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Client Perspective Research

PHASE 2 (INTERNAL AUDIENCE) DATA TABLES

Ce rapport est également disponible en français

Prepared for:
CANADA SCHOOL OF PUBLIC SERVICE
For more information on this report, please email:

How familiar do you consider yourself to be with the Canada School of Public Service (CSPS)? 11

If you could describe the Canada School of Public Service using only a single word or phrase, what would it be? 12

How familiar do you consider yourself to be with GCcampus? 13

If you could describe GCcampus using only a single word or phrase, what would it be? 14

To the best of your knowledge, which of the following best describes the relationship, if any, between GCcampus and the Canada School of Public Service? 15

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You said you have used the Self-service reports in I-LMS in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below..... 32

Can you briefly explain why you rated the usefulness of the Self-service reports in I-LMS as a <chosen QC2A scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)33

You said you have used the Operations Dashboard in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below. 34

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You said you have used the RTC plenary sessions in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below. 42

Can you briefly explain why you rated the usefulness of the RTC plenary sessions as a <chosen QC2F scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)..... 43

You said you have used the RTC Working Group in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below. 44

Can you briefly explain why you rated the usefulness of the RTC Working Group as a <chosen QC2G scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)..... 45

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Can you briefly explain why you rated the usefulness of the POC Forum as a <chosen QC2H scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.) 47

In general, I feel that the work I do is valued by the School..... 48

I feel that the work I do is valued by senior management 49

I feel that the work I do is valued by the public servants who use the products and services the Canada School of Public Service delivers..... 50

If I have a new idea or approach, I feel comfortable sharing it with my colleagues..... 51

I feel that management at the Canada School of Public Service listens to my ideas 52

Generally speaking, I think things at the Canada School of Public Service are heading in the right direction 53

If you could use only one word or phrase to describe what it's like to work at the Canada School of Public Service, what would it be? 54

I feel that the work I do is valued by management in my organization 55

I feel that the work I do is valued by the public servants in my organization 56

I feel comfortable bringing ideas for improvement to the people I deal with at the Canada School of Public Service 57

I feel that the the Canada School of Public Service listens to my ideas and suggestions 58

I feel the work I do is important 59

Generally speaking, I think things at the Canada School of Public Service are heading in the right direction 60

If you could use only one word or phrase to describe what it's like to interact with the Canada School of Public Service, what would it be? 61

There are a variety of products and services offered by the Canada School of Public Service. All of these are available through GCcampus. To the best of your recollection, which of the following products, if any, have you personally used in the past? 62

Have you ever had difficulty accessing or using products or services from the Canada School of Public Service or GCcampus in the official language of your choice? 63

Have you ever experienced the following challenges when accessing a product or service online? 64

How many different products and services offered by either the Canada School of Public Service or GCcampus have you used (or taken part in) in the past 2 years? 65

Which of the following best describes why you used the products or services offered by CSPS and/or GCcampus in the past? 66

It was very relevant to me 67

It was easy to register and attend 68

It was well organized 69

I felt very welcome to be there 70

I would be very interested in attending future events 71

I would recommend other events to friends or colleagues 72

Overall, how would you rate your experience with the most recent event, conference or armchair discussion you attended in person? 73

It was very relevant to me 74

It was easy to register and attend 75

It was well organized 76

I felt very welcome to be there 77

I would be very interested in attending future events 78

I would recommend other events to friends or colleagues 79

Overall, how would you rate your experience with the most recent online event, conference or armchair discussion you participated in? 80

It was very relevant to me 81

It was easy to register and attend 82

It was well organized 83

I felt very welcome to be there 84

I would be very interested in attending future courses or workshops 85

I would recommend other courses or workshops to friends or colleagues 86

Overall, how would you rate your experience with the most recent course, workshop or other training opportunity you attended in person? 87

It was very relevant to me 88

It was easy to register and attend 89

It was well organized 90

I felt very welcome to be there 91

I would be very interested in attending future courses or workshops 92

I would recommend other courses or workshops to friends or colleagues 93

Overall, how would you rate your experience with the most recent course, workshop, or other training opportunity you participated in online?..... 94

The material was very relevant to me 95

It was easy to access..... 96

It was well organized 97

I would be very interested in accessing more material in the future..... 98

I would recommend this material to friends or colleagues..... 99

Overall, how would you rate the material (information, videos, etc.) that you found through CSPS or GCcampus?..... 100

CSPS and GCcampus are very relevant to public servants 101

It is easy to access products and services from CSPS and GCcampus..... 102

CSPS and GCcampus is well organized 103

CSPS and GCcampus is very welcoming..... 104

I am very interested in learning more about CSPS and GCcampus..... 105

I would recommend CSPS or GCcampus to friends or colleagues..... 106

Overall, how would you rate the performance of the Canada School of Public Service?..... 107

If you were to guess, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?..... 108

Providing relevant products and services 109

Providing useful products and services..... 110

Providing products and services that are easy to access 111

Being well organized..... 112

Providing a welcoming environment 113

Which of the following best describes your experience accessing and using products and services offered by the Canada School of Public Service and GCcampus, either for yourself or on behalf of others in your organization? 114

Have you ever contacted the Canada School of Public Service or GCcampus with questions or issues related to a product or service they offer?..... 115

How did you initially contact someone at the Canada School of Public Service or GCcampus? 116

When did you last contact someone at the Canada School of Public Service or GCcampus with questions or issues related to learning needs?..... 117

I was able to get a satisfactory answer to my question or problem..... 118

My question or problem was solved in a reasonable amount of time..... 119

The person I dealt with was knowledgeable 120

The person I dealt with provided good information and/or advice 121

The person I dealt with understood my needs 122

The person I dealt with was courteous..... 123

In total, how long did it take to answer your question or solve your problem after initially contacting someone at the Canada School of Public Service or GCcampus?..... 124

What is your preferred channel of contact?..... 125

Which of the following ways, if any, would be best for the Canada School of Public Service or GCcampus to use in order to reach <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> with information about their products and services?..... 126

If the Canada School of Public Service or GCcampus had a mobile app, how likely do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be to download it? 127

Why don't you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would download a mobile app?..... 128

Podcasts 129

Videos 130

Information about events, courses and other products 131

Course materials..... 132

Online courses through the app 133

Blogs 134

Job Aids (downloadable materials) 135

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Are there any other features that you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would want to be included on a mobile app provided by the Canada School of Public Service or GCcampus? 140

For many public servants, work responsibilities don't leave enough time to pursue continuous learning opportunities 141

Many public servants, particularly older ones, don't see the need for continuous learning opportunities 142

Many public servants would prefer to pursue learning opportunities at a school or university outside of the Government of Canada 143

Within my organization, there are people in supervisory or management roles who are not supportive of continuous learning opportunities 144

There are enough learning opportunities available in my organization without going to the Canada School of Public Service or GCcampus 145

Are there any products or services that you would be particularly interested in seeing from the Canada School of Public Service or GCcampus in the future? 146

In which of the following regions or provinces do you work? 147

Calculated age 148

What is your gender? 149

I am a 150

What is the size of your organization? 151

What is the size of your organization? 152

Which of the following best describes how recently you entered management in the public service? 153

For how many years have you worked as a public servant? 154

Do any public servants currently report directly to you?..... 155

How many public servants report directly to you? 156

How many public servants report to you either directly or indirectly (reporting to someone who reports to you)? If you don't know the precise number, please provide an approximation..... 157

Which of the following best reflects the highest level of education you have obtained? 158

Do any of the following apply to you? 159

How familiar do you consider yourself to be with the Canada School of Public Service (CSPS)?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA1							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very familiar	63%	60%	67%	64%	60%	60%	75%
Somewhat familiar	33%	34%	31%	32%	35%	38%	23%
Not very familiar	4%	5%	2%	4%	4%	2%	2%
Not at all familiar	0%	0%	0%	0%	0%	0%	0%
Don't know / Not sure	1%	1%	0%	0%	1%	0%	0%

If you could describe the Canada School of Public Service using only a single word or phrase, what would it be?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA3							
Weighted Total:	346	207	139	235	111	77	63
Total:	346	228	118	236	110	65	53
Other (specify)	88%	89%	87%	88%	89%	82%	94%
Don't know / Not sure	12%	11%	13%	12%	11%	18%	6%

How familiar do you consider yourself to be with GCcampus?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA4							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very familiar	45%	39%	55%	44%	47%	48%	64%
Somewhat familiar	44%	49%	37%	47%	38%	42%	32%
Not very familiar	9%	10%	7%	7%	13%	11%	2%
Not at all familiar	1%	1%	1%	1%	2%	0%	2%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

If you could describe GCcampus using only a single word or phrase, what would it be?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA6							
Weighted Total:	343	205	138	233	110	77	61
Total:	343	226	117	234	109	65	52
Other (specify)	85%	87%	83%	86%	84%	75%	92%
Don't know / Not sure	15%	13%	17%	14%	16%	25%	8%

To the best of your knowledge, which of the following best describes the relationship, if any, between GCcampus and the Canada School of Public Service?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QA7							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
GCcampus is the online platform where public servants can access learning products and services offered by CSPS	92%	93%	89%	92%	91%	86%	92%
GCcampus points to services offered by CSPS, but is a separate entity	5%	4%	8%	5%	6%	11%	4%
GCcampus has no relationship to CSPS that I'm aware of	0%	0%	0%	0%	0%	0%	0%
Don't know / Not sure	3%	3%	3%	3%	3%	3%	4%

Which of the two names, Canada School of Public Service or GCcampus, do you feel best communicates what the Canada School of Public Service has to offer?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA8							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Canada School of Public Service	40%	38%	44%	37%	48%	48%	40%
GCcampus	18%	17%	20%	20%	14%	15%	26%
Both	36%	40%	30%	37%	33%	28%	32%
Neither	1%	1%	1%	2%	0%	2%	0%
Don't know / Not sure	5%	5%	5%	5%	5%	8%	2%

Why do you think this?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QA9							
Weighted Total:	331	199	132	224	107	71	61
Total:	331	219	112	225	106	60	52
Other (specify)	80%	81%	79%	80%	79%	75%	83%
Don't know / Not sure	20%	19%	21%	20%	21%	25%	17%

How frequently are you in communication with the Canada School of Public Service?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB1							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
At least daily	7%	0%	7%	8%	5%	0%	15%
A few times a week	20%	0%	20%	18%	24%	18%	23%
A few times a month	25%	0%	25%	28%	19%	22%	28%
At least once a month	9%	0%	9%	8%	12%	9%	9%
At least once every 3 months	15%	0%	15%	14%	17%	15%	15%
At least once every 6 months	14%	0%	14%	16%	10%	18%	8%
At least once a year	5%	0%	5%	5%	5%	9%	0%
Less often than once a year	4%	0%	4%	3%	7%	6%	2%
Don't know / Not sure	1%	0%	1%	0%	2%	2%	0%

Through which of the following ways do you ordinarily communicate with the Canada School of Public Service?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB2							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Client Contact Centre: dedicated RTC phone line	36%	0%	36%	32%	43%	35%	36%
Client contact : dedicated RTC email inbox	29%	0%	29%	33%	21%	31%	26%
Client email inbox: csps.clients.efpc@canada.ca	34%	0%	34%	37%	29%	29%	40%
Client phone line	14%	0%	14%	13%	14%	14%	13%
Client Service Manager (CSM)	29%	0%	29%	28%	31%	20%	40%
Directly contacting someone other than the CSM	22%	0%	22%	22%	21%	18%	26%
GCconnex group (RTC Community Network or Learning Transformation Point of Contact Group)	14%	0%	14%	12%	19%	14%	15%
In-person	3%	0%	3%	3%	2%	3%	2%
Other (specify)	13%	0%	13%	12%	14%	9%	17%
Don't know / Not sure	2%	0%	2%	1%	2%	3%	0%

I feel I get enough information from the Canada School of Public Service							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB3A To what extent do you agree or disagree with the following statements when you contact the school?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	28%	0%	28%	25%	33%	20%	38%
Neither agree nor disagree (4)	10%	0%	10%	12%	7%	8%	13%
Agree (5-7)	59%	0%	59%	59%	60%	71%	45%
Strongly disagree 1	5%	0%	5%	5%	5%	0%	11%
2	12%	0%	12%	13%	10%	9%	15%
3	11%	0%	11%	7%	19%	11%	11%
4	10%	0%	10%	12%	7%	8%	13%
5	20%	0%	20%	21%	19%	23%	17%
6	23%	0%	23%	25%	19%	25%	21%
Strongly agree 7	16%	0%	16%	13%	21%	23%	8%
Don't know/ Not sure	3%	0%	3%	4%	0%	2%	4%

The information I get from the Canada School of Public Service is clear							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB3B To what extent do you agree or disagree with the following statements when you contact the school?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	14%	0%	14%	14%	14%	9%	21%
Neither agree nor disagree (4)	15%	0%	15%	17%	12%	12%	19%
Agree (5-7)	69%	0%	69%	66%	74%	77%	58%
Strongly disagree 1	3%	0%	3%	4%	0%	0%	6%
2	7%	0%	7%	7%	7%	6%	8%
3	5%	0%	5%	4%	7%	3%	8%
4	15%	0%	15%	17%	12%	12%	19%
5	23%	0%	23%	21%	26%	26%	19%
6	31%	0%	31%	34%	24%	35%	25%
Strongly agree 7	15%	0%	15%	11%	24%	15%	15%
Don't know/ Not sure	2%	0%	2%	3%	0%	2%	2%

The information I get from the Canada School of Public Service is timely							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB3C To what extent do you agree or disagree with the following statements when you contact the school?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	22%	0%	22%	26%	14%	12%	34%
Neither agree nor disagree (4)	18%	0%	18%	17%	19%	15%	21%
Agree (5-7)	57%	0%	57%	54%	62%	68%	43%
Strongly disagree 1	2%	0%	2%	3%	0%	2%	2%
2	8%	0%	8%	9%	5%	5%	11%
3	13%	0%	13%	14%	10%	6%	21%
4	18%	0%	18%	17%	19%	15%	21%
5	20%	0%	20%	21%	19%	22%	19%
6	21%	0%	21%	22%	19%	25%	17%
Strongly agree 7	15%	0%	15%	11%	24%	22%	8%
Don't know/ Not sure	3%	0%	3%	3%	5%	5%	2%

The information I get from the Canada School of Public Service is accurate							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QB3D To what extent do you agree or disagree with the following statements when you contact the school?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	13%	0%	13%	13%	12%	6%	21%
Neither agree nor disagree (4)	5%	0%	5%	4%	7%	3%	8%
Agree (5-7)	74%	0%	74%	75%	71%	78%	68%
Strongly disagree 1	2%	0%	2%	3%	0%	0%	4%
2	6%	0%	6%	5%	7%	5%	8%
3	5%	0%	5%	5%	5%	2%	9%
4	5%	0%	5%	4%	7%	3%	8%
5	16%	0%	16%	17%	14%	15%	17%
6	36%	0%	36%	38%	33%	40%	32%
Strongly agree 7	21%	0%	21%	20%	24%	23%	19%
Don't know/ Not sure	8%	0%	8%	8%	10%	12%	4%

Self-service reports in I-LMS							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1A Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	44%	0%	44%	50%	33%	40%	49%
Aware, but have not used	16%	0%	16%	16%	17%	15%	17%
Somewhat aware	15%	0%	15%	16%	14%	14%	17%
Not aware	21%	0%	21%	18%	26%	25%	17%
Don't know/ Not sure	3%	0%	3%	0%	10%	6%	0%

Operations Dashboard							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1B Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	36%	0%	36%	42%	24%	31%	42%
Aware, but have not used	13%	0%	13%	16%	7%	15%	9%
Somewhat aware	18%	0%	18%	17%	19%	18%	17%
Not aware	29%	0%	29%	24%	38%	28%	30%
Don't know/ Not sure	5%	0%	5%	1%	12%	8%	2%

Departmental Annual Learning Report							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1C Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	52%	0%	52%	55%	45%	46%	58%
Aware, but have not used	20%	0%	20%	25%	12%	25%	15%
Somewhat aware	15%	0%	15%	11%	24%	17%	13%
Not aware	11%	0%	11%	8%	17%	11%	11%
Don't know/ Not sure	2%	0%	2%	1%	2%	2%	2%

Director's newsletter / POC Bulletin							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1D Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	50%	0%	50%	53%	45%	38%	64%
Aware, but have not used	11%	0%	11%	9%	14%	15%	6%
Somewhat aware	12%	0%	12%	13%	10%	14%	9%
Not aware	23%	0%	23%	21%	26%	29%	15%
Don't know/ Not sure	4%	0%	4%	4%	5%	3%	6%

RTCs training							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1E Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	30%	0%	30%	30%	29%	31%	28%
Aware, but have not used	21%	0%	21%	22%	19%	18%	25%
Somewhat aware	20%	0%	20%	22%	17%	18%	23%
Not aware	23%	0%	23%	20%	29%	25%	21%
Don't know/ Not sure	6%	0%	6%	5%	7%	8%	4%

RTC plenary sessions							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1F Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	36%	0%	36%	36%	36%	35%	36%
Aware, but have not used	20%	0%	20%	24%	14%	9%	34%
Somewhat aware	17%	0%	17%	17%	17%	25%	8%
Not aware	23%	0%	23%	20%	29%	28%	17%
Don't know/ Not sure	4%	0%	4%	4%	5%	3%	6%

RTC Working Group							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1G Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	20%	0%	20%	25%	12%	14%	28%
Aware, but have not used	24%	0%	24%	26%	19%	20%	28%
Somewhat aware	14%	0%	14%	12%	17%	18%	8%
Not aware	38%	0%	38%	32%	50%	43%	32%
Don't know/ Not sure	4%	0%	4%	5%	2%	5%	4%

POC Forum							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC1H Are you aware of the following products and services available to you from the Canada School of Public Service?							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Aware, and have used	43%	0%	43%	46%	38%	37%	51%
Aware, but have not used	19%	0%	19%	20%	19%	20%	19%
Somewhat aware	8%	0%	8%	11%	2%	6%	9%
Not aware	25%	0%	25%	24%	29%	31%	19%
Don't know/ Not sure	4%	0%	4%	0%	12%	6%	2%

You said you have used the Self-service reports in I-LMS in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.

	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2A							
Weighted Total:	61	0	61	45	17	31	31
Total:	52	0	52	38	14	26	26
Not useful (1-3)	12%	0%	12%	13%	7%	12%	12%
Moderate (4)	21%	0%	21%	24%	14%	19%	23%
Useful (5-7)	67%	0%	67%	63%	79%	69%	65%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	2%	0%	2%	3%	0%	4%	0%
3	10%	0%	10%	11%	7%	8%	12%
4	21%	0%	21%	24%	14%	19%	23%
5	19%	0%	19%	18%	21%	23%	15%
6	25%	0%	25%	21%	36%	31%	19%
Very useful 7	23%	0%	23%	24%	21%	15%	31%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Can you briefly explain why you rated the usefulness of the Self-service reports in I-LMS as a <chosen QC2A scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC3A							
Weighted Total:	61	0	61	45	17	31	31
Total:	52	0	52	38	14	26	26
Other (specify)	87%	0%	87%	84%	93%	81%	92%
Don't know / Not sure	13%	0%	13%	16%	7%	19%	8%

You said you have used the Operations Dashboard in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC2B							
Weighted Total:	50	0	50	38	12	24	26
Total:	42	0	42	32	10	20	22
Not useful (1-3)	17%	0%	17%	22%	0%	10%	23%
Moderate (4)	33%	0%	33%	38%	20%	30%	36%
Useful (5-7)	50%	0%	50%	41%	80%	60%	41%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	7%	0%	7%	9%	0%	0%	14%
3	10%	0%	10%	13%	0%	10%	9%
4	33%	0%	33%	38%	20%	30%	36%
5	21%	0%	21%	16%	40%	25%	18%
6	21%	0%	21%	16%	40%	30%	14%
Very useful 7	7%	0%	7%	9%	0%	5%	9%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Can you briefly explain why you rated the usefulness of the Operations Dashboard as a <chosen QC2B scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC3B							
Weighted Total:	50	0	50	38	12	24	26
Total:	42	0	42	32	10	20	22
Other (specify)	83%	0%	83%	81%	90%	70%	95%
Don't know / Not sure	17%	0%	17%	19%	10%	30%	5%

You said you have used the Departmental Annual Learning Report in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.

	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2C							
Weighted Total:	72	0	72	50	22	35	37
Total:	61	0	61	42	19	30	31
Not useful (1-3)	16%	0%	16%	24%	0%	13%	19%
Moderate (4)	18%	0%	18%	21%	11%	13%	23%
Useful (5-7)	61%	0%	61%	52%	79%	67%	55%
Not at all useful 1	2%	0%	2%	2%	0%	0%	3%
2	5%	0%	5%	7%	0%	3%	6%
3	10%	0%	10%	14%	0%	10%	10%
4	18%	0%	18%	21%	11%	13%	23%
5	21%	0%	21%	14%	37%	20%	23%
6	31%	0%	31%	31%	32%	33%	29%
Very useful 7	8%	0%	8%	7%	11%	13%	3%
Don't know / Not sure	5%	0%	5%	2%	11%	7%	3%

Can you briefly explain why you rated the usefulness of the Departmental Annual Learning Report as a <chosen QC2C scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC3C							
Weighted Total:	68	0	68	48	20	33	35
Total:	58	0	58	41	17	28	30
Other (specify)	90%	0%	90%	90%	88%	82%	97%
Don't know / Not sure	10%	0%	10%	10%	12%	18%	3%

You said you have used the Director's newsletter / POC Bulletin in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2D							
Weighted Total:	70	0	70	47	22	29	40
Total:	59	0	59	40	19	25	34
Not useful (1-3)	5%	0%	5%	8%	0%	8%	3%
Moderate (4)	12%	0%	12%	15%	5%	4%	18%
Useful (5-7)	80%	0%	80%	75%	89%	88%	74%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	2%	0%	2%	3%	0%	4%	0%
3	3%	0%	3%	5%	0%	4%	3%
4	12%	0%	12%	15%	5%	4%	18%
5	20%	0%	20%	20%	21%	16%	24%
6	31%	0%	31%	35%	21%	28%	32%
Very useful 7	29%	0%	29%	20%	47%	44%	18%
Don't know / Not sure	3%	0%	3%	3%	5%	0%	6%

Can you briefly explain why you rated the usefulness of the Director's newsletter / POC Bulletin as a <chosen QC2D scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC3D							
Weighted Total:	67	0	67	46	21	29	38
Total:	57	0	57	39	18	25	32
Other (specify)	84%	0%	84%	85%	83%	80%	88%
Don't know / Not sure	16%	0%	16%	15%	17%	20%	13%

You said you have used the RTCs training in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2E							
Weighted Total:	41	0	41	27	14	24	18
Total:	35	0	35	23	12	20	15
Not useful (1-3)	6%	0%	6%	9%	0%	5%	7%
Moderate (4)	3%	0%	3%	0%	8%	5%	0%
Useful (5-7)	91%	0%	91%	91%	92%	90%	93%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	6%	0%	6%	9%	0%	5%	7%
4	3%	0%	3%	0%	8%	5%	0%
5	20%	0%	20%	26%	8%	30%	7%
6	37%	0%	37%	30%	50%	35%	40%
Very useful 7	34%	0%	34%	35%	33%	25%	47%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Can you briefly explain why you rated the usefulness of the RTCs training as a <chosen QC2E scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC3E							
Weighted Total:	41	0	41	27	14	24	18
Total:	35	0	35	23	12	20	15
Other (specify)	80%	0%	80%	83%	75%	75%	87%
Don't know / Not sure	20%	0%	20%	17%	25%	25%	13%

You said you have used the RTC plenary sessions in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC2F							
Weighted Total:	50	0	50	32	18	27	22
Total:	42	0	42	27	15	23	19
Not useful (1-3)	7%	0%	7%	7%	7%	4%	11%
Moderate (4)	14%	0%	14%	22%	0%	13%	16%
Useful (5-7)	76%	0%	76%	67%	93%	78%	74%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	2%	0%	2%	0%	7%	0%	5%
3	5%	0%	5%	7%	0%	4%	5%
4	14%	0%	14%	22%	0%	13%	16%
5	19%	0%	19%	22%	13%	17%	21%
6	33%	0%	33%	22%	53%	30%	37%
Very useful 7	24%	0%	24%	22%	27%	30%	16%
Don't know / Not sure	2%	0%	2%	4%	0%	4%	0%

Can you briefly explain why you rated the usefulness of the RTC plenary sessions as a <chosen QC2F scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)

	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC3F							
Weighted Total:	48	0	48	31	18	26	22
Total:	41	0	41	26	15	22	19
Other (specify)	83%	0%	83%	85%	80%	77%	89%
Don't know / Not sure	17%	0%	17%	15%	20%	23%	11%

You said you have used the RTC Working Group in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.

	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2G							
Weighted Total:	28	0	28	22	6	11	18
Total:	24	0	24	19	5	9	15
Not useful (1-3)	4%	0%	4%	0%	20%	0%	7%
Moderate (4)	21%	0%	21%	16%	40%	22%	20%
Useful (5-7)	58%	0%	58%	68%	20%	56%	60%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	4%	0%	4%	0%	20%	0%	7%
4	21%	0%	21%	16%	40%	22%	20%
5	25%	0%	25%	26%	20%	22%	27%
6	12%	0%	12%	16%	0%	22%	7%
Very useful 7	21%	0%	21%	26%	0%	11%	27%
Don't know / Not sure	17%	0%	17%	16%	20%	22%	13%

Can you briefly explain why you rated the usefulness of the RTC Working Group as a <chosen QC2G scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QC3G							
Weighted Total:	24	0	24	19	5	8	15
Total:	20	0	20	16	4	7	13
Other (specify)	70%	0%	70%	69%	75%	29%	92%
Don't know / Not sure	30%	0%	30%	31%	25%	71%	8%

You said you have used the POC Forum in the past. Please indicate whether you found this product or service to be useful or not useful using the scale below.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC2H							
Weighted Total:	60	0	60	41	19	28	32
Total:	51	0	51	35	16	24	27
Not useful (1-3)	6%	0%	6%	6%	6%	8%	4%
Moderate (4)	25%	0%	25%	29%	19%	17%	33%
Useful (5-7)	65%	0%	65%	60%	75%	75%	56%
Not at all useful 1	0%	0%	0%	0%	0%	0%	0%
2	2%	0%	2%	3%	0%	4%	0%
3	4%	0%	4%	3%	6%	4%	4%
4	25%	0%	25%	29%	19%	17%	33%
5	27%	0%	27%	29%	25%	29%	26%
6	25%	0%	25%	23%	31%	33%	19%
Very useful 7	12%	0%	12%	9%	19%	12%	11%
Don't know / Not sure	4%	0%	4%	6%	0%	0%	7%

Can you briefly explain why you rated the usefulness of the POC Forum as a <chosen QC2H scale number> on the scale? (Reminder: 1 meant not at all useful and 7 meant very useful.)							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QC3H							
Weighted Total:	58	0	58	39	19	28	29
Total:	49	0	49	33	16	24	25
Other (specify)	88%	0%	88%	85%	94%	83%	92%
Don't know / Not sure	12%	0%	12%	15%	6%	17%	8%

In general, I feel that the work I do is valued by the School							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1A Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	19%	19%	0%	18%	22%	0%	0%
Neither agree nor disagree (4)	12%	12%	0%	13%	9%	0%	0%
Agree (5-7)	61%	61%	0%	59%	67%	0%	0%
Strongly disagree 1	3%	3%	0%	3%	3%	0%	0%
2	5%	5%	0%	4%	7%	0%	0%
3	11%	11%	0%	11%	12%	0%	0%
4	12%	12%	0%	13%	9%	0%	0%
5	19%	19%	0%	17%	23%	0%	0%
6	23%	23%	0%	24%	19%	0%	0%
Strongly agree 7	20%	20%	0%	17%	25%	0%	0%
Don't know/ Not sure	8%	8%	0%	10%	3%	0%	0%

I feel that the work I do is valued by senior management							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1B Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	21%	21%	0%	20%	23%	0%	0%
Neither agree nor disagree (4)	13%	13%	0%	14%	10%	0%	0%
Agree (5-7)	59%	59%	0%	58%	62%	0%	0%
Strongly disagree 1	7%	7%	0%	7%	4%	0%	0%
2	7%	7%	0%	4%	12%	0%	0%
3	8%	8%	0%	9%	7%	0%	0%
4	13%	13%	0%	14%	10%	0%	0%
5	18%	18%	0%	20%	13%	0%	0%
6	20%	20%	0%	21%	19%	0%	0%
Strongly agree 7	21%	21%	0%	17%	30%	0%	0%
Don't know/ Not sure	7%	7%	0%	8%	4%	0%	0%

I feel that the work I do is valued by the public servants who use the products and services the Canada School of Public Service delivers							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1C Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	16%	16%	0%	18%	12%	0%	0%
Neither agree nor disagree (4)	13%	13%	0%	12%	14%	0%	0%
Agree (5-7)	58%	58%	0%	53%	68%	0%	0%
Strongly disagree 1	5%	5%	0%	6%	1%	0%	0%
2	3%	3%	0%	3%	1%	0%	0%
3	9%	9%	0%	9%	9%	0%	0%
4	13%	13%	0%	12%	14%	0%	0%
5	17%	17%	0%	17%	17%	0%	0%
6	21%	21%	0%	19%	28%	0%	0%
Strongly agree 7	19%	19%	0%	17%	23%	0%	0%
Don't know/ Not sure	13%	13%	0%	16%	6%	0%	0%

If I have a new idea or approach, I feel comfortable sharing it with my colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1D Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	9%	9%	0%	8%	10%	0%	0%
Neither agree nor disagree (4)	12%	12%	0%	12%	13%	0%	0%
Agree (5-7)	77%	77%	0%	77%	75%	0%	0%
Strongly disagree 1	2%	2%	0%	1%	3%	0%	0%
2	5%	5%	0%	6%	4%	0%	0%
3	2%	2%	0%	1%	3%	0%	0%
4	12%	12%	0%	12%	13%	0%	0%
5	15%	15%	0%	16%	13%	0%	0%
6	30%	30%	0%	31%	28%	0%	0%
Strongly agree 7	32%	32%	0%	30%	35%	0%	0%
Don't know/ Not sure	3%	3%	0%	3%	1%	0%	0%

I feel that management at the Canada School of Public Service listens to my ideas							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1E Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	19%	19%	0%	18%	20%	0%	0%
Neither agree nor disagree (4)	16%	16%	0%	17%	12%	0%	0%
Agree (5-7)	57%	57%	0%	53%	64%	0%	0%
Strongly disagree 1	7%	7%	0%	7%	7%	0%	0%
2	7%	7%	0%	7%	9%	0%	0%
3	4%	4%	0%	4%	4%	0%	0%
4	16%	16%	0%	17%	12%	0%	0%
5	21%	21%	0%	24%	16%	0%	0%
6	24%	24%	0%	22%	30%	0%	0%
Strongly agree 7	11%	11%	0%	8%	17%	0%	0%
Don't know/ Not sure	9%	9%	0%	11%	4%	0%	0%

Generally speaking, I think things at the Canada School of Public Service are heading in the right direction							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD1G Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Disagree (1-3)	14%	14%	0%	14%	16%	0%	0%
Neither agree nor disagree (4)	15%	15%	0%	16%	13%	0%	0%
Agree (5-7)	61%	61%	0%	59%	67%	0%	0%
Strongly disagree 1	2%	2%	0%	2%	1%	0%	0%
2	4%	4%	0%	4%	4%	0%	0%
3	8%	8%	0%	7%	10%	0%	0%
4	15%	15%	0%	16%	13%	0%	0%
5	17%	17%	0%	16%	19%	0%	0%
6	30%	30%	0%	30%	30%	0%	0%
Strongly agree 7	14%	14%	0%	12%	17%	0%	0%
Don't know/ Not sure	9%	9%	0%	11%	4%	0%	0%

If you could use only one word or phrase to describe what it's like to work at the Canada School of Public Service, what would it be?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QD2							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
Other (specify)	87%	87%	0%	84%	93%	0%	0%
Don't know / Not sure	13%	13%	0%	16%	7%	0%	0%

I feel that the work I do is valued by management in my organization							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1A Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	13%	0%	13%	16%	7%	15%	9%
Neither agree nor disagree (4)	8%	0%	8%	3%	19%	11%	6%
Agree (5-7)	64%	0%	64%	63%	64%	62%	66%
Strongly disagree 1	1%	0%	1%	1%	0%	2%	0%
2	7%	0%	7%	9%	2%	9%	4%
3	5%	0%	5%	5%	5%	5%	6%
4	8%	0%	8%	3%	19%	11%	6%
5	19%	0%	19%	22%	12%	18%	19%
6	25%	0%	25%	20%	33%	25%	25%
Strongly agree 7	20%	0%	20%	21%	19%	18%	23%
Don't know/ Not sure	15%	0%	15%	18%	10%	12%	19%

I feel that the work I do is valued by the public servants in my organization							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1B Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	13%	0%	13%	17%	5%	12%	13%
Neither agree nor disagree (4)	10%	0%	10%	11%	10%	8%	13%
Agree (5-7)	60%	0%	60%	51%	76%	68%	51%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	7%	0%	7%	9%	2%	8%	6%
3	6%	0%	6%	8%	2%	5%	8%
4	10%	0%	10%	11%	10%	8%	13%
5	22%	0%	22%	21%	24%	22%	23%
6	24%	0%	24%	18%	33%	29%	17%
Strongly agree 7	14%	0%	14%	12%	19%	17%	11%
Don't know/ Not sure	17%	0%	17%	21%	10%	12%	23%

I feel comfortable bringing ideas for improvement to the people I deal with at the Canada School of Public Service							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1C Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	14%	0%	14%	18%	7%	12%	17%
Neither agree nor disagree (4)	12%	0%	12%	11%	14%	14%	9%
Agree (5-7)	49%	0%	49%	46%	55%	43%	57%
Strongly disagree 1	3%	0%	3%	3%	2%	2%	4%
2	6%	0%	6%	8%	2%	6%	6%
3	6%	0%	6%	8%	2%	5%	8%
4	12%	0%	12%	11%	14%	14%	9%
5	14%	0%	14%	13%	17%	12%	17%
6	16%	0%	16%	16%	17%	17%	15%
Strongly agree 7	19%	0%	19%	17%	21%	14%	25%
Don't know/ Not sure	25%	0%	25%	25%	24%	31%	17%

I feel that the the Canada School of Public Service listens to my ideas and suggestions							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1D Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	21%	0%	21%	22%	19%	14%	30%
Neither agree nor disagree (4)	17%	0%	17%	16%	19%	17%	17%
Agree (5-7)	33%	0%	33%	29%	40%	32%	34%
Strongly disagree 1	7%	0%	7%	8%	5%	5%	9%
2	8%	0%	8%	9%	5%	3%	13%
3	7%	0%	7%	5%	10%	6%	8%
4	17%	0%	17%	16%	19%	17%	17%
5	13%	0%	13%	8%	21%	14%	11%
6	13%	0%	13%	13%	12%	14%	11%
Strongly agree 7	8%	0%	8%	8%	7%	5%	11%
Don't know/ Not sure	29%	0%	29%	33%	21%	37%	19%

I feel the work I do is important							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1E Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	9%	0%	9%	13%	2%	12%	6%
Neither agree nor disagree (4)	9%	0%	9%	9%	10%	6%	13%
Agree (5-7)	70%	0%	70%	64%	81%	72%	68%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	3%	0%	3%	5%	0%	5%	2%
3	6%	0%	6%	8%	2%	8%	4%
4	9%	0%	9%	9%	10%	6%	13%
5	9%	0%	9%	9%	10%	15%	2%
6	27%	0%	27%	28%	26%	23%	32%
Strongly agree 7	34%	0%	34%	28%	45%	34%	34%
Don't know/ Not sure	11%	0%	11%	13%	7%	9%	13%

Generally speaking, I think things at the Canada School of Public Service are heading in the right direction							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE1F Thinking about your work at the Canada School of Public Service, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	11%	0%	11%	12%	10%	8%	15%
Neither agree nor disagree (4)	16%	0%	16%	16%	17%	9%	25%
Agree (5-7)	62%	0%	62%	57%	71%	75%	45%
Strongly disagree 1	3%	0%	3%	3%	2%	3%	2%
2	3%	0%	3%	3%	5%	2%	6%
3	5%	0%	5%	7%	2%	3%	8%
4	16%	0%	16%	16%	17%	9%	25%
5	25%	0%	25%	22%	31%	29%	21%
6	23%	0%	23%	25%	19%	29%	15%
Strongly agree 7	14%	0%	14%	9%	21%	17%	9%
Don't know/ Not sure	11%	0%	11%	16%	2%	8%	15%

If you could use only one word or phrase to describe what it's like to interact with the Canada School of Public Service, what would it be?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QE2							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Other (specify)	78%	0%	78%	78%	79%	74%	83%
Don't know / Not sure	22%	0%	22%	22%	21%	26%	17%

There are a variety of products and services offered by the Canada School of Public Service. All of these are available through GCcampus. To the best of your recollection, which of the following products, if any, have you personally used in the past?

	Organization		Region		Organization Size		
	Total	CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QF1							
Weighted Total:	209	209	0	146	63	0	0
Total:	230	230	0	161	69	0	0
I have attended events, conferences and armchair discussions in person	73%	73%	0%	75%	68%	0%	0%
I have participated in events, conferences and armchair discussions online	63%	63%	0%	64%	59%	0%	0%
I have attended courses, workshops or other training programs in person	77%	77%	0%	78%	75%	0%	0%
I have participated in courses, workshops or other training programs online	84%	84%	0%	87%	77%	0%	0%
I have read or used information provided on GCcampus	71%	71%	0%	74%	65%	0%	0%
I have watched videos on GCcampus	68%	68%	0%	70%	64%	0%	0%
I have participated in GCcampus online forum discussions	8%	8%	0%	9%	7%	0%	0%
Other (specify)	5%	5%	0%	6%	4%	0%	0%
I have never used any products offered by CSPS or GCcampus	0%	0%	0%	1%	0%	0%	0%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Have you ever had difficulty accessing or using products or services from the Canada School of Public Service or GCcampus in the official language of your choice?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF2							
Weighted Total:	208	208	0	145	63	0	0
Total:	229	229	0	160	69	0	0
Yes	15%	15%	0%	19%	7%	0%	0%
No	82%	82%	0%	79%	90%	0%	0%
Don't know / Not sure	3%	3%	0%	3%	3%	0%	0%

Have you ever experienced the following challenges when accessing a product or service online?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF4							
Weighted Total:	189	189	0	136	53	0	0
Total:	208	208	0	150	58	0	0
Slow connection speeds	50%	50%	0%	45%	66%	0%	0%
Website freezing or crashing	48%	48%	0%	44%	59%	0%	0%
Difficulty obtaining log-on information	21%	21%	0%	19%	26%	0%	0%
Other (specify)	12%	13%	0%	15%	7%	0%	0%
No challenges	25%	25%	0%	28%	17%	0%	0%
Don't know / Not sure	2%	2%	0%	3%	0%	0%	0%

How many different products and services offered by either the Canada School of Public Service or GCcampus have you used (or taken part in) in the past 2 years?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF5							
Weighted Total:	208	208	0	145	63	0	0
Total:	229	229	0	160	69	0	0
Only one	3%	3%	0%	3%	3%	0%	0%
2	8%	8%	0%	8%	7%	0%	0%
3	9%	9%	0%	9%	7%	0%	0%
4	12%	12%	0%	13%	10%	0%	0%
5 or more	60%	60%	0%	61%	57%	0%	0%
Don't know / Not sure	9%	9%	0%	6%	16%	0%	0%

Which of the following best describes why you used the products or services offered by CSPS and/or GCcampus in the past?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QF6							
Weighted Total:	208	208	0	145	63	0	0
Total:	229	229	0	160	69	0	0
Because I found something that was of interest to me	54%	54%	0%	54%	52%	0%	0%
Because of information I received directly from CSPS or GCcampus	38%	38%	0%	38%	38%	0%	0%
Based on the recommendation of a colleague	32%	32%	0%	33%	29%	0%	0%
Because it was required of me by a supervisor or by my organization	77%	77%	0%	80%	70%	0%	0%
Other (specify)	17%	17%	0%	19%	14%	0%	0%
Don't know / Not sure	2%	2%	0%	0%	7%	0%	0%

It was very relevant to me							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7A Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	6%	6%	0%	5%	9%	0%	0%
Neither agree nor disagree (4)	14%	14%	0%	14%	15%	0%	0%
Agree (5-7)	77%	77%	0%	77%	77%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	2%	2%	0%	2%	2%	0%	0%
3	4%	4%	0%	3%	6%	0%	0%
4	14%	14%	0%	14%	15%	0%	0%
5	18%	18%	0%	21%	13%	0%	0%
6	26%	26%	0%	26%	23%	0%	0%
Strongly agree 7	33%	33%	0%	30%	40%	0%	0%
Don't know/ Not sure	3%	3%	0%	4%	0%	0%	0%

It was easy to register and attend							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7C Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	5%	5%	0%	7%	2%	0%	0%
Neither agree nor disagree (4)	3%	3%	0%	4%	0%	0%	0%
Agree (5-7)	87%	88%	0%	85%	94%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	2%	0%	0%	0%
3	4%	4%	0%	5%	2%	0%	0%
4	3%	3%	0%	4%	0%	0%	0%
5	10%	10%	0%	9%	11%	0%	0%
6	33%	33%	0%	31%	38%	0%	0%
Strongly agree 7	45%	45%	0%	45%	45%	0%	0%
Don't know/ Not sure	4%	4%	0%	4%	4%	0%	0%

It was well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7D Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	2%	2%	0%	2%	0%	0%	0%
Neither agree nor disagree (4)	2%	2%	0%	2%	2%	0%	0%
Agree (5-7)	93%	93%	0%	92%	98%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	2%	2%	0%	2%	0%	0%	0%
4	2%	2%	0%	2%	2%	0%	0%
5	8%	8%	0%	9%	4%	0%	0%
6	38%	38%	0%	40%	32%	0%	0%
Strongly agree 7	48%	48%	0%	42%	62%	0%	0%
Don't know/ Not sure	2%	2%	0%	3%	0%	0%	0%

I felt very welcome to be there							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7E Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	3%	3%	0%	4%	0%	0%	0%
Neither agree nor disagree (4)	4%	4%	0%	4%	2%	0%	0%
Agree (5-7)	89%	89%	0%	86%	96%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	3%	3%	0%	4%	0%	0%	0%
4	4%	4%	0%	4%	2%	0%	0%
5	11%	11%	0%	12%	11%	0%	0%
6	35%	35%	0%	36%	32%	0%	0%
Strongly agree 7	42%	42%	0%	38%	53%	0%	0%
Don't know/ Not sure	5%	5%	0%	6%	2%	0%	0%

I would be very interested in attending future events							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7F Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	2%	2%	0%	2%	4%	0%	0%
Neither agree nor disagree (4)	5%	5%	0%	4%	9%	0%	0%
Agree (5-7)	87%	88%	0%	88%	85%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	1%	2%	0%	0%
3	1%	1%	0%	1%	2%	0%	0%
4	5%	5%	0%	4%	9%	0%	0%
5	8%	8%	0%	10%	2%	0%	0%
6	35%	35%	0%	33%	38%	0%	0%
Strongly agree 7	45%	45%	0%	45%	45%	0%	0%
Don't know/ Not sure	5%	5%	0%	6%	2%	0%	0%

I would recommend other events to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF7G Based on your most recent experience attending an event, conference or armchair discussion in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Disagree (1-3)	4%	4%	0%	3%	6%	0%	0%
Neither agree nor disagree (4)	3%	3%	0%	2%	4%	0%	0%
Agree (5-7)	89%	89%	0%	89%	89%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	2%	2%	0%	2%	2%	0%	0%
3	2%	2%	0%	2%	4%	0%	0%
4	3%	3%	0%	2%	4%	0%	0%
5	12%	12%	0%	14%	6%	0%	0%
6	32%	32%	0%	33%	30%	0%	0%
Strongly agree 7	45%	45%	0%	42%	53%	0%	0%
Don't know/ Not sure	4%	4%	0%	5%	0%	0%	0%

Overall, how would you rate your experience with the most recent event, conference or armchair discussion you attended in person?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF8							
Weighted Total:	153	153	0	110	43	0	0
Total:	168	168	0	121	47	0	0
Negative (1-3)	3%	3%	0%	2%	4%	0%	0%
Neither negative nor positive (4)	5%	5%	0%	3%	9%	0%	0%
Positive (5-7)	89%	89%	0%	90%	87%	0%	0%
Very negative 1	1%	1%	0%	0%	2%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	2%	2%	0%	2%	2%	0%	0%
4	5%	5%	0%	3%	9%	0%	0%
5	13%	13%	0%	15%	9%	0%	0%
6	33%	33%	0%	35%	30%	0%	0%
Very positive 7	43%	43%	0%	40%	49%	0%	0%
Don't know / Not sure	3%	3%	0%	4%	0%	0%	0%

It was very relevant to me							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9A Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	3%	3%	0%	3%	5%	0%	0%
Neither agree nor disagree (4)	12%	12%	0%	11%	15%	0%	0%
Agree (5-7)	79%	79%	0%	80%	78%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	2%	0%	0%	0%
3	2%	2%	0%	1%	5%	0%	0%
4	12%	12%	0%	11%	15%	0%	0%
5	24%	24%	0%	27%	17%	0%	0%
6	26%	26%	0%	26%	27%	0%	0%
Strongly agree 7	28%	28%	0%	26%	34%	0%	0%
Don't know/ Not sure	6%	6%	0%	7%	2%	0%	0%

It was easy to register and attend							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9C Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	8%	8%	0%	11%	2%	0%	0%
Neither agree nor disagree (4)	10%	10%	0%	11%	7%	0%	0%
Agree (5-7)	77%	77%	0%	73%	88%	0%	0%
Strongly disagree 1	1%	1%	0%	1%	0%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	7%	7%	0%	9%	2%	0%	0%
4	10%	10%	0%	11%	7%	0%	0%
5	12%	12%	0%	10%	17%	0%	0%
6	26%	26%	0%	26%	24%	0%	0%
Strongly agree 7	40%	40%	0%	37%	46%	0%	0%
Don't know/ Not sure	5%	5%	0%	6%	2%	0%	0%

It was well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9D Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	5%	5%	0%	6%	2%	0%	0%
Neither agree nor disagree (4)	7%	7%	0%	8%	5%	0%	0%
Agree (5-7)	83%	83%	0%	80%	90%	0%	0%
Strongly disagree 1	1%	1%	0%	0%	2%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	3%	3%	0%	5%	0%	0%	0%
4	7%	7%	0%	8%	5%	0%	0%
5	10%	10%	0%	11%	7%	0%	0%
6	31%	31%	0%	29%	37%	0%	0%
Strongly agree 7	42%	42%	0%	40%	46%	0%	0%
Don't know/ Not sure	6%	6%	0%	7%	2%	0%	0%

I felt very welcome to be there							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9E Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	6%	6%	0%	5%	7%	0%	0%
Neither agree nor disagree (4)	6%	6%	0%	8%	0%	0%	0%
Agree (5-7)	74%	74%	0%	68%	90%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	2%	2%	0%	1%	5%	0%	0%
3	3%	3%	0%	4%	2%	0%	0%
4	6%	6%	0%	8%	0%	0%	0%
5	10%	10%	0%	10%	10%	0%	0%
6	28%	28%	0%	25%	34%	0%	0%
Strongly agree 7	37%	37%	0%	33%	46%	0%	0%
Don't know/ Not sure	15%	15%	0%	19%	2%	0%	0%

I would be very interested in attending future events							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9F Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	6%	6%	0%	5%	7%	0%	0%
Neither agree nor disagree (4)	8%	8%	0%	9%	7%	0%	0%
Agree (5-7)	78%	78%	0%	77%	83%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	3%	3%	0%	2%	5%	0%	0%
3	3%	3%	0%	3%	2%	0%	0%
4	8%	8%	0%	9%	7%	0%	0%
5	8%	8%	0%	10%	2%	0%	0%
6	30%	30%	0%	27%	37%	0%	0%
Strongly agree 7	41%	41%	0%	40%	44%	0%	0%
Don't know/ Not sure	8%	8%	0%	10%	2%	0%	0%

I would recommend other events to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF9G Based on your most recent experience participating in an event, conference or armchair discussion online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Disagree (1-3)	9%	9%	0%	10%	7%	0%	0%
Neither agree nor disagree (4)	5%	5%	0%	4%	7%	0%	0%
Agree (5-7)	79%	79%	0%	78%	83%	0%	0%
Strongly disagree 1	1%	1%	0%	0%	2%	0%	0%
2	3%	3%	0%	3%	2%	0%	0%
3	6%	6%	0%	7%	2%	0%	0%
4	5%	5%	0%	4%	7%	0%	0%
5	11%	11%	0%	14%	5%	0%	0%
6	27%	27%	0%	26%	29%	0%	0%
Strongly agree 7	41%	41%	0%	38%	49%	0%	0%
Don't know/ Not sure	7%	7%	0%	9%	2%	0%	0%

Overall, how would you rate your experience with the most recent online event, conference or armchair discussion you participated in?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF10							
Weighted Total:	131	131	0	94	37	0	0
Total:	144	144	0	103	41	0	0
Negative (1-3)	5%	5%	0%	4%	7%	0%	0%
Neither negative nor positive (4)	10%	10%	0%	11%	10%	0%	0%
Positive (5-7)	78%	78%	0%	78%	80%	0%	0%
Very negative 1	1%	1%	0%	0%	5%	0%	0%
2	1%	1%	0%	0%	2%	0%	0%
3	3%	3%	0%	4%	0%	0%	0%
4	10%	10%	0%	11%	10%	0%	0%
5	22%	22%	0%	21%	22%	0%	0%
6	26%	26%	0%	24%	29%	0%	0%
Very positive 7	31%	31%	0%	32%	29%	0%	0%
Don't know / Not sure	6%	6%	0%	8%	2%	0%	0%

It was very relevant to me							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11A Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	4%	4%	0%	4%	4%	0%	0%
Neither agree nor disagree (4)	8%	8%	0%	9%	8%	0%	0%
Agree (5-7)	81%	81%	0%	80%	85%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	2%	0%	0%	0%
3	3%	3%	0%	2%	4%	0%	0%
4	8%	8%	0%	9%	8%	0%	0%
5	11%	11%	0%	12%	10%	0%	0%
6	33%	33%	0%	33%	31%	0%	0%
Strongly agree 7	38%	38%	0%	35%	44%	0%	0%
Don't know/ Not sure	6%	6%	0%	7%	4%	0%	0%

It was easy to register and attend							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11C Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	3%	3%	0%	4%	2%	0%	0%
Neither agree nor disagree (4)	4%	4%	0%	5%	4%	0%	0%
Agree (5-7)	85%	85%	0%	83%	88%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	3%	3%	0%	3%	2%	0%	0%
4	4%	4%	0%	5%	4%	0%	0%
5	13%	13%	0%	13%	13%	0%	0%
6	31%	31%	0%	33%	29%	0%	0%
Strongly agree 7	40%	40%	0%	38%	46%	0%	0%
Don't know/ Not sure	7%	7%	0%	8%	6%	0%	0%

It was well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11D Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	4%	4%	0%	4%	4%	0%	0%
Neither agree nor disagree (4)	3%	3%	0%	2%	4%	0%	0%
Agree (5-7)	87%	87%	0%	87%	88%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	4%	4%	0%	4%	4%	0%	0%
4	3%	3%	0%	2%	4%	0%	0%
5	11%	11%	0%	13%	8%	0%	0%
6	34%	34%	0%	35%	33%	0%	0%
Strongly agree 7	42%	42%	0%	39%	48%	0%	0%
Don't know/ Not sure	6%	6%	0%	7%	4%	0%	0%

I felt very welcome to be there							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11E Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	3%	3%	0%	2%	4%	0%	0%
Neither agree nor disagree (4)	3%	3%	0%	4%	0%	0%	0%
Agree (5-7)	88%	88%	0%	86%	92%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%
3	3%	3%	0%	2%	4%	0%	0%
4	3%	3%	0%	4%	0%	0%	0%
5	12%	12%	0%	11%	13%	0%	0%
6	33%	33%	0%	35%	29%	0%	0%
Strongly agree 7	43%	43%	0%	40%	50%	0%	0%
Don't know/ Not sure	7%	7%	0%	8%	4%	0%	0%

I would be very interested in attending future courses or workshops							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11F Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	4%	4%	0%	4%	6%	0%	0%
Neither agree nor disagree (4)	3%	3%	0%	3%	2%	0%	0%
Agree (5-7)	84%	84%	0%	83%	87%	0%	0%
Strongly disagree 1	1%	1%	0%	1%	0%	0%	0%
2	1%	1%	0%	2%	0%	0%	0%
3	3%	3%	0%	2%	6%	0%	0%
4	3%	3%	0%	3%	2%	0%	0%
5	8%	8%	0%	9%	8%	0%	0%
6	30%	30%	0%	30%	29%	0%	0%
Strongly agree 7	46%	46%	0%	44%	50%	0%	0%
Don't know/ Not sure	9%	9%	0%	10%	6%	0%	0%

I would recommend other courses or workshops to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF11G Based on your most recent experience attending a course, workshop or other training opportunity in person, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Disagree (1-3)	3%	3%	0%	3%	4%	0%	0%
Neither agree nor disagree (4)	4%	4%	0%	4%	6%	0%	0%
Agree (5-7)	83%	83%	0%	82%	87%	0%	0%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	2%	2%	0%	2%	0%	0%	0%
3	2%	2%	0%	1%	4%	0%	0%
4	4%	4%	0%	4%	6%	0%	0%
5	8%	8%	0%	9%	6%	0%	0%
6	30%	30%	0%	30%	31%	0%	0%
Strongly agree 7	45%	45%	0%	43%	50%	0%	0%
Don't know/ Not sure	9%	9%	0%	11%	4%	0%	0%

Overall, how would you rate your experience with the most recent course, workshop or other training opportunity you attended in person?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF12							
Weighted Total:	162	162	0	114	47	0	0
Total:	178	178	0	126	52	0	0
Negative (1-3)	4%	4%	0%	4%	4%	0%	0%
Neither negative nor positive (4)	4%	4%	0%	6%	2%	0%	0%
Positive (5-7)	85%	85%	0%	83%	90%	0%	0%
Very negative 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	3%	3%	0%	3%	4%	0%	0%
4	4%	4%	0%	6%	2%	0%	0%
5	12%	12%	0%	13%	8%	0%	0%
6	33%	33%	0%	33%	35%	0%	0%
Very positive 7	40%	40%	0%	37%	48%	0%	0%
Don't know / Not sure	6%	6%	0%	7%	4%	0%	0%

It was very relevant to me							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13A Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	12%	12%	0%	13%	11%	0%	0%
Neither agree nor disagree (4)	8%	8%	0%	9%	6%	0%	0%
Agree (5-7)	74%	74%	0%	73%	77%	0%	0%
Strongly disagree 1	3%	3%	0%	3%	2%	0%	0%
2	3%	3%	0%	3%	2%	0%	0%
3	7%	7%	0%	7%	8%	0%	0%
4	8%	8%	0%	9%	6%	0%	0%
5	25%	25%	0%	26%	21%	0%	0%
6	27%	27%	0%	26%	30%	0%	0%
Strongly agree 7	22%	22%	0%	20%	26%	0%	0%
Don't know/ Not sure	5%	5%	0%	5%	6%	0%	0%

It was easy to register and attend							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13C Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	6%	6%	0%	8%	2%	0%	0%
Neither agree nor disagree (4)	10%	10%	0%	11%	8%	0%	0%
Agree (5-7)	78%	78%	0%	76%	85%	0%	0%
Strongly disagree 1	1%	1%	0%	1%	0%	0%	0%
2	2%	2%	0%	2%	0%	0%	0%
3	4%	4%	0%	5%	2%	0%	0%
4	10%	10%	0%	11%	8%	0%	0%
5	13%	13%	0%	12%	17%	0%	0%
6	29%	29%	0%	28%	32%	0%	0%
Strongly agree 7	36%	36%	0%	36%	36%	0%	0%
Don't know/ Not sure	6%	6%	0%	6%	6%	0%	0%

It was well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13D Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	8%	8%	0%	10%	4%	0%	0%
Neither agree nor disagree (4)	12%	12%	0%	11%	15%	0%	0%
Agree (5-7)	73%	73%	0%	71%	77%	0%	0%
Strongly disagree 1	2%	2%	0%	1%	2%	0%	0%
2	1%	1%	0%	1%	0%	0%	0%
3	6%	6%	0%	8%	2%	0%	0%
4	12%	12%	0%	11%	15%	0%	0%
5	15%	15%	0%	14%	17%	0%	0%
6	29%	29%	0%	29%	30%	0%	0%
Strongly agree 7	29%	29%	0%	29%	30%	0%	0%
Don't know/ Not sure	7%	7%	0%	9%	4%	0%	0%

I felt very welcome to be there							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13E Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	7%	7%	0%	6%	11%	0%	0%
Neither agree nor disagree (4)	13%	13%	0%	14%	9%	0%	0%
Agree (5-7)	56%	56%	0%	54%	62%	0%	0%
Strongly disagree 1	2%	2%	0%	1%	2%	0%	0%
2	3%	3%	0%	1%	8%	0%	0%
3	3%	3%	0%	3%	2%	0%	0%
4	13%	13%	0%	14%	9%	0%	0%
5	11%	11%	0%	11%	9%	0%	0%
6	21%	21%	0%	20%	25%	0%	0%
Strongly agree 7	24%	24%	0%	22%	28%	0%	0%
Don't know/ Not sure	24%	24%	0%	26%	17%	0%	0%

I would be very interested in attending future courses or workshops							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13F Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	12%	12%	0%	11%	13%	0%	0%
Neither agree nor disagree (4)	11%	11%	0%	12%	8%	0%	0%
Agree (5-7)	67%	67%	0%	65%	72%	0%	0%
Strongly disagree 1	4%	4%	0%	4%	2%	0%	0%
2	3%	3%	0%	2%	6%	0%	0%
3	5%	5%	0%	5%	6%	0%	0%
4	11%	11%	0%	12%	8%	0%	0%
5	12%	12%	0%	11%	13%	0%	0%
6	28%	28%	0%	29%	26%	0%	0%
Strongly agree 7	27%	27%	0%	25%	32%	0%	0%
Don't know/ Not sure	10%	10%	0%	11%	8%	0%	0%

I would recommend other courses or workshops to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF13G Based on your most recent experience participating in a course, workshop or other training opportunity online, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Disagree (1-3)	13%	13%	0%	14%	11%	0%	0%
Neither agree nor disagree (4)	8%	8%	0%	8%	8%	0%	0%
Agree (5-7)	69%	69%	0%	68%	74%	0%	0%
Strongly disagree 1	4%	4%	0%	5%	2%	0%	0%
2	3%	3%	0%	1%	8%	0%	0%
3	6%	6%	0%	8%	2%	0%	0%
4	8%	8%	0%	8%	8%	0%	0%
5	13%	13%	0%	11%	19%	0%	0%
6	28%	28%	0%	30%	25%	0%	0%
Strongly agree 7	27%	27%	0%	26%	30%	0%	0%
Don't know/ Not sure	9%	9%	0%	10%	8%	0%	0%

Overall, how would you rate your experience with the most recent course, workshop, or other training opportunity you participated in online?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF14							
Weighted Total:	175	175	0	127	48	0	0
Total:	193	193	0	140	53	0	0
Negative (1-3)	10%	10%	0%	11%	9%	0%	0%
Neither negative nor positive (4)	11%	11%	0%	11%	9%	0%	0%
Positive (5-7)	75%	75%	0%	74%	75%	0%	0%
Very negative 1	2%	2%	0%	2%	2%	0%	0%
2	3%	3%	0%	3%	4%	0%	0%
3	5%	5%	0%	6%	4%	0%	0%
4	11%	11%	0%	11%	9%	0%	0%
5	19%	19%	0%	20%	15%	0%	0%
6	35%	35%	0%	33%	40%	0%	0%
Very positive 7	21%	21%	0%	21%	21%	0%	0%
Don't know / Not sure	4%	4%	0%	4%	6%	0%	0%

The material was very relevant to me							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF15A Thinking about the information and/or videos you found through CSPS or GCcampus, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	172	172	0	121	51	0	0
Total:	189	189	0	133	56	0	0
Disagree (1-3)	9%	9%	0%	9%	9%	0%	0%
Neither agree nor disagree (4)	11%	11%	0%	10%	12%	0%	0%
Agree (5-7)	74%	74%	0%	74%	73%	0%	0%
Strongly disagree 1	1%	1%	0%	1%	0%	0%	0%
2	2%	2%	0%	2%	0%	0%	0%
3	7%	7%	0%	6%	9%	0%	0%
4	11%	11%	0%	10%	12%	0%	0%
5	22%	22%	0%	20%	29%	0%	0%
6	26%	26%	0%	28%	23%	0%	0%
Strongly agree 7	25%	25%	0%	26%	21%	0%	0%
Don't know/ Not sure	7%	7%	0%	8%	5%	0%	0%

It was easy to access							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF15C Thinking about the information and/or videos you found through CSPS or GCcampus, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	172	172	0	121	51	0	0
Total:	189	189	0	133	56	0	0
Disagree (1-3)	12%	12%	0%	11%	12%	0%	0%
Neither agree nor disagree (4)	7%	7%	0%	9%	2%	0%	0%
Agree (5-7)	76%	76%	0%	74%	80%	0%	0%
Strongly disagree 1	2%	2%	0%	2%	2%	0%	0%
2	4%	4%	0%	5%	0%	0%	0%
3	6%	6%	0%	4%	11%	0%	0%
4	7%	7%	0%	9%	2%	0%	0%
5	14%	14%	0%	13%	16%	0%	0%
6	31%	31%	0%	26%	43%	0%	0%
Strongly agree 7	31%	31%	0%	35%	21%	0%	0%
Don't know/ Not sure	6%	6%	0%	6%	5%	0%	0%

It was well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF15D Thinking about the information and/or videos you found through CSPS or GCcampus, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	172	172	0	121	51	0	0
Total:	189	189	0	133	56	0	0
Disagree (1-3)	11%	11%	0%	11%	9%	0%	0%
Neither agree nor disagree (4)	7%	7%	0%	8%	7%	0%	0%
Agree (5-7)	75%	75%	0%	74%	79%	0%	0%
Strongly disagree 1	2%	2%	0%	2%	2%	0%	0%
2	4%	4%	0%	5%	4%	0%	0%
3	5%	5%	0%	5%	4%	0%	0%
4	7%	7%	0%	8%	7%	0%	0%
5	21%	21%	0%	16%	32%	0%	0%
6	27%	27%	0%	29%	23%	0%	0%
Strongly agree 7	28%	28%	0%	29%	23%	0%	0%
Don't know/ Not sure	7%	7%	0%	8%	5%	0%	0%

I would be very interested in accessing more material in the future							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF15F Thinking about the information and/or videos you found through CSPS or GCcampus, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	172	172	0	121	51	0	0
Total:	189	189	0	133	56	0	0
Disagree (1-3)	10%	10%	0%	8%	16%	0%	0%
Neither agree nor disagree (4)	6%	6%	0%	8%	4%	0%	0%
Agree (5-7)	75%	75%	0%	75%	75%	0%	0%
Strongly disagree 1	1%	1%	0%	2%	0%	0%	0%
2	5%	5%	0%	3%	9%	0%	0%
3	4%	4%	0%	3%	7%	0%	0%
4	6%	6%	0%	8%	4%	0%	0%
5	17%	17%	0%	14%	23%	0%	0%
6	28%	28%	0%	27%	29%	0%	0%
Strongly agree 7	31%	31%	0%	34%	23%	0%	0%
Don't know/ Not sure	8%	8%	0%	10%	5%	0%	0%

I would recommend this material to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QF15G Thinking about the information and/or videos you found through CSPS or GCcampus, please indicate whether you agree or disagree with the following statements.							
Weighted Total:	172	172	0	121	51	0	0
Total:	189	189	0	133	56	0	0
Disagree (1-3)	13%	13%	0%	11%	18%	0%	0%
Neither agree nor disagree (4)	8%	8%	0%	8%	9%	0%	0%
Agree (5-7)	71%	71%	0%	73%	66%	0%	0%
Strongly disagree 1	2%	2%	0%	2%	0%	0%	0%
2	6%	6%	0%	5%	7%	0%	0%
3	5%	5%	0%	3%	11%	0%	0%
4	8%	8%	0%	8%	9%	0%	0%
5	15%	15%	0%	12%	23%	0%	0%
6	29%	29%	0%	32%	23%	0%	0%
Strongly agree 7	26%	26%	0%	29%	20%	0%	0%
Don't know/ Not sure	8%	8%	0%	9%	7%	0%	0%

Overall, how would you rate the material (information, videos, etc.) that you found through CSPS or GCcampus?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QF16							
Weighted Total:	171	171	0	121	50	0	0
Total:	188	188	0	133	55	0	0
Negative (1-3)	6%	6%	0%	7%	4%	0%	0%
Neither negative nor positive (4)	6%	6%	0%	5%	11%	0%	0%
Positive (5-7)	82%	82%	0%	83%	80%	0%	0%
Very negative 1	1%	1%	0%	1%	0%	0%	0%
2	2%	2%	0%	2%	0%	0%	0%
3	4%	4%	0%	4%	4%	0%	0%
4	6%	6%	0%	5%	11%	0%	0%
5	25%	25%	0%	23%	31%	0%	0%
6	32%	32%	0%	34%	27%	0%	0%
Very positive 7	25%	25%	0%	26%	22%	0%	0%
Don't know / Not sure	6%	6%	0%	6%	5%	0%	0%

CSPS and GCcampus are very relevant to public servants							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1A Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	5%	4%	6%	5%	4%	3%	9%
Neither agree nor disagree (4)	9%	8%	11%	10%	7%	11%	11%
Agree (5-7)	85%	87%	81%	84%	86%	85%	75%
Strongly disagree 1	0%	0%	0%	0%	0%	0%	0%
2	1%	1%	2%	1%	2%	2%	2%
3	3%	2%	4%	3%	3%	2%	8%
4	9%	8%	11%	10%	7%	11%	11%
5	17%	14%	21%	19%	12%	28%	13%
6	30%	31%	29%	31%	28%	28%	30%
Strongly agree 7	38%	43%	31%	34%	46%	29%	32%
Don't know/ Not sure	2%	1%	3%	1%	2%	2%	4%

It is easy to access products and services from CSPS and GCcampus							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1C Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	10%	8%	13%	11%	9%	14%	11%
Neither agree nor disagree (4)	13%	13%	12%	13%	11%	14%	9%
Agree (5-7)	76%	78%	74%	75%	79%	72%	75%
Strongly disagree 1	2%	2%	1%	2%	2%	2%	0%
2	4%	2%	8%	5%	3%	8%	8%
3	4%	4%	4%	4%	4%	5%	4%
4	13%	13%	12%	13%	11%	14%	9%
5	22%	17%	28%	21%	23%	29%	26%
6	29%	32%	24%	31%	24%	22%	26%
Strongly agree 7	26%	29%	22%	23%	32%	22%	23%
Don't know/ Not sure	1%	0%	2%	1%	1%	0%	4%

CSPS and GCcampus is well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1D Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	14%	13%	15%	14%	13%	11%	21%
Neither agree nor disagree (4)	14%	13%	15%	15%	11%	20%	9%
Agree (5-7)	71%	73%	66%	69%	73%	68%	64%
Strongly disagree 1	2%	1%	3%	2%	1%	3%	2%
2	6%	6%	7%	6%	5%	5%	9%
3	6%	6%	6%	5%	7%	3%	9%
4	14%	13%	15%	15%	11%	20%	9%
5	24%	21%	29%	26%	21%	29%	28%
6	30%	34%	25%	31%	28%	28%	21%
Strongly agree 7	16%	19%	13%	13%	24%	11%	15%
Don't know/ Not sure	2%	1%	3%	2%	2%	2%	6%

CSPS and GCcampus is very welcoming							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1E Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	9%	8%	11%	10%	8%	11%	11%
Neither agree nor disagree (4)	14%	11%	19%	13%	18%	20%	19%
Agree (5-7)	73%	77%	66%	73%	72%	68%	64%
Strongly disagree 1	1%	1%	0%	1%	1%	0%	0%
2	2%	1%	4%	3%	1%	3%	6%
3	6%	6%	7%	6%	6%	8%	6%
4	14%	11%	19%	13%	18%	20%	19%
5	19%	16%	25%	22%	14%	26%	23%
6	31%	33%	28%	32%	29%	31%	25%
Strongly agree 7	22%	28%	14%	19%	29%	11%	17%
Don't know/ Not sure	4%	4%	3%	4%	2%	2%	6%

I am very interested in learning more about CSPS and GCcampus							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1F Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	14%	12%	18%	14%	14%	14%	23%
Neither agree nor disagree (4)	13%	11%	17%	12%	15%	18%	15%
Agree (5-7)	63%	69%	54%	64%	61%	57%	51%
Strongly disagree 1	3%	3%	2%	2%	3%	2%	2%
2	6%	5%	8%	6%	7%	5%	13%
3	5%	4%	8%	6%	5%	8%	8%
4	13%	11%	17%	12%	15%	18%	15%
5	16%	15%	17%	17%	13%	17%	17%
6	23%	27%	18%	23%	23%	22%	13%
Strongly agree 7	24%	28%	19%	24%	25%	18%	21%
Don't know/ Not sure	9%	8%	11%	9%	10%	11%	11%

I would recommend CSPS or GCcampus to friends or colleagues							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG1G Please indicate the extent to which you agree or disagree with the following statements about the Canada School of Public Service and GCcampus overall.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	6%	6%	7%	7%	6%	9%	4%
Neither agree nor disagree (4)	10%	8%	13%	10%	9%	8%	19%
Agree (5-7)	80%	82%	77%	80%	80%	83%	70%
Strongly disagree 1	1%	0%	2%	1%	1%	3%	0%
2	1%	1%	2%	1%	2%	3%	0%
3	4%	4%	3%	4%	3%	3%	4%
4	10%	8%	13%	10%	9%	8%	19%
5	19%	16%	23%	20%	16%	23%	23%
6	30%	30%	30%	29%	31%	32%	26%
Strongly agree 7	32%	37%	25%	31%	33%	28%	21%
Don't know/ Not sure	4%	4%	3%	3%	5%	0%	8%

Overall, how would you rate the performance of the Canada School of Public Service?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QG2							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Negative (1-3)	7%	5%	9%	7%	6%	6%	13%
Neither negative nor positive (4)	11%	9%	13%	11%	9%	9%	17%
Positive (5-7)	82%	85%	77%	81%	83%	83%	70%
Very negative 1	1%	0%	1%	0%	1%	2%	0%
2	2%	2%	3%	3%	1%	2%	4%
3	4%	3%	6%	4%	5%	3%	9%
4	11%	9%	13%	11%	9%	9%	17%
5	26%	18%	36%	26%	24%	37%	36%
6	37%	42%	30%	37%	37%	31%	28%
Very positive 7	19%	24%	11%	17%	22%	15%	6%
Don't know / Not sure	1%	1%	1%	1%	1%	2%	0%

If you were to guess, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
QG3							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	4%	2%	8%	6%	2%	5%	11%
21% to 40%	13%	9%	18%	11%	16%	12%	25%
41% to 60%	31%	34%	27%	32%	29%	26%	28%
61% to 80%	34%	37%	30%	34%	33%	32%	26%
81% to 100%	9%	11%	5%	7%	14%	8%	2%
Don't know / Not sure	9%	7%	13%	10%	6%	17%	8%

Providing relevant products and services							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q4A In each of the following respects, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	5%	1%	9%	5%	4%	6%	13%
21% to 40%	11%	8%	15%	11%	12%	14%	17%
41% to 60%	25%	24%	26%	29%	17%	26%	26%
61% to 80%	38%	42%	32%	35%	46%	34%	30%
81% to 100%	11%	15%	5%	10%	14%	5%	6%
Don't know/ Not sure	10%	9%	12%	11%	7%	15%	8%

Providing useful products and services							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q4B In each of the following respects, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	3%	1%	7%	4%	3%	5%	9%
21% to 40%	11%	8%	16%	12%	9%	15%	17%
41% to 60%	23%	21%	25%	25%	19%	25%	26%
61% to 80%	38%	44%	29%	35%	43%	31%	26%
81% to 100%	14%	17%	8%	12%	17%	8%	9%
Don't know/ Not sure	11%	9%	14%	12%	8%	17%	11%

Providing products and services that are easy to access							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q64C In each of the following respects, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	5%	3%	8%	5%	4%	6%	9%
21% to 40%	15%	13%	19%	15%	16%	15%	23%
41% to 60%	27%	28%	25%	30%	22%	22%	30%
61% to 80%	29%	32%	25%	28%	32%	31%	19%
81% to 100%	13%	15%	9%	10%	18%	8%	11%
Don't know/ Not sure	10%	8%	14%	11%	8%	18%	8%

Being well organized							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q64D In each of the following respects, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	6%	5%	8%	7%	5%	8%	9%
21% to 40%	13%	10%	16%	11%	15%	14%	19%
41% to 60%	29%	28%	31%	32%	25%	26%	38%
61% to 80%	29%	33%	22%	27%	33%	28%	15%
81% to 100%	12%	15%	6%	10%	14%	5%	8%
Don't know/ Not sure	11%	8%	16%	13%	8%	20%	11%

Providing a welcoming environment							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q4E In each of the following respects, what percentage of <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would you say have a positive opinion of the performance of the Canada School of Public Service?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
0 to 20%	4%	3%	4%	5%	1%	3%	6%
21% to 40%	8%	6%	11%	9%	7%	6%	17%
41% to 60%	19%	18%	20%	19%	19%	20%	21%
61% to 80%	32%	31%	34%	33%	31%	35%	32%
81% to 100%	24%	32%	13%	21%	32%	12%	13%
Don't know/ Not sure	13%	9%	18%	14%	11%	23%	11%

Which of the following best describes your experience accessing and using products and services offered by the Canada School of Public Service and GCcampus, either for yourself or on behalf of others in your organization?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH1							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very easy	27%	33%	19%	26%	29%	20%	17%
Somewhat easy	58%	55%	63%	60%	55%	60%	66%
Not very easy	12%	9%	17%	12%	12%	18%	15%
Not easy at all	2%	2%	2%	2%	3%	2%	2%
Don't know / Not sure	1%	2%	0%	1%	2%	0%	0%

Have you ever contacted the Canada School of Public Service or GCcampus with questions or issues related to a product or service they offer?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH2							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Yes	61%	46%	84%	63%	58%	80%	89%
No	36%	52%	12%	34%	40%	15%	8%
Don't know / Not sure	3%	2%	4%	4%	2%	5%	4%

How did you initially contact someone at the Canada School of Public Service or GCcampus?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH3							
Weighted Total:	96	96	0	71	25	0	0
Total:	106	106	0	78	28	0	0
Telephone	28%	28%	0%	33%	14%	0%	0%
Direct email	11%	11%	0%	8%	21%	0%	0%
Sent email to generic mailbox	22%	22%	0%	22%	21%	0%	0%
Social media	0%	0%	0%	0%	0%	0%	0%
GCconnex	0%	0%	0%	0%	0%	0%	0%
In person directly	8%	8%	0%	6%	14%	0%	0%
Walked to colleague's desk	5%	5%	0%	5%	4%	0%	0%
Went to help desk	0%	0%	0%	0%	0%	0%	0%
Client Contact Centre (CCC)	23%	23%	0%	23%	21%	0%	0%
Other (specify)	3%	3%	0%	3%	4%	0%	0%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

When did you last contact someone at the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH4							
Weighted Total:	96	96	0	71	25	0	0
Total:	106	106	0	78	28	0	0
Within the past month	26%	26%	0%	22%	39%	0%	0%
Within the past 3 months	14%	14%	0%	15%	11%	0%	0%
Between 3 and 6 months ago	8%	8%	0%	9%	7%	0%	0%
Between 6 months and a year ago	16%	16%	0%	15%	18%	0%	0%
Between 1 and 2 years ago	19%	19%	0%	22%	11%	0%	0%
More than 2 years ago	11%	11%	0%	14%	4%	0%	0%
Don't know / Not sure	5%	5%	0%	3%	11%	0%	0%

I was able to get a satisfactory answer to my question or problem							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH5A How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	53%	66%	42%	55%	48%	58%	26%
Describes somewhat	33%	25%	40%	32%	35%	29%	53%
Does not describe at all	11%	6%	15%	10%	12%	12%	19%
Don't know/ Not sure	3%	4%	2%	2%	5%	2%	2%

My question or problem was solved in a reasonable amount of time							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH5B How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	51%	66%	39%	52%	51%	48%	30%
Describes somewhat	31%	22%	38%	31%	31%	33%	45%
Does not describe at all	15%	9%	20%	16%	15%	17%	23%
Don't know/ Not sure	2%	3%	2%	2%	3%	2%	2%

The person I dealt with was knowledgeable							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH5C How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	58%	68%	49%	64%	43%	60%	38%
Describes somewhat	32%	21%	40%	27%	43%	33%	49%
Does not describe at all	6%	5%	7%	4%	10%	6%	9%
Don't know/ Not sure	5%	7%	3%	5%	4%	2%	4%

The person I dealt with provided good information and/or advice							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH5D How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	56%	70%	44%	59%	49%	54%	34%
Describes somewhat	34%	22%	43%	32%	38%	35%	53%
Does not describe at all	6%	3%	8%	5%	7%	6%	11%
Don't know/ Not sure	5%	6%	4%	4%	6%	6%	2%

The person I dealt with understood my needs							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QHSE How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	59%	70%	49%	61%	53%	60%	38%
Describes somewhat	29%	20%	37%	27%	34%	23%	53%
Does not describe at all	8%	3%	12%	8%	8%	17%	6%
Don't know/ Not sure	4%	8%	1%	4%	4%	0%	2%

The person I dealt with was courteous							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH5F How well do each of the following statements describe the experience you had when contacting the Canada School of Public Service or GCcampus with questions or issues related to learning needs?							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
Describes completely	84%	82%	86%	86%	79%	87%	85%
Describes somewhat	10%	9%	11%	8%	16%	12%	11%
Does not describe at all	2%	3%	2%	3%	2%	2%	2%
Don't know/ Not sure	3%	6%	1%	3%	3%	0%	2%

In total, how long did it take to answer your question or solve your problem after initially contacting someone at the Canada School of Public Service or GCcampus?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH6							
Weighted Total:	213	96	117	147	66	61	55
Total:	205	106	99	143	62	52	47
My question or problem has not been resolved	8%	5%	11%	7%	10%	8%	15%
Within 1 day	39%	52%	28%	44%	28%	38%	17%
Within a few days	28%	25%	31%	22%	41%	25%	38%
Within a week	8%	5%	10%	10%	2%	10%	11%
Within a few weeks	5%	5%	6%	6%	4%	8%	4%
Within a month	0%	1%	0%	1%	0%	0%	0%
Longer than 1 month	2%	1%	2%	1%	2%	2%	2%
Don't know / Not sure	10%	8%	11%	8%	13%	10%	13%

What is your preferred channel of contact?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QH8							
Weighted Total:	209	96	113	145	64	58	55
Total:	202	106	96	141	61	49	47
Telephone	26%	22%	30%	24%	32%	27%	34%
Email	66%	68%	65%	70%	58%	69%	60%
GCtools (for example, GCconnex, GCpedia)	0%	1%	0%	1%	0%	0%	0%
Social media	0%	1%	0%	0%	1%	0%	0%
In person directly	3%	7%	0%	3%	3%	0%	0%
Other (specify)	4%	2%	5%	3%	5%	4%	6%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Which of the following ways, if any, would be best for the Canada School of Public Service or GCcampus to use in order to reach <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> with information about their products and services?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
Q11							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Canada School of Public Service website	62%	67%	54%	61%	63%	54%	55%
GCcampus	59%	67%	47%	61%	55%	42%	55%
Email	69%	69%	69%	69%	71%	68%	72%
Social media	36%	50%	14%	36%	34%	11%	19%
GCpedia and/or GCconnex	42%	52%	26%	45%	35%	31%	21%
Intranet	32%	35%	29%	34%	29%	31%	26%
A mobile app	28%	33%	19%	28%	26%	14%	26%
Other (specify)	9%	7%	13%	11%	6%	8%	19%
Don't know / Not sure	3%	2%	5%	2%	5%	5%	6%

If the Canada School of Public Service or GCcampus had a mobile app, how likely do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be to download it?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
Q12							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very likely	18%	23%	12%	18%	19%	14%	9%
Somewhat likely	34%	32%	37%	31%	41%	40%	34%
Not very likely	27%	29%	24%	30%	21%	23%	25%
Not at all likely	8%	6%	10%	8%	8%	5%	17%
Don't know / Not sure	13%	10%	17%	14%	11%	18%	15%

Why don't you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would download a mobile app?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q13							
Weighted Total:	121	74	47	89	32	21	26
Total:	121	81	40	88	33	18	22
Other (specify)	78%	74%	85%	77%	83%	89%	82%
Don't know / Not sure	22%	26%	15%	23%	17%	11%	18%

Podcasts							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14A How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	28%	32%	23%	27%	31%	22%	25%
Somewhat interested	33%	34%	32%	35%	31%	31%	34%
Not very interested	14%	13%	14%	13%	15%	17%	9%
Not at all interested	5%	4%	8%	6%	4%	5%	11%
Don't know/ Not sure	19%	16%	24%	19%	20%	26%	21%

Videos							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14B How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	31%	33%	28%	30%	34%	26%	30%
Somewhat interested	44%	46%	42%	44%	45%	48%	36%
Not very interested	8%	8%	7%	9%	6%	8%	6%
Not at all interested	5%	4%	8%	6%	5%	5%	11%
Don't know/ Not sure	11%	9%	15%	12%	10%	14%	17%

Information about events, courses and other products							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14C How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	41%	45%	36%	38%	47%	43%	26%
Somewhat interested	35%	36%	33%	36%	33%	31%	36%
Not very interested	9%	8%	11%	10%	7%	9%	13%
Not at all interested	4%	3%	7%	5%	4%	3%	11%
Don't know/ Not sure	11%	9%	14%	11%	9%	14%	13%

Course materials							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14D How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	28%	28%	27%	24%	35%	34%	19%
Somewhat interested	39%	36%	43%	39%	39%	43%	43%
Not very interested	16%	19%	13%	18%	13%	9%	17%
Not at all interested	5%	5%	4%	6%	3%	2%	8%
Don't know/ Not sure	12%	12%	13%	13%	11%	12%	13%

Online courses through the app							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14E How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	30%	30%	29%	27%	37%	32%	25%
Somewhat interested	36%	34%	39%	35%	37%	45%	32%
Not very interested	13%	14%	12%	16%	7%	8%	17%
Not at all interested	7%	8%	6%	8%	6%	2%	11%
Don't know/ Not sure	14%	14%	14%	14%	14%	14%	15%

Blogs							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14F How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	12%	16%	7%	11%	16%	3%	11%
Somewhat interested	39%	39%	40%	40%	38%	46%	32%
Not very interested	23%	25%	20%	24%	21%	18%	23%
Not at all interested	9%	8%	11%	10%	8%	8%	15%
Don't know/ Not sure	16%	12%	22%	16%	16%	25%	19%

Job Aids (downloadable materials)							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14G How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	37%	40%	31%	35%	39%	34%	28%
Somewhat interested	37%	33%	43%	37%	37%	42%	45%
Not very interested	12%	14%	8%	12%	10%	9%	8%
Not at all interested	5%	4%	7%	5%	6%	5%	9%
Don't know/ Not sure	10%	9%	10%	10%	8%	11%	9%

Live webcast events							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14H How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	34%	34%	34%	31%	40%	35%	32%
Somewhat interested	38%	39%	36%	38%	38%	40%	32%
Not very interested	10%	12%	7%	11%	8%	5%	9%
Not at all interested	5%	4%	7%	6%	4%	5%	9%
Don't know/ Not sure	13%	11%	16%	14%	10%	15%	17%

eBooks							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q141 How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	26%	28%	23%	24%	30%	29%	15%
Somewhat interested	38%	37%	39%	37%	38%	38%	40%
Not very interested	17%	17%	16%	18%	13%	12%	21%
Not at all interested	6%	6%	8%	7%	5%	6%	9%
Don't know/ Not sure	14%	13%	14%	13%	14%	14%	15%

Case studies							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14J How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	17%	17%	17%	18%	14%	20%	13%
Somewhat interested	34%	35%	33%	32%	40%	29%	38%
Not very interested	23%	23%	23%	25%	18%	23%	23%
Not at all interested	11%	11%	10%	12%	9%	9%	11%
Don't know/ Not sure	15%	14%	17%	13%	19%	18%	15%

Personalized information and updates							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
Q14K How interested do you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would be in the following features, if they were available on a mobile app provided by the Canada School of Public Service or GCcampus?							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Very interested	33%	35%	30%	31%	37%	32%	26%
Somewhat interested	36%	37%	34%	35%	37%	28%	42%
Not very interested	12%	11%	13%	13%	10%	15%	9%
Not at all interested	5%	4%	7%	6%	3%	5%	9%
Don't know/ Not sure	14%	12%	17%	14%	13%	20%	13%

Are there any other features that you think <[CSPS]public servants[POC, POC Delegate, LC, RTC]public servants in your organization> would want to be included on a mobile app provided by the Canada School of Public Service or GCcampus?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/Small/Med	Large
Q15							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Other (specify)	23%	25%	19%	22%	24%	18%	21%
Don't know / Not sure	77%	75%	81%	78%	76%	82%	79%

For many public servants, work responsibilities don't leave enough time to pursue continuous learning opportunities							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ2A Please indicate whether you agree or disagree with the following statements using the scale provided.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	7%	4%	11%	7%	8%	14%	8%
Neither agree nor disagree (4)	9%	8%	11%	8%	11%	6%	17%
Agree (5-7)	80%	83%	76%	80%	79%	78%	74%
Strongly disagree 1	1%	0%	2%	1%	1%	2%	2%
2	2%	2%	3%	1%	5%	5%	2%
3	4%	3%	6%	5%	2%	8%	4%
4	9%	8%	11%	8%	11%	6%	17%
5	18%	20%	15%	20%	14%	23%	6%
6	28%	27%	30%	27%	32%	29%	30%
Strongly agree 7	34%	36%	31%	34%	34%	26%	38%
Don't know/ Not sure	4%	5%	2%	5%	2%	2%	2%

Many public servants, particularly older ones, don't see the need for continuous learning opportunities							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ2B Please indicate whether you agree or disagree with the following statements using the scale provided.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	39%	36%	42%	38%	41%	45%	40%
Neither agree nor disagree (4)	15%	16%	14%	16%	15%	14%	15%
Agree (5-7)	34%	37%	28%	32%	38%	26%	30%
Strongly disagree 1	16%	14%	20%	13%	23%	23%	17%
2	13%	15%	9%	16%	7%	9%	9%
3	9%	7%	13%	9%	11%	12%	13%
4	15%	16%	14%	16%	15%	14%	15%
5	15%	18%	10%	14%	16%	9%	11%
6	10%	10%	11%	11%	10%	11%	11%
Strongly agree 7	8%	10%	7%	7%	12%	6%	8%
Don't know/ Not sure	12%	10%	15%	15%	7%	15%	15%

Many public servants would prefer to pursue learning opportunities at a school or university outside of the Government of Canada							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ2C Please indicate whether you agree or disagree with the following statements using the scale provided.							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Disagree (1-3)	27%	29%	25%	26%	29%	25%	25%
Neither agree nor disagree (4)	18%	18%	17%	20%	14%	22%	11%
Agree (5-7)	38%	38%	39%	38%	38%	34%	45%
Strongly disagree 1	5%	5%	5%	3%	8%	3%	8%
2	8%	10%	5%	9%	7%	5%	6%
3	14%	14%	14%	14%	14%	17%	11%
4	18%	18%	17%	20%	14%	22%	11%
5	19%	17%	22%	20%	18%	25%	19%
6	13%	15%	10%	13%	13%	6%	15%
Strongly agree 7	6%	6%	7%	6%	7%	3%	11%
Don't know/ Not sure	17%	15%	19%	16%	19%	20%	19%

Within my organization, there are people in supervisory or management roles who are not supportive of continuous learning opportunities							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ2D Please indicate whether you agree or disagree with the following statements using the scale provided.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	58%	0%	58%	50%	71%	72%	40%
Neither agree nor disagree (4)	8%	0%	8%	11%	5%	6%	11%
Agree (5-7)	24%	0%	24%	26%	19%	15%	34%
Strongly disagree 1	26%	0%	26%	21%	36%	34%	17%
2	19%	0%	19%	20%	19%	22%	17%
3	12%	0%	12%	9%	17%	17%	6%
4	8%	0%	8%	11%	5%	6%	11%
5	13%	0%	13%	16%	7%	6%	21%
6	8%	0%	8%	7%	10%	8%	8%
Strongly agree 7	3%	0%	3%	4%	2%	2%	6%
Don't know/ Not sure	10%	0%	10%	13%	5%	6%	15%

There are enough learning opportunities available in my organization without going to the Canada School of Public Service or GCcampus							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ2E Please indicate whether you agree or disagree with the following statements using the scale provided.							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Disagree (1-3)	62%	0%	62%	54%	76%	74%	47%
Neither agree nor disagree (4)	19%	0%	19%	24%	10%	14%	25%
Agree (5-7)	18%	0%	18%	21%	12%	11%	26%
Strongly disagree 1	34%	0%	34%	28%	45%	42%	25%
2	18%	0%	18%	18%	17%	23%	11%
3	10%	0%	10%	8%	14%	9%	11%
4	19%	0%	19%	24%	10%	14%	25%
5	11%	0%	11%	13%	7%	5%	19%
6	4%	0%	4%	5%	2%	5%	4%
Strongly agree 7	3%	0%	3%	3%	2%	2%	4%
Don't know/ Not sure	2%	0%	2%	1%	2%	2%	2%

Are there any products or services that you would be particularly interested in seeing from the Canada School of Public Service or GCcampus in the future?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QJ3							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Other (specify)	44%	40%	51%	45%	43%	40%	64%
Don't know / Not sure	56%	60%	49%	55%	57%	60%	36%

In which of the following regions or provinces do you work?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
OREGION							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
National Capital Region (Ottawa or Gatineau)	68%	70%	64%	100%	0%	58%	72%
British Columbia	1%	1%	1%	0%	3%	0%	2%
Alberta	2%	2%	1%	0%	5%	2%	0%
Saskatchewan	1%	0%	1%	0%	2%	0%	2%
Manitoba	2%	0%	3%	0%	5%	3%	4%
Ontario	11%	10%	13%	0%	35%	15%	9%
Quebec	12%	11%	13%	0%	36%	18%	6%
New Brunswick	2%	2%	1%	0%	5%	0%	2%
Nova Scotia	1%	1%	1%	0%	3%	0%	2%
Prince Edward Island	1%	1%	2%	0%	4%	2%	2%
Newfoundland and Labrador	0%	0%	0%	0%	0%	0%	0%
Yukon	0%	0%	0%	0%	0%	0%	0%
NorthWest Territories	0%	0%	0%	0%	0%	0%	0%
Nunavut	0%	0%	1%	0%	1%	2%	0%
Outside of Canada	0%	0%	0%	0%	0%	0%	0%
Other, please specify :	0%	0%	0%	0%	0%	0%	0%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Calculated age							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QAGEMIX							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
18 to 24 years	5%	7%	1%	3%	8%	2%	0%
25 to 34 years	14%	15%	12%	14%	14%	15%	8%
35 to 44 years	29%	27%	31%	26%	34%	32%	28%
45 to 54 years	32%	26%	41%	35%	26%	37%	45%
55 to 64 years	15%	17%	10%	16%	11%	8%	13%
65 years or older	1%	1%	2%	0%	3%	3%	0%
I prefer not to say	5%	6%	4%	5%	4%	3%	6%

What is your gender?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QGENDER							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Male	20%	26%	12%	23%	14%	11%	13%
Female	76%	70%	86%	73%	83%	88%	83%
Other (specify)	0%	0%	0%	0%	0%	0%	0%
I prefer not to say	3%	3%	3%	3%	3%	2%	4%

I am a ...							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QORG							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Canada School of Public Service employee	60%	100%	0%	62%	56%	0%	0%
Departmental Point of Contact (POC)	17%	0%	42%	17%	16%	46%	36%
Departmental Point of Contact Delegate (Delegate)	3%	0%	8%	4%	2%	5%	13%
Organizational Learning Coordinator (LC)	4%	0%	11%	3%	7%	18%	2%
Departmental Required Training Coordinator (RTC)	16%	0%	39%	14%	19%	31%	49%

What is the size of your organization?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QSIZE							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Micro, less than 200 employees	11%	6%	19%	9%	15%	34%	0%
Small, between 200 and 499 employees	20%	23%	15%	18%	24%	28%	0%
Medium, between 500 and 1,999 employees	49%	68%	21%	52%	45%	38%	0%
Large, more than 2,000 employees	20%	3%	45%	21%	17%	0%	100%

What is the size of your organization?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QSIZEX							
Weighted Total:	139	0	139	90	50	77	63
Total:	118	0	118	76	42	65	53
Micro, less than 200 employees	19%	0%	19%	20%	17%	34%	0%
Small, between 200 and 499 employees	15%	0%	15%	12%	21%	28%	0%
Medium, between 500 and 1,999 employees	21%	0%	21%	18%	26%	38%	0%
Large, more than 2,000 employees	45%	0%	45%	50%	36%	0%	100%

Which of the following best describes how recently you entered management in the public service?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QLEVEL1							
Weighted Total:	45	25	20	38	6	9	11
Total:	44	27	17	38	6	8	9
I am not a manager	32%	30%	35%	29%	52%	25%	44%
Within the past year	4%	7%	0%	5%	0%	0%	0%
Within the past 3 years	8%	15%	0%	7%	14%	0%	0%
More than 3 years ago	56%	48%	65%	59%	33%	75%	56%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

For how many years have you worked as a public servant?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QTENURE							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Less than a year	6%	10%	1%	4%	10%	0%	2%
Between 1 and 2 years	6%	7%	3%	4%	10%	5%	2%
Between 2 and 3 years	2%	2%	2%	1%	4%	2%	2%
Between 3 and 5 years	2%	2%	3%	1%	5%	2%	4%
Between 5 and 10 years	16%	16%	16%	15%	17%	18%	13%
Between 10 and 20 years	43%	41%	47%	47%	35%	49%	43%
More than 20 years	25%	22%	29%	27%	20%	25%	34%
Don't know / Not sure	0%	0%	0%	0%	0%	0%	0%

Do any public servants currently report directly to you?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
OSUPERVI							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Yes	36%	30%	47%	40%	28%	46%	47%
No	63%	70%	53%	60%	70%	54%	53%
Don't know / Not sure	1%	1%	0%	0%	2%	0%	0%

How many public servants report directly to you?							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
OSUPERVI1							
Weighted Total:	126	61	65	94	31	35	29
Total:	122	67	55	91	31	30	25
1-2	28%	36%	20%	28%	28%	20%	20%
3-4	27%	34%	20%	28%	25%	27%	12%
5-6	23%	16%	29%	20%	31%	27%	32%
7+	22%	13%	31%	25%	16%	27%	36%

How many public servants report to you either directly or indirectly (reporting to someone who reports to you)? If you don't know the precise number, please provide an approximation.							
	Organization			Region		Organization Size	
	Total	CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QSUPERV12							
Weighted Total:	118	55	63	88	30	34	28
Total:	114	61	53	84	30	29	24
1-2	26%	31%	21%	23%	32%	24%	17%
3-4	17%	26%	9%	17%	19%	14%	4%
5-10	26%	25%	26%	28%	18%	34%	17%
11-30	19%	16%	21%	19%	17%	17%	25%
31+	13%	2%	23%	12%	15%	10%	38%

Which of the following best reflects the highest level of education you have obtained?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QEDUCATION							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
Less than a high school diploma	0%	0%	0%	0%	0%	0%	0%
A high school diploma or equivalent	8%	11%	4%	9%	7%	6%	2%
Registered apprenticeship or other trade certificate or diploma	3%	3%	3%	3%	1%	5%	0%
College, CEGEP, or other non-university certificate or diploma	17%	18%	17%	15%	23%	14%	21%
University certificate or diploma below bachelor's level	6%	7%	5%	4%	9%	2%	9%
Bachelor's degree	42%	34%	53%	42%	41%	57%	49%
Postgraduate degree above bachelor's level	20%	24%	14%	23%	14%	15%	13%
I prefer not to say	4%	4%	3%	3%	5%	2%	6%

Do any of the following apply to you?							
	Total	Organization		Region		Organization Size	
		CSPS	Other	NCR	RoC	Micro/ Small/Med	Large
QEEQUITY							
Weighted Total:	348	209	139	236	112	77	63
Total:	348	230	118	237	111	65	53
I identify as an Indigenous person	4%	3%	5%	5%	2%	6%	4%
I am a visible minority	11%	10%	13%	11%	11%	11%	15%
I am a person with a disability	5%	5%	4%	5%	5%	3%	6%
None of the above	75%	77%	70%	75%	73%	69%	72%
I prefer not to say	7%	6%	8%	5%	10%	11%	6%