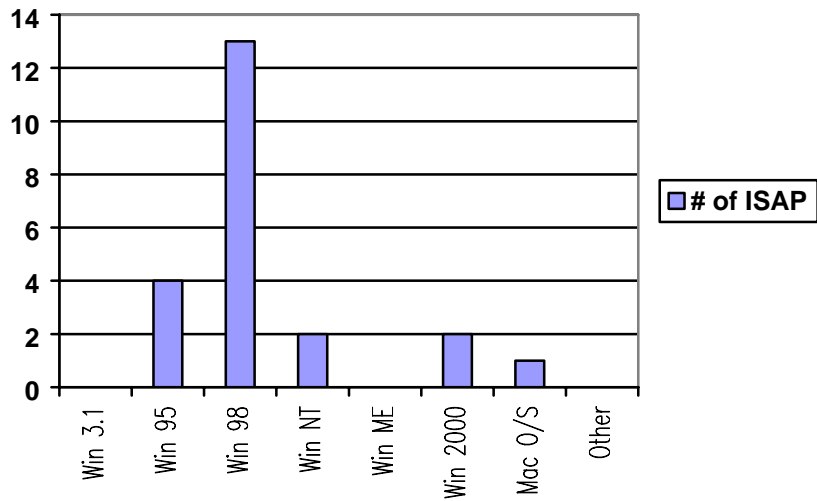
LINC

Win 3.1	Win 95	Win 98	Win NT	Win ME	Win 2000	Mac O/S	Other
0	7	*15*	5	1	3	3	0
0%	21%	*44%*	15%	3%	9%	9%	0%

ISAP

Win 3.1	Win 95	Win 98	Win NT	Win ME	Win 2000	Mac O/S	Other
0	4	*13*	2	0	2	1	0
0%	18%	*59%*	9%	0%	9%	5%	0%

HOST

Win 3.1	Win 95	Win 98	Win NT	Win ME	Win 2000	Mac O/S	Other
0	0	*5*	1	0	0	1	0
0%	0%	*71%*	14%	0%	0%	14%	0%
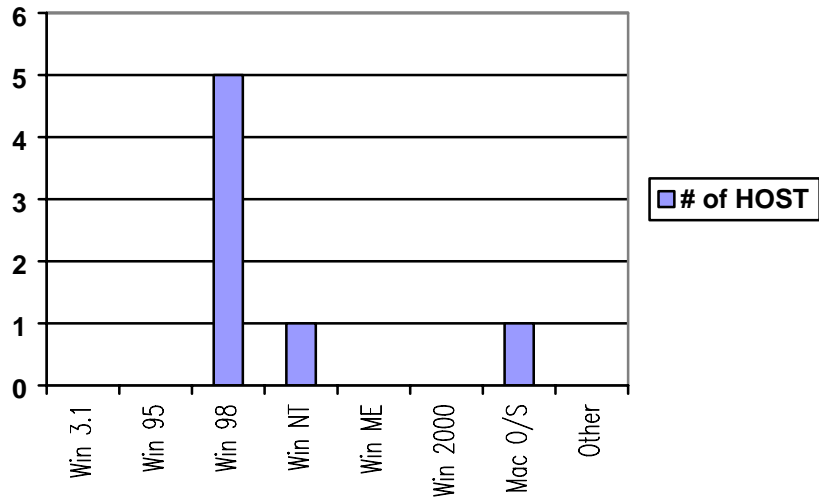
RAP

| Win 3.1	Win 95	Win 98	Win NT	Win ME	Win 2000	Mac O/S	Other
0	0	*3*	1	0	1	1	0
0%	0%	*50%*	17%	0%	17%	17%	0%
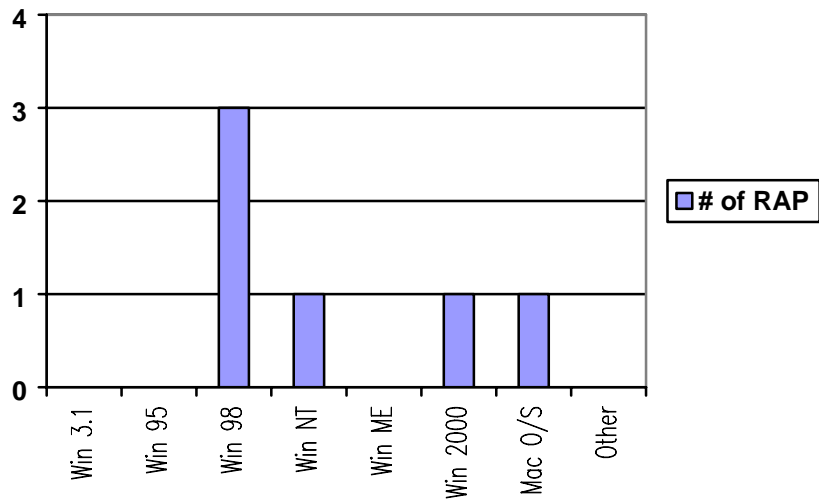
3.10 Does Your Organization have an Internet Connection at this Office?

Forty respondents (91%) replied to question #9. Among these, 98% have an Internet connection in the office. The only exception is Wilma Reitler, who does not have a personal computer.

Does your SPO have Internet Access?

Yes	No
39	1
98%	2%
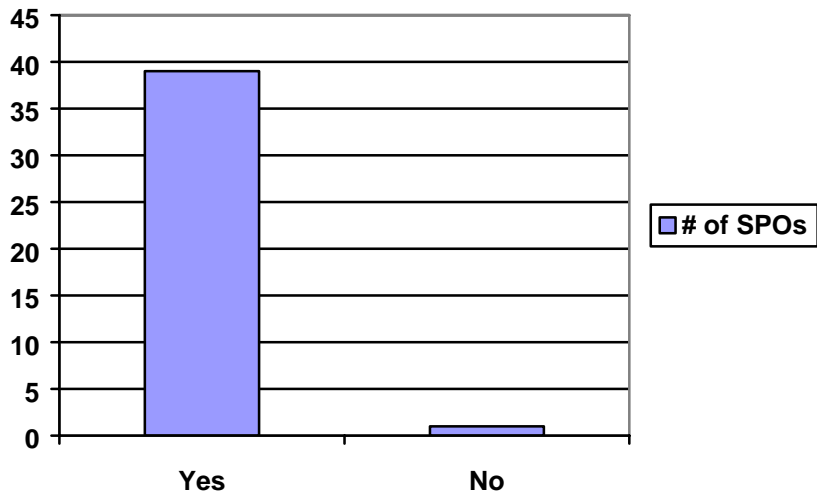
Type of Internet Connection

36% of SPOs with Internet access have a phone line connection, while 64% have a high speed connection.
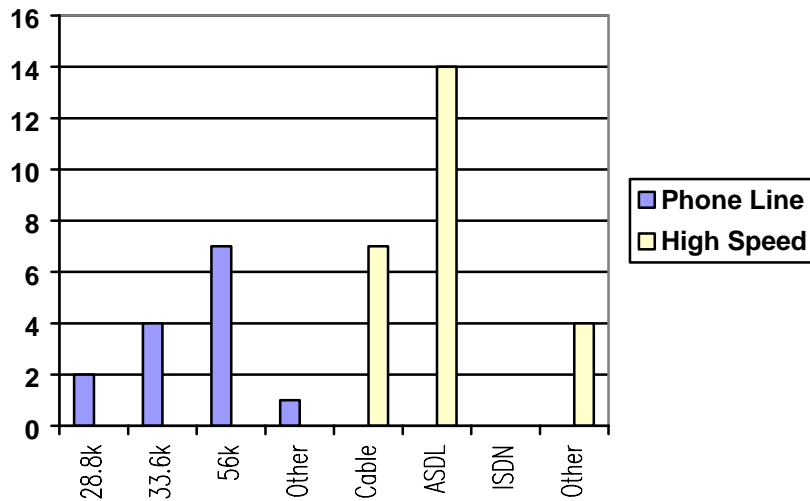
Phone Line Connections

28.8k	33.6k	56k	Other*
2	4	*7*	1
14%	29%	*50%*	7%

*SPO is not sure what type of Internet connection the organization has.

High Speed Connection

Cable	ASDL	ISDN	Other*
7	*14*	0	4
28%	*56%*	0%	16%

*Two (2) SPOs have T3 connections, one (1) has a T1 connection, and one (1) has a WAN connection.

3.10 Does Your Organization have Plans to Purchase/Upgrade New Computer Equipment, Operating Systems or Internet Access in the Near Future?

Twelve (12) SPOs plan to upgrade their computer capacity in the near future. They are listed in the table below.

A significant number of SPOs reported a need for computer upgrading, but indicated that this would not be possible without additional funding.

The Saskatchewan OCSM Database
Saskatchewan Post-Secondary Skills and Training (the training branch of Provincial Human Resources) is developing a database to be used by colleges, universities and SIAST institutions province-wide. The OCSM database (One Client Service Module), pronounced "awesome," is to be implemented within one year and may contain some similar types of information to that requested by CIC. Another SPO reported the same database system as SIS (Student Information System), built with Oracle. For more information, please contact Donna Willowshin at (306) 787-2513, who will be able to direct inquiries.

Anticipated Computer Upgrades

Organization	Type of Upgrade	Date
Calgary Bridge Foundation for Youth	Network installation, CD burner, Windows 2000	
Catholic Social Services (Edmonton)	Possible unspecified upgrades	Mar 2001
New Home Immigration and Settlement Centre	Unspecified upgrades	Feb 2001
Edmonton Immigrant Services Association	Unspecified computer and Internet upgrades	2001
YMCA of Wood Buffalo	ADSL Internet link	Late 2001
Calgary IDEAS	Upgrade regularly	
Millwoods Welcome Centre for Immigrants	Plan to buy 4 Pentium III, approval pending	Follow-up Apr 2001
Calgary Immigrant Women's Association	Upgrade software regularly (are in yr 3 of a 5-yr plan)	
YMCA Calgary	Upgrade all computers to Pentium III, Windows 98	2001
Parkland Regional College	Upgrade regularly	
Grande Prairie Regional College	2 Pentium IIIs and Windows ME	Feb 2001
Bow Valley College	Possible upgrade to Pentium III	
Prince Albert Multicultural Council	Yes, pending on funding	
Maple Leaf Academy	-Upgrade 12 sound lab computers, Windows 95, no Internet	Dec 2001
	-Computer network Windows 95/98, DSL Connection	Sep 2001
Calgary Vietnamese Canadian Association	Software	

3.11 Please List All Computers Used by Your Organization to Provide Services Relevant to this Study. Please Specify Who Owns the Computers.

Complete profiles of all computers available in each SPO office are provided in Appendix 5.

3.12   Please Indicate the Types of Data Your Organization Collects.

Overall, the most data was collected for LINC services. 57% of SPOs collected little or no data relevant to all programs. Most LINC providers collected a significant amount of the data listed. ISAP providers, meanwhile, used either most or none of the data fields listed. Most HOST providers collected none of the information listed (82%).
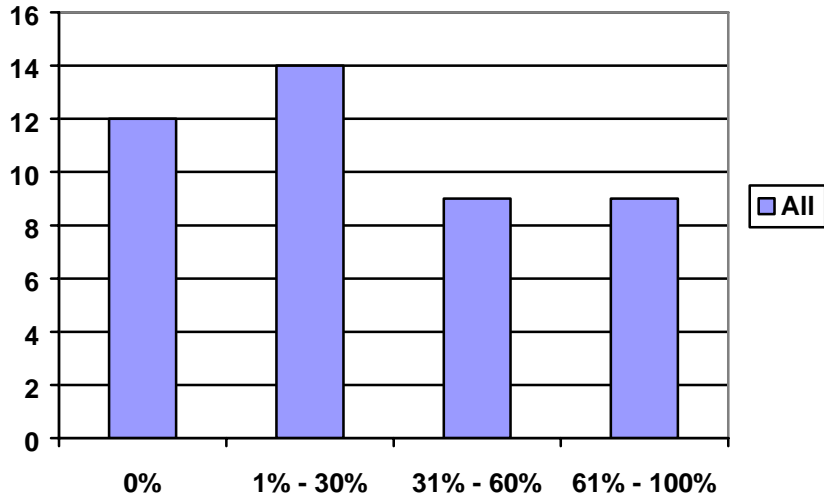
Aggregate total of all data fields collected by SPOs.
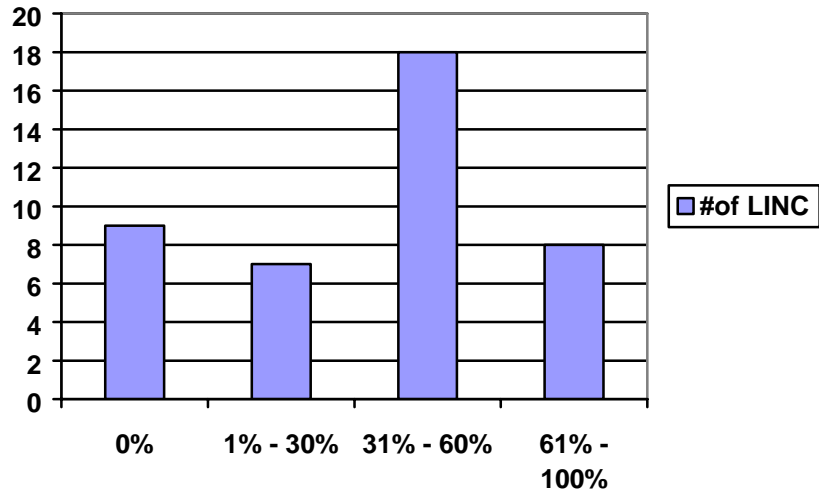
All programs	LINC	ISAP	HOST	Total
160	460	220	88	928
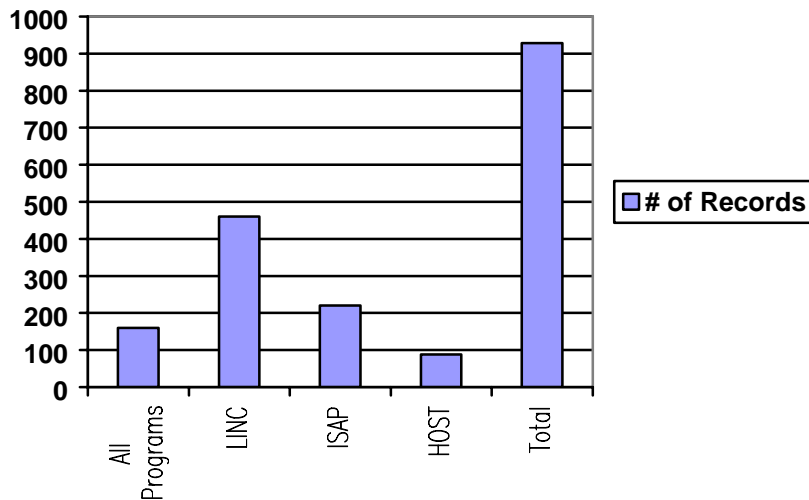
Data Fields Relevant to All Programs (LINC, ISAP, HOST, RAP)

Percentage of Data Collected	0%	1% - 30%	31% - 60%	61% - 100%
Number of SPOs	12	*14*	9	9
Percentage of SPOs	27%	*32%*	20%	20%

Data Fields Relevant to LINC

Percentage of Data Collected	0%	1% - 30%	31% - 60%	61% - 100%
Number of SPOs	9	7	*18*	8
Percentage of SPOs	21%	17%	*43%*	19%

Data Fields Relevant to ISAP

Percentage of Data Collected	0%	1% - 30%	31% - 60%	61% - 100%
Number of SPOs	*22*	2	2	**18**
Percentage of SPOs	*50%*	5%	5%	**41%**
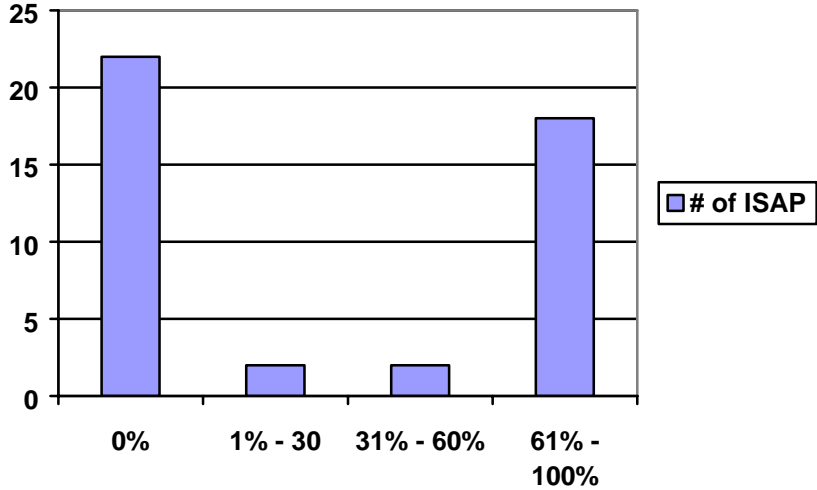
Data Fields Relevant to HOST

Percentage of Data Collected	0%	1% - 30%	31% - 60%	61% - 100%
Number of SPOs	*36*	1	2	5
Percentage of SPOs	*82%*	2%	5%	11%