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Final Report 2007 CLIENT SATISFACTION SURVEY

***Prepared for
Veterans Affairs Canada***

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1. EXECUTIVE SUMMARY

1.1 BACKGROUND AND PURPOSE

- The Veterans Affairs Canada (VAC) National Client Satisfaction Survey is part of the implementation of the Service Improvement Initiative which was approved by the Treasury Board of Canada Secretariat (TBS) in May 1999.
- VAC serves several client groups, to whom it offers several programs, benefits and services. This survey was designed to get direct feedback from all client groups across Canada, who were recently in contact with VAC, on their experience of the service offered and the extent to which the programs and services meet their needs.
- VAC was a pioneer among federal departments and agencies in using the Common Measurement Tool (CMT) to survey the satisfaction of its clients. As early as June 2001, Créatec + was contracted to conduct a benchmark survey, and follow-up surveys were conducted in June 2003 and in 2005. Again in 2007, the same survey approach was used.

1.2 METHODOLOGY

- The survey is based on random telephone interviews with a representative sample of 1,607 clients, conducted between November 26 and December 11, 2007.
- An equal number of interviews was completed with each of the four groups of clients within each region. In order to reflect relative importance in the overall VAC client base, results were weighted before being analyzed, using weights based on the distribution of clients who had been in contact with VAC in the six-month period prior to the survey.
- The survey took an average of 20 minutes to complete and asked questions that dealt with the following points:
 - Methods of contact used, and preferred;
 - Importance of having access to specific actions through VAC Web site;
 - The level of satisfaction with several service elements;
 - Whether they receive any of the various programs and services offered by VAC;
 - The extent to which the programs and services received meet their needs;
 - The overall level of satisfaction with the programs and services offered by VAC; and
 - Suggestions to improve the programs and services.

-
- In order to derive the extent to which each driver of satisfaction was important to the respondents, we conducted a correlation analysis between the satisfaction ratings of each driver and overall satisfaction (drivers that are correlated with overall satisfaction¹ are considered more important).

1.3 LIMITATIONS OF THE DATA

- The sample used for analysis can be regarded as statistically representative of all clients who were in contact with VAC in the past six months, within a margin of sampling error of +/- 2.4 percent, 19 times out of 20.
- Results from any survey contain potential errors other than those due to the random sampling process, such as coverage error, measurement error and non-response error.
 - For example, as with all self-reported data, the survey contains the potential for recall bias, lapses in memory and under or over-reporting.
- Consequently, findings (as for any survey) should be interpreted judiciously.

1.4 MAIN FINDINGS

Note: The Overall Satisfaction can not be compared with previous years due to important changes in the questionnaire. The same limit applies to the drivers identified in 2005 as improvement opportunities (for a detailed explanation, please see Appendix 3).

1. **The methods of contact used and preferred remained the same as in 2005.** Overall, 84 percent of all the clients contacted recalled having had at least one type of contact with VAC in the previous 6 months. Two methods of contact were very frequent:
 - Posted letter – received or sent (78 percent on average);
 - Telephone call – received or made (62 percent on average).

Slowly, since 2001, the preference for the telephone has increased (from 59 percent in 2001 to 70 percent in 2007), and the preference for in-person contacts has decreased (22 percent in 2001 vs. 13 percent in 2007).

Overall, 9 percent of respondents claimed having experienced difficulties in contacting VAC. The main difficulties experienced overall were:

- The lack of direct contact with a real person (39 percent of those who experienced difficulties); and
- Calls not being returned (33 percent).

¹ If no or low correlation exists, it is unlikely that an improvement action will translate into higher satisfaction even if this driver is rated as very important.

-
2. **VAC's Web site is still used by a small minority of clients (16 percent of all clients), but nearly by half of still-serving and retired RCMP members and Canadian Forces Veterans and members.** Among those who used it, two types of activities were considered more important:

- Obtaining information on VAC benefits and services (83 percent); and
- Inquiring on-line about the status of their application (80 percent).

3. **Approximately three quarters (77 percent) of the respondents were satisfied¹ overall with access to services.** Among all the drivers of satisfaction related to access to services, four aspects received low ratings (lower than 75 percent):

- Time waiting to receive a written response (63 percent);
- Time waiting for an appointment (69 percent);
- Parking (70 percent); and
- Ease of access by telephone (72 percent).

Clients from Western Canada were generally less satisfied with all aspects related to access to services than clients from other regions of the country.

4. **Communications were generally satisfying for more than three quarters of the clients.** The four aspects of communications that were least satisfying were:

- Question being answered (78 percent);
- Ease of understanding written communication on eligibility to services and benefits (76 percent);
- Information provided on everything needed in order to apply for a benefit or service (75 percent); and
- Ease in finding information on programs and services (74 percent).

Overall, the levels of satisfaction with aspects related to communications were comparable to those observed in 2005 (asked before the questions on programs and services²).

¹ Percentage of clients who rated their level of satisfaction as being 4 or 5 on the 5-point satisfaction scale.

² Therefore, there was no response bias due to ordering of questions in 2007 vs. 2005 on this aspect.

5. Nearly half of all clients surveyed recalled having called VAC's toll-free line in the previous 6 months and 80 percent of them were satisfied overall with their telephone contact with VAC.

Three drivers of satisfaction related to the ease of access to the service and to staff knowledge received lower ratings:

- The staff's knowledge about VAC's programs and services (77 percent);
- Hours of service (76 percent); and
- The time waiting on the telephone before speaking to a person (75 percent).

In fact, two of these aspects of the service offered by the NCCN toll-free line staff (staff knowledge, down from 87 percent in 2005; and Hours of service, down from 86 percent in 2005) were significantly less satisfying in 2007 than in 2005.

6. The levels of satisfaction with the services offered by staff—including all types of contact, not only the telephone—were all high (above 85 percent) or very high.

Canadian Forces Veterans and members and still-serving and retired RCMP members were generally less satisfied with most aspects related to the service offered by staff.

7. Overall, the Canada Remembers Program and activities satisfied 85 percent of the clients. Canadian Forces Veterans and members and still-serving and retired RCMP members were less likely to be satisfied than other client groups, and Quebec clients were less likely to be satisfied than clients from the other regions of the country.

8. The information on VAC's programs and services still comes from a variety of sources.

- Overall, 34 percent of Canadian Forces Veterans and members and 38 percent of still-serving and retired RCMP members said they were informed of VAC's programs and services that were available to them prior to leaving their active duties (by the RCMP or Canadian Forces).
- The source of information most often mentioned was "word of mouth" with 22 percent of the mentions.

9. Overall, 68 percent of the respondents considered that all the programs and services they received from VAC met their needs (27 percent “entirely” and 41 percent “for the most part”).

- Much more likely war service Veterans (80 percent) than survivors (51 percent).
- The three programs or services received by a majority of clients were Disability Pension / Disability Award, Treatment Benefit and Veterans Independence Program.
- Survivors, who were much less likely to receive Disability Pension / Disability Award or Treatment Benefit and more likely to receive Veterans Independence Program, were the least satisfied, complaining mainly about the low frequency of the service.

10. Eight aspects of service and programs/services have been identified as improvement opportunities this year.

Taking into account the following five categories of satisfaction drivers as well as the evaluations related to the programs (the extent to which they meet the clients' needs), we identified eight 2007 priorities for improvement.

- Access to service;
- Communications;
- Toll-free line staff;
- Service offered by staff;
- Commemorative activities; and
- Programs and services (extent to which they meet clients' needs).

Although they are not satisfaction drivers per se, considering the focus that was put on the different VAC programs and services in this year's survey, and the impact they have on the overall level of satisfaction, we decided it was important to include some aspects related to the programs in this analysis.

PRIMARY SERVICE IMPROVEMENT OPPORTUNITIES

These opportunities are elements that correspond to the “above-average importance and below-average satisfaction” quadrant. Overall, eight aspects fall into this quadrant, presented here by category of drivers:

- a) *Access to service:*
- Ease of access by telephone;
 - Methods of contact available; and
 - Hours of service.

b) Communications:

- Information provided on everything they need to do in order to apply for a benefit or program;
- Questions being answered; and
- Ease in finding information on programs and services.

c) Programs and services:

- The programs and services (as a whole) meet the clients' needs; and
- The Veterans Independence Program meets the clients' needs.

SECONDARY SERVICE IMPROVEMENT OPPORTUNITIES

This quadrant is defined by above-average satisfaction and above-average importance. Based on judgement, they can be considered as strengths to maintain or possible areas for further improvement.

Overall, eight elements fall into this category:

a) Communications:

- Decision letters, forms and written communication are clear and easy to understand; and
- Spoken language used by staff.

b) Service offered by staff:

- Fair and equitable treatment;
- Staff knowledge about programs and services;
- Helpfulness and willingness to go the extra mile;
- Sensitivity of staff to the clients' issues;
- Respect and dignity given to the clients; and
- Courtesy of staff.

CONCLUSION

From this list of detailed priorities for service improvement, it appears that 3 "factors" are to be considered : 1) programs and services; 2) information and answers on programs and services and how to access them; and 3) ease of access to the service.

PRIMARY AND SECONDARY SERVICE IMPROVEMENT OPPORTUNITIES

	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Overall average	83	.33
Primary improvement opportunities		
Q5.17 The programs and services received ⁶	73	.54
Q5.16b. Information provided on everything needed to apply ²	75	.53
Q5.16c. Questions being answered ²	78	.56
Q5.16a. Ease in finding information on programs and services ²	74	.49
Q3.1c. Ease of access by telephone ¹	72	.44
Q3.1b. Methods of contact available ¹	79	.48
Q3.1a. Hours of service ¹	81	.46
Q5.8 Veterans Independence program ⁶	75	.35
Secondary improvement opportunities		
Q5.21f. Fair and equitable treatment ⁴	87	.54
Q5.21a1. Staff knowledge about programs and services ⁴	87	.50
Q5.21c. Helpfulness and willingness to go the extra mile ⁴	89	.49
Q5.21a3. Sensitivity of staff to your issues ⁴	91	.50
Q5.16f. Decision letters, forms and written communication clear and easy to understand ²	86	.43
Q5.16e. Spoken language used by staff ²	97	.43
Q5.21d. Respect and dignity given to you ⁴	96	.41
Q5.21b. Courtesy of staff ⁴	97	.38

- ¹ Access to services
² Communications
³ Toll-free line staff
⁴ Service offered by staff
⁵ Commemorative activities
⁶ Programs and services

MORE INFORMATION

- Research Firm: Les Études de Marché Créatec+
- PWGSC contract number: 51019-071023-001-CY
- Award date: October 12, 2007

To obtain more information on this study, please e-mail plan@vac-acc.gc.ca

2. CONTEXT AND OBJECTIVES

CONTEXT

- The Veterans Affairs Canada (VAC) National Client Satisfaction Survey is part of the implementation of the Service Improvement Initiative approved, in May 1999 by the Treasury Board of Canada Secretariat (TBS). The Service Improvement Initiative focuses on the performance of the Government of Canada, and:
 - commits federal departments and agencies that provide significant direct services to Canadians to measuring client satisfaction, implementing service improvement plans based on the service improvement priorities identified, and following up regularly by surveying their clients.
- VAC was a pioneer among federal departments and agencies in using the Common Measurement Tool (CMT) to survey the satisfaction of its clients. As early as June 2001, Créatec + was contracted to conduct a benchmark survey, and follow-up surveys were conducted in June 2003 and in 2005. Again in 2007, the same survey approach was used:
 - A base sample of more than 1,607 interviews, equally distributed among four external client groups.
- A large majority of clients (85 percent in 2001, 87 percent in 2003 and 84 percent in 2005) were satisfied with the programs and services offered by VAC.
- In 2005, three service elements remained as priorities for improvement:
 - Clarity of written communications;
 - Information provided on what to do in order to apply for or access a benefit/ service; and
 - Questions being answered.

OBJECTIVES

- As was the case for the 2001 survey, the objectives of the 2007 survey were to measure and assess:
 - the types of contacts with VAC;
 - clients' level of satisfaction with several service elements;
 - clients' overall level of satisfaction with the quality of programs and services offered by VAC; and
 - the extent to which client needs are being met.
- In addition to the objectives covered in previous surveys, this year's questionnaire included objectives added since:
 - Identify clients' level of satisfaction with, interest in and priorities for VAC's on-line services (covered since 2003);
 - Measure satisfaction with the services provided by the NCCN (toll-free line) staff (since 2005);
 - Measure satisfaction with the VAC health care ID card (since 2005);
 - Measure the satisfaction with several commemorative activities (new); and
 - Measure satisfaction with specific programs and services (new).
 - This year, the questions measuring the importance ascribed to the drivers of satisfaction were dropped, to shorten the questionnaire and to allow for additional questions on programs and services. Importance was 'derived' instead of being asked.
- As in previous surveys, quadrant analysis and correlation analyses were performed to infer the importance of satisfaction drivers and identify priorities for service improvement.
 - In addition, the results were compared to the 2005 survey to gauge changes in the level of client satisfaction over the last two years.
 - Also, regional sub-analyses were conducted (all client types combined).

3. METHODOLOGY

3.1 SURVEY APPROACH

- Telephone interviews were conducted based on an adapted version of the questionnaire designed for the 2001 benchmark survey. Additional questions were included to measure the level of satisfaction with VAC's Web site and the importance ascribed to commemorative activities, the NCCN toll-free service, the VAC health care ID card and programs and services.
- All interviews took place simultaneously across the country between November 26 and December 11, 2007. At least 10 percent of the interviews were monitored on-line to ensure consistency and ascertain that correct interviewing practices were being used.
 - A pre-test took place on November 23, 2007.

3.2 CLIENTS SURVEYED

- Four groups of external clients were surveyed:
 1. War service Veterans;
 2. Canadian Forces Veterans and members;
 3. Survivors; and
 4. Still-serving and retired RCMP members.
- In total, these groups represent 220,435 clients. Of these, 62 percent or 136,505 were identified in VAC's database as having been in contact with VAC during the six-month period prior to the study (war service Veterans 60,542; Canadian Forces Veterans and members 36,031; survivors 36,673; and still-serving and retired RCMP members 3,259).

• **Only clients who were in contact with VAC during the six-month period prior to the survey are represented in this study.**

- The following table compares the distribution of all VAC clients with the distribution of clients in contact with VAC over the past 6 months.

TABLE A **COMPLETED INTERVIEWS BY CLIENT GROUPS**

	% Clients	N Completed	% Completed
▪ War service Veterans	44	402	25
▪ Canadian Forces Veterans and members	26	402	25
▪ Survivors	27	401	25
▪ Still-serving and retired RCMP members	2	402	25

TABLE B**ELIGIBLE CLIENTS**

	VAC Clients		In contact Six previous months	
	N	%	N	%
▪ War service Veterans	82,579	37.5	60,542	44.4
▪ Canadian Forces Veterans and members	52,834	24.0	36,031	26.4
▪ Survivors	78,100	35.4	36,673	26.9
▪ Still-serving and retired RCMP members	6,922	3.1	3,259	2.4
TOTAL	220,435	100	136,505	100

3.3 SAMPLE DESIGN AND SIZE

- The sampling technique for this survey produced a random sample with equal probability of respondent selection within each client group and within each of the four regions of the country (see Table C below for regional distribution).
- A total of 1,607 interviews were conducted. An equal number of interviews for each of the four groups of clients was completed within each region. In order to reflect relative importance in the overall VAC client base, results were weighted before being analyzed, using weights based on the distribution of clients who had been in contact with VAC in the six-month period prior to the survey.
- The sampling procedure was conducted using a computerized true random process applied directly to the client base, after VAC excluded:
 - Clients who did not have contact with VAC over the previous six months;
 - Clients with a serious psychiatric conditions; and
 - Clients in an institutional setting.
- **Table C** presents the number of completed interviews per client group, while **Table D** shows the number of completed interviews per region.

TABLE C**COMPLETED INTERVIEWS PER CLIENT GROUP**

	% Targeted Clients	N Completed	% Completed
▪ War service Veterans	53.7	402	25
▪ Canadian Forces Veterans and members	25.2	402	25
▪ Survivors	18.7	401	25
▪ Still-serving and retired RCMP members	2.4	402	25
TOTAL	100	1,607	100

TABLE D **COMPLETED INTERVIEWS PER REGION**

	% Targeted Clients	N Completed	% Completed
▪ West	37	400	25
▪ Ontario	33	402	25
▪ Quebec	12	402	25
▪ Atlantic	19	403	25

3.4 RESPONDENT QUALIFICATION

- Interviewers asked to speak to the person whose name had been selected from VAC's client base. Clients were told that:
 1. Veterans Affairs Canada had contracted Créatec to conduct a survey on various aspects of VAC programs and services so they can use the information to better serve clients;
 2. their names had been selected at random;
 3. their participation was voluntary and the information provided would remain anonymous;
 4. their names, as participants in the survey, would never be shared with VAC or any other person or organization;
 5. their answers would not result in any change to the benefits they were currently receiving;
 6. questions about the survey could be answered by calling a VAC toll-free number; and
 7. the survey was registered with the National survey registration system.
- If the selected client was unable to answer but elected to have someone else respond on his/her behalf, then the proxy was invited to answer the survey. In total, 8 percent of completed interviews were with a proxy.
- When required, a toll-free number was provided to participants to allow them to verify the legitimacy of the survey with the National survey registration system.
- The sample is only representative of clients who had direct dialling telephone services, and therefore, clients in institutional settings were excluded by VAC from the lists.
- Respondents who could not remember they had had contact with VAC in the previous six months (first question of the interview) were excluded from the sample. In total, 16 percent of the clients contacted were excluded on this basis and considered "out of sample," much lower than the 25 percent exclusion rate experienced in 2003.

3.5 QUESTIONNAIRE

- The questionnaire that was designed for the 2001 survey served as the core questionnaire for this year's survey. Additional questions were designed to measure the level of satisfaction with several aspects of the service provided by the toll-free line staff and with the VAC Healthcare ID Card and other programs and services.
- As first established by the Common Measurements Tool (CMT), all key measurement scales of satisfaction are five-point scales. A copy of the English and French versions of the questionnaire can be found in Appendix 4.
- The average time to complete an interview was 20 minutes.

3.6 RESPONSE RATE

- This survey achieved a response rate of 54 percent calculated according to the norms of the Marketing Research and Intelligence Association (MRIA).
- Up to eight call-backs or attempts were made before abandoning a selected client, without replacement.
- **Table E** presents the details as to how the response rate was calculated.

3.7 MARGINS OF ERROR

- This survey, like all others, is subject to a margin of error. With a sample of 1,607 respondents, the margin of error attributable to sampling is no more than 2.4 percentage points above or below the percentages reported for the total sample, 95 percent of the time.
- The margin of error increases when groups of clients are isolated from the total sample (+/- 4.9 percent for each individual client group).
- Other sources of error that cannot be quantified resulted from clients who declined to participate in the survey and clients who could not be reached by telephone during the time the survey was conducted. **Table E** details the distribution of contacts.

3.8 DATA PROCESSING

- The following procedures were followed:
 1. Weighting of the sample by client group and region;
 2. Univariate results by key sub-groups (client group, age, sex, region, language); and
 3. Correlation analysis to infer levels of importance in relation to satisfaction drivers (see **section 3.9** for further detail).

Weighting

- In order to reflect the true proportion of each client group and region of the country in the total sample, using a non-proportionate sampling procedure, we applied the following weights:

Groups / Region	Veterans	CF Members	Survivors	RCMP
▪ Overall	44.3	26.4	26.9	2.4
By region				
▪ West	40.9	29.4	34.5	40.9
▪ Ontario	36.8	30.8	30.9	36.8
▪ Quebec	8.1	16.7	12.6	8.1
▪ Atlantic	14.2	23.1	22.0	14.2
Total	100	100	100	100

3.9 INFERRED IMPORTANCE OF DRIVERS OF SATISFACTION

- In order to derive the extent to which each driver of satisfaction was important to the respondents, we conducted a correlation analysis between the satisfaction ratings of each driver and overall satisfaction (drivers that are correlated with overall satisfaction¹ are considered more important).

3.10 QUADRANT (AND GAP) ANALYSIS

- On a five-point scale (5=very satisfied, 1=very dissatisfied), respondents were asked to rate how satisfied they were with each service driver. The derived importance of drivers were used as indicators of importance.
- Quadrant analysis was used to relate these ratings of satisfaction to the derived importance of the drivers. Results were analyzed according to the percentages of clients in the top two box scores (4 and 5) on a five-point satisfaction scale and the correlation coefficients (importance). The following graph illustrates these inter-relationships.

¹ If no or low correlation exists, it is unlikely that an improvement action will translate into higher satisfaction even if this driver is rated as very important.

- In order to identify which drivers of satisfaction fell into each of the four quadrants, we used the following procedures:
 1. Calculation of the average importance rating (derived) and calculation of the average satisfaction rating, based on all drivers used for the survey;
 2. Attribution of each driver to a quadrant based on its value relative to the average (above or below average for both satisfaction and importance).

Derived Importance	High	Higher than average importance and lower than average satisfaction (Primary service improvement opportunities)	Higher than average importance and higher than average satisfaction (Secondary service improvement opportunities)
	Low	Lower than average importance and lower than average satisfaction (Low priority for improvement)	Lower than average importance and higher than average satisfaction (Possible overkill)
		Low	High
		Satisfaction Rating	

TABLE E ADMINISTRATIVE REPORT OF CONTACTS AND RESPONSE RATE¹

	Frequency	Total
Total Numbers in the Sample		3,897
INVALID NUMBERS		396
▪ Not in service, fax/modem, business/non-residential	396	
UNKNOWN (U)		1,040
▪ Busy, no answer, answering machine ²	793	
▪ Language problem	8	
▪ Illness, incapable	198	
▪ Household refusal	41	
INELIGIBLE (I)		368
▪ Not eligible	368	
ELIGIBLE (E)		486
▪ Selected respondent not available (long absence or call back failed)	223	
▪ Respondent refusal	226	
▪ Qualified respondent break-off (incomplete)	37	
COMPLETED INTERVIEWS (C)		1,607
RESPONSE RATE: $RR = C / [(ER^1U) + C + E]$		54%
ELIGIBILITY RATE: $ER = (C + E) / (C + E + I)$		85%

¹ Presented as per Marketing Research and Intelligence Association (MRIA) standards.

² For a number to be considered "No answer", there must be no answer at the number throughout the period of data collection. Thus, for example, an appointment for which there is no answer when called back must be considered "Call-back not completed" and not "No answer."



4. DETAILED FINDINGS

4.1 CLIENT PROFILE

- War service Veterans represent nearly half (44 percent) of all VAC clients who were eligible to participate in this survey (i.e. having had contact with VAC in the 6 months prior to the survey), and their specific profile strongly determines the profile of the total sample (see Table 1 at the end of this section).
- Canadian Forces respondents (26 percent) and survivors (27 percent) represent smaller client groups, although the proportion of survivors has constantly been increasing over the years (up from 10 percent in 2003 and 18 percent in 2005).
- RCMP clients represent only 2 percent of the total population of eligible clients.
- The only characteristic common to all four groups was that almost all respondents identified English as their preferred official language (90 percent on average, varying from 83 percent to 94 percent across client groups).

Specifics

- The four client groups differed on several characteristics, most particularly:
 1. **Age**
 - Canadian Forces respondents were much younger and RCMP respondents younger than the other two groups – nearly half of the Canadian Forces respondents (44 percent) and 23 percent of RCMP clients were under 50 years old when surveyed.
 - Almost all war service Veterans (99 percent) and approximately three quarters of the survivors (78 percent) were 75 years of age or older.
 2. **Gender**
 - Overall, the sample was 60 percent male: 89 percent within still-serving and retired RCMP members, 83 percent of Canadian Forces Veterans and members, 77 percent of war service Veterans, 3 percent of survivors.
 3. **Geographical distribution**
 - While around four out of ten respondents from each of war service Veterans, survivors, and Canadian Forces Veterans and members lived in Ontario or Quebec, only 22 percent of RCMP clients did (59 percent of these lived in West Canada).

4. Recent refusal of Request

- Few survivors (1 percent) had recently been declined a request for VAC services, while 15 percent of war service Veterans, 29 percent of Canadian Forces Veterans and members and 30 percent of still-serving and retired RCMP members had a refusal of request for service.

Client Profile Compared to 2005

- In 2005, a new group of clients was included with the other three groups: the RCMP clients. Since this group represents only 2 percent of all the respondents surveyed this year, this addition had a very limited impact on the overall profile of clients.
- Aside from this addition, VAC's client profile was similar, in most respects, to what was observed in 2001, 2003 and in 2005, but we noted an evolution in some aspects, specifically:

1. Group size

- The relative number of survivors in contact with VAC increased from 19 percent in 2005 to 27 percent this year, while the proportion of war service Veterans went down from 54 percent in 2005 to 44 percent this year (a significant decline of 10 percent).

2. Gender

- Overall, fewer female clients (26 percent) were in contact with VAC than in 2005 (35 percent).

3. Age

- The proportion of older clients, aged 85 years old or more, increased from 10 percent in 2001 and 21 percent in 2005, to 30 percent this year. This is an important element since the needs of this age group are probably greater and more demanding, or at least different from those of younger groups.

4. Proxy completion

- This year, 8 percent of the interviews were conducted with a proxy (12 percent in 2005): 13 percent of war service Veterans, 2 percent of Canadian Forces Veterans and members and 0 percent of still-serving and retired RCMP member.

5. Recent refusal

- Overall, 15 percent of the sample had been declined a benefit or service in the previous six months, compared with 10 percent in 2005.
 - Unchanged for survivors (1 percent).

4.2 TYPES OF CONTACT WITH VAC

This section examines the types of contact the clients had with VAC in the previous 6 months and the difficulties experienced in contacting VAC.

TYPES OF CONTACT

- Respondents were asked if, in the past six months, they had been in contact with Veterans Affairs Canada by any of nine methods listed (see **Tables 2a** and **2b** in Appendix 1 for further detail). Those who could not remember having had any of those types of contact with VAC in the previous 6 months did not continue the interview and did not provide an opinion on the quality of VAC services.
- Overall, 84 percent of all the clients contacted recalled having had at least one type of contact with VAC in the previous 6 months.
 - Two methods of contact were very frequent:
 - Posted letter – received or sent (78 percent on average);
 - Telephone call – received or made (62 percent on average).
 - Three other methods of contact were much less frequent but used by a fair share of specific client types:
 - Home visit by a VAC employee (16 percent on average but 26 percent of war service Veterans);
 - Through the departmental Web site (14 percent on average but 39 percent of still-serving and retired RCMP members and 33 percent of Canadian Forces Veterans and Clients);
 - Visit to a VAC office (13 percent on average but 27 percent of Canadian Forces Veterans and members and 20 percent of still-serving and retired RCMP members).
 - Electronic e-mail (4 percent), meeting a departmental employee (4 percent), group information sessions (2 percent) and other forms of contact (8 percent) were much less common.

- The table below highlights the main significant differences between sub-groups.

Q1.1 In the past 6 months, were you in contact with Veterans Affairs Canada by...	Incidence %	Main differences
Any type of contact in the past 6 months	84	<u>Most likely</u> to have had a contact: still-serving and retired RCMP members and Canadian Forces Veterans and members <u>Least likely</u> : Survivors
a. writing or receiving a posted letter?	78	<u>Least likely</u> : Quebec clients
b. telephoning or receiving a telephone call?	62	<u>Least likely</u> : Survivors and Atlantic clients
c. sending or receiving an e-mail message?	4	None
d. visiting one of its offices?	13	<u>Most likely</u> : Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
e. receiving a visit from a departmental employee in your home?	16	<u>Most likely</u> : War service Veterans
f. meeting with a departmental employee during a visit to another organization? (<i>Specify / see list</i>)	4	None
g. attending a group information session? (<i>If yes, specify where</i>)	2	None
h. visiting the Veterans Affairs Canada Web site?	14	<u>Most likely</u> : Still-serving and retired RCMP members and Canadian Forces Veterans and members
i. Other forms of contact?	8	<u>Most likely</u> : Quebec clients

DIFFICULTIES EXPERIENCED

- Respondents were asked if they had experienced any difficulty in contacting Veterans Affairs Canada in the past 6 months and if so, the kind of difficulty encountered.
- Overall, 9 percent of respondents said they experienced difficulties in contacting VAC:
 - Canadian Forces Veterans and members were most likely (13 percent) and survivors least likely (4 percent).
 - The main difficulties experienced overall were:
 - The lack of direct contact with a real person (39 percent); and
 - Calls not being returned (33 percent).

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- Other types of difficulties mentioned included requests that were not followed through (16 percent), being transferred to a remote call centre (16 percent), lengthy process (15 percent) and difficulty in getting information (14 percent).

DIFFERENCES COMPARED TO 2005

- The overall incidence of contact with VAC (84 percent) remained unchanged when compared to the 2005 results (84 percent on average), as did types of contacts.
- Overall, the proportion of respondents who claimed they experienced a problem in contacting VAC (9 percent) also remained unchanged compared to 2005 (10 percent).

4.3 PREFERRED MEANS OF CONTACT WITH VAC

*This section focuses on the most and least preferred means for contacting VAC (see **Tables 3a** and **3b** in Appendix 1 for further detail).*

MOST PREFERRED

- Overall, the telephone (70 percent) is by far the most preferred means of contacting VAC.
 - In-person (13 percent) and by posted mail (12 percent) are the only two other methods preferred by a substantial proportion of clients.
 - Only 3 percent of the respondents mentioned that they preferred e-mail contacts and less than 1 percent preferred contact through the departmental Web site.

LEAST PREFERRED

- Internet or on-line (36 percent) and e-mail (21 percent) were the means most often mentioned as least preferred.
 - In-person (14 percent) and posted mail (14 percent) were the least preferred means of a substantial proportion of clients, while the telephone was the least preferred means of only 5 percent of all respondents.
 - While the Internet was often mentioned as the least preferred mean of contacting VAC (35 percent) we note a large difference between still-serving and retired RCMP members (19 percent) and survivors (47 percent).
 - Likewise, Canadian Forces Veterans and members (25 percent) and between still-serving and retired RCMP members (29 percent) were much more likely to identify the posted mail as their least preferred means than were survivors (7 percent) or War service Veterans (11 percent).
- The table below highlights the main significant differences between sub-groups.

Q1.4 Among the following means available to you for contacting Veterans Affairs Canada, please tell me which one you prefer? Q1.5 And what would be your least preferred means?	Most preferred %	Least preferred %	Main differences
▪ In person	13	14	<u>Most likely</u> to be least preferred: Quebec and Atlantic clients
▪ By telephone	70	5	<u>Most likely</u> to be most preferred: Survivors

Q1.4 Among the following means available to you for contacting Veterans Affairs Canada, please tell me which one you prefer? Q1.5 And what would be your least preferred means?	Most preferred %	Least preferred %	Main differences
▪ Through the Internet (accessing information or applying on-line)	<1	36	<u>Most likely</u> to be least preferred: Survivors
▪ By e-mail	3	21	None
▪ By posted mail	12	14	<u>Most likely</u> to be least preferred: Canadian Forces Veterans and members and still-serving and retired RCMP members

DIFFERENCES COMPARED TO 2005

- Overall, all these results are quite comparable to those observed in previous years but we can note a slow increase in preferring the telephone (from 59 percent in 2001 to 70 percent in 2007) and a decrease in preferring in-person contacts (from 22 percent in 2001 to 13 percent in 2007).

4.4 ON-LINE ACCESS

*This section focuses on the incidence of using VAC's Web site and on the importance of the Web site for several types of information / action (see **Tables 4 and 5** in Appendix 1 for further detail).*

- Overall, approximately one out of six clients (16 percent) used VAC's Web site in the previous six months to obtain information. However, usage varied greatly among client groups, with a lot more still-serving and retired RCMP members (49 percent) and Canadian Forces Veterans and members (38 percent) using it than War service Veterans (9 percent) or survivors (11 percent).
- Among those who used it, two types of activities were considered more important (top-two box ratings on a 5 point importance scale):
 - Obtaining information on VAC benefits and services (83 percent); and
 - Inquiring on-line about the status of their application (80 percent).
- Accessing personal information on-line (74 percent) and accessing health information on-line (73 percent) were perceived as important by slightly fewer clients, and applying on-line for VAC benefits and services was perceived as important by about two thirds (66 percent) of the recent users surveyed.

4.5 DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES

*This section examines the levels of satisfaction with specific aspects, as well as overall satisfaction with access to services (see **Tables 6a** and **6b** in Appendix 1 for further detail).*

OVERALL LEVEL OF SATISFACTION WITH ACCESS TO SERVICES

- Approximately three quarters (77 percent) of the respondents were satisfied¹ overall with access to services.
 - Slightly more war service Veterans (81 percent) and still-serving and retired RCMP members (79 percent) were satisfied than survivors (74 percent) or Canadian Forces Veterans and members (74 percent).

DETAILED LEVELS OF SATISFACTION

- Among all the drivers of satisfaction related to access to services, four aspects received high ratings (above 80 percent¹):
 - Physical accessibility* (92 percent);
 - Signs and directions to office locations* (85 percent);
 - Location (81 percent)*; and
 - Hours of service (81 percent).

It should be noted that the first three of the above (with an *) are related to VAC offices and were asked only of those who had recently gone to a VAC office (n=264).

- The aspects showing the lowest satisfaction ratings¹ were:
 - Time waiting to receive a written response (63 percent);
 - Time waiting for an appointment (69 percent);
 - Parking (70 percent)*; and
 - Ease of access by telephone (72 percent).
- The table below summarizes the main significant differences between sub-groups (only for the aspects evaluated by a sufficient number of respondents to allow for an analysis by client type (minimum = 400), i.e. Q3.1a, b, and c, Q3.4 and Q4.2a).

¹ Percentage of clients who rated their level of satisfaction as being 4 or 5 on the 5-point satisfaction scale.

<p>Q3.1 Questions that follow are related to the service provided by Veterans Affairs Canada. How satisfied were you...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</p> <p>Q3.4 In the past 6 months, when you received a written decision relating to a benefit or service, how satisfied were you with the time you waited to receive a written response? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</p>	Satisfied %	Main differences
Q3.1a Hours of service	81	<p><u>Least satisfied:</u> Survivors and Western clients</p> <p><u>Most satisfied:</u> War service Veterans and Quebec clients</p>
Q3.1b Methods of contact available	79	<p><u>Least satisfied:</u> Western clients</p>
Q3.1c Ease of access by telephone	72	<p><u>Least satisfied:</u> Canadian Forces Veterans and members and Western clients</p> <p><u>Most satisfied:</u> War service Veterans</p>
Q3.4 Time waiting to receive a written response	63	<p><u>Least satisfied:</u> Still-serving and retired RCMP members and Western clients</p> <p><u>Most satisfied:</u> War service Veterans</p>
Q4.2a Time waiting on the telephone (toll-free line)	75	<p><u>Least satisfied:</u> Still-serving and retired RCMP members and Western clients</p>
Overall satisfaction with the access to service	77	<p><u>Least satisfied:</u> Western clients</p> <p><u>Most satisfied:</u> War service Veterans</p>

DIFFERENCES COMPARED TO 2005

- The following aspects related to access to services, as well as the overall level of satisfaction with access to services, show significantly lower satisfaction ratings than in 2005 and none have improved significantly:
 - The overall level of satisfaction went down from 84 percent to 77 percent (-7 points). In 2001, 91 percent of the clients were satisfied overall;
 - Hours of service show a 5 point decline in satisfaction from 86 percent in 2005 to 81 percent this year (93 percent in 2001);
 - Time waiting to receive a written response shows an 8 point decline in satisfaction from 71 percent in 2005 to 63 percent in 2007; and

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- Time waiting for an appointment shows a 13 point decline (from 82 percent in 2005 to 69 percent in 2007).
 - The four aspects related to the access to VAC offices improved (not significantly due to low number of respondents) or remained stable.
 - Satisfaction with time waiting on the telephone remained stable at 75 percent, compared to 76 percent in 2005.

4.6 DRIVERS OF SATISFACTION RELATED TO COMMUNICATIONS

*This section focuses on the levels of satisfaction with aspects of communications (see **Tables 7a** and **7b** in Appendix 1 for further detail).*

- Among the six drivers of satisfaction related to communications, three received higher ratings and three drivers show lower satisfaction ratings.

HIGHER THAN AVERAGE SATISFACTION RATINGS

- The three most satisfying aspects of communications were the following:
 - Spoken language used by staff (97 percent top two box ratings);
 - Service available in the chosen official language (95 percent); and
 - Clarity and ease of understanding decision letters, forms and written communications (86 percent).
- The four least satisfying drivers of satisfaction related to communications were the following:
 - Question being answered (78 percent);
 - Ease of understanding written communication on eligibility to services and benefits (76 percent);
 - Information provided on everything needed in order to apply for a benefit or service (75 percent); and
 - Ease in finding information on programs and services (74 percent).

- The table below summarizes the main significant differences between sub-groups.

Q5.16 <i>I will first read you a series of aspects concerning the programs and services you applied for or received such as disability pension or health care or any other benefits in the past 6 months. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfied¹ %	Main differences
a. Ease in finding information on programs and services	74	<u>Most likely</u> to be satisfied: War service Veterans <u>Least likely</u> to be satisfied: Western clients
b. Information provided to you on everything you had to do in order to apply for a benefit or service	75	<u>Most likely</u> to be satisfied: War service Veterans
c. Questions being answered	78	<u>Most likely</u> to be satisfied: War service Veterans <u>Least likely</u> to be satisfied: Western clients
d. Service available in the official language of your choice	95	None
e. Spoken language used by staff (clear and easy to understand)	97	None
f. Decision letters, forms and written communication clear and easy to understand	86	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and still-serving and retired RCMP members
Q3.5 In the past 6 months, when you received a written communication on your eligibility to services and benefits, how satisfied were you that the written communication was easy to understand? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?	76	<u>Most likely</u> to be satisfied: War service Veterans

DIFFERENCES COMPARED TO 2005

- Overall, the levels of satisfaction with aspects related to communications were comparable to those observed in 2005. The exception to this general observation is:
 - In 2007, significantly fewer clients were satisfied with the information provided on what is needed in order to apply for a benefit or service (75 percent, a drop of 6 points compared to 2005).

¹ Top two box ratings on the 5-point satisfaction scale.

4.7 SERVICE OFFERED BY THE NCCN TOLL-FREE LINE STAFF

*This section looks at the incidence of contacting the NCCN toll-free line and the levels of satisfaction with the service offered by its staff (only those who were in contact provided an evaluation of the service – see **Tables 8a** and **8b** in Appendix 1 for further detail).*

INCIDENCE OF CONTACT

- Overall, 48 percent of the respondents recalled having called VAC's toll-free line in the previous 6 months.
 - More still-serving and retired RCMP members (59 percent) and Canadian Forces Veterans and members (57 percent) called than War service Veterans (48 percent) or survivors (38 percent).

OVERALL SATISFACTION

- Overall, 80 percent of the respondents who had called the NCCN toll-free line were satisfied¹ with their telephone contact with VAC.
 - War service Veterans (83 percent) and still-serving and retired RCMP members (85 percent) were more likely to be satisfied overall than survivors (76 percent) or Canadian Forces Veterans and members (78 percent).

DETAILED LEVELS OF SATISFACTION

- Of the five drivers of satisfaction related to the service offered by the NCCN toll-free line staff that were evaluated, two received high satisfaction ratings and three received lower ratings.

Higher satisfaction ratings

- The two aspects that received higher satisfaction were related to client relationship (staff attitude):
 - Courtesy of staff (97 percent); and
 - Helpfulness of staff (88 percent).

¹ Top two box rating on the 5-point satisfaction scale.

Lower satisfaction ratings

- The three drivers of satisfaction that received lower ratings were related to the ease of access to the service and to staff knowledge:
 - The staff knowledge about VAC's programs and services (77 percent);
 - Hours of service (76 percent); and
 - The time waiting on the telephone before speaking to a person (75 percent).
- The table below summarizes the main significant differences between sub-groups.

Q4.2 For each of the following aspects of service offered by the staff who answer Veterans Affairs Canada's benefits and services toll-free line, how satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?	Satisfied¹ %	Main differences
a. The time waiting on the telephone before speaking to a person	75	<u>Least likely</u> to be satisfied: Still-serving and retired RCMP members and Western clients
b. Hours of service	76	<u>Most likely</u> to be satisfied: War service Veterans <u>Least likely</u> to be satisfied: Survivors, still-serving and retired RCMP members and Western clients
c. The staff knowledge about VAC's programs and services	77	<u>Least likely</u> to be satisfied: Ontario clients
d. Courtesy of staff	97	None
e. Helpfulness of staff	88	<u>Least likely</u> to be satisfied: Survivors
f. Overall, how satisfied were you with your telephone contact with VAC?	80	<u>Most likely</u> to be satisfied: Quebec clients <u>Least likely</u> to be satisfied: Survivors

DIFFERENCES COMPARED WITH 2005

- Two aspects of the service offered by the NCCN toll-free line staff were significantly less satisfying in 2007 than in 2005:
 - Hours of service (down from 87 percent in 2005 to 76 percent in 2007); and
 - The staff knowledge about VAC's programs and services (dropped from 86 percent in 2005 to 77 percent in 2007).

¹ Top two box ratings on the 5-point satisfaction scale.

SOURCES OF DISSATISFACTION

- Of the N=123 respondents who said they were dissatisfied with at least one of the aspects related to the service offered by the NCCN toll-free line staff, the main motives of dissatisfaction were the following:
 - Time waiting on the line (41 percent);
 - Process or delay too long (34 percent);
 - Inability of the staff to provide an answer (31 percent);
 - Lack of courteousness or helpfulness (26 percent); and
 - Calls not returned or returned after a long waiting period (21 percent).

ACCEPTABLE AMOUNT OF WAITING TIME

- Of the N=58 respondents who were dissatisfied with the amount of time spent waiting on the telephone, 20 percent considered that waiting one minute or less was reasonable.
 - 8 percent considered that between 1 and 2 minutes was reasonable;
 - 41 percent between 2 and 5 minutes; and
 - 15 percent more than 5 minutes.

4.8 DRIVERS OF SATISFACTION RELATED TO THE SERVICE OFFERED BY STAFF

*This section focuses on the levels of satisfaction with specific aspects of the service offered by the staff, including all types of contact, not only on the telephone (see **Tables 9a** and **9b** in Appendix 1 for further detail).*

- The levels of satisfaction with the services offered by staff were all high or very high. The highest satisfaction¹ ratings were on attitudinal aspects such as:
 - courtesy of staff (97 percent);
 - protection of privacy and confidentiality of information (97 percent);
 - respect and dignity given to the clients (96 percent); and
 - sensitivity of the staff to their issues (91 percent).

All other aspects related to the service offered by the staff achieved satisfaction ratings above 85 percent:

- Helpfulness and willingness to go the extra mile (89 percent);
 - Staff knowledge about programs and services (87 percent); and
 - Fair and equitable treatment (87 percent).
- The table below summarizes the main significant differences between sub-groups of clients.

Q5.21 <i>Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfied¹ %	Main differences
A1. Staff knowledge about programs and services	87	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and still-serving and retired RCMP members
A3. Sensitivity of staff to your issues	91	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and still-serving and retired RCMP members
b. Courtesy of staff	97	None
c. Helpfulness and willingness to go the extra mile	89	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and still-serving and retired RCMP members

¹ Top two box ratings on the 5-point satisfaction scale.

Q5.21 <i>Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfied¹ %	Main differences
d. Respect and dignity given to you	96	None
e. Protection of privacy and confidentiality of your information	97	None
f. Fair and equitable treatment	87	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and still-serving and retired RCMP members

DIFFERENCES COMPARED TO 2005

- No significant difference was observed on these aspects compared to 2005.

4.9 CANADA REMEMBERS PROGRAM AND ACTIVITIES

*This section examines the detailed levels of satisfaction as well as the overall level of satisfaction with the Canada Remembers Program and activities (see **Table 10** in Appendix 1 for further detail).*

- Overall, 85 percent of the respondents were satisfied overall with the Canada Remembers Program and activities. Canadian Forces Veterans and Members (77 percent) and still-serving and retired RCMP members (78 percent) were less likely to be satisfied than war service Veterans (89 percent) or survivors (88 percent).
- All the specific Remembrance programs and activities evaluated in this survey received high satisfaction ratings¹ (between 81 and 88 percent).
 - On all aspects, Canadian Forces Veterans and Members and still-serving and retired RCMP members were less likely to be satisfied than war service Veterans and Survivors.
- The following table summarizes the main significant differences between sub-groups of clients.

Q6.1 <i>What is your level of satisfaction with how Veterans Affairs Canada is delivering the following Remembrance programming and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfied¹ %	Main differences
a. Conducting pilgrimages to overseas battlefield sites	83	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
b. Promoting ceremonies, events and other activities in Canada	88	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
c. Issuing replacement medals	84	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
d. Maintaining and restoring Veterans' graves and cemeteries	85	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
e. Maintaining memorials and monuments	88	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and Quebec clients

¹ Top two box ratings on the 5-point satisfaction scale.

Q6.1 <i>What is your level of satisfaction with how Veterans Affairs Canada is delivering the following Remembrance programming and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfied¹ %	Main differences
f. Educating youth about Remembrance	81	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
g. Providing historical information materials	84	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
h. Recognizing modern-day Veterans as well as war service Veterans	82	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members
i. Providing support	81	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients
Overall level of satisfaction with the Remembrance programs and activities	85	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members, still-serving and retired RCMP members and Quebec clients

- Respondents were asked what VAC could do to better promote the awareness of sacrifices and achievements made. Nearly four out of ten (37 percent) respondents mentioned something that VAC could do, mainly the following:
 - Better promotion in schools (16 percent); and
 - More advertisement on television (8 percent).

4.10 VAC PROGRAMS AND SERVICES

*This section examines the sources of information on VAC programs and services, the incidence of applying for and receiving programs and services, the extent to which each program/service meets the needs of those who receive it, and the extent to which the programs and services as a whole meet clients' needs (see **Tables 12, 13 and 14** in Appendix 1 for further detail).*

INFORMATION ON VAC'S PROGRAMS AND SERVICES

- Overall, 34 percent of Canadian Forces Veterans and members and 38 percent of still-serving and retired RCMP members said they were informed of VAC's programs and services that were available to them prior to leaving their active duties.
- No single source of information on VAC's programs and services strongly stands out. The main sources through which VAC's clients found out about its programs and services were the following:
 - Word of mouth (22 percent);
 - Spouse (21 percent on average but 70 percent of Survivors);
 - The Canadian Forces / RCMP (21 percent on average, but 41 percent of Canadian Forces Veterans and Clients and 56 percent of Still-Serving and Retired RCMP Members); and
 - Royal Canadian Legion (13 percent).

PROGRAMS AND SERVICES RECEIVED

- Overall, three programs or services were received (or had recently been applied for) by a majority of clients:
 - Disability Pension / Disability Award (54 percent received it on average and 5 percent had recently applied for it);
 - Treatment benefit (49 percent received it and 3 percent had recently applied for it); and
 - Veterans Independence Program (56 percent received it and 3 percent had recently applied for it).

- The three other programs and services covered a small minority of clients:
 - Rehabilitation Services / Vocational Assistance (5 percent received it and 1 percent recently applied for it);
 - Earnings Loss program (less than 1 percent); and
 - Job Placement Program (less than 1 percent).
- The table below summarizes the main significant differences.

Program or service	Received %	Main differences
a. Disability Pension / Disability Award	54	<u>Most likely:</u> Ontario clients <u>Least likely:</u> Survivors
b. Treatment benefit	49	<u>Most likely:</u> War service Veterans <u>Least likely:</u> Survivors
c. Veterans Independence Program	56	<u>Most likely:</u> Survivors, War service Veterans and Ontario clients <u>Least likely:</u> Still-serving and retired RCMP members
d. Rehabilitation Services / Vocational Assistance	5	<u>Most likely:</u> Quebec clients <u>Least likely:</u> Survivors and still-serving and retired RCMP members
e. Earnings Loss Program	<1	None
f. Job Placement Program	<1	None

DISABILITY PENSION / DISABILITY AWARD

- Of the 893 respondents who received this program, we asked what could be done to improve it, and less than half (48 percent) of them mentioned at least one possible improvement, mainly the following:
 - Increased amounts (25 percent);
 - Simplify process / reduce delays (16 percent); and
 - Better information on rights (10 percent).

TREATMENT BENEFIT

- Overall, 79 percent of the clients who received treatment benefits considered this program met their needs (33 percent 'entirely' and 46 percent 'for the most part').

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- War Service Veterans (83 percent¹) were more likely to feel that way than the three other groups of clients.
 - The main improvements suggested by those who receive this program were the following:
 - Increase amounts (38 percent);
 - Provide a more personal approach (26 percent);
 - Reduce complexity and delays (25 percent); and
 - Provide more information (19 percent).

VETERANS INDEPENDENCE PROGRAM

- Overall, 74 percent of the clients who received this program felt it met their needs (34 percent 'entirely' and 40 percent 'for the most part').
 - Survivors (52 percent) were much less likely to feel that way than war service Veterans (87 percent) or Canadian Forces Veterans and members (83 percent).
- The main improvement suggested was the following:
 - Increase frequency of service (73 percent).

VAC HEALTH CARE IDENTIFICATION CARD

- Slightly less than half of all clients surveyed considered this question applied to them.
 - Of those, 79 percent of the respondents said they were satisfied when presenting their card to obtain health care benefits.

PROGRAMS AS A WHOLE

- Overall, 68 percent of the respondents considered that all the programs and services they received from VAC met their needs (27 percent 'entirely' and 41 percent 'for the most part').
 - More likely war service Veterans (80 percent) than survivors (51 percent).
- In terms of improvements, survivors mainly complained about not having enough help at home (69 percent) or about having been declined a service (34 percent).

¹ Top 2 box scores: met needs 'entirely' or 'for the most part'

4.11 GENERAL LEVELS OF SATISFACTION

This section reviews the overall satisfaction ratings related to different aspects of service as well as the overall level of satisfaction with the last contact with VAC, and the comparison of VAC's service over time and as compared to the service offered by other departments.

OVERALL SATISFACTION

Outcome of Last Contact

- Overall, 73 percent of the respondents were satisfied with the outcome of their last contact with VAC (82 percent in 2005).

Evolution Over the Last 12 Months

- One out of five clients surveyed (20 percent) considered that the service offered by VAC had improved over the past 12 months, while 58 percent estimated that it had stayed the same and 7 percent that it had deteriorated.
 - In 2005, more clients (31 percent) estimated that the service had improved; and
 - 4 percent estimated it had deteriorated in 2005.

Compared to Other Departments

- Nearly half of the respondents (44 percent) estimated that the service they received from VAC was better (17 percent "much better" and 27 percent "better") than the service received from other departments they had dealt with.
 - 32 percent estimated that service was the same and 3 percent that it was worse.
 - In 2005, 55 percent of the clients estimated that the service received from VAC was better than the service of other departments.

Programs and Services (reminder)

- Overall, 68 percent of the respondents considered that all the programs and services they received from VAC met their needs (27 percent "entirely" and 41 percent "for the most part").
 - More likely war service Veterans (80 percent) than survivors (51 percent).

-
- Survivors mainly complained about not having enough help at home (69 percent) or about having been declined a service (34 percent).
 - Eight out of ten respondents (79 percent) said they were overall satisfied¹ with the programs and services offered by VAC.
 - War service Veterans (85 percent) were much more likely to be satisfied than survivors (68 percent).
 - Canadian Forces Veterans and members (80 percent) and still-serving and retired RCMP members (76 percent) reported close to average satisfaction ratings.
 - It should be noted that overall satisfaction is significantly lower than the rating observed in 2005 (84 percent, - 5 points), and the decline is particularly strong among survivors (-16 points, from 84 percent in 2005 to 68 percent in 2007).
 - An analysis was performed to identify the possible sources of this decline in overall satisfaction. Several elements were controlled for and our analysis concluded that they did not contribute to the decline:
 - The proportion of proxy respondents and the proportion of recent unfavourable rulings were comparable to those in 2005;
 - The profile of each client sub-group was comparable to what was observed in 2005;
 - The levels of satisfaction with different aspects of the service (toll-free line, communications, commemorations) do not indicate any specific source of lower satisfaction.

On the other hand, the weight of survivors in the sample (least satisfied this year) has gone up, reflecting their increasing proportion in VAC's client base.

- Survivors are the group of clients least likely to consider that the programs and services meet their needs (51 percent vs. 68 percent on average)
- Survivors are also the group of clients least satisfied overall (68 percent vs. 79 percent on average) and the client group showing the greatest decline in overall satisfaction compared to 2005 (- 17 points).

¹ Top two box ratings on the 5-point satisfaction scale.

- But the main difference noted that could explain this lower level of overall satisfaction is the stronger focus given to the programs and services in this year's survey.
 - This year, noticeably fewer clients said they felt that the programs and services they receive from VAC meet their needs.
 - The level of satisfaction with the programs and services is strongly linked with the overall level of satisfaction (see Table below, which shows a very strong correlation between the fluctuations in overall satisfaction and in the proportion of clients who think that the programs meet their needs).
 - Compared to 2005, survivors are the client group showing the greatest decline both on overall satisfaction (-16 points) and on programs meeting their needs (- 17 points).
 - Therefore, the 2007 results for the overall satisfaction seem to have been impacted unequally between sub-groups of clients by the inclusion of detailed questions on the programs and services. In our opinion, the overall level of satisfaction should not be compared with previous years.

**OVERALL LEVEL OF SATISFACTION AND PROGRAMS MEETING NEEDS
– COMPARISON WITH 2005 –**

	Total %	War Service Veterans %	Canadian Forces %	Survivors %	RCMP %
Overall satisfaction ¹					
▪ 2007 ²	79	85	80	68	76
▪ 2005	84	88	77	84	83
Programs meet needs ³					
▪ 2007	69	80	68	51	71
▪ 2005	72	77	65	68	77
Differential 2007-2005					
▪ Overall satisfaction	-5	-3	+3	-16	-7
▪ Programs meet needs	-3	+3	+3	-17	-6

¹ Top two box ratings on the 5-point satisfaction scale.

² Margin of error = ± 2.4 percent for sample overall and ± 4.9 percent for individual client groups.

³ "Entirely" or "For the most part". Asked following a long sequence of questions on programs and service, unlike in the 2005 survey.

OVERALL SATISFACTION WITH SPECIFIC ASPECTS

- As a reminder:
 - 77 percent of the respondents were satisfied overall with access to VAC services (84 percent in 2005);
 - Slightly more war service Veterans (81 percent) and still-serving and retired RCMP members (79 percent) were satisfied than survivors (74 percent) or Canadian Forces Veterans and members (74 percent).
 - 80 percent of those who had contacted VAC's toll-free line were satisfied with their telephone contact (83 percent in 2005);
 - 68 percent of the respondents considered that the programs and services received from VAC met their needs (27 percent 'entirely' and 41 percent 'for the most part'), which is lower than in 2005 (80 percent), but in a different context (as mentioned at the beginning of this section); and
 - 85 percent of the respondents were satisfied overall with the Canada Remembers Program and activities (89 percent in 2005).
 - The table below summarizes the main significant differences among client sub-groups.

Overall evaluations	%	Main differences
Q3.1h Access to service (satisfaction)	77	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members and Survivors
Q4.2f Telephone contact (toll-free) (satisfaction)	80	<u>Least likely</u> to be satisfied: Canadian Forces Veterans and members
Q5.17 Programs and services meet needs (entirely or for the most part)	68	<u>Most likely</u> : War service Veterans <u>Least likely</u> : Survivors
Q6.2 Canada Remembers (satisfaction)	85	<u>Least likely</u> : Canadian Forces Veterans and members and still-serving and retired RCMP members
Q7.1 Outcome of last contact (satisfaction)	73	<u>Most likely</u> : War service Veterans
Q7.2 <u>Overall</u> level of satisfaction	79	<u>Most likely</u> : War service Veterans <u>Least likely</u> : Survivors
Q7.3 Evolution of the service – past 12 months (improved)	20	<u>Least likely</u> : Still-serving and retired RCMP members and survivors
Q7.4 VAC service compared to other departments (better or much better)	44	<u>Most likely</u> : Still-serving and retired RCMP members <u>Least likely</u> : Survivors

4.12 PRIORITIES FOR SERVICE IMPROVEMENT

- The analysis tool recommended in the How-to Guide for the Service Improvement Initiative is the Satisfaction Importance Matrix¹. This matrix assists in identifying priorities for service improvement.
- Briefly, the axes of importance and satisfaction are crossed, using their respective averages as the centre. This defines four quadrants (e.g. low satisfaction and high importance).

Derived Importance	High	Higher than average importance and lower than average satisfaction (Primary service improvement opportunities)	Higher than average importance and higher than average satisfaction (Secondary service improvement opportunities)
	Low	Lower than average importance and lower than average satisfaction (Low priority for improvement)	Lower than average importance and higher than average satisfaction (Possible overkill)
		Low	High
		Satisfaction Rating	

- We used this approach with the following computation procedures:
 1. Compute the average satisfaction rating using all of the drivers of satisfaction, as well as the average derived importance score (correlation coefficient);
 2. Present findings using the following quadrants:
 - 1) Higher importance and lower satisfaction than average (Primary opportunities for improvement);
 - 2) Higher importance and higher satisfaction than average (Secondary opportunities for improvement) ;
 - 3) Lower importance and lower satisfaction than average (Low priority for improvement) ;
 - 4) Lower importance and higher satisfaction than average (Possible overkill).

¹ Also called Gap Analysis, Quadrant Analysis. See section 3.10 in the “Methodology” section.

-
- We took into account five categories of satisfaction drivers as well as a few evaluations related to the programs (the extent to which they meet the clients' needs).
 1. Access to service;
 2. Communications;
 3. Toll-free line staff;
 4. Service offered by staff;
 5. Commemorative activities; and
 6. Programs and services (extent to which they meet clients' needs).
 - Although they are not satisfaction drivers per se, considering the focus that was put on the different VAC programs and services in this year's survey, and the impact they have on the overall level of satisfaction, we decided it was important to include some aspects related to the programs in this analysis.

1. PRIMARY SERVICE IMPROVEMENT OPPORTUNITIES

- **Tables I-IV** show the detailed results of quadrant analysis applied to the results, by category of drivers of satisfaction.
- These opportunities are elements that correspond to the "above-average importance and below-average satisfaction" quadrant.
- Overall, eight aspects fall into this quadrant, presented here by category of drivers.

Taking into account the following five categories of satisfaction drivers as well as the evaluations related to the programs (the extent to which they meet the clients' needs), we identified eight 2007 priorities for improvement.

- Access to service;
- Communications;
- Toll-free line staff;
- Service offered by staff;
- Commemorative activities; and
- Programs and services (extent to which they meet clients' needs).

Although they are not satisfaction drivers per se, considering the focus that was put on the different VAC programs and services in this year's survey, and the impact they have on the overall level of satisfaction, we decided it was important to include some aspects related to the programs in this analysis.

PRIMARY SERVICE IMPROVEMENT OPPORTUNITIES

These opportunities are elements that correspond to the “above-average importance and below-average satisfaction” quadrant. Overall, eight aspects fall into this quadrant, presented here by category of drivers:

a) Access to service:

- Ease of access by telephone;
- Methods of contact available; and
- Hours of service.

b) Communications:

- Information provided on everything they need to do in order to apply for a benefit or program;
- Questions being answered; and
- Ease in finding information on programs and services.

c) Programs and services:

- The programs and services (as a whole) meet the clients’ needs; and
- The Veterans Independence Program meets the clients’ needs.

SECONDARY SERVICE IMPROVEMENT OPPORTUNITIES

This quadrant is defined by above-average satisfaction and above-average importance. Based on judgement, they can be considered as strengths to maintain or possible areas for further improvement.

Overall, eight elements fall into this category:

a) Communications:

- Decision letters, forms and written communication are clear and easy to understand; and
- Spoken language used by staff.

b) Service offered by staff:

- Fair and equitable treatment;
- Staff knowledge about programs and services;
- Helpfulness and willingness to go the extra mile;
- Sensitivity of staff to the clients’ issues;
- Respect and dignity given to the clients; and
- Courtesy of staff.

CONCLUSION

From this list of detailed priorities for service improvement, it appears that 3 “factors” are to be considered : 1) programs and services; 2) information and answers on programs and services and how to access them; and 3) ease of access to the service.

PRIMARY AND SECONDARY SERVICE IMPROVEMENT OPPORTUNITIES

	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Overall average	83	.33
Primary improvement opportunities		
Q5.17 The programs and services received ⁶	73	.54
Q5.16b. Information provided on everything needed to apply ²	75	.53
Q5.16c. Questions being answered ²	78	.56
Q5.16a. Ease in finding information on programs and services ²	74	.49
Q3.1c. Ease of access by telephone ¹	72	.44
Q3.1b. Methods of contact available ¹	79	.48
Q3.1a. Hours of service ¹	81	.46
Q5.8 Veterans Independence Program ⁶	75	.35
Secondary improvement opportunities		
Q5.21f. Fair and equitable treatment ⁴	87	.54
Q5.21a1. Staff knowledge about programs and services ⁴	87	.50
Q5.21c. Helpfulness and willingness to go the extra mile ⁴	89	.49
Q5.21a3. Sensitivity of staff to your issues ⁴	91	.50
Q5.16f. Decision letters, forms and written communication clear and easy to understand ²	86	.43
Q5.16e. Spoken language used by staff ²	97	.43
Q5.21d. Respect and dignity given to you ⁴	96	.41
Q5.21b. Courtesy of staff ⁴	97	.38

- ¹ Access to services
- ² Communications
- ³ Toll-free line staff
- ⁴ Service offered by staff
- ⁵ Commemorative activities
- ⁶ Programs and services

APPENDIX 1

SUMMARY TABLES

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TABLE 1

PROFILE OF SAMPLE

IN CONTACT LAST SIX MONTHS	2007					TOTAL 2001 (1,204) %
	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %	TOTAL (1,607) %	
Group of clients						
▪ War services Veterans	100	---	---	---	44	66
▪ Canadian Forces	---	100	---	---	26	18
▪ Survivors	---	---	100	---	27	16
▪ Still-serving and retired RCMP members	---	---	---	100	2	---
Gender						
▪ Male	77	88	3	89	60	74
▪ Female	23	12	97	11	40	26
Region						
▪ Atlantic	14	23	22	18	19	20
▪ Quebec	8	17	13	6	12	13
▪ Ontario	37	31	31	16	33	31
▪ West	41	29	35	59	37	37
Respondent						
▪ Client	87	98	93	100	92	93
▪ Proxy:						
◦ Spouse	9	2	1	<1	5	5
◦ Child	3	0	6	0	3	2
◦ Other	1	0	1	0	<1	0
Client's preferred language						
▪ English	94	83	90	94	90	90
▪ French	6	16	10	6	10	11
Age						
▪ Less than 40	0	15	<1	6	4	5
▪ 40-49	0	29	1	17	8	5
▪ 50-64	0	25	6	61	10	10
▪ 65-74	<1	22	15	13	10	11
▪ 75-84	46	8	53	2	37	59
▪ 85 or more	53	<1	25	<1	30	10
Recent refusal by VAC						
▪ Yes	14	29	1	30	15	5
▪ No	84	63	99	60	82	95

TABLE 1

PROFILE OF SAMPLE

(Continued)

IN CONTACT LAST SIX MONTHS	2007					TOTAL 2001 (1,204) %
	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %	TOTAL (1,607) %	
VAC office normally contacted						
▪ Charlottetown	1	1	1	1	1	1
▪ Sydney	2	2	3	<1	2	2
▪ Halifax	5	10	7	7	7	6
▪ Saint John	3	7	7	3	5	5
▪ Campbellton	3	1	1	1	2	2
▪ St. John's	1	2	3	6	2	2
▪ Corner Brook	0	0	0	0	0	1
▪ Quebec	3	10	4	1	5	5
▪ Sherbrooke	1	<1	2	<1	1	1
▪ Gatineau	1	3	1	1	2	1
▪ Montreal	4	3	6	3	4	6
▪ Mississauga	5	3	7	2	5	3
▪ Scarborough	4	1	3	1	3	1
▪ Sunnybrook	0	0	0	0	0	0
▪ Toronto Area	2	<1	2	1	2	2
▪ Ottawa	3	9	3	8	5	5
▪ Kingston	2	3	1	1	2	2
▪ Peterborough	7	3	3	0	5	4
▪ Brampton	0	0	0	0	0	0
▪ Hamilton	2	2	3	1	2	3
▪ London	5	2	3	1	4	4
▪ Windsor	4	<1	1	1	2	2
▪ North Bay	1	2	2	<1	1	4
▪ Thunder Bay	1	1	1	1	1	1
▪ Winnipeg	3	3	3	2	3	2
▪ Brandon	1	1	0	2	1	2
▪ Regina	3	2	3	7	3	2
▪ Saskatoon	2	<1	3	2	2	3
▪ Calgary	6	4	4	9	5	4
▪ Edmonton	3	7	4	6	4	5
▪ Vancouver	12	5	9	11	9	6
▪ Penticton	5	5	3	6	5	5
▪ Prince George	0	0	0	0	0	1
▪ Victoria	6	4	3	6	5	6
▪ Surrey	0	0	0	0	0	2
▪ Pembroke	<1	4	<1	<1	1	---

N.B. Due to rounding of figures, some results do not yield a total of 100 percent.

TABLE 2A

**TYPES OF CONTACT WITH VAC IN 2007
– PAST SIX MONTHS –**

	TOTAL Clients (1908) ¹ 100%	War Service Veterans (483) 100%	Canadian Forces (441) 100%	Survivors (544) 100%	RCMP (440) 100%
Q1.1 In the past 6 months, were you in contact with Veterans Affairs Canada by... (READ AND ROTATE a – h)					
▪ At least one type of contact	84	83	91	74	91
▪ No contact with VAC	16	17	9	26	9
TOTAL²	(1,607)³ %	(402) %	(402) %	(401) %	(402) %
a. writing or receiving a posted letter?	78 ⁴	75	82	80	82
b. telephoning or receiving a telephone call?	62	65	70	49	71
c. sending or receiving an e-mail message?	4	3	6	2	6
d. visiting one of its offices?	13	10	27	3	20
e. receiving a visit from a departmental employee in your home?	16	26	14	3	1
f. meeting with a departmental employee during a visit to another organization?	4	4	8	1	2
g. attending a group information session? (If yes, specify where)	2	2	4	<1	1
h. visiting the Veterans Affairs Canada Web site?	14	9	33	2	39
i. Other forms of contact?	8	9	4	8	7

¹ A total of 1,908 clients were contacted for the survey, but only 1,607 of them recalled having had a contact with VAC over the previous 6 months. Only those who recalled such a contact were interviewed.

² **BASE:** At least one type of contact with VAC in the past six months.

³ Results based on all four groups of clients.

⁴ Each respondent could mention one or more types of contact. Therefore, percentages add up to more than 100 percent.

TABLE 2A

TYPES OF CONTACT WITH VAC IN 2007
– PAST SIX MONTHS –
(Continued)

TOTAL ¹	TOTAL Clients (1,607) ² 100%	War Service Veterans (402) 100%	Canadian Forces (402) 100%	Survivors (401) 100%	RCMP (402) 100%
Q1.2 In the past 6 months, did you experience any difficulty in contacting Veterans Affairs Canada?					
▪ Yes	9	10	13	4	9
▪ No / Dk/Na	91	89	87	95	90
	(162)³ %	(45) %	(55) %	(18) %	(44) %
Q1.3 What kind of difficulty?					
▪ Employees change too often	3	2	4	0	5
▪ Hard to get information	14	16	9	21	14
▪ Calls not returned	33	26	37	48	43
▪ Lack of direct contact with the people (answering machine, automated system)	39	46	31	36	17
▪ Too long to get information by mail	11	15	6	7	9
▪ Not always the same person	11	11	16	2	6
▪ Get transferred to a far away call centre	16	20	15	7	25
▪ Process is too long	15	14	19	10	9
▪ Requests not well followed	16	8	20	37	12
▪ Others	11	9	12	13	31
▪ Dk/Na	1	0	0	8	0

¹ **BASE:** At least one type of contact with VAC in the past six months.

² Results based on all four groups of clients.

³ **BASE:** Has experienced difficulty in contacting VAC in the past six months. Due to multiple responses, the percentages for this question do not add up to 100 percent.

TABLE 2B TYPES OF CONTACT WITH VAC: COMPARISON WITH PREVIOUS YEARS
– PAST SIX MONTHS –
(Continued)

	Total 2007 (1,908)¹ 100%	Total 2005 (1,946)² 100%	Total 2003 (2,042) 100%	Total 2001 (1,651) 100%	DIFF. compared to 2001 %
Q1.1 In the past 6 months, were you in contact with Veterans Affairs Canada by... (READ AND ROTATE a – h)					
▪ At least one type of contact	84	84	75	74	10
▪ No contact with VAC	16	16	25	24	-8
TOTAL¹	(1,607)³ %	(1,607) %	(1,447) %	(1,204) %	
a. writing or receiving a posted letter?	78 ⁴	80	71	68	10
b. telephoning or receiving a telephone call?	62	61	63	59	3
c. sending or receiving an e-mail message?	4	3	3	2	2
d. visiting one of its offices?	13	15	21	20	-7
e. receiving a visit from a departmental employee in your home?	16	19	25	26	-10
f. meeting with a departmental employee during a visit to another organization?	4	5	7	11	-7
g. attending a group information session? (If yes, specify where)	2	2	4	2	0
h. visiting the Veterans Affairs Canada Web site?	14	12	9	2	12
i. Other forms of contact?	8				

¹ A total of 1,908 clients were contacted for the survey, but only 1,607 of them recalled having had a contact with VAC over the previous 6 months. Only those who recalled such a contact were interviewed.

² **BASE:** At least one type of contact with VAC in the past six months.

³ Results based on all four groups of clients.

⁴ Each respondent could mention one or more types of contact. Therefore, percentages add up to more than 100 percent.

TABLE 2B TYPES OF CONTACT WITH VAC: COMPARISON WITH PREVIOUS YEARS
– PAST SIX MONTHS –
(Continued)

	Total 2007 (1,607) ¹ 100%	Total 2005 (1,607) 100%	Total 2003 (1,447) 100%	Total 2001 (1,204) 100%	DIFF. compared to 2001 %
Q1.2 In the past 6 months, did you experience any difficulty in contacting Veterans Affairs Canada?					
▪ Yes	9	10	9	8	1
▪ No / Dk/Na	91	90	91	92	-1
	(162) ³ %	(182) %	(140) %	(110) %	
Q1.3 What kind of difficulty?					
▪ Employees change too often	3	6	5	8	-5
▪ Hard to get information	14	18	15	41	-27
▪ Calls not returned	33	23	35	41	-8
▪ Lack of direct contact with the people (answering machine, automated system)	39	55	51	37	2
▪ Too long to get information by mail	11	6			
▪ Not always the same person	11	11			
▪ Get transferred to a far away call centre	16	13			
▪ Process is too long	15	6			
▪ Requests not well followed	16	6			
▪ Others	11	5	24	3	-
▪ Dk/Na	1	4	3	10	-9

¹ **BASE:** At least one type of contact with VAC in the past six months.

² Results based on all four groups of clients.

³ **BASE:** Has experienced difficulty in contacting VAC in the past six months.

TABLE 3A MOST AND LEAST PREFERRED MEANS OF CONTACTING VAC

Q1.4 Among the following means available to you for contacting Veterans Affairs Canada, please tell me which one you prefer? (READ AND ROTATE / RECORD ONE ANSWER)

Q1.5 And what would be your least preferred means? (RECORD ONE ANSWER)

	TOTAL Clients (1,607) ¹ %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
In person					
▪ Most preferred	13	15	17	7	10
▪ Least preferred	14	16	12	11	21
▪ Net preference ²	-1	-1	5	-4	-11
By telephone					
▪ Most	70	70	63	77	68
▪ Least	5	5	7	3	5
▪ Net preference	65	65	56	74	63
Through the Internet (accessing information or applying on-line)					
▪ Most	<1	<1	1	<1	2
▪ Least	36	36	25	47	19
▪ Net preference	-36	-36	-24	-47	-17
By e-mail					
▪ Most	3	2	8	1	8
▪ Least	21	21	21	22	20
▪ Net preference	-18	-19	-13	-21	-12
By posted mail					
▪ Most	12	12	10	14	10
▪ Least	14	11	25	7	29
▪ Net preference	-2	-1	-15	7	-19

¹ Results based on all four groups of clients.

² Net preference = (% most preferred - % least preferred).

**TABLE 3B MOST AND LEAST PREFERRED MEANS OF CONTACTING VAC
– COMPARISON WITH PREVIOUS YEARS –**

Q1.4 Among the following means available to you for contacting Veterans Affairs Canada, please tell me which one you prefer? (READ AND ROTATE / RECORD ONE ANSWER)

Q1.5 And what would be your least preferred means? (RECORD ONE ANSWER)

	TOTAL 2007 (1,607) ¹ %	TOTAL 2005 (1,607) %	TOTAL 2003 (1,447) %	TOTAL 2001 (1,204) %	DIFF. compared to 2001
In person					
▪ Most preferred	13	19	24	22	-9
▪ Least preferred	14	5	5	5	-9
▪ Net preference ²	-1	14	19	17	-18
By telephone					
▪ Most	70	61	58	59	11
▪ Least	5	7	6	5	0
▪ Net preference	65	54	52	54	11
Through the Internet (accessing information or applying on-line)					
▪ Most	<1	1	0	1	-1
▪ Least	36	34	44	44	-8
▪ Net preference	-36	-33	-44	-43	7
By e-mail					
▪ Most	3	3	2	2	1
▪ Least	21	23	23	22	-1
▪ Net preference	-18	-20	-21	-20	2
By posted mail					
▪ Most	12	15	14	15	-3
▪ Least	14	14	13	13	1
▪ Net preference	-2	1	1	2	-4
None most preferred	1	1	1	1	0
None least preferred	11	17	10	11	0

¹ Results based on all four groups of clients.

² Net preference = (% most preferred - % least preferred).

TABLE 4

ON-LINE ACCESS

Q2.1 In the past 12 months, have you used Veterans Affairs Canada's Web site to obtain information?

Q2.2 How important is it for you to be able...? Please use a scale from 1 to 5, where 1 means "not at all important, 5 means "very important" and 3 is the middle point. You can give any number between 1 and 5. (READ AND ROTATE / VERIFY UNDERSTANDING OF SCALE / 1 FOR LOWEST, 5 FOR HIGHEST)

BASE: TOTAL SAMPLE	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
Used VAC's Web site past 12 months					
▪ Yes	16	9	38	1	49
▪ No	84	91	62	99	51
▪ Dk/Na	<1	<1	<1	0	<1
BASE: USED VAC'S WEB SITE % top two box ratings of importance	(382) %	(29) %	(158) %	(7) %	(188) %
a. to obtain information on-line about VAC benefits and services					
▪ % top two box rating	83	89	81	63	81
▪ Average rating	4.4	4.6	4.4	3.6	4.2
b. to apply on-line for VAC benefits and services					
▪ % top two box rating	66	84	61	52	61
▪ Average rating	3.8	4.4	3.7	2.9	3.6
c. to inquire on-line about the status of your application					
▪ % top two box rating	80	80	81	52	71
▪ Average rating	4.2	4.2	4.2	3.6	3.9
d. to access your personal information on-line					
▪ % top two box rating	74	75	75	33	71
▪ Average rating	4.0	4.0	4.0	2.6	3.9
e. to access health information on-line					
▪ % top two box rating	73	79	72	43	68
▪ Average rating	4.1	4.5	4.0	2.8	3.9

TABLE 5 **IMPORTANCE ASCRIBED TO ASPECTS OF SERVICE
RELATED TO VAC'S WEB SITE**

Q2.2 How important is it for you to be able...? Please use a scale from 1 to 5, where 1 means "not at all important, 5 means "very important" and 3 is the middle point. You can give any number between 1 and 5. (READ AND ROTATE / VERIFY UNDERSTANDING OF SCALE / 1 FOR LOWEST, 5 FOR HIGHEST) [Q2.5 in 2005]

	TOTAL Clients (382) %	War Service Veterans (29) %	Canadian Forces (158) %	Survivors (7) %	RCMP (188) %
a. to obtain information on-line about VAC benefits and services					
▪ % top two box rating ¹	83	89	81	63	81
▪ % can't say	<1	<1	0	0	<1
▪ Average rating	4.4	4.6	4.4	3.6	4.2
b. to apply on-line for VAC benefits and services					
▪ % top two box rating	66	84	61	52	61
▪ % can't say	3	4	3	23	3
▪ Average rating	3.8	4.4	3.7	2.9	3.6
c. to inquire on-line about the status of your application					
▪ % top two box rating	80	80	81	52	71
▪ % can't say	4	0	5	23	2
▪ Average rating	4.2	4.2	4.2	3.6	3.9
d. to access your personal information on-line					
▪ % top two box rating	74	75	75	33	71
▪ % can't say	5	0	6	23	1
▪ Average rating	4.0	4.0	4.0	2.6	3.9
e. to access health information on-line					
▪ % top two box rating	73	79	72	43	68
▪ % can't say	3	4	2	23	1
▪ Average rating	4.1	4.5	4.0	2.8	3.9

¹ Top two box ratings (4 and 5 combined) of importance. "Can't say" excluded from the computations.

**TABLE 6A DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES:
SATISFACTION RATINGS**

Q3.1 Questions that follow are related to the service provided by Veterans Affairs Canada. How satisfied were you...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE a – g)

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
a. Hours of service					
▪ % top two box rating ¹	81	86	79	76	77
• % can't say	10	10	5	14	4
• Average rating	4.2	4.3	4.1	4.1	4.0
b. Methods of contact available (i.e. in-person, telephone, fax, posted mail, e-mail, Internet, etc.)					
• % top two box rating	79	82	78	76	77
• % can't say	5	4	3	10	1
• Average rating	4.1	4.2	4.0	4.0	4.1
c. Ease of access by telephone					
• % top two box rating	72	79	63	71	69
• % can't say	8	8	4	14	3
• Average rating	4.0	4.1	3.7	4.0	3.8
d. Physical accessibility (i.e. no barriers to physically entering and using the building) ²					
• % top two box rating	92	95	90	97	88
• % can't say	1	4	0	0	1
• Average rating	4.4	4.5	4.3	4.4	4.3
e. Location ²					
• % top two box rating	81	83	80	90	74
• % can't say	2	5	0	0	0
• Average rating	4.1	4.2	4.1	4.3	3.9
f. Signs and directions to office locations ²					
• % top two box rating	85	98	78	88	64
• % can't say	11	16	8	21	1
• Average rating	4.2	4.5	4.1	4.1	3.7
g. Parking ²					
• % top two box rating	70	79	67	63	56
• % can't say	6	12	1	19	4
• Average rating	3.7	3.9	3.7	3.5	3.5
h. Overall, how satisfied were you with how accessible the service was?					
• % top two box rating	77	81	74	74	79
• % can't say	4	3	2	8	1
• Average rating	4.1	4.2	4.0	4.1	4.1

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² **BASE:** Visited a VAC office in the past six months.

TABLE 6A DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES:
SATISFACTION RATINGS
(Continued)

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
Q4.2a Time waiting on the telephone					
• % top two box rating	75	75	75	75	67
• % can't say	1	1	1	2	2
• Average rating	4.0	4.0	4.0	4.0	3.8
Q3.3 Time waiting for an appointment					
• % top two box rating	69	62	71	92	71
• % can't say	<1	<1	0	3	0
• Average rating	3.8	3.7	3.8	4.1	3.8
Q3.4 Time waiting to receive a written response					
• % top two box rating	63	68	57	61	51
• % can't say	1	1	2	1	2
• Average rating	3.7	3.8	3.4	3.7	3.4
Overall average¹ - % top two boxes	76.7	80.7	73.8	78.9	69.4

¹ Item (h) at Q3.1 has been excluded from the overall average calculation.

TABLE 6B DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES:
SATISFACTION RATINGS
– COMPARISON WITH PREVIOUS YEARS –

Q3.1 Questions that follow are related to the service provided by Veterans Affairs Canada. How satisfied were you...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE a – g)

% TOP TWO BOX RATINGS ¹	TOTAL 2007 (1,607)	TOTAL 2005 (1,607)	TOTAL 2003 (1,447)	TOTAL 2001 (1,204)	DIFF. ²
a. Hours of service					
• % top two box rating	81	86	90	93	★
• Average rating	4.2	4.2	4.2	4.3	
b. Methods of contact available (i.e. in-person, telephone, fax, posted mail, e-mail, Internet, etc.)					
• % top two box rating	79	82	89	90	★
• Average rating	4.1	4.1	4.2	4.2	
c. Ease of access by telephone					
• % top two box rating	72	76	84	89	★
• Average rating	4.0	4.0	4.1	4.1	
d. Physical accessibility (i.e. no barriers to physically entering and using the building)³					
• % top two box rating	92	88	89	92	
• Average rating	4.4	4.3	4.2	4.4	
e. Location³					
• % top two box rating	81	81	89	91	★
• Average rating	4.1	4.1	4.1	4.2	
f. Signs and directions to office locations³					
• % top two box rating	85	78	86	87	
• Average rating	4.2	4.0	4.1	4.1	
g. Parking³					
• % top two box rating	70	74	70	79	★
• Average rating	3.7	3.8	3.8	3.9	
h. Overall, how satisfied were you with how accessible the service was?³					
• % top two box rating	77	84	89	91	★
• Average rating	4.1	4.2	4.3	4.3	

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² Difference between 2007 and 2001 / T-test at $P < .05$ (★ = significant).

³ **BASE:** Visited a VAC office in the past six months.

TABLE 6B DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES:
SATISFACTION RATINGS
– COMPARISON WITH PREVIOUS YEARS –
(Continued)

% TOP TWO BOX RATINGS ¹	TOTAL 2007 (1,607)	TOTAL 2005 (1,607)	TOTAL 2003 (1,447)	TOTAL 2001 (1,204)	DIFF. ²
Q4.2a Time waiting on the telephone					
<ul style="list-style-type: none">% top two box ratingAverage rating	75 4.0	76 4.0	81 4.0	79 4.0	★
Q3.3 Time waiting for an appointment					
<ul style="list-style-type: none">% top two box ratingAverage rating	69 3.8	82 4.1	83 4.2	85 4.2	★
Q3.4 Time waiting to receive a written response					
<ul style="list-style-type: none">% top two box ratingAverage rating	63 3.7	71 3.9	70 3.8	70 3.7	★
Overall average ¹ - % top two boxes					
	76.7	79.4	83.1	85.5	★

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² Difference between 2007 and 2001 / T-test at $P < .05$ (★ = significant).

**TABLE 7A DRIVERS OF SATISFACTION RELATED TO COMMUNICATIONS:
SATISFACTION RATINGS**

Q5.16 I will first read you a series of aspects concerning the programs and services you applied for or received such as disability pension or health care or any other benefits in the past 6 months. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE)

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
a. Ease in finding information on programs and services					
• % top two box rating ¹	74	80	69	69	62
• % can't say	14	13	10	19	10
• Average rating	4.0	4.1	3.8	3.9	3.7
b. Information provided to you on everything you had to do in order to apply for a benefit or service					
• % top two box rating	75	81	70	71	70
• % can't say	13	12	7	21	7
• Average rating	4.0	4.1	3.8	3.9	3.8
c. Questions being answered					
• % top two box rating	78	83	72	76	75
• % can't say	12	13	6	17	5
• Average rating	4.1	4.2	3.9	4.1	4.0
d. Service available in the official language of your choice					
• % top two box rating	95	94	95	94	97
• % can't say	5	4	4	7	3
• Average rating	4.5	4.5	4.5	4.4	4.6
e. Spoken language used by staff (clear and easy to understand)					
• % top two box rating	97	98	95	97	93
• % can't say	7	5	5	13	5
• Average rating	4.5	4.5	4.5	4.4	4.5
f. Decision letters, forms and written communication clear and easy to understand ²					
• % top two box rating	86	88	81	86	82
• % can't say	8	7	7	11	7
• Average rating	4.2	4.3	4.1	4.2	4.2
Overall average - % top two boxes	84.2	87.3	80.3	82.2	79.8

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² **2001 wording:** Letters, forms and written communication (clear and easy to understand).

**TABLE 7B DRIVERS OF SATISFACTION RELATED TO COMMUNICATIONS:
SATISFACTION RATINGS
– COMPARISON WITH PREVIOUS YEARS –**

Q5.16 I will first read you a series of aspects concerning the programs and services you applied for or received such as disability pension or health care or any other benefits in the past 6 months. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE)

% TOP TWO BOX RATINGS ¹	TOTAL 2007 (1,607)	TOTAL 2005 (1,607)	TOTAL 2003 (1,447)	TOTAL 2001 (1,204)	DIFF. ²
a. Ease in finding information on programs and services					
• % top two box rating	74	75	80	78	★
• Average rating	4.0	4.0	4.0	3.9	
b. Information provided to you on everything you had to do in order to apply for a benefit or service					
• % top two box rating	75	81	84	82	★
• Average rating	4.0	4.1	4.1	4.0	
c. Questions being answered					
• % top two box rating	78	81	86	85	★
• Average rating	4.1	4.1	4.2	4.1	
d. Service available in the official language of your choice					
• % top two box rating	95	97	97	97	★
• Average rating	4.5	4.6	4.5	4.5	
e. Spoken language used by staff (clear and easy to understand)					
• % top two box rating	97	94	96	95	★
• Average rating	4.5	4.5	4.5	4.4	
f. Decision letters, forms and written communication clear and easy to understand					
• % top two box rating	86	85	89	92	★
• Average rating	4.2	4.2	4.3	4.3	
Overall average - % top two boxes					
	84.2	85.5	88.7	88.1	★

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² Difference between 2007 and 2001 / T-test at $P < .05$ (★ = significant).

**TABLE 8A DRIVERS OF SATISFACTION RELATED TO THE TOLL-FREE-LINE STAFF:
SATISFACTION RATINGS**

Q4.2 For each of the following aspects of service offered by the staff who answer Veterans Affairs Canada's benefits and services toll-free line, how satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE)

	TOTAL Clients (808) %	War Service Veterans (193) %	Canadian Forces (231) %	Survivors (153) %	RCMP (231) %
a. The time you waited (wait) on the telephone before speaking to a person					
• % top two box rating ¹	75	75	75	75	67
• % can't say	1	1	1	2	2
• Average rating	4.0	4.0	4.0	4.0	3.8
b. Hours of service (that is from 8:30 a.m. to 4:30 p.m.)					
• % top two box rating	76	80	76	69	72
• % can't say	2	1	1	3	<1
• Average rating	4.1	4.2	4.0	4.0	3.9
c. The staff knowledge about VAC's programs and services					
• % top two box rating	77	78	73	79	74
• % can't say	3	3	3	4	3
• Average rating	4.1	4.2	3.9	4.2	4.0
d. Courtesy of staff					
• % top two box rating	97	98	94	98	98
• % can't say	<1	<1	0	1	0
• Average rating	4.6	4.6	4.5	4.6	4.6
e. Helpfulness of staff					
• % top two box rating	88	91	80	94	87
• % can't say	<1	<1	<1	1	<1
• Average rating	4.3	4.4	4.1	4.5	4.3
f. Overall, how satisfied were you with your telephone contact with VAC?					
• % top two box rating	80	83	78	76	85
• % can't say	1	1	1	2	1
• Average rating	4.2	4.3	4.1	4.2	4.2
Overall average² - % top two boxes	82.6	84.4	79.6	83.0	79.6

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² Q4.2f was excluded from the overall average calculations.

**TABLE 8B DRIVERS OF SATISFACTION RELATED TO THE TOLL-FREE-LINE STAFF:
SATISFACTION RATINGS
– COMPARISON WITH 2005 –**

Q4.2 For each of the following aspects of service offered by the staff who answer Veterans Affairs Canada's benefits and services toll-free line, how satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (READ AND ROTATE)

% TOP TWO BOX RATINGS ¹	TOTAL 2007 (808)	TOTAL 2005 (812)	DIFF. ²
a. The time you waited (wait) on the telephone before speaking to a person			
• % top two box rating	75	76	
• Average rating	4.0	4.0	
b. Hours of service (that is from 8:30 a.m. to 4:30 p.m.)			
• % top two box rating	76	87	★
• Average rating	4.1	4.3	
c. The staff knowledge about VAC's programs and services			
• % top two box rating	77	86	★
• Average rating	4.1	4.3	
d. Courtesy of staff			
• % top two box rating	97		
• Average rating	4.6		
e. Helpfulness of staff			
• % top two box rating	88		
• Average rating	4.3		
f. Overall, how satisfied were you with your telephone contact with VAC?			
• % top two box rating	80	84	
• Average rating	4.2	4.2	
Overall average - % top two boxes	82.6	84.5	

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² Difference between 2007 and 2005 / T-test at $P < .05$ (★ = significant).

**TABLE 9A DRIVERS OF SATISFACTION RELATED TO SERVICE OFFERED BY STAFF:
SATISFACTION RATINGS**

Q5.21 Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
a1. Staff knowledge about programs and services					
• % top two box rating ¹	87	89	83	90	83
• % can't say	13	11	11	19	9
• Average rating	4.3	4.3	4.1	4.3	4.2
a3. Sensitivity of staff to your issues (2001/2003 wording: <i>Sensitivity of staff to the issues facing Members of the Canadian Forces</i>)					
• % top two box rating	91	95	84	92	84
• % can't say	10	8	8	14	4
• Average rating	4.3	4.4	4.2	4.4	4.2
b. Courtesy of staff					
• % top two box rating	97	97	95	98	95
• % can't say	8	7	6	11	4
• Average rating	4.6	4.6	4.5	4.6	4.5
c. Helpfulness and willingness to go the extra mile					
• % top two box rating	89	91	83	93	84
• % can't say	10	10	7	13	4
• Average rating	4.4	4.4	4.2	4.4	4.3
d. Respect and dignity given to you					
• % top two box rating	96	98	93	95	95
• % can't say	8	6	6	11	2
• Average rating	4.5	4.6	4.5	4.5	4.5
e. Protection of privacy or confidentiality of your information (2001/2003 wording: <i>Protection of privacy / confidentiality</i>)					
• % top two box rating	97	98	95	98	95
• % can't say	15	13	19	16	9
• Average rating	4.5	4.6	4.5	4.5	4.5
f. Fair and equitable treatment					
• % top two box rating	87	88	83	89	82
• % can't say	9	7	8	13	5
• Average rating	4.2	4.3	4.1	4.3	4.2
Overall average - % top two boxes	92.0	93.7	88.0	93.6	88.3

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

**TABLE 9B DRIVERS OF SATISFACTION RELATED TO SERVICE OFFERED BY STAFF:
SATISFACTION RATINGS
– COMPARISON WITH PREVIOUS YEARS –**

Q5.21 Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

% TOP TWO BOX RATINGS ¹	TOTAL 2007 (1,607)	TOTAL 2005 (1,607)	TOTAL 2003 (1,447)	TOTAL 2001 (1,204)
a1. Staff knowledge about programs and services ²				
• % top two box rating	87	89	89	84
• Average rating	4.3	4.4	4.3	4.1
a3. Sensitivity of staff to your issues (2001/2003: Sensitivity of staff to the issues facing Members of the Canadian Forces)				
• % top two box rating	91	89	87	86
• Average rating	4.3	4.4	4.3	4.2
b. Courtesy of staff				
• % top two box rating	97	95	96	96
• Average rating	4.6	4.6	4.6	4.6
c. Helpfulness and willingness to go the extra mile				
• % top two box rating	89	86	91	90
• Average rating	4.4	4.4	4.4	4.4
d. Respect and dignity given to you				
• % top two box rating	96	93	95	95
• Average rating	4.5	4.6	4.6	4.5
e. Protection of privacy or confidentiality of your information (2001/2003: Protection of privacy / confidentiality)				
• % top two box rating	97	95	95	94
• Average rating	4.5	4.6	4.5	4.5
f. Fair and equitable treatment				
• % top two box rating	87	89	90	89
• Average rating	4.2	4.4	4.3	4.3
Overall average - % top two boxes	92.0	90.9	91.9	90.4

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

² In 2001, this question differed slightly for Canadian Forces Veterans and Clients and War Service Veterans clients. It read: "Staff knowledge about the programs and services concerning injuries/suffering incurred as a result of service in the Canadian Forces".

TABLE 10 **CANADA REMEMBERS PROGRAM AND ACTIVITIES:**
SATISFACTION RATINGS

Q6.1 What is your level of satisfaction with how Veterans Affairs Canada is delivering the following remembrance programming and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Q6.2 Overall, thinking about the Canada Remembers Program and activities, what is your level of satisfaction with how Veterans Affairs Canada is delivering these programs and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

SATISFACTION RATINGS % top two boxes	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
a. Conducting pilgrimages to overseas battlefield sites					
• % top two box rating ¹	83	87	74	87	73
• Average rating	4.1	4.2	4.0	4.2	4.0
b. Promoting ceremonies, events and other activities in Canada					
• % top two box rating	88	93	77	93	76
• Average rating	4.2	4.3	4.0	4.3	4.0
c. Issuing replacement medals					
• % top two box rating	84	88	71	92	63
• Average rating	4.2	4.2	3.9	4.4	3.9
d. Maintaining and restoring Veterans' graves and cemeteries					
• % top two box rating	85	89	77	87	75
• Average rating	4.2	4.3	4.1	4.3	4.0
e. Maintaining memorials and monuments					
• % top two box rating	88	92	80	89	83
• Average rating	4.3	4.4	4.1	4.4	4.1
f. Educating youth about Remembrance (providing material and resources)					
• % top two box rating	81	84	74	85	71
• Average rating	4.1	4.1	4.0	4.2	3.9
g. Providing historical information materials based on the contributions, achievements and sacrifices of those who have served Canada (i.e. pamphlets and other materials on the Web site)					
• % top two box rating	84	89	76	86	67
• Average rating	4.1	4.2	4.0	4.2	3.9
h. Recognizing modern-day Veterans as well as war service Veterans					
• % top two box rating	82	87	73	86	73
• Average rating	4.1	4.2	3.8	4.1	3.9
i. Providing support, including funding, to help communities throughout Canada with Remembrance initiatives					
• % top two box rating	81	86	70	85	69
• Average rating	4.1	4.2	3.9	4.2	3.9
Overall satisfaction (Q6.2)					
• % top two box rating	85	89	77	88	78
• Average rating	4.2	4.3	4.0	4.3	4.0

¹ Top two box ratings (4 and 5 combined) of satisfaction. "Can't say" excluded from the computations.

TABLE 11A

GENERAL LEVELS OF SATISFACTION

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
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Q3.1 (h) Overall, how satisfied were you with how accessible the service was?

• % top two box rating ¹	77	81	74	74	79
• % can't say	4	3	2	8	1
• Average rating	4.1	4.2	4.0	4.1	4.1

Q4.2 (f) Overall, how satisfied were you with your telephone contact with VAC?

• % top two box ratings	80	83	78	76	85
• % can't say	1	1	1	2	1
• Average rating	4.2	4.3	4.1	4.2	4.2

Q5.17 Overall, to what extent do the programs and services you received from Veterans Affairs Canada meet your needs? Would you say...?

• Entirely	27	33	20	25	27
• For the most part	41	47	48	26	44
• Only in part	22	15	21	36	20
• Not at all	3	2	3	5	3
• Can't say	6	3	8	8	5

Q6.2 Overall, thinking about the Canada Remembers Program and activities, what is your level of satisfaction with how Veterans Affairs Canada is delivering these programs and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

• % top two box rating	85	89	77	88	78
• % can't say	10	11	9	10	11
• Average rating	4.2	4.3	4.0	4.3	4.0

Q7.1 Now, we have covered several aspects of the service offered by Veterans Affairs Canada. How satisfied were you with the outcome of your last contact with VAC, that, in the end, you got what you needed? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

• % top two box rating	73	82	64	67	68
• % can't say	5	4	4	6	4
• Average rating	3.9	4.1	3.7	3.9	3.7

¹ **Satisfaction:** top two box ratings (4 and 5 combined). "Can't say" excluded from the computations.

TABLE 11A

GENERAL LEVELS OF SATISFACTION

(Continued)

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
--	----------------------------------	---------------------------------------	----------------------------------	-------------------------	--------------------

Q7.2 All things considered, how would you rate your overall level of satisfaction with the programs and services offered by Veterans Affairs Canada? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? ¹

• % top two box rating ²	79	85	80	68	76
• % can't say	3	3	2	5	2
• Average rating	4.1	4.3	4.0	4.0	4.0

Q7.3 Overall, would you say that over the last 12 months the quality of service provided by Veterans Affairs Canada has...?

• Improved	20	23	21	14	9
• Stayed the same	58	58	54	60	66
• Deteriorated	7	4	9	10	4
• Can't say	15	14	16	16	21

Q7.4 Overall, how does Veterans Affairs Canada compare in terms of the service you received with other government departments that you have dealt with?

• Much better	17	19	19	11	21
• Better	27	26	32	25	36
• The same	32	30	30	38	30
• Worse	2	1	4	2	5
• Much worse	1	<1	1	<1	1
• Can't say	21	24	14	24	7

¹ **2001 / 2003 wording:** Q17 Now, we have covered several aspects of the service offered by Veterans Affairs Canada. All things considered, how would you rate your overall level of satisfaction with the programs and services offered by Veterans Affairs Canada? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

² **Satisfaction:** top two box ratings (4 and 5 combined). "Can't say" excluded from the computations.

TABLE 11B

**GENERAL LEVELS OF SATISFACTION
– COMPARISON WITH PREVIOUS YEARS –**

	TOTAL 2007 (1,607) %	TOTAL 2005 (1,607) %	TOTAL 2003 (1,447) %	TOTAL 2001 (1,204) %
--	---	---	---	---

Q3.1 (h) Overall, how satisfied were you with how accessible the service was?

• % top two box ratings ²	77	84	89	91
• % can't say	4	3	2	3
• Average rating	4.1	4.2	4.3	4.3

Q4.2 (f) Overall, how satisfied were you with your telephone contact with VAC?

• % top two box ratings	80	84		
• Average rating	4.2	4.2		

Q5.17 Overall, to what extent do the programs and services you received from Veterans Affairs Canada meet your needs? Would you say...?

• Entirely	27	34	38	39
• For the most part	41	38	39	33
• Only in part	22	20	16	19
• Not at all	3	3	4	5
• Can't say	6	4	4	5

Q6.2 Overall, thinking about the Canada Remembers Program and activities, what is your level of satisfaction with how Veterans Affairs Canada is delivering these programs and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

• % top two box ratings	85	80	75	77
• % can't say	10	5	15	15
• Average rating	4.2	4.1	4.0	4.0

Q7.1 Now, we have covered several aspects of the service offered by Veterans Affairs Canada. How satisfied were you with the outcome of your last contact with VAC, that, in the end, you got what you needed? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

• % top two box ratings	73	79	85	
• % can't say	5	5	6	
• Average rating	3.9	4.1	4.2	

TABLE 11B

GENERAL LEVELS OF SATISFACTION
– COMPARISON WITH PREVIOUS YEARS –
(Continued)

	TOTAL 2007 (1,607) %	TOTAL 2005 (1,607) %	TOTAL 2003 (1,447) %	TOTAL 2001 (1,204) %
--	---	---	---	---

Q7.2 All things considered, how would you rate your overall level of satisfaction with the programs and services offered by Veterans Affairs Canada? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? ¹

• % top two box ratings ²	79	84	87	85
• % can't say	3	2	2	2
• Average rating	4.1	4.3	4.3	4.2

Q7.3 Overall, would you say that over the last 12 months the quality of service provided by Veterans Affairs Canada has...?

• Improved	20	31	28	22
• Stayed the same	58	51	50	55
• Deteriorated	7	4	4	5
• Can't say	15	14	18	18

Q7.4 Overall, how does Veterans Affairs Canada compare in terms of the service you received with other government departments that you have dealt with?

• Much better	17	25	25	21
• Better	27	30	30	28
• The same	32	23	23	27
• Worse	2	2	2	2
• Much worse	1	1	1	1
• Can't say	21	19	19	21

¹ **2001 / 2003 wording:** Q17 Now, we have covered several aspects of the service offered by Veterans Affairs Canada. All things considered, how would you rate your overall level of satisfaction with the programs and services offered by Veterans Affairs Canada? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

² **Satisfaction:** top two box ratings (4 and 5 combined). "Can't say" excluded from the computations.

TABLE 12

PROGRAMS AND SERVICES
– RECEIVED OR APPLIED FOR –

Q5.4 For each of the following programs and services, please tell me if you currently receive it or if you applied for it in the past 6 months.

	TOTAL Clients (1,607) %	War Service Veterans (402) %	Canadian Forces (402) %	Survivors (401) %	RCMP (402) %
a) Disability Pension / Disability Award					
▪ Applied for	5	3	12	1	15
▪ Received	54	63	66	27	67
b) Treatment benefit, including prescription drugs, prosthesis, home adaptations					
▪ Applied for	3	2	5	1	3
▪ Received	49	80	46	4	37
c) Veterans Independence Program, including housekeeping, grounds maintenance, etc.					
▪ Applied for	3	4	3	2	<1
▪ Received	56	63	36	70	1
d) Rehabilitation Services / Vocational Assistance ¹					
▪ Applied for	1	1	2	<1	
▪ Received	5	6	8	1	
e) Earnings Loss Program (N =73) ²					
▪ Applied for	1	0	0	12	
▪ Received	18	9	30	24	
f) Job Placement Program					
▪ Applied for	<1	0	1	<1	
▪ Received	<1	<1	1	<1	

¹ Not asked to RCMP clients.

² Asked only to those who received Rehabilitation Services or Vocational Assistance

TABLE 13

**PROGRAMS AND SERVICES
– NEEDS BEING MET –**

Q5.6 To what extent does the ... (program/benefit) meet your needs? Would you say...?

BASE: Receive the program or service	TOTAL Clients %	War Service Veterans %	Canadian Forces %	Survivors %	RCMP %
b. Treatment benefit					
	(659)	(325)	(181)	(21)	(132)
• Entirely	33	38	21	13	22
• For the most part	46	45	48	50	49
• Only in part	17	14	26	8	26
• Not at all	2	1	3	8	1
• Can't say	3	2	3	20	3
c. Veterans Independence Program					
	(679)	(269)	(145)	(258)	(7)
• Entirely	34	41	31	25	47
• For the most part	40	46	52	27	25
• Only in part	24	12	17	45	28
• Not at all	1	1	<1	1	0
• Can't say	1	1	0	2	0
d. Rehabilitation services / vocational assistance					
	(73)	(32)	(34)	(7)	(0)
• Entirely	27	43	9	8	0
• For the most part	41	39	45	19	0
• Only in part	20	6	34	49	0
• Not at all	3	0	6	12	0
• Can't say	9	12	6	12	0
f. Job Replacement Program					
	(6)	(1)	(4)	(1)	(0)
• Entirely	15	0	19	0	0
• For the most part	15	0	19	0	0
• Only in part	10	100	0	0	0
• Not at all	0	0	0	0	0
• Can't say	59	0	62	100	0

APPENDIX 2

QUADRANT ANALYSIS BY CATEGORY OF DRIVERS

TABLE I **DRIVERS OF SATISFACTION RELATED TO ACCESS TO SERVICES**
SATISFACTION RATINGS AND DERIVED IMPORTANCE

Q3.1 <i>Questions that follow are related to the service provided by Veterans Affairs Canada. How satisfied were you...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Overall average	83	.33
Primary improvement opportunities		
c. Ease of access by telephone	72	.44
b. Methods of contact available	79	.48
a. Hours of service	81	.46
Secondary improvement opportunities		
■ None		
Low improvement opportunities		
Q4.2a Time waiting on the telephone	75	.30
Q3.4 Time waiting to receive a written response	63	.32
Q3.3 Time waiting for an appointment	69	.15
g. Parking	70	.12
e. Rental (of offices)	81	.14
Possible overkill		
f. Signs and directions to office locations	85	.01
d. Physical accessibility	92	.11

TABLE II **DRIVERS OF SATISFACTION RELATED TO COMMUNICATIONS**
SATISFACTION RATINGS AND DERIVED IMPORTANCE

Q5.16 <i>I will first read you a series of aspects concerning the programs and services you applied for or received such as disability pension or health care or any other benefits in the past 6 months. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Primary improvement opportunities		
b. Information provided on everything needed to apply	75	.53
c. Questions being answered	78	.56
a. Ease in finding information on programs and services	74	.49
Secondary improvement opportunities		
f. Decision letters, forms and written communication clear and easy to understand	86	.43
e. Spoken language used by staff	97	.43
Low improvement opportunities		
■ None		
Possible overkill		
d. Service available in the official language of your choice	95	.33

**TABLE III DRIVERS OF SATISFACTION RELATED TO THE TOLL-FREE LINE STAFF
SATISFACTION RATINGS AND DERIVED IMPORTANCE**

Q4.2 <i>For each of the following aspects of service offered by the staff who answer Veterans Affairs Canada's benefits and services toll-free line, how satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Primary improvement opportunities		
▪ None		
Secondary improvement opportunities		
▪ None		
Low improvement opportunities		
c. The staff knowledge about VAC's programs and services	77	.32
b. Hours of service (toll-free line)	76	.30
Possible overkill		
e. Helpfulness of staff	88	.29
d. Courtesy of staff	97	.26

**TABLE IV DRIVERS OF SATISFACTION RELATED TO SERVICE OFFERED BY STAFF
SATISFACTION RATINGS AND DERIVED IMPORTANCE**

Q5.21 <i>Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Primary improvement opportunities		
▪ None		
Secondary improvement opportunities		
f. Fair and equitable treatment	87	.54
a1. Staff knowledge about programs and services	87	.50
c. Helpfulness and willingness to go the extra mile	89	.49
a3. Sensitivity of staff to your issues	91	.50
d. Respect and dignity given to you	96	.41
b. Courtesy of staff	97	.38
Low improvement opportunities		
▪ None		
Possible overkill		
e. Protection of privacy	97	.29

TABLE V **DRIVERS OF SATISFACTION RELATED TO COMMEMORATIONS**
SATISFACTION RATINGS AND DERIVED IMPORTANCE

Q6.1 <i>What is your level of satisfaction with how Veterans Affairs Canada is delivering the following Remembrance programming and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?</i>	Satisfaction rating % top two boxes	Derived importance (correl. coeff.)
Primary improvement opportunities		
▪ None		
Secondary improvement opportunities		
▪ None		
Low improvement opportunities		
h. Recognizing modern-day Veterans	82	.32
i. Providing support	81	.28
f. Educating youth about Remembrance	81	.21
a. Conducting pilgrimages to overseas battlefield sites	83	.23
Possible overkill		
g. Providing historical information materials	84	.24
b. Promoting ceremonies, events and other activities in Canada	88	.22
c. Issuing replacement medals	84	.13
d. Maintaining and restoring Veterans' graves and cemeteries	85	.14
e. Maintaining memorials and monuments	88	.17

TABLE VI **PROGRAMS AND SERVICES**
PROGRAMS MEETING NEEDS AND DERIVED IMPORTANCE

Q5. <i>To what extent does the ... (program / benefit / service) meet your needs? ¹</i>	Needs met by program %	Derived importance (correl. coeff.)
Primary improvement opportunities		
Q5.17 The programs and services received	73	.54
Q5.8 Veterans Independence program	75	.35
Secondary improvement opportunities		
▪ None		
Low improvement opportunities		
Q5.6 Treatment benefit	81	.25
Q5.19 Satisfaction with the VAC Health Care Identification card	79	.20
Possible overkill		
▪ None		

¹ Entirely or for the most part.

APPENDIX 3

IMPACT OF THE QUESTIONS ON PROGRAMS AND SERVICES ON THE 2007 RESULTS COMPARED TO 2005

In 2005, 84 percent of the clients were satisfied overall with the programs and services offered by VAC, and 4 aspects of service had been identified as service improvement opportunities for the Service Improvement Plan.

Priorities for Service Improvement	Satisfaction rating % top two boxes		Differential 2007-2005
	2005	2007	
▪ Questions being answered	81	78	-3
▪ Information provided to you on everything you had to do in order to apply for a benefit or service	81	75	-6
▪ Clarity of written communications, decision letters, etc.	85	86	+1
▪ Helpfulness and willingness to go the extra mile*	86	89	+3
Overall level of satisfaction	84	79	-5

* A secondary service improvement opportunity identified as a potential inclusion in the improvement plan.

In this year's survey, a much stronger focus was given to the programs and services.

- At the same time, this year results show that noticeably fewer clients said they felt the programs and services that they receive from VAC meet their needs.
 - The overall level of satisfaction is strongly linked with the extent to which clients feel the programs and services meet their needs (see next table, which shows the correlation between the variation of both indicators since 2005).
 - Also, the overall evaluation of the service, as well as the evaluation of each of the four drivers of service identified in 2005 as priorities for improvement were all asked after the detailed questions on programs and services. Therefore, we recommend not to compare the 2007 results with those of 2005 (or of previous years).

OVERALL LEVEL OF SATISFACTION AND PROGRAMS MEETING NEEDS – COMPARISON WITH 2005 –

	Total %	War Service Veterans %	Canadian Forces %	Survivors %	RCMP %
Overall satisfaction ¹					
▪ 2007 ²	79	85	80	68	76
▪ 2005	84	88	77	84	83
Programs meet needs ³					
▪ 2007	69	80	68	51	71
▪ 2005	72	77	65	68	77
Differential 2007-2005					
▪ Overall satisfaction	-5	-3	+3	-16	-7
▪ Programs meet needs	-3	+3	+3	-17	-6

¹ Top two box ratings on the 5-point satisfaction scale.

² Margin of error = ± 2.4 for sample overall and ± 4.9 percent for individual client groups.

³ "Entirely" or "For the most part". Asked following a long sequence of questions on programs and service, unlike in the 2005 survey.

APPENDIX 4

CLIENT SATISFACTION QUESTIONNAIRE

**Veterans Affairs Canada
Client Satisfaction Telephone Survey
Fall 2007**

INTERVIEWER

(Telephone rings and is answered – Identify language of choice)

Hello, may I speak with Mr/Mrs/Ms _____ please? (Client type _____)

(Candidate answers telephone)

Hello Mr/Mrs/Ms _____, my name is _____ and I work for Créatec, an independent national research firm. Veterans Affairs Canada has contracted our firm to conduct a survey on various aspects of their programs and services so they can use this information to better serve you.

[STATE FOR RCMP CLIENTS ONLY] As a still-serving or retired member of the RCMP, your name was selected at random from a list of Veterans Affairs Canada clients. Your participation in this survey is voluntary and the information you provide will remain anonymous.

[STATE FOR ALL OTHER CLIENTS] Your name was selected at random from a list of Veterans Affairs Canada clients. Your participation in this survey is voluntary and the information you provide will remain anonymous.

Your name, as a participant in this survey, will never be shared with Veterans Affairs Canada or anyone. Your participation will not result in any change to the benefits you are currently receiving. The results of this survey will help Veterans Affairs Canada improve the way in which benefits and services are provided to you. It will take about 20 minutes to answer the survey.

This survey is registered with the national survey registration system

IF ASKED: The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free number is 1-800-554-9996 (www.mria-arim.ca).

If you have any questions regarding this survey or the use of the results of the survey, feel free to call Veterans Affairs Canada's toll-free line at **1-866-522-2122**.

If hesitates: Would there be a better time for us to call you?

- | | |
|--|--|
| <ul style="list-style-type: none">• Accepts• Call at a later time• Unable to answer and no one can answer in the client's place... | <ul style="list-style-type: none"><input type="radio"/> GO TO Q1.1<input type="radio"/> Mr/Mrs/Ms _____ when would be a convenient time to call you back? (<i>Record date and time</i>) Thank you Mr/Mrs/Ms _____, I will call you back on (recorded date and time). Good-bye<input type="radio"/> CONCLUDE |
|--|--|

<ul style="list-style-type: none"> • Unable to answer but someone else can answer in the client's place 	<input type="radio"/> CONTINUE Name: _____ Phone #: _____ What's his/her relationship to the veteran/client? <ul style="list-style-type: none"> • Spouse <input type="radio"/> • Child <input type="radio"/> • Other relative <input type="radio"/> • Employee <input type="radio"/> • Other (specify) <input type="radio"/>
<ul style="list-style-type: none"> • Refusal..... 	<input type="radio"/> Mr/Mrs/Ms _____ thank you for your time, good-bye.

(For proxy completing the questionnaire on behalf of the client / Only if unable to answer AND agrees to have someone else act as a proxy)

Hello Mr/Mrs/Ms _____, my name is _____ and I work for Créatec, an independent national research firm. Veterans Affairs Canada has contracted our firm to conduct a survey on various aspects of their programs and services so they can use this information to better serve them.

The name of Mr/Mrs/Ms _____ was selected at random from a list of Veterans Affairs Canada clients. In speaking with Mr/Mrs/Ms _____, he/she indicated that he/she would like you to act as a proxy for the purpose of completing this survey. This means that you will be completing this survey on behalf of Mr/Mrs/Ms _____ and, as such, the responses you provide are based on the experience(s) Mr/Mrs/Ms _____ has had with Veterans Affairs Canada.

Your participation in this survey is voluntary and the information you provide will remain anonymous. The results of this survey will help Veterans Affairs Canada improve the way in which benefits and services are provided. It will take about 20 minutes to answer the survey.

This survey is registered with the national survey registration system

IF ASKED: The registration system has been created by the Canadian survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free number is 1-800-554-9996 (www.mria-arim.ca).

If you have any questions regarding this survey or the use of the results of the survey, feel free to call Veterans Affairs Canada's toll-free line at **1-866-522-2122**.

If hesitates: Would there be a better time for us to call you?

<ul style="list-style-type: none"> • Accepts 	<input type="radio"/> CONTINUE
<ul style="list-style-type: none"> • Call at a later time 	<input type="radio"/> Mr/Mrs/Ms _____ when would be a convenient time to call you back? (<i>Record date and time</i>) Thank you Mr/Mrs/Ms _____, I will call you back on (recorded date and time). Good-bye
<ul style="list-style-type: none"> • Refusal..... 	<input type="radio"/> Mr/Mrs/Ms _____ thank you for your time, good-bye.

Section 1 GENERAL CONTACT

First, I would like to ask you a few questions concerning the types of contact that you have had with Veterans Affairs Canada in the past 6 months.

Q1.1 In the past 6 months, were you in contact with Veterans Affairs Canada by... **(READ AND ROTATE a – h)**

READ AND ROTATE (a to h)	Yes	No	Can't remember
a. writing or receiving a posted letter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. telephoning or receiving a telephone call?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. sending or receiving an e-mail message?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. visiting one of its offices?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. receiving a visit from a departmental employee in your home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. meeting with a departmental employee during a visit to another organization? (<i>Specify / see list</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. attending a group information session? (<i>If yes, specify where</i>)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. visiting the Veterans Affairs Canada Web site?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Other forms of contact? (or other means) (<i>If yes</i>) please specify _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**IF “NO” CONTACT IN THE LAST 6 MONTHS TO (a) THROUGH (i),
VERIFY IDENTITY OF RESPONDENT AND CONCLUDE**

Q1.2 In the past 6 months, did you experience any difficulty in contacting Veterans Affairs Canada?

- Yes ☐
- No ☐
- Dk/Na ☐

SKIP TO Q1.4

Q1.3 What kind of difficulty?

Q1.4 Among the following means available to you for contacting Veterans Affairs Canada, please tell me which one you prefer? **(READ AND ROTATE / RECORD ONE ANSWER)**

Q1.5 And what would be your least preferred means? **(RECORD ONE ANSWER)**

READ AND ROTATE	Q1.4 Most	Q1.5 Least
1. In person	<input type="radio"/>	<input type="radio"/>
2. By telephone	<input type="radio"/>	<input type="radio"/>
3. Through the Internet (accessing information or applying on-line)	<input type="radio"/>	<input type="radio"/>
4. By e-mail	<input type="radio"/>	<input type="radio"/>
5. By posted mail	<input type="radio"/>	<input type="radio"/>

READ AND ROTATE	Q1.4 Most	Q1.5 Least
• None / Dk/Na	<input type="radio"/>	<input type="radio"/>

Section 2 ON-LINE ACCESS

Q2.1 In the past 12 months, have you used Veterans Affairs Canada's Web site to obtain information?

- Yes ☐
- No ☐
- Dk/Na ☐

SKIP TO Q3.1

Q2.2 How important is it for you to be able...? Please use a scale from 1 to 5, where 1 means "not at all important, 5 means "very important" and 3 is the middle point. **You can give any number between 1 and 5. (READ AND ROTATE / VERIFY UNDERSTANDING OF SCALE / 1 FOR LOWEST, 5 FOR HIGHEST)**

READ AND ROTATE	Not at all important					Very important	Can't say
	1	2	3	4	5		
a. to obtain information on-line about VAC benefits and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. to apply on-line for VAC benefits and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. to inquire on-line about the status of your application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. to access your personal information on-line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. to access health information on-line	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3 SERVICE OFFERED

Q3.1 Questions that follow are related to the service provided by Veterans Affairs Canada. How satisfied were you...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? **(READ AND ROTATE a – g)**

READ AND ROTATE	SATISFACTION LEVEL					
	Very Dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
a. Hours of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Methods of contact available (i.e. in-person, telephone, fax, posted mail, e-mail, Internet, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Ease of access by telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOTE: ITEMS d, e, f and g, SKIPPED IF Q1d = no / can't remember						
d. Physical accessibility (i.e. no barriers to physically entering and using the building)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Location	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Signs and directions to office locations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

READ AND ROTATE	SATISFACTION LEVEL					
	Very Dissatisfied			Very satisfied		Can't say
	1	2	3	4	5	
READ LAST h. Overall, how satisfied were you with how accessible the service was?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IF Q3.1d = 1 OR 2, ASK Q3.2, ELSE, GO TO Q3.3

Q3.2 Would you like someone from Veterans Affairs Canada to contact you regarding your dissatisfaction with the physical accessibility to the building?

- Yes ☐
- No ☐
- Dk/Na ☐

IF Q1.1d AND Q1.1f = NO / CAN'T REMEMBER, SKIP TO Q3.4

Q3.3 In the past 6 months, when you requested an appointment with a staff member, how satisfied were you with the time you had to wait to obtain the appointment? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied			Very satisfied		Can't say	Not applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If Q1.1a = NO / CAN'T REMEMBER, SKIP TO SECTION 4

Q3.4 In the past 6 months, when you received a written decision relating to a benefit or service, how satisfied were you with the time you waited to receive a written response? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied			Very satisfied		Can't say	Not applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.5 In the past 6 months, when you received a written communication on your eligibility to services and benefits, how satisfied were you that the written communication was easy to understand? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied			Very satisfied		Can't say	Not applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4 1-866 LINE

Q4.1 The following questions relate specifically to your contact with Veterans Affairs Canada's staff who answer the 1-866-522-2122 benefits and services toll-free line. In the past 6 months, did you

contact Veterans Affairs Canada by calling their benefits and services toll-free line?

- Yes..... ☐
- No..... ☐
- Dk/Na ☐

SKIP TO Q5.1

Q4.2 For each of the following aspects of service offered by the staff who answer Veterans Affairs Canada's benefits and services toll-free line, how satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (**READ AND ROTATE**).

READ AND ROTATE		SATISFACTION LEVEL					Can't say
		Very Dissatisfied			Very satisfied		
		1	2	3	4	5	
a.	The time you waited (wait) on the telephone before speaking to a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Hours of service (that is from 8:30 a.m. to 4:30 p.m.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	The staff knowledge about VAC's programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Courtesy of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
READ LAST							
f.	Overall, how satisfied were you with your telephone contact with VAC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ASK Q4.3 IF DISSATISFIED (1 OR 2) AT ANY OF THE 6 ITEMS AT Q4.2. ELSE GO TO SECTION 5.

Q4.3 You mentioned that you were dissatisfied with one or several aspects of the service. Could you tell me why? (**Probe**)

ASK Q4.4 IF DISSATISFIED OR VERY DISSATISFIED WITH THE TIME WAITED (Q4.2a) / ELSE, GO TO SECTION 5

Q4.4 In your opinion, what would be a reasonable amount of time to wait on the telephone before reaching a live voice? (**DO NOT READ / RECORD ONE ANSWER**)

- Less than 45 seconds ☐
- 45-59 seconds..... ☐
- 60-89 seconds..... ☐
- 90-119 seconds..... ☐
- 2-5 minutes ☐
- More than 5 minutes ☐
- Dk/Na ☐

Section 5 PROGRAMS AND SERVICES

Q5.1 How did you find out about Veterans Affairs Canada's programs and services? (**SEE LIST**)

Q5.2 (ASK CANADIAN FORCES VETERANS / CLIENTS ONLY) Prior to leaving the Canadian Forces, were you informed of the programs and services available to you and your family through Veterans Affairs Canada?

- Yes ☐
- No ☐
- Dk/Na ☐

Q5.3 (ASK RETIRED RCMP CLIENTS ONLY) Prior to leaving the RCMP, were you informed of the programs and services available to you and your family through Veterans Affairs Canada?

- Yes ☐
- No ☐
- Dk/Na ☐

I would now like to ask you some questions about several programs and services offered by Veterans Affairs Canada.

Q5.4 For each of the following programs and services, please tell me if you currently receive it or if you applied for it in the past 6 months.

	Applied for	Received	No	Can't remember
a) Disability Pension / Disability Award	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Treatment benefit, including prescription drugs, prosthesis, home adaptations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Veterans Independence Program, including housekeeping, grounds maintenance, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask d), e) and f) only to CF Veterans/members or Survivors				
d) Rehabilitation Services / Vocational Assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask e) only if received d)				
e) Earnings Loss Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Job Placement Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If received Disability Pension/Disability Award in past year (Q5.4a), ask Q5.5 . Else go to Q5.6

Q5.5 What could we do to improve the Disability Pension / Disability Award program? (**Probe / Write in**)

If received treatment, including prescription drugs, prosthesis, home adaptations in past year (Q5.4b), ask Q5.6 and Q5.7. Else go to Q5.8

Q5.6 To what extent does the Treatment benefit meet your needs? Would you say...? (**Read**)

- Entirely ☐
 - For the most part ☐
 - Only in part ☐
- ☐ **Skip to Q5.8**

- Not at all ☐
- Can't say (**do not read**) ☐

Q5.7 What could we do to improve it? (**Probe / Write in**)

If received Veterans Independence Program, including housekeeping, grounds maintenance, etc. in past year (Q5.4c), ask Q5.8 and Q5.9. Else go to Q5.10

Q5.8 To what extent does the Veterans Independence Program meet your needs? Would you say...? (**Read**)

- Entirely ☐
 - For the most part..... ☐
 - Only in part..... ☐
 - Not at all ☐
 - Can't say (**do not read**) ☐
- ☐ **Skip to Q5.10**

Q5.9 What could we do to improve it? (**Probe / Write in**)

If received Rehabilitation services / Vocational Assistance, in past year (Q5.4d), ask Q5.10 and Q5.11. Else go to Q5.12

Q5.10 To what extent do Rehabilitation services / Vocational Assistance meet your needs? Would you say...? (**Read**)

- Entirely ☐
 - For the most part..... ☐
 - Only in part..... ☐
 - Not at all ☐
 - Can't say (**do not read**) ☐
- ☐ **Skip to Q5.12**

Q5.11 What could we do to improve it? (**Probe / Write in**)

If received Earnings Loss Program in past year (Q5.4e), ask Q5.12 and Q5.13. Else go Q5.14

Q5.12 To what extent does the Earnings Loss Program meet your needs? Would you say...? (**Read**)

- Entirely ☐
 - For the most part..... ☐
 - Only in part..... ☐
- ☐ **Skip to Q5.14**

- Not at all ☐
- Can't say (**do not read**) ☐

Q5.13 What could we do to improve it? (**Probe / Write in**)

If received Job Replacement Program in past year (Q5.4f), ask Q5.14 and Q5.15. Else go to Q5.16

Q5.14 To what extent does the Job Replacement Program meet your needs? Would you say...? (**Read**)

- Entirely ☐
- For the most part..... ☐
- Only in part..... ☐
- Not at all ☐
- Can't say (**do not read**) ☐

☐ **Skip to Q5.16**

Q5.15 What could we do to improve it? (**Probe / Write in**)

I would now like to ask you some questions about your level of satisfaction with the different programs and services you received or tried to receive from Veterans Affairs Canada in the past 6 months.

Q5.16 I will first read you a series of aspects concerning the programs and services you applied for or received such as disability pension or health care or any other benefits in the past 6 months. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (**READ AND ROTATE**)

READ AND ROTATE		SATISFACTION LEVEL					
		Very dissatisfied			Very satisfied		Can't say
		1	2	3	4	5	
a.	Ease in finding information on programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Information provided to you on everything you had to do in order to apply for a benefit or service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Questions being answered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Service available in the official language of your choice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Spoken language used by staff (clear and easy to understand)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Decision letters, forms and written communication clear and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.17 Overall, to what extent do the programs and services you received from Veterans Affairs Canada meet your needs? Would you say...? **(Read)**

- Entirely ☐ **SKIP TO Q5.19**
- For the most part..... ☐
- Only in part..... ☐
- Not at all ☐
- Can't say (**do not read**) ☐ **SKIP TO Q5.19**

Q5.18 In what way(s) do the programs and services offered by Veterans Affairs Canada not meet your needs? **(Probe / Record)**

Q5.19 In the past 6 months, if you presented your VAC Health Care Identification Card or letter to obtain certain health care benefits, how satisfied were you?

Very dissatisfied			Very satisfied		Can't say	Not applicable <input type="radio"/> Skip to Q5.21
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q5.20 Do you have any additional comments that you would like to provide regarding using your VAC Health Care Identification Card or letter? **(Write in)**

- No, nothing.... ☐

Q5.21 Now I would like to know your level of satisfaction with the staff at Veterans Affairs Canada with whom you were in contact. How satisfied were you with...? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? **(READ AND ROTATE)**

READ AND ROTATE (a to f)		SATISFACTION LEVEL					Can't say
		Very dissatisfied			Very satisfied		
		1	2	3	4	5	
a1.	Staff knowledge about programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a3.	Sensitivity of staff to your issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Courtesy of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Helpfulness and willingness to go the extra mile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Respect and dignity given to you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Protection of privacy or confidentiality of your information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Fair and equitable treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 6 COMMEMORATION

Mr/Mrs/Ms _____, this next set of questions refers to the activities undertaken or promoted by Veterans Affairs Canada to commemorate the achievements, sacrifices and contributions of those who served on military operations, overseas and at home including peacekeeping missions since the Confederation of Canada.

Q6.1 What is your level of satisfaction with how Veterans Affairs Canada is delivering the following remembrance programming and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied? (**READ AND ROTATE**)

READ AND ROTATE		SATISFACTION LEVEL					Can't say
		Very dissatisfied			Very satisfied		
		1	2	3	4	5	
a.	Conducting pilgrimages to overseas battlefield sites	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Promoting ceremonies, events and other activities in Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Issuing replacement medals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Maintaining and restoring Veterans' graves and cemeteries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Maintaining memorials and monuments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Educating youth about Remembrance (providing material and resources)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	Providing historical information materials based on the contributions, achievements and sacrifices of those who have served Canada (i.e. pamphlets and other materials on the Web site)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Recognizing modern-day Veterans as well as war service Veterans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Providing support, including funding, to help communities throughout Canada with remembrance initiatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.2 Overall, thinking about the Canada Remembers Program and activities, what is your level of satisfaction with how Veterans Affairs Canada is delivering these programs and activities? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied					Very satisfied		Can't say
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>			<input type="radio"/>

Q6.3 What one or two things could Veterans Affairs do to better promote the awareness of sacrifices and achievements made during times of war, conflict, and peacekeeping missions?

Section 7 OVERALL

Q7.1 Now, we have covered several aspects of the service offered by Veterans Affairs Canada. How satisfied were you with the outcome of your last contact with VAC, that, in the end, you got what you needed? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied					Very satisfied		Can't say
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q7.2 All things considered, how would you rate your **overall** level of satisfaction with the programs and services offered by Veterans Affairs Canada? Would you say very dissatisfied, dissatisfied, neutral, satisfied or very satisfied?

Very dissatisfied					Very satisfied		Can't say
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q7.3 Overall, would you say that over the last 12 months the quality of service provided by Veterans Affairs Canada has...? (**Read**)

- Improved ☐
- Stayed the same ☐
- Deteriorated ☐
- Can't say (**do not read**) ☐

Q7.4 Overall, how does Veterans Affairs Canada compare in terms of the service you received with other government departments that you have dealt with? (**Read**)

- Much better ☐
- Better..... ☐
- The same ☐
- Worse..... ☐
- Much worse..... ☐
- Can't say (**do not read**) ☐

Q7.5 Do you have any additional comments you would like to include that would help Veterans Affairs Canada serve you better?

Q7.6 (ASK ONLY IF UNABLE TO DETERMINE) What is your gender?

- Male ☐
- Female ☐

Mr/Mrs/Ms _____, the information you provided on this survey will be very valuable to Veterans Affairs Canada in helping them serve you better. I thank you for your participation. Good-bye.

Q7.7 (DO NOT ASK, REGISTER CODE FROM LIST)

- | | | | | | |
|----------------------|-----|---------------------|-----|----------------------|-----|
| • Charlottetown..... | ○32 | • Scarborough..... | ○11 | • Winnipeg..... | ○60 |
| • Sydney..... | ○33 | • Sunnybrook..... | ○12 | • Brandon..... | ○61 |
| • Halifax..... | ○34 | • Toronto area..... | ○49 | • Regina..... | ○62 |
| • Saint John..... | ○35 | • Ottawa..... | ○50 | • Saskatoon..... | ○63 |
| • Campbellton..... | ○36 | • Kingston..... | ○51 | • Calgary..... | ○64 |
| • St. John's..... | ○30 | • Peterborough..... | ○52 | • Edmonton..... | ○65 |
| • Cornerbrook..... | ○31 | • Brampton..... | ○54 | • Vancouver..... | ○70 |
| • Quebec..... | ○40 | • Hamilton..... | ○55 | • Penticton..... | ○71 |
| • Sherbrooke..... | ○41 | • London..... | ○56 | • Prince George..... | ○72 |
| • Gatineau..... | ○42 | • Windsor..... | ○57 | • Victoria..... | ○73 |
| • Montreal..... | ○43 | • North Bay..... | ○58 | • Surrey..... | ○74 |
| • Mississauga..... | ○10 | • Thunder Bay..... | ○59 | | |

Sondage téléphonique sur la satisfaction de la clientèle d'Anciens Combattants Canada Automne 2007

INTERVIEWEUR

(Le téléphone sonne et quelqu'un répond)

Bonjour, pourrais-je parler à M./Mme/Mlle _____ s'il vous plaît? (Type de client _____)

(La personne prend la communication)

Bonjour M./Mme/Mlle _____, mon nom est _____ de la firme Créatec, une entreprise nationale de recherche sur l'opinion publique. Anciens Combattants Canada nous a mandatés pour mener une étude auprès des anciens combattants sur divers aspects de leurs programmes et services afin de mieux vous servir.

[DEMANDER AUX CLIENTS DE LA GRC SEULEMENT] En tant que membre retraité ou en service de la GRC, votre nom a été choisi au hasard à partir d'une liste de clients d'Anciens Combattants Canada. Votre participation à cette étude est volontaire et l'information que vous me fournirez demeurera confidentielle.

[DEMANDER À TOUS LES AUTRES CLIENTS] Votre nom a été choisi au hasard à partir d'une liste de clients d'Anciens Combattants Canada. Votre participation à cette étude est volontaire et l'information que vous me fournirez demeurera confidentielle.

Votre nom, en tant que participant à ce sondage, ne sera jamais partagé avec Anciens Combattants, ni toute autre personne. Votre participation n'aura aucune conséquence sur les avantages que vous recevez actuellement d'Anciens Combattants Canada. Les résultats aideront Anciens Combattants Canada à améliorer la façon dont les avantages et services vous sont offerts. Ça prendra environ 20 minutes pour répondre à ce sondage.

Cette enquête a été enregistrée auprès du système national d'inscription des sondages.

SI DEMANDÉ : Le système national d'inscription des sondages a été créé par l'industrie canadienne de la recherche par sondage pour permettre au public de vérifier la légitimité d'un sondage, obtenir des renseignements sur l'industrie des sondages ou de déposer une plainte. Le numéro de téléphone sans frais du système d'inscription est le 1-800-554-9996 (www.mria-arim.ca)

Si vous avez des questions à propos de ce sondage ou de l'utilisation des résultats, n'hésitez pas à contacter Anciens Combattants Canada au numéro sans frais **1-866-522-2022**.

Si hésite : Y aurait-il un meilleur moment pour vous rappeler?

• Accepte.....	<input type="radio"/> PASSER À LA Q1.1
• Rappeler plus tard	<input type="radio"/> M./Mme/Mlle _____, quel serait le meilleur moment pour vous rappeler? (<i>Noter la date et l'heure</i>) Merci M./Mme/Mlle _____, je vais vous rappeler le (date et heure enregistrées). Au revoir.
• Incapable de répondre et personne d'autre ne peut y répondre à la place du client.....	<input type="radio"/> TERMINER

- Incapable de répondre mais accepte que quelqu'un d'autre y réponde à sa place.....

☐ **CONTINUER**

Nom : _____

Numéro de téléphone : _____

Quel est le lien avec l'ancien combattant / client?

- Époux/épouse..... ☐
- Enfant ☐
- Autre parenté..... ☐
- Employé..... ☐
- Autre (**préciser**)..... ☐

- Refus.....

- ☐ M./Mme/Mlle _____, merci de m'avoir accordé ces quelques instants. Au revoir.

(Pour les personnes mandatées pour répondre au questionnaire au nom du client / Seulement si le client est incapable de répondre ET accepte que quelqu'un réponde à sa place)

Bonjour M./Mme/Mlle _____, mon nom est _____ de la firme Créatec, une entreprise nationale de recherche sur l'opinion publique. Anciens Combattants Canada nous a mandatés pour mener une étude auprès des anciens combattants sur divers aspects de leurs programmes et services afin de mieux les servir.

Le nom de M./Mme/Mlle _____ a été choisi au hasard à partir d'une liste de clients d'Anciens Combattants Canada. Nous avons parlé à M./Mme/Mlle _____ qui nous a dit qu'il/elle voudrait que vous répondiez pour lui/elle. Cela veut dire que vous devriez nous fournir des réponses qui reflètent les expériences de M./Mme/Mlle _____ avec Anciens Combattants Canada.

Votre participation à cette étude est volontaire et l'information que vous me fournirez demeurera confidentielle. Les résultats aideront Anciens Combattants Canada à améliorer la façon dont ils offrent des services. Ça prendra environ 20 minutes pour répondre à ce sondage.

Cette enquête a été enregistrée auprès du système national d'inscription des sondages.

SI DEMANDÉ : Le système national d'inscription des sondages a été créé par l'industrie canadienne de la recherche par sondage pour permettre au public de vérifier la légitimité d'un sondage, obtenir des renseignements sur l'industrie des sondages ou de déposer une plainte. Le numéro de téléphone sans frais du système d'inscription est le 1-800-554-9996 (www.mria-arim.ca).

Si vous avez des questions à propos de ce sondage ou de l'utilisation des résultats, n'hésitez pas à contacter Anciens Combattants Canada au numéro sans frais **1-866-522-2022**.

Si hésite : Y aurait-il un meilleur moment pour vous rappeler?

- Accepte.....
- Rappeler plus tard

☐ **CONTINUER**

- ☐ M./Mme/Mlle _____, quel serait le meilleur moment pour vous rappeler? (*Noter la date et l'heure*) Merci M./Mme/Mlle _____, je vais vous rappeler le (**date et heure enregistrées**). Au revoir.

- Refus.....

- ☐ M./Mme/Mlle _____, merci de m'avoir accordé ces quelques instants. Au revoir.

Section 1 CONTACT GÉNÉRAL

Tout d'abord, j'aimerais vous poser quelques questions sur les types de contacts que vous avez eus avec Anciens Combattants Canada au cours des 6 derniers mois.

Q1.1 Au cours des 6 derniers mois, avez-vous été en contact avec Anciens Combattants Canada...
(LIRE EN ROTATION a – h)

LIRE EN ROTATION (a à h)		Oui	Non	Ne peut se souvenir
a.	en écrivant ou recevant une lettre par la poste?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	en téléphonant ou recevant un appel téléphonique?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	en envoyant ou recevant un message par courrier électronique?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	en visitant un de ses bureaux?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	en recevant la visite d'un employé du ministère à votre domicile?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	en rencontrant un employé du ministère lors d'une visite à un autre organisme? (Précisez / voir liste)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g.	en assistant à une séance d'information de groupe? (Si oui, préciser où)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	en visitant le site web d'Anciens Combattants Canada?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Autres formes de contact? (ou autres ressources) (Si oui) veuillez préciser _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**S'IL N'Y A PAS EU DE CONTACT AU COURS DES 6 DERNIERS MOIS (questions (a) à (i)),
VÉRIFIER L'IDENTITÉ DU RÉPONDANT ET TERMINER**

Q1.2 Au cours des 6 derniers mois, avez-vous eu des difficultés à contacter Anciens Combattants Canada?

- Oui..... ☐
- Non..... ☐
- Nsp/Nrp ☐

PASSER À LA Q1.4

Q1.3 Quel genre de difficultés?

Q1.4 Parmi les moyens suivants, lequel préférez-vous utiliser pour contacter Anciens Combattants Canada? (LIRE EN ROTATION / NOTER UNE RÉPONSE)

Q1.5 Et quel moyen aimeriez-vous le moins? (NOTER UNE RÉPONSE)

LIRE EN ROTATION		Q1.4 Le plus	Q1.5 Le moins
1.	En personne	<input type="radio"/>	<input type="radio"/>
2.	Par téléphone	<input type="radio"/>	<input type="radio"/>
3.	Par Internet (accéder à de l'information ou faire une demande en ligne)	<input type="radio"/>	<input type="radio"/>
4.	Par courrier électronique	<input type="radio"/>	<input type="radio"/>
5.	Par la poste	<input type="radio"/>	<input type="radio"/>
•	Aucun / Nsp/Nrp	<input type="radio"/>	<input type="radio"/>

Section 2 ACCÈS EN LIGNE

Q2.1 Au cours des 12 derniers mois, avez-vous utilisé le site web d'Anciens Combattants Canada pour obtenir de l'information?

- Oui..... ☐
- Non..... ☐
- Nsp/Nrp ☐

PASSER À LA Q3.1

Q2.2 Dans quelle mesure est-il important pour vous de pouvoir...? Veuillez utiliser une échelle de 1 à 5, où 1 signifie « pas du tout important », 5 signifie « très important » et 3 le point milieu. **Vous pouvez donner n'importe quel chiffre entre 1 et 5. (LIRE EN ROTATION / VÉRIFIER LA COMPRÉHENSION DE L'ÉCHELLE / 1 POUR LE PLUS FAIBLE, 5 POUR LE PLUS ÉLEVÉ)**

LIRE EN ROTATION	Pas du tout important					Très important	Ne peut dire
	1	2	3	4	5		
a. obtenir des informations en ligne sur les avantages et services offerts par ACC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. faire une demande d'avantages et de services d'ACC en ligne	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. vous renseigner en ligne sur l'état de votre demande	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. accéder en ligne à vos informations personnelles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. accéder aux informations sur la santé en ligne	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3 SERVICE OFFERT

Q3.1 Les questions qui suivent sont reliées aux services fournis par Anciens Combattants Canada. Pour chacun des aspects suivants, veuillez me dire si vous en êtes très insatisfait, insatisfait, neutre, satisfait ou très satisfait. **(LIRE EN ROTATION a – g / VÉRIFIER LA COMPRÉHENSION DE L'ÉCHELLE / 1 POUR LE PLUS FAIBLE, 5 POUR LE PLUS ÉLEVÉ).**

LIRE EN ROTATION	NIVEAU DE SATISFACTION					
	Très insatisfait			Très satisfait		Ne peut dire
	1	2	3	4	5	
a. Les heures de services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Les façons disponibles pour entrer en contact (p. ex. en personne, téléphone, télécopieur, courriel, Internet, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. La facilité d'accès par téléphone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NOTE : NE PAS DEMANDER LES POINTS d, e, f et g SI Q1d = non / ne se souvient pas						
d. La facilité d'accès aux édifices (p. ex. il n'y avait pas d'obstacles qui empêchaient d'entrer et d'accéder à l'édifice)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. L'emplacement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Les affiches et les indications vers les bureaux	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LIRE EN ROTATION	NIVEAU DE SATISFACTION					
	Très insatisfait			Très satisfait		Ne peut dire
	1	2	3	4	5	
g. Le stationnement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LIRE EN DERNIER						
h. Dans l'ensemble, quel a été votre niveau de satisfaction sur l'accès aux services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SI Q3.1d = 1 OR 2, DEMANDEZ Q3.2. LES AUTRES, ALLEZ À LA Q3.3

Q3.2 Voudriez-vous qu'un employé d'Anciens Combattants Canada vous contacte par rapport à votre insatisfaction envers la facilité d'accès aux édifices ?

- Oui..... ☐
- Non..... ☐
- Nsp/Nrp ☐

SI Q1.1d ET Q1.1f = NON / NE SE SOUVIENT PAS, SAUTEZ À LA Q3.4

Q3.3 Au cours des 6 derniers mois, lorsque vous avez demandé un rendez-vous avec un membre du personnel, quel était votre degré de satisfaction avec le temps que vous avez dû attendre avant d'obtenir le rendez-vous? Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait? **(VÉRIFIER LA COMPRÉHENSION DE L'ÉCHELLE / 1 POUR LE PLUS FAIBLE, 5 POUR LE PLUS ÉLEVÉ)**

Très insatisfait			Très satisfait		Ne peut dire	Pas applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SI Q1.1a = NON / NE SE SOUVIENT PAS, PASSEZ À LA SECTION 4

Q3.4 Au cours des 6 derniers mois, lorsque vous avez reçu une décision écrite en rapport avec un bénéfice ou le service, quel était votre degré de satisfaction avec le temps que vous avez attendu pour recevoir une réponse écrite? Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait? **(VÉRIFIER LA COMPRÉHENSION DE L'ÉCHELLE / 1 POUR LE PLUS FAIBLE, 5 POUR LE PLUS ÉLEVÉ)**

Très insatisfait			Très satisfait		Ne peut dire	Pas applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.5 Dans les 6 derniers mois, quand vous avez reçu une communication écrite sur votre éligibilité à des services et des bénéfices, quel était votre degré de satisfaction avec la communication écrite? Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait? **(VÉRIFIER LA COMPRÉHENSION DE L'ÉCHELLE / 1 POUR LE PLUS FAIBLE, 5 POUR LE PLUS ÉLEVÉ)**

Très insatisfait			Très satisfait		Ne peut dire	Pas applicable
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4 **LIGNE 1-866**

Q4.1 Les prochaines questions portent spécifiquement sur vos contacts avec le personnel d'Anciens Combattants Canada qui répond à la ligne sans frais 1-866-522-2122 pour les avantages et services. Au cours des 6 derniers mois, avez-vous contacté Anciens Combattants Canada en appelant leur ligne sans frais pour les avantages et services?

- Oui..... ☐
 - Non..... ☐
 - Nsp/Nrp ☐
- PASSER À LA Q5.1**

Q4.2 Pour chacun des aspects suivants du service offert par le personnel qui répond à la ligne sans frais des renseignements au sujet des avantages et des services d'Anciens Combattants Canada, veuillez me dire si vous en êtes très insatisfait, insatisfait, neutre, satisfait ou très satisfait. (**LIRE EN ROTATION a – e**)

LIRE EN ROTATION		NIVEAU DE SATISFACTION					
		Très insatisfait			Très satisfait		Ne peut dire
		1	2	3	4	5	
a.	Le temps que vous avez attendu (attendez) au téléphone avant de parler à quelqu'un	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Les heures de services (c'est-à-dire de 8h30 à 16h30)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	La connaissance du personnel au sujet des programmes et services d'ACC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Courtoisie du personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Utilité du personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LIRE EN DERNIER							
f.	Dans l'ensemble, dans quelle mesure avez-vous été satisfait de votre contact téléphonique avec ACC?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DEMANDEZ Q4.3 SI INSATISFAIT (1 OU 2) À N'IMPORTE QUEL DES 6 ITEMS À LA Q4.2. LES AUTRES, PASSEZ À LA SECTION 5.

Q4.3 Vous aviez mentionné que vous étiez insatisfait avec un ou plusieurs aspects du service. Pourriez-vous me dire pourquoi? (**Sonder**)

DEMANDEZ Q4.4 SI INSATISFAIT OU TRÈS INSATISFAIT AVEC LE TEMPS D'ATTENTE (Q4.2a) / LES AUTRES, ALLEZ À LA SECTION 5

Q4.4 À votre avis, quel serait un temps d'attente raisonnable avant qu'une personne vous réponde en direct? (**NE PAS LIRE / NOTER UNE RÉPONSE**)

- Moins de 45 secondes ☐
- 45-60 secondes..... ☐
- 60-90 secondes..... ☐
- 90-120 secondes..... ☐
- 2-5 minutes ☐
- Plus de 5 minutes..... ☐
- Nsp/Nrp ☐

Section 5 PROGRAMMES ET SERVICES

Q5.1 De quelle façon avez-vous entendu parler des programmes et services d'Anciens Combattants Canada? (**VOIR LA LISTE**)

Q5.2 (DEMANDER SEULEMENT AUX ANCIENS COMBATTANTS / CLIENTS DES FORCES CANADIENNES) Avant de quitter les Forces canadiennes, avez-vous été informé des programmes et services qu'Anciens Combattants Canada met à votre disposition et à celle de votre famille?

- Oui..... ☐
- Non..... ☐
- Nsp/Nrp ☐

Q5.3 (DEMANDER SEULEMENT AUX MEMBRES RETRAITÉS DE LA GRC) Avant de quitter la GRC, avez-vous été informé des programmes et services qu'Anciens Combattants Canada met à votre disposition et à celle de votre famille?

- Oui..... ☐
- Non..... ☐
- Nsp/Nrp ☐

Je voudrais maintenant vous poser quelques questions sur plusieurs programmes et services offerts par Anciens Combattants Canada.

Q5.4 Pour chacun des programmes et services suivants, veuillez me dire si vous le recevez présentement ou si vous en avez fait la demande au cours des 6 derniers mois.

	A fait une demande	Reçoit	Non	Ne se souvient pas
a) Pension d'invalidité / Indemnité d'invalidité	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Avantages de soins de santé, incluant les prescriptions de médicaments, les prothèses, l'adaptation du domicile	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Programme pour l'autonomie des anciens combattants, incluant l'entretien ménager, entretien du terrain, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demandez d), e) et f) seulement aux Vétérans/membres des FC ou aux survivants				
d) Services de réadaptation et assistance professionnelle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demandez e) seulement si a reçu d)				
e) Programme de perte de revenu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f) Programme d'aide au placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Si a reçu une Pension d'invalidité / Indemnité d'invalidité au cours de la dernière année (Q5.4a), demandez Q5.5. Les autres, allez à la Q5.6

Q5.5 Que pourrions-nous faire pour améliorer cet avantage ou service? (**Sonder / Inscire**)

Si a reçu un traitement, incluant la prescription de médicaments, de prothèses, l'adaptation du domicile au cours de la dernière année (Q5.4b), demandez Q5.6 et Q5.7. Les autres, allez à la Q5.8

Q5.6 Dans quelle mesure les avantages de soins de santé répondent-ils à vos besoins? Diriez-vous...? (**Lire**)

- Entièrement..... ☐ **Sautez à la Q5.8**
- En majorité ☐
- Seulement en partie..... ☐
- Pas du tout..... ☐
- Ne peut dire (**ne pas lire**) ☐

Q5.7 Que pourrions-nous faire pour les améliorer? (**Sonder / Inscire**)

Si a bénéficié du Programme pour l'autonomie des anciens combattants, incluant l'entretien ménager, entretien du terrain, etc. au cours de la dernière année (Q5.4c), demandez Q5.8 et Q5.9. Les autres, allez à la Q5.10

Q5.8 Dans quelle mesure le Programme pour l'autonomie des anciens combattants répond-il à vos besoins? Diriez-vous...? (**Lire**)

- Entièrement..... ☐ **Sautez à la Q5.10**
- En majorité ☐
- Seulement en partie..... ☐
- Pas du tout..... ☐
- Ne peut dire (**ne pas lire**) ☐

Q5.9 Que pourrions-nous faire pour l'améliorer? (**Sonder / Inscire**)

Si a bénéficié du Service de réadaptation et d'assistance professionnelle, au cours de la dernière année (Q5.4d), demandez Q5.10 et Q5.11. Les autres, allez à la Q5.12

Q5.10 Dans quelle mesure les Services de réadaptation et d'assistance professionnelle répond-il à vos besoins? Diriez-vous...? (**Lire**)

- Entièrement..... ☐ **Sautez à la Q5.12**
- En majorité ☐
- Seulement en partie..... ☐
- Pas du tout..... ☐
- Ne peut dire (**ne pas lire**) ☐

Q5.11 Que pourrions-nous faire pour améliorer ce service? (**Sonder / Inscire**)

Si a bénéficié du programme de perte de revenu au cours de la dernière année (Q5.4e), demandez Q5.12 et Q5.13. Les autres, allez à la Q5.14

Q5.12 Dans quelle mesure le programme de Perte de revenu répond-il à vos besoins? Diriez-vous...? (**Lire**)

- Entièrement..... ☐ **Sautez à la Q5.14**
- En majorité ☐
- Seulement en partie..... ☐
- Pas du tout..... ☐
- Ne peut dire (**ne pas lire**) ☐

Q5.13 Que pourrions-nous faire pour l'améliorer? (**Sonder / Inscire**)

Si a bénéficié du Programme d'aide au placement au cours de la dernière année (Q5.4f), demandez Q5.14 et Q5.15. Les autres, allez à la Q5.16

Q5.14 Dans quelle mesure le Programme d'aide au placement répond-il à vos besoins? Diriez-vous...? (**Lire**)

- Entièrement..... ☐ **Sautez à la Q5.16**
- En majorité ☐
- Seulement en partie..... ☐
- Pas du tout..... ☐
- Ne peut dire (**ne pas lire**) ☐

Q5.15 Que pourrions-nous faire pour l'améliorer? (**Sonder / Inscire**)

J'aimerais maintenant vous poser quelques questions concernant votre niveau de satisfaction envers les différents programmes et services que vous avez reçus ou tenté de recevoir d'Anciens Combattants Canada au cours des 6 derniers mois.

Q5.16 Je vais tout d'abord vous lire une série d'aspects concernant les programmes et services dont vous avez fait la demande ou que vous avez reçus, comme une pension d'invalidité ou des soins de santé ou tout autre avantage au cours des 6 derniers mois. Pour chaque aspect, veuillez me dire si vous en êtes très insatisfait, insatisfait, neutre, satisfait ou très satisfait. **(LIRE EN ROTATION)**

LIRE EN ROTATION	NIVEAU DE SATISFACTION					
	Très insatisfait			Très satisfait		Ne peut dire
	1	2	3	4	5	
a. Facilité à trouver de l'information sur les programmes et services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Information fournie sur ce que vous deviez faire afin de formuler une demande ou avoir accès à un avantage ou un service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Réponses à vos questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Service disponible dans la langue officielle de votre choix	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Langage parlé par le personnel (clair et facile à comprendre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Lettres de décision, formulaires et communications écrites (clairs et faciles à comprendre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.17 Dans l'ensemble, dans quelle mesure les programmes et services que vous avez reçus des Anciens Combattants Canada répondent-ils à vos besoins? Diriez-vous...? **(LIRE)**

- Entièrement..... ☐ **PASSER À LA Q5.19**
- En majorité ☐ **PASSER À LA Q5.19**
- Seulement en partie ☐
- Pas du tout ☐
- Ne peut dire (**ne pas lire**) ☐ **PASSER À LA Q5.19**

Q5.18 En quoi les programmes et services offerts par Anciens Combattants Canada ne répondent-ils pas à vos besoins? **(Sonder / inscrire)**

Q5.19 Au cours des 6 derniers mois, lorsque vous avez présenté votre carte d'identification de soins de santé d'ACC pour obtenir des avantages de soins de santé, quel a été votre niveau de satisfaction quant à l'utilisation de votre carte?

Très insatisfait			Très satisfait		Ne peut dire	Sans objet
1	2	3	4	5		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Sautez à Q5.21

Q5.20 Avez-vous des commentaires additionnels que vous aimeriez ajouter en ce qui a trait à l'utilisation de votre carte d'identification de soins de santé d'ACC? (**Inscrire**)

- Non, rien..... ☐

Q5.21 Maintenant, j'aimerais connaître votre niveau de satisfaction envers le personnel d'Anciens Combattants Canada avec lequel vous avez été en contact. Pour chacun des aspects suivants du service fourni par le personnel, veuillez me dire si vous en êtes très insatisfait, insatisfait, neutre, satisfait ou très satisfait. (**LIRE EN ROTATION**)

LIRE EN ROTATION (a à f)	NIVEAU DE SATISFACTION					
	Très insatisfait				Très satisfait	Ne peut dire
	1	2	3	4	5	
a1. Connaissances du personnel en ce qui concerne les programmes et services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
a3. Sensibilité du personnel aux enjeux qui vous concernent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Courtoisie du personnel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Serviabilité, prêt à en faire plus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Respect et dignité avec lesquels vous avez été traité	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Protection de l'information privée ou confidentielle	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Traitement juste et équitable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 6 COMMÉMORATION

M./Mme/Mlle _____, la prochaine série de questions concerne les activités entreprises ou mises de l'avant par Anciens Combattants Canada afin de commémorer les réalisations, les sacrifices et les contributions de ceux qui ont servi lors d'opérations militaires à l'étranger ou au pays depuis la Confédération du Canada, incluant les récentes missions de maintien de la paix.

Q6.1 Quel est votre niveau de satisfaction sur la façon dont Anciens Combattants Canada organise le programme et les activités suivantes de commémoration. Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait?

LIRE EN ROTATION		NIVEAU DE SATISFACTION					Ne peut dire
		Très insatisfait		Très satisfait			
		1	2	3	4	5	
a.	Organiser des pèlerinages vers des sites de bataille outre-mer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b.	Faire la promotion de cérémonies, d'événements, et d'activités au Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c.	Remettre des médailles de remplacement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d.	Entretenir et restaurer les tombes et cimetières d'anciens combattants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e.	Entretien des mémoriaux et des monuments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f.	Sensibiliser les jeunes au Souvenir (fournir du matériel et des ressources)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

LIRE EN ROTATION		NIVEAU DE SATISFACTION					Ne peut dire
		Très insatisfait		Très satisfait			
		1	2	3	4	5	
g.	Fournir du matériel de Souvenir sur les réalisations, les sacrifices et les contributions de ceux qui ont servi le Canada (i.e. feuillets et autre matériel didactique sur le site Internet)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h.	Reconnaître les vétérans contemporains aussi bien que les Anciens combattants du service de guerre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i.	Fournir un support, incluant des fonds, pour aider les initiatives de commémoration des communautés à travers le Canada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6.2 Dans l'ensemble, en pensant aux activités et au programme Le Canada se souvient quel est votre niveau de satisfaction envers la façon dont ces programmes et activités sont fournis par Anciens Combattants Canada? Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait?

Très insatisfait					Très satisfait		Ne peut dire
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q6.3 Si Anciens Combattants Canada pouvait faire une ou deux choses pour mieux promouvoir la connaissance des sacrifices et des réalisations faites en temps de guerre, conflit et de missions de maintien de la paix, qu'est-ce que ce serait?

Section 7 EN GÉNÉRAL

Q7.1 Maintenant, nous avons couvert plusieurs aspects du service offert par Anciens Combattants Canada. Dans quelle mesure êtes-vous satisfait(e) du résultat de votre dernier contact avec ACC, c'est-à-dire qu'en bout de ligne, vous avez obtenu ce dont vous aviez besoin? Diriez-vous très insatisfait, insatisfait, neutre, satisfait ou très satisfait?

Très insatisfait					Très satisfait		Ne peut dire
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q7.2 Tout bien considéré, quel est votre niveau de satisfaction **global** envers les programmes et les services offerts par Anciens Combattants Canada? Diriez-vous que vous en êtes très insatisfait, insatisfait, neutre, satisfait ou très satisfait?

Très insatisfait					Très satisfait		Ne peut dire
1	2	3	4	5			
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Q7.3 Dans l'ensemble, diriez-vous qu'au cours des 12 derniers mois la qualité du service fourni par Anciens Combattants Canada s'est...? (**Lire**)

- Améliorée ☐
- Est restée la même ☐
- Détériorée ☐
- Ne peut dire (**ne pas lire**) ☐

Q7.4 Dans l'ensemble, si vous comparez les services reçus des autres ministères gouvernementaux avec lesquels vous avez eu des contacts, à ceux d'Anciens Combattants Canada, diriez-vous que les services reçus d'Anciens Combattants Canada sont...? (**Lire**)

- Beaucoup mieux ☐
- Mieux..... ☐
- Équivalents..... ☐
- Moins bons..... ☐
- Beaucoup moins bons ☐
- Ne peut dire (**ne pas lire**) ☐

Q7.5 Avez-vous des commentaires à formuler qui pourraient aider Anciens Combattants Canada à mieux vous servir?

Q7.6 (DEMANDER SEULEMENT SI VOUS NE POUVEZ PAS IDENTIFIER À LA VOIX DE LA PERSONNE) Votre sexe?

- Homme..... ☐
- Femme ☐

M./Mme/Mlle _____, les informations que vous avez fournies dans ce sondage seront très précieuses pour Anciens Combattants Canada car elles aideront à mieux vous servir ainsi que tous les anciens combattants. De la part d'Anciens Combattants Canada, je vous remercie pour votre participation. Au revoir.

Q7.7 (NE PAS LIRE / INSCRIRE)

- | | | |
|---|--|---|
| • Charlottetown..... <input type="radio"/> 32 | • Scarborough <input type="radio"/> 11 | • Winnipeg..... <input type="radio"/> 60 |
| • Sydney..... <input type="radio"/> 33 | • Sunnybrook <input type="radio"/> 12 | • Brandon <input type="radio"/> 61 |
| • Halifax..... <input type="radio"/> 34 | • Toronto <input type="radio"/> 49 | • Régina <input type="radio"/> 62 |
| • Saint John <input type="radio"/> 35 | • Ottawa <input type="radio"/> 50 | • Saskatoon..... <input type="radio"/> 63 |
| • Campbellton..... <input type="radio"/> 36 | • Kingston..... <input type="radio"/> 51 | • Calgary <input type="radio"/> 64 |
| • St. John's <input type="radio"/> 30 | • Peterborough..... <input type="radio"/> 52 | • Edmonton <input type="radio"/> 65 |
| • Cornerbrook..... <input type="radio"/> 31 | • Brampton..... <input type="radio"/> 54 | • Vancouver..... <input type="radio"/> 70 |
| • Québec <input type="radio"/> 40 | • Hamilton <input type="radio"/> 55 | • Penticton..... <input type="radio"/> 71 |
| • Sherbrooke <input type="radio"/> 41 | • London..... <input type="radio"/> 56 | • Prince George..... <input type="radio"/> 72 |
| • Gatineau <input type="radio"/> 42 | • Windsor <input type="radio"/> 57 | • Victoria..... <input type="radio"/> 73 |
| • Montréal..... <input type="radio"/> 43 | • North Bay..... <input type="radio"/> 58 | • Surrey <input type="radio"/> 74 |
| • Mississauga <input type="radio"/> 10 | • Thunder Bay..... <input type="radio"/> 59 | |