‘NAMGIS MEMBER COMMUNICATIONS SURVEY REPORT

DATE: March 26, 2015
PLACE OF RESIDENCE

The majority of respondents (68%) live outside of Alert Bay.

AGE

The largest number of respondents were within the 51-60 age group (26%) followed by the 41-50 age group (23%), the 21-30 age group (19%), the 31-40 age group (19%), 61-70 age group (9%), 71 and older (2%). The younger age groups (12-20) only made up 2%. 
DEVICE USE

The majority of respondents use either their personal computer (54%) or their personal mobile device (41%) to receive digital communications from the ‘Namgis First Nation. Only 4% use someone else’s computer and only 1% use someone else’s mobile device.

RECEIVING INFORMATION: DIRECT VS. INDIRECT

Most respondents (67%) receive information directly from the ‘Namgis First Nation as opposed to indirectly, for example via word of mouth (33%).
MORE INFO FROM ‘NAMGIS?’

The vast majority, 88% of respondents, would like to receive more information from the ‘Namgis First Nation about programs, services, events and initiatives. Only 12% answered “no.”

METHODS OF CURRENT COMMUNICATIONS

The majority of respondents currently receive communications from the ‘Namgis First Nation through the newsletter (22%) and Facebook (21%). These methods were followed by email (15%), mail (14%), the ‘Namgis website (11%), community gatherings/events (6%), meetings (5%), the Weekly Digest (4%) and phone (3%). Twitter was only chosen by one participant (not shown).
A quarter of respondents preferred email for ‘Namgis First Nation communications. This was followed by Facebook (19%), the newsletter (14%), mail (11%), website (9%), community meetings by Internet broadcast (5%), the weekly digest (4%), text messages (4%), phone (4%), in-person meetings (2%), door-to-door (2%), followed by other methods (Instagram, Twitter).
PREFERENCES FOR TYPES OF INFORMATION

Twenty-one percent (21%) of respondents were interested in information about programs and services, closely followed by updates from Chief and Council (18%) and events and gatherings (17%). Fifteen percent (15%) of respondents were interested in funding opportunities. Fourteen percent (14%) were interested in both jobs and contract opportunities, and news and press items concerning the ’Namgis First Nation. Fewer than 1% of respondents mentioned another type of information; suggestions included education, health care and dialogue with elected representatives.
COMMENTS FROM SURVEY PARTICIPANTS

What are we doing well?

- Appreciate recent improvements and regularity of publications.
- Communications are always improving, thank you.
- Housing- I wish I would get answers.
- I’ve been very satisfied with the efforts and results of the Namgis staff successfully keeping me updated and informed. When I’ve had specific questions I’ve simply called the band office and was either able to speak to someone immediately to provide me answers or they’ve directed me to someone that could. I have always felt that to be successfully informed one must be proactive, even if that only means providing the Band staff/admin with current contact info. Thank you all for your dedication and hard work.
- I LOVE this survey, thanks for making sure we are keeping in touch!
- In the last year I have been pleased to receive more information from Namgis than previously and I do appreciate it, thank you. I live in Alaska so there is not much more you could do for me than to add a little extra information. I appreciate having this opportunity to add my input as to how much and what information I would like to receive.
- In the past few years NFN Communications has come far thanks to its dedicated staff and hard work. I appreciate your efforts.
- Keep up the great work. We appreciate your devoted work in ensuring that all communication channels are used in order to inform us. I love technology and I am able to keep on top of everything by the various communication channel without delay. A special Thank you to Gina Wadhams, Chief Debra Hanuse, George Speck, Verna Ambers, Robert Mountain, Vicki Brotchi, Zabrina Svanvik, for ensuring my questions, concerns, are answered and I receive all pertinent information. I am very grateful to you all and our staff, you have taken that extra mile to ensure I am informed.
- Love the weekly digest, best idea ever to keep all informed and interested.
- Thank you, communications have improved a lot.
- The communication amongst members and urban members is quite good.
- Thank you for everything that you do, the official website is awesome :)
- My only advice is keep this up! I live all the way in Vancouver BC, So it’s difficult for me to see all the new and things that happen all the way back in Alert Bay.
- Thank you Terry Jo for checking on Elders and events. They really appreciate your support and communication with them.
- Thank you for keeping NFN members informed and for your commitment to bettering the communications.
- Thank you for the e-mail! :}
I do like that out of town residents of Alert Bay, get newsletters, so it feels we are not forgotten about. I do appreciate the Facebook Page and Groups I belong to there, to try and also keep in touch.

I am a band member that resides off reserve. I just want to say that I am very proud that you want to include me in this process, I absolutely love hearing about what is going in Alert Bay, you are all close to my heart, Thank you!

I think your communication is great! Thanks for asking.

Totally enjoy and appreciate receiving news and updates, thank you, keep up the great work!!!!

I have always been well informed. Thank you for all your hard work in getting us the information.

What could be improved?

I emailed the communications officer regarding cutting our carbon footprint, as I wanted to be emailed things instead of mailed. I got a response 5 months later. That's a little long for my liking. It would have taken one minute to respond.

Concerned about the programs for our Elders. Home care. Travel to out of town appointments.

Facebook Page should be open for comments from members. It can be closed for 'Namgis members only. Need a reliable person to ensure mailing list doesn't lose people's addresses. Need to see the importance of open communication with members including Group pages started by members out of frustration as can't have open dialogue on band pages. Band website blocks many people from many things. We must have a representative in the urban areas for Council in order to grow and include the needs of the people living in the cities as we are isolated too much. It feels like the Band is turning a blind eye to the many needs of members who can not move home due to no jobs housing or hope for any future. We need support to start tourism ventures from the band as it would only help our Nation grow as a people the more members are able to prosper and contribute to the Nation and family. It is a must to have youth supported for our future to continue to get better for all in or nation not just the people on the rez or in the urban settings. Elders need to be heard from. They need to do more stories of our history in newsletters as told by our Elders.

Band council needs to provide more regular reports to the membership and potentially "articles" summarizing current issues, plans, Q & As.

I have sent emails to education and have not gotten any reply back.... Don't know why I even asked them to email me back making sure that they got my message. Not too happy about how hard it is to try contact post secondary support workers.

I would like information on past and current business activities. It would be great for a quarterly business report to be put together from the 'Namgis organization (Chief and Council and the managers so we know what is happening). We have the newsletter for high
level community information. We need further information to have an understanding of performance within our companies and all Chief and Council portfolios.

- I would like to see more initiatives with off reserve ‘Namgis members.
- I've gone to our annual AGM meetings and notice that it takes too long for a response back to our questions in the Parking Lot.
- It is very difficult for some to access information online therefore I would say that uses of technology shouldn’t be a reliable source to get news out to members. Although technology makes it faster and it is the form I choose, I am aware that it does fit for all our membership. I think that strictly going electronic does not work for people. Most of my news relating to NFN is by social media. Ex: Facebook
- It would be good to have current information and have a consistent newsletter that goes out to the public. I enjoy reading the digest. Not too many of our people are able to access the broadcasts on the computer, or may not have a computer to access the website or whatever. I enjoy reading the Chief’s column, it would be nice to have a bio of some of our community members from time to time with a photo of them.
- It’s better than it was, but can always be improved.
- I would like to know the access to maybe documents regarding Alert Bay Indian Day School.1960-1970.
- Lacking unless you are a resident.
- Like any organization, why do some people receive information on some things and others don’t. I know depending who sends out the information, do all Namgis employees or anyone who is sending out information use the same mail out/distribution list/database of information? And for the ones who don’t own a computer, are you making effort to get this information out to the community? So sad that the good ole phone doesn’t work for people any more with all the technology out there. If something is important for the members to know, is go back to the old days, pick up and phone and call people or stop by with the information. As you have listed so many ways to communicate with the members, is make sure you use every one of them for all news and not just certain events. Why list if you are not sharing the information on all ways listed.
- The lack of communication has been off key for many years due to incorrect addresses, lack of being able to get onto sites that are posted for verbal communications such as our AGM's etc...Lack of everyone having some kind of device to access the internet when info is posted. I prefer mine in hard copy always to be able to refer back many years to different issues. So far Gina is doing a excellent job with the Namgis Member site.... But still prefer the paperwork sent out.
- Updates on courses offered and when are we going to have a computer course......I am qualified with Education Requirements and the computer qualifications I can never compete with because there is no computer courses offered to put me in this level of job competition......I think this is a communication problem.......  
- We need the meetings aired on the internet to be posted in a link or on a website (YouTube?) for people to view at a later time so that those members are not missing out of information based on not being available in that short time period. This is communication
with the membership and a concern that deserves attention as it is not just a "tech department issue".

- We should all be contacted as to whose addresses the band does not know, so we can see if we know them and/or have their address or contact info, more proactive, instead of we do not have addresses, actively contact someone who actually knows them, this is an absolute must.
- Website is not working... Need updated list of Chief and Council, and what portfolios they hold. Also, is it possible to obtain information from AGM if we missed it? Other than that, I appreciate the efforts to communicate. Thank you
- Multiple platforms best. Not assume all have FaceBook. Like the notice when the newsletter ready. Advise us urbans when our children have opportunity to join in culture camps, language programs etc. Gilakas’la
- Why is it so hard to keep addresses on record for out of town members. Mine always seems to get lost during elections and when important mailouts are sent out!
- It would be great to have quarterly reports from Chief and Council as well as the managers. The AGM is high level information and I would want to know more detail regarding performance around the businesses as well.
- When using a phone for Internet it is hard to view pdf notices because it downloads and uses data and usually doesn’t work on the phone.
- Important to get updates on a timely, consistent basis to cut down on the rumors and to stop potential fires.
- It would be a plus if we as Namgis members if we too could have a space for our personal ads. Announcements that we could publish, it should not just be a paper for Politics. Just a small spot would be welcomed by many. Love the paper that I do receive, great job to all of you
- Put all of the unemployed people to work. Pay them a generous wage. Help fight against addiction and poverty. Become a true tribal nation. It ain’t right just to have a few of our people working; have all the able body people with generous paying jobs. Invest in all fisheries of commercial industries. Have canneries, logging companies, a professional tourism business that brings in tourists. Offer huge incentives to students... Money makes this world go
- I would like to be better informed about events, job opportunities, gatherings and meetings.

General questions and comments

- I am just getting connected to my family in Alert Bay! I want to know about as much as I can to be informed.
- I live in Victoria and just started to learn about my ‘Namgis ancestry. I am so eager to learn and become involved in community events. Glad I came across it on Facebook
- Is there a weekly / monthly newsletter?
• It is necessary to have an unbiased, uncensored, and unaffiliated social media page such as the Namgis First Nation Society facebook page?
• Off the grid power ie. Solar wind and possibly tidal. Possible use of geothermal as heating. Growing communal farming and greenhouse to supply food for the members there plus some employment. Economic activities such as a sports fishing lodge with guides and a something akin to the lodge on Quadra island
• Who is in charge of school funding, how are students selected? I tried in the past but always seen to just get rejected
• What is band privacy policy? When will band get an intranet that members log into so public info is separate from band member only info?
• Where is the Nations Privacy policy? Why are you collecting this information? How will you use this information? Why is there no private site that only members log into?
• I did not however hear about St. Michaels being torn down, and that’s a huge event. Just so you know.
• I want there to be more I formation about if or how would someone build a house up there If that’s all possible
HELP US IMPROVE OUR COMMUNICATIONS WITH YOU!

This survey is for 'Namgis First Nation members. It will take only 5 minutes to complete and all answers and information will remain confidential.

As a thanks for entering the survey, we'll give you the option to enter a draw for an iPad mini.

ABOUT THE SURVEY

Who is collecting this information?
The survey is being collected by the 'Namgis First Nation.

What is the information being used for?
The information collected will be used to help us set communications priorities and to develop a strategy around communicating with our members.

Will the information be shared or sold with other governments, organizations, companies or people?
The information collected will not be shared or sold to third parties and will only be disclosed if required by law or in the good faith. Good faith includes necessary actions to: (a) comply with a legal obligation; (b) act in urgent circumstances to protect the personal safety of a 'Namgis First Nation member or the public; or (c) protect 'Namgis First Nation government institutions against legal liability.

This survey is ONLY for 'Namgis First Nation members aged 12 and up. Please pass this survey on to your family and friends.
About Me

Do you reside primarily in Alert Bay? *
○ Yes
○ No

How old are you? *
○ 12–16
○ 17–20
○ 21–30
○ 31–40
○ 41–50
○ 51–60
○ 61–70
○ 71 and older

Communications

How do you receive most of your information about the 'Namgis First Nation? *
○ Directly from the 'Namgis First Nation
○ Indirectly (e.g. Word of mouth, non-'Namgis social media)

How do you currently receive communications from the 'Namgis First Nation (SELECT ALL THAT APPLY)? *
☐ Website
☐ Facebook
☐ Twitter
☐ Newsletter
☐ Weekly digest
☐ Email
☐ Phone
☐ Meetings
☐ Mail
☐ Community gatherings and events

Would you like to receive more information about 'Namgis First Nation programs, services, events and initiatives? *
○ Yes
○ No
Please let us know how you would like us to communicate with you in the future (TOP THREE CHOICES) *

☐ Email
☐ Phone
☐ Text messages
☐ Website
☐ Facebook
☐ Twitter
☐ Door-to-door
☐ In-person meetings
☐ Community meetings by internet broadcast
☐ Mail
☐ Newsletter
☐ Weekly digest
☐ Instagram
☐ Other

To receive digital communications from us, what do you use? *

☐ Your computer
☐ Someone else's computer
☐ Mobile device (e.g. iPad and iPhone)
☐ Someone else's mobile device (e.g. iPad and iPhone)

What types of information interest you the most (TOP THREE CHOICES)? *

☐ Programs and services*
☐ Updates from Chief and Council
☐ Jobs and contract opportunities
☐ Events and gatherings
☐ Funding opportunities (e.g. Government bursaries and grants)
☐ News/press items concerning 'Namgis First Nation
☐ Other

Please choose the top three types of information you would like to receive from us.

*Note: Programs and services include Housing, Education & Training, Finance & Administration, Health, Family & Community Services, Natural Resources (Fisheries, Forestry, Lands), Economic Development, Public Works & Capital Projects, Recreation, Communication.

Do you have any comments related to 'Namgis First Nation communications with members?


Permission to contact *
○ Yes, keep me informed with news from the 'Namgis First Nation
○ Don't contact me unless it is an emergency

PRIZE DRAW and contact information
Surveys that are completed fully, including contact details, will be entered into prize draws for an iPad Mini.

Winning entry contact information will be confirmed prior to handing out prizes.

Name
First
Last

Middle Name or Initial

Nickname or alias

Email

Home Phone Number
###  ###  ###

Cell Phone Number
###  ###  ###

Address

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country

What is your band registry/ status number?