

2017 Client Experience Survey

Detailed Methodology

Rationale for Telephone Survey Methodology

The objective of the Client Experience Survey is to assess the extent to which the current service design works for clients as they access federal programs through Service Canada's service delivery system. To do this Service Canada required information from clients on how easily and effectively they could complete the stages of the client journey, which combinations of service channels they used, and their satisfaction with the overall process of applying for the program from awareness to initial decision.

Clients who had completed a client journey were selected from the administrative databases using a random sampling strategy, with stratification by program. At the time of sample selection, client e-mail addresses were not captured precluding an efficient way to electronically invite a random selection of clients to complete the survey. With telephone numbers available for the vast majority of clients, a telephone survey was chosen as the method. In future, if Service Canada collects e-mail contact information from clients, the survey can be administered through a combination of telephone and e-mailed methods which can increase the efficiency of the data collection.

Note that conducting an online survey without using a sampling strategy to identify clients from the known client universe would collect data that are highly subject to self-selection bias, potentially substantially altering results. This potential bias could be stronger for programs where accessibility issues could be an important barrier to filling in online questionnaires.

Definition of "Client" for Sample Selection

As mentioned above, the target audience of the survey was clients who had completed a client journey. This definition permitted analysis of what challenges clients experienced during the client journey, and where in the process they experienced them.

Clients of Employment Insurance, Social Insurance Number, the Canada Pension Plan (Retirement and Survivors' Pensions), Old Age Security Benefit, the Guaranteed Income Supplement, and the Canada Pension Plan Disability Benefit were included in the target audience as they represent the large majority of Service Canada clients accessing federal programs, and who are accessible to ESDC for sampling purposes.

Clients of the Passport Program, the large majority of whom are served by Service Canada, were not included because the authority to access the client database rests with Immigration, Refugees and Citizenship Canada (IRCC) rather than ESDC. However, IRCC regularly conducts a similar survey with its Passport Program clientele. Effort was made by ESDC and IRCC to align key questions between the surveys for some comparison, given slightly differing constraints on sample selection.

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Similarly, the service provided by the National Student Loans Service Centre for the Canada Student Loans Program is currently measured through a separate survey as it is designed to meet the needs of the contract with the service provider.

ESDC programs such as the Apprenticeship Completion Grant with particularly small clientele were not included in this baseline survey as their size precludes their results from being evident in the overall findings, and because reaching these clients expends survey resources at an elevated rate. Finally, clients of grants and contributions programs whose direct clients are organizations and employers were not included in this survey, as the target audience is individual members of the public.

Within the parameters of the 15-minute questionnaire, the scope of the client journey that was examined included the stages at which clients gathered information about the program, completed and submitted an application, and, if applicable, followed up on an application prior to receiving an initial decision. Clients who reported requesting reconsideration after receiving an initial decision were identified, however the reconsideration process was not examined due to the questionnaire space limitations and the small proportion of clients who are identified in the databases as having requested reconsideration.

The sample selection uses a definition of “clients who completed a client journey” that is consistently applied across the major programs, taking into account the differences in the types of information held in each database.

Specifically, clients aged 18 years or older were selected from each program using the following criteria:

Program	Universe Start Date	Universe End Date	Decision Date Data Element	Additional Detail
CPP	May 2017	June 2017	Application date (reflects the date the application was processed/decision was made)	Benefit status is in pay or denied Excluded: <ul style="list-style-type: none">Records where the individual was converted from CPP-D to CPP (no application for CPP)Benefit types related to minorsClients living outside Canada
CPP-D	April 2017	July 2017	Application date (reflects the date the application was processed/decision was made)	Benefit status is in pay or denied <ul style="list-style-type: none">Benefit types related to minorsClients living outside Canada

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Program	Universe Start Date	Universe End Date	Decision Date Data Element	Additional Detail
GIS	January 2017	June 2017	Entitlement date (reflects the date the client went into pay for GIS and is one month following the date the client is sent an entitlement letter) Drawn from the OAS/GIS universe	Exclusions: <ul style="list-style-type: none"> • Clients with trustees • Spousal Allowance (clientele too small for questions on this service experience alone)
OAS	January 2017	June 2017	OAS entitlement date (one month after OAS auto-enrol clients receive an entitlement letter)	Exclusions: <ul style="list-style-type: none"> • Clients with trustees
SIN	April 2017	June 2017	Date of Issue	Exclusions: <ul style="list-style-type: none"> • SIN at birth (no phone numbers) • Excludes those that had a temporary SIN and had since left the country
EI	March 2017	June 2017	Assumes a benefit decision date of one to 28 days after the Benefit Commencement Date (eligibility date)	Exclusions: <ul style="list-style-type: none"> • Parents of murdered and missing children • Compassionate care • Skeleton claims • Renewals

Clients were included in the universe if they had experienced the client journey up to at least receiving an initial decision, using the data fields above. Separate client experience data collection in each channel that asks clients immediately after the service interactions whether they were able to complete their intended tasks would provide complementary information on individual channel performance and task completion.

Reference Period

Below is a graphic representation of the periods over which the clients selected for the survey received an initial decision. Most clients surveyed received the decision over the months of April, May and June, however the sample period of some programs was longer in order to extract sufficient sample to achieve 650 completed interviews for each program. When

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surveyed, clients were asked to think of their experience in the previous year with Service Canada related to the program (for which they had recently received a decision).

The common month among all programs was May, 2017. Client volumes in the administrative databases of each program for this month, using the survey definition of client described above, were used to calculate the distribution of clients among the programs in the client universe. This distribution was applied to the completed survey to ensure that the balance of the clients among the programs in the completed survey sample reflected the balance in the Service Canada clientele. The client volumes in the month of May are not atypical of average monthly volumes for each program, using the above definition.

Months in Which Clients Received Initial Decision

Program	January	February	March	April	May	June	July
CPP							
CPP-d							
OAS/GIS							
SIN							
EI							

Sampling Strategy

The random selection of clients from the administrative databases was stratified by program and province/territory. Whereas clients in the population universe occur in small numbers for programs such as CPP-D and GIS, approximately 600 respondents of each program were interviewed in order allow analysis with some reliability of whether there were challenges in every program or only some programs.

The sample was stratified by region in order that the completed survey reflected the distribution of clients across the regions. The client's region was identified by where the client lived using the postal code from the administrative databases.

In order to provide results for clients in vulnerable groups that occur in small numbers in the client universe, namely those living in remote areas and official language minority community members (OLMC), with an acceptable degree of reliability, these groups were oversampled. A minimum of 200 completed questionnaires was achieved for each of these smaller groups. More than 200 responses from Indigenous clients were achieved without oversampling this group.

Weighting / Risk of Non-response Bias

If there is no systematic bias in responding to the survey, the profile of the survey participants for each sample source would be very similar to the population profile within normal sampling

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error. The tables below demonstrate that in most cases, the survey sample was similar to the universe with respect to age and gender. The only subgroup where a larger gap appears is within those aged 18 to 30 years in Quebec for the EI program. While those gaps are not unreasonably large, they imply the use of slightly heavier weights. Aside from this, the sample and client universe are very similar, indicating that non-response bias was likely not an important issue for this research.

To correct for any differences between the survey sample and the actual client universe, the survey data were weighted. The data were also weighted by program because smaller programs were oversampled. Further, the vulnerable groups that are found in small numbers in the population, and who were also oversampled, were weighted back to their actual or estimated proportions in the client universe.

The weighting of the completed survey sample into proportion with the universe of ESDC clients was implemented using a multi-tiered. Steps in the weighting comprise:

1. Adjust to the universe proportions of age/gender within region for each program.
2. Weight over-sampled populations back into proportion to their presence in the universe.
3. Weight the number respondents in each program in proportion to the total number of clients.
4. Weight the number respondents by each region in proportion to the total number of clients.

Note that while CPP and CPP-D are not administered in Quebec, a small number of clients responded to the questionnaire (six and seven, respectively). These clients were left in the completed sample as they could have moved to Quebec between the time that the sample was drawn and the survey administered, however their numbers were not weighted due to their small size.

Adjust to the universe proportions of age/gender within region for each program.

In the first phase of the weighting, the sample of respondents was weighted in proportion to the universe by age within gender within region, for each program as shown below. The universe proportions used to develop the targets are based on data extracts provided by ESDC.

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Employment Insurance (EI)

	Ontario		Quebec		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey	Universe	Survey
18-30-Male	12%	10%	14%	5%	19%	13%	14%	15%
18-30-Female	15%	12%	10%	5%	15%	13%	10%	12%
31-59-Male	31%	22%	37%	37%	31%	36%	38%	40%
31-59-Female	33%	42%	27%	31%	27%	29%	23%	23%
60+-Male	6%	9%	8%	14%	5%	5%	10%	5%
60+-Female	4%	6%	4%	8%	3%	5%	4%	5%

Canada Pension Plan (Retirement)

	Ontario		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey
Under 69 Male	33%	41%	35%	41%	34%	42%
Under 69 Female	42%	49%	44%	47%	42%	52%
70+-Male	8%	4%	7%	7%	7%	2%
70+-Female	17%	7%	14%	6%	16%	5%

Canada Pension Plan (Disability)

	Ontario		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey
Under 59 Male	48%	37%	45%	36%	48%	36%
Under 59 Female	37%	45%	37%	43%	42%	53%
60+-Male	8%	10%	8%	12%	4%	7%
60+-Female	7%	7%	10%	9%	6%	3%

Old Age Security (OAS)

	Ontario		Quebec		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey	Universe	Survey
Male	49%	55%	51%	55%	49%	69%	52%	43%
Female	52%	45%	49%	45%	51%	32%	48%	58%

Guaranteed Income Supplement (GIS)

	Ontario		Quebec		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey	Universe	Survey
Male	42%	46%	44%	50%	43%	44%	47%	46%
Female	58%	55%	56%	50%	57%	56%	53%	53%

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Social Insurance Number (SIN)

	Ontario		Quebec		West/T		East	
	Universe	Survey	Universe	Survey	Universe	Survey	Universe	Survey
18-30-Male	29%	23%	27%	26%	25%	25%	24%	30%
18-30-Female	26%	21%	23%	15%	26%	23%	21%	15%
31-59-Male	18%	20%	23%	26%	20%	16%	20%	20%
31-59-Female	18%	21%	20%	25%	22%	25%	25%	28%
60+ Male	4%	5%	2%	3%	3%	6%	4%	3%
60+ Female	5%	10%	4%	6%	5%	5%	6%	5%

OAS and GIS were only weighted by gender within region as the age distribution of program clients did not necessitate a more detailed weighting scheme.

Weight over-sampled populations back into proportion to their presence in the universe.

As mentioned in the sampling strategy, additional interviews were conducted with two groups:

1. OLMC respondents, who are those living in Quebec who identified as comfortable in speaking English but not French, and those living outside of Quebec who identified as comfortable in speaking French but not English. These respondents were identified as OLMC during the interview. To conduct the oversample, telephone numbers in postal codes with higher concentrations of OLMC residents were selected, and then qualifying respondents were identified during the interview. During the oversample phase, respondents who did not qualify as OLMC were not interviewed.
2. Respondents living in remote locations were also oversampled. These respondents were pre-identified in the sample provided by the client as having a postal code that corresponds with remote geography according to Statistics Canada definitions.

In the second phase of the weighting, the proportion of OLMC and remote respondents was weighted back to the estimated proportion in the universe, based on the completed sample before oversampling, and on the random client extract provided by ESDC, respectively.

As a precise indicator for OLMC clients was not available, the proportion was estimated based on the incidence determined during interviewing of the representative sample. This was adjusted based on the responses obtained during the oversample, as some areas supported larger proportions of OLMC clients that the rep sample results indicated. The universe counts for remote respondents were developed based on the sample files provided by ESDC.

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Employment Insurance (EI)

OLMC	Ontario		Quebec		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	1%	2%	11%	16%	1%	3%	18%	36%
No	99%	98%	89%	84%	99%	97%	82%	64%

Remote	Overall	
	Universe estimate	Survey
Remote	4%	7%
Not remote	96%	93%

Canada Pension Plan (Retirement)

OLMC	Ontario		Quebec		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	1%	1%		50%	0%	0%	23%	53%
No	99%	99%		50%	100%	100%	77%	47%

Remote	Overall	
	Universe estimate	Survey
Remote	3%	5%
Not remote	98%	95%

Canada Pension Plan (Disability)

OLMC	Ontario		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	1%	1%	1%	1%	11%	22%
No	99%	99%	99%	99%	89%	78%

Remote	Overall	
	Universe estimate	Survey
Remote	3%	7%
Not remote	97%	93%

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Old Age Security (OAS)

OLMC	Ontario		Quebec		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	1%	5%	7%	12%	1%	1%	6%	18%
No	99%	95%	93%	88%	99%	99%	94%	82%

Remote	Overall	
	Universe estimate	Survey
Remote	2%	3%
Not remote	98%	97%

Guaranteed Income Supplement (GIS)

OLMC	Ontario		Quebec		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	2%	3%	9%	15%	2%	1%	8%	21%
No	98%	97%	91%	85%	98%	99%	92%	79%

Remote	Overall	
	Universe estimate	Survey
Remote	2%	4%
Not remote	98%	96%

Social Insurance Number (SIN)

OLMC	Ontario		Quebec		West/T		Atlantic	
	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey	Universe estimate	Survey
Yes	0%	0%	2%	4%	0%	0%	0%	0%
No	100%	100%	98%	96%	100%	100%	100%	100%

Remote	Overall	
	Universe estimate	Survey
Remote	2%	4%
Not remote	98%	96%

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Weight the number respondents in each program in proportion to the total number of clients.

In the third phase of the weighting, the proportion of respondents by program was weighted in proportion to the overall volume of clients within each program. This enables the resultant data to reflect the overall population of clients across the programs when viewing overall satisfaction and other statistics.

	Client Universe Size (May 2017)	Universe	Survey sample size	Survey
EI	127521	48%	703	18%
CPP (R)	25166	10%	652	16%
CPP (D)	5433	2%	658	16%
OAS	24486	9%	672	17%
GIS	4048	2%	712	18%
SIN	76794	29%	604	15%

263448

Weight the number respondents by each region in proportion to the total number of clients.

In the final phase of the weighting, the proportion of respondents was weighted in proportion to the overall volume of clients within each region of the country (Ontario, Quebec, West/Territories, Atlantic). This enables the resultant data to reflect the overall population of clients by region when viewing overall satisfaction and other statistics.

Region	Universe	Survey
Ontario	37%	35%
Quebec	18%	28%
West/T	34%	27%
Atlantic	11%	9%

Limitations

Missing Phone Numbers

An estimated fifteen to twenty percent of records in each program database were missing phone numbers. These cases were maintained in the sample for the purposes of determining the distribution of clients in the universe across remote, rural and urban locations, and for response rate calculation. The weighting process described above addresses possible biases in responses created by the inability to give these clients an equal chance of responding to the survey.

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Validity

Validity refers to the ability of the questions to measure what they intend to measure. Results of questions whose responses indicated that their validity was questionable were not reported in the body of the report. Four questions fell into this category and are discussed below.

1-800 O Canada

Clients who used the phone channel at a particular stage in the client journey were asked whether they had used 1 800 O Canada, a specialized call centre or both. 1 800 O Canada provides general information on programs which is useful at the aware stage, while specialized call centres generally provide information on claims or applications that have been submitted. Descriptions of the service delivered by each were provided to clients who asked what the difference was. A satisfaction question was included in the questionnaire for 1 800 O Canada.

However, knowing that at the end of the service experience, clients might more readily remember the more recent and, to them, potentially more weighty phone interaction provided by the specialized call centre, it was understood that respondents might misidentify call centres as 1 800 O Canada. Therefore, a second question was asked as a verification mechanism. Because 1 800 O Canada answers calls within three rings, the second question asked whether clients waited a reasonable amount of time to speak to an agent. Only slightly more than half the respondents reported that the wait was reasonable, similar to the results for specialized call centres. As such, the satisfaction figure for 1 800 O Canada was not considered accurate, and not reported as a performance measure. Satisfaction with 1 800 O Canada is best assessed immediately after the service interaction.

Data collected on channel performance following the service interaction will always have greater validity than data collected several months after the fact, however the data collected from a survey of all clients delivers representative results, which are challenging to obtain through mechanisms that collect data within the channels due to increased self-selection bias (those with a strong desire to provide feedback respond).

Note that respondents reporting on the specialized call centres were identified in the same way as in the 2016 Client Survey for Employment Insurance. As such, the results of the two for specialized call centres are comparable.

Deviating scales

While efforts were made to frame questions using neutral phrasing, for example, “How easy or difficult was it to...” in some cases the most efficient phrasing method was to ask whether

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respondents agreed or disagreed with statements. In the two cases where the statements shifted from positive to negative a substantial proportion of respondents provided the same ranking as for positive statements, indicating that they may not have noticed the shift. Because this dynamic would over-inflate the identification of problem areas, the results for these two questions were not reported in the body of the report. They were, “How much do you agree or disagree that you received conflicting information from different agents,” and “How much do you agree or disagree that you had to keep following up to get information.”

Lag time

The time lag between receiving a decision and answering the questionnaire was at least three months. This gap in time was created by avoiding survey administration during the summer months when response rates are typically lower, and by avoiding drawing the GIS sample in July when it is not possible to identify recent clients. Drawing the sample after the summer may reduce the lag time, notwithstanding that one month’s lag is required for ESDC staff to manually clean the Employment Insurance sample to match the survey definition of client, as described above.

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Survey Questionnaire

Questionnaire Versions

Questionnaire Versions

For each of the questionnaire versions, please insert the corresponding ABBREV or PROGRAM NAME as detailed for questionnaire insertions.

Pour chacune des versions du questionnaire, veuillez insérer l'ACRONYME ou le NOM DU PROGRAMME correspondant, selon les indications dans les insertions du questionnaire.

ABBREV	PROGRAM	QUOTA
EI	Employment Insurance	
Programme d'AE	Programme d'assurance-emploi	
CPP	Canada Pension Plan (retirement)	
RPC	Régime de pensions du Canada	
CPP-D	Canada Pension Plan: Disability	
RPC-I	Programme de prestations d'invalidité du Régime de pensions du Canada	
OAS	Old Age Security	
Programme de SV	Programme de la sécurité de la vieillesse	
GIS	Guaranteed Income Supplement	
SRG	Supplément de revenu garanti	
SIN	Social Insurance Number	
NAS	Numéro d'assurance sociale	

Introduction and Screening

Hello, may I speak to **[CUSTOMER'S NAME FROM SAMPLE FILE]**
(ONCE CONNECTED) Hello, my name is (FULL NAME), AND I'm calling from Ipsos, an independent research company. We're conducting a survey for the Government of Canada about **[INSERT PROGRAM]** to ask your opinions on the quality of service it provides to Canadians. **[INSERT IF PROGRAM=OAS OR GIS: (IF NEEDED: This is about your government pensions.)]** **[INSERT IF PROGRAM=OAS: (IF NEEDED: You may have gotten a letter advising you that you had been auto-enrolled in Old Age Security.)]** This survey will only take around 15 minutes. Would you prefer to continue in English or French?

Bonjour, puis-je parler à _____? **[CUSTOMER'S NAME FROM SAMPLE FILE]**
(APRÈS AVOIR ÉTABLI LE CONTACT) Bonjour, je m'appelle (NOM COMPLET) et j'appelle de la part d'Ipsos, une société indépendante d'études de marché. Nous effectuons un sondage pour le compte du gouvernement du Canada au sujet de **[INSERT PROGRAM]** afin d'obtenir votre opinion au sujet de la qualité des services fournis aux Canadiens. **[INSERT IF PROGRAM=OAS OR GIS: (IF NEEDED: Ceci concerne votre régime de pension du gouvernement.)]** **[INSERT IF PROGRAM=OAS: (IF NEEDED: Vous avez peut-être reçu une lettre vous avisant que vous aviez été automatiquement inscrits au régime de**

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Pension de Sécurité de la vieillesse.]) Il ne vous faudra que 15 minutes environ pour répondre au sondage. Préférez-vous continuer en français ou en anglais?

- 1 – Continue (English or French)
- 2 – French Callback
- 3 – English Callback
- 4 – Other Language (Switch to ****Proxy Language Fly-sheet****)

[FLYSHEET]

(IF NEEDED: I'm calling from Ipsos on behalf of the Government of Canada to ask about your opinions on the quality of service provided by the government.)

(AU BESOIN : Je travaille pour Ipsos et je vous appelle au nom du gouvernement du Canada pour obtenir votre opinion au sujet de la qualité des services fournis par le gouvernement.)

(IF ASKED HOW WE GOT THE PERSON'S NAME: It was drawn from a random sample of Canadians who have received service from the Government of Canada.)

(SI ON VOUS DEMANDE COMMENT NOUS AVONS OBTENU LE NOM DE LA PERSONNE : Il provient d'un échantillon aléatoire de Canadiens qui ont reçu des services du gouvernement du Canada.)

PROXY1. (INTERVIEWER: DO NOT READ; PLEASE INDICATE IF YOU ARE SPEAKING TO **[INSERT NAME FROM SAMPLE]** OR A PROXY)
(INTERVIEWEUR: NE PAS LIRE, VEUILLEZ INDIQUER SI VOUS PARLEZ AVEC **[INSERER LE NOM DE L'ÉCHANTILLONNAGE]** OU UN MANDATAIRE)

[NAME FROM SAMPLE]

[NAME FROM SAMPLE]

PROXY – LANGUAGE

MANDATAIRE – LANGUE

PROXY – ASSIST

MANDATAIRE- ASSISTANCE

[DO NOT ALLOW DK/REF AT PROXY1]

LANGLN. (INTERVIEWER DO NOT READ: Are you using LANGUAGE LINE service to conduct survey in a language other than French or English?)

(INTERVIEWEUR NE LIRE PAS: Utilisez-vous le service LANGUAGE LINE pour effectuer le sondage dans une langue autre que le français ou l'anglais?)

Oui

Yes

Non

No

[DO NOT ALLOW DK/REF AT LANGLN]

QD. **[IF LANDLINE, INSERT: 'Would this be a convenient time to ask you a few questions?']**

[IF MOBILE, INSERT: 'Are you in a place where it is safe to talk?']

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(INTERVIEWER NOTE: IF INCONVENIENT TIMING OR NOT IN SAFE PLACE TO TALK, SCHEDULE A CALLBACK.)

[IF LANDLINE, INSERT: Serait-ce le bon moment pour vous poser quelques questions?]

[IF MOBILE, INSERT: Êtes-vous en mesure de parler de façon sécuritaire en ce moment?]

(NOTE À L'INTERVIEWEUR : SI CE N'EST PAS LE BON MOMENT OU QUE LE OU LA RÉPONDANT[E] N'EST PAS DANS UN ENDROIT SÉCURITAIRE POUR RÉPONDRE, PLANIFIER UN RAPPEL.)

Yes

Oui

No

Non

[IF QD=NO, THANK & SCHEDULE CALLBACK; OTHERWISE CONTINUE]

QC. This call may be monitored or recorded for quality and research purposes.

Cet appel peut être surveillé ou enregistré aux fins d'assurance de la qualité et de recherche.

OK (CONTINUE)

D'ACCORD (CONTINUE)

NOT COMFORTABLE

JE NE SUIS PAS À L'AISE

[IF QC='NOT COMFORTABLE'/DK/REF, THANK & TERMINATE; OTHERWISE CONTINUE]

[SCREEN BREAK]

(REQUIRED): Your participation in the research is completely voluntary and your decision on whether or not to participate will not affect any dealings you may have with the Government of Canada.

(REQUIRED): By answering these questions, you will help the government improve the service it provides to Canadians.

(REQUIRED): The information you provide will be used for research purposes only and will be administered in accordance with applicable privacy laws.

(REQUIRED): This survey is registered with the national survey registration system. (You can verify this with the registry by calling 1-888-602-6742, ext. 8728.)

(OBLIGATOIRE) : Vous êtes tout à fait libre de participer ou non à ce sondage et votre décision à cet égard n'aura aucune incidence sur vos possibles rapports avec le gouvernement du Canada.

(OBLIGATOIRE) : En répondant à ces questions, vous aiderez le gouvernement à améliorer les services qu'il fournit aux Canadiens

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(OBLIGATOIRE) : Les renseignements que vous communiquerez serviront dans le contexte de l'étude seulement et seront administrés en conformité avec les lois pertinentes sur la protection des renseignements personnels.

(OBLIGATOIRE) : Ce sondage est enregistré auprès du système national d'enregistrement des sondages. (Vous pouvez vérifier auprès du système en appelant le 1-888-602-6742, poste 8728.)

[ASK PROXY2 IF PROXY1= PROXY – LANGUAGE OR PROXY – ASSIST; OTHERWISE SKP TO QE]

PROXY2. Are you 18 years of age or older?
Êtes-vous 18 ans ou plus ?

Yes

Oui

No

Non

[IF PROXY2=NO/DK/REF, THANK & TERMINATE; OTHERWISE CONTINUE]

QE. During the past year, have you been in contact with the Government of Canada to get information or service related to **[INSERT PROGRAM]**, or start receiving benefits? **[IF 'PROXY' INSERT 'on behalf of [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]']?** **[INSERT IF PROGRAM=OAS OR GIS: (IF NEEDED: This is about your government pensions.)]** **[INSERT IF PROGRAM = OAS: (IF NEEDED: You may have gotten a letter advising you that you had been auto-enrolled in Old Age Security.)]**
Au cours de la dernière année, avez-vous communiqué avec le gouvernement du Canada pour obtenir des renseignements ou des services associés au **[INSERT PROGRAM]**, ou encore commencé à recevoir des prestations pour ce programme? **[IF 'PROXY' INSERT ' au nom de [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]']?** **[INSERT IF PROGRAM= OAS OR GIS: (IF NEEDED: Ceci concerne votre régime de pension du gouvernement.)]** **[IF PROGRAM = OAS: (IF NEEDED: Vous avez peut-être reçu une lettre vous avisant que vous aviez été automatiquement inscrits au régime de Pension de Sécurité de la vieillesse.)]**

Yes

Oui

No

Non

[IF DON'T KNOW OR REFUSED, THANK AND TERMINATE; OTHERWISE CONTINUE]

[ASK PROVCHK IF SAMPLE=CELLPHONE; ASSIGN PROVINCE BASED ON PROVCHK RESPONSE FOR CELLPHONE; IF DK/REF AT PROVCHK, ASSIGN PROVINCE BASED ON SAMPLE VALUE; OTHERWISE SKIP TO Q1a]

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PROVCHEK. To confirm, what province do you live in?
Pour confirmer, dans quelle province habitez-vous?

British Columbia (B.C.)

Colombie-Britannique (C.-B.)

Alberta

Alberta

Saskatchewan

Saskatchewan

Manitoba

Manitoba

Ontario

Ontario

Quebec

Québec

New Brunswick

Nouveau-Brunswick

Nova Scotia

Nouvelle-Écosse

P.E.I.

Île-du-Prince-Édouard

Newfoundland/Labrador

Terre-Neuve-et-Labrador

The Territories (Yukon, North West Territory, Nunavut)

Les Territoires (Yukon, Territoire du Nord-Ouest, Nunavut)

[PROG: HEADINGS ARE USED IN THE QUESTIONNAIRE TO STRUCTURE THE CONTENT. THEY ARE NOT TO BE PROGRAMMED.]

[INSERT IF PROGRAM ≠ SIN: In this survey, we will ask you about the quality of service that you received. The survey is not about the amount of benefits, which is determined by legislation.]

[INSERT IF PROGRAM ≠ SIN : Dans ce sondage, nous vous poserons des questions sur la qualité du service que vous avez reçu. Ce sondage ne porte pas sur le montant des bénéfices, qui est déterminé par la loi.]

OAS Auto-enrollments

[ASK IF PROGRAM = OAS, OTHERS SKIP TO Q1a]

1a1. Did you complete an application for Old Age Security (OAS) or were you automatically enrolled? (IF NEEDED: Automatic enrollment means that you did not need to apply, you received a letter before your 65th birthday to notify you that you will be eligible. You could wait to receive benefits or choose to defer the start date.)

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Avez-vous présenté une demande de pension de la Sécurité de vieillesse ou y avez-vous été inscrit(e) automatiquement? (AU BESOIN : L'inscription automatique signifie que vous n'avez pas eu à présenter une demande et que vous avez reçu une lettre avant votre 65^e anniversaire pour vous aviser que vous étiez admissible. Vous pouviez attendre de recevoir vos prestations ou reporter la date de début.)

Completed an application

J'ai présenté une demande

Automatically enrolled

J'ai été inscrit(e) automatiquement

[INSERT IF PROGRAM = OAS: The rest of the questions are about OAS, and not about any other programs you may have enrolled in.]

[INSERT IF PROGRAM = OAS : Les autres questions portent sur la SV, et non sur d'autres programmes auxquels vous vous êtes inscrit]

[IF Q1a1 'AUTOMATICALLY ENROLLED', SKIP TO 21b. OTHERS CONTINUE]

Pre-application—Information Gathering about [INSERT ABBREV] Benefits

- 1a. Which of the following did you use to find out about [INSERT PROGRAM] or [INSERT ABBREV] before you applied? Did you... (READ LIST, RECORD ALL THAT APPLY) (INTERVIEWER NOTE: Ensure that the respondent is clear that these next questions deal with the steps he/she took before applying for [INSERT ABBREV].)
(NOTE: ONLY THE RESPONDENT'S EXPERIENCE RELATED TO THE PROGRAM THEY ARE SELECTED FOR IS RELEVANT NOT THEIR EXPERIENCE WITH OTHER GOVERNMENT PROGRAMS. ALSO, IF RESPONDENT SPONTANEOUSLY MENTIONS THAT THEY USED COMPUTERS IN A GOVERNMENT OFFICE TO GO ONLINE, RECORD ANSWER AS "GO TO A GOVERNMENT OFFICE")
De quelle façon avez-vous découvert le [INSERT PROGRAM] ou [INSERT ABBREV] avant de présenter une demande? Avez-vous... (LIRE LA LISTE ET SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT)
(NOTE À L'INTERVIEWEUR : Veiller à ce que le ou la répondant[e] comprenne bien que ces quelques questions traitent des démarches qu'il ou elle a faites avant de présenter une demande dans le cadre du [INSERT ABBREV].)
(REMARQUE CONCERNANT LES ENTREVUES: SEULE L'EXPÉRIENCE DU OU DE LA RÉPONDANT[E] DANS LE CONTEXTE DU PROGRAMME POUR LEQUEL IL OU ELLE A ÉTÉ CHOISI[E] EST PERTINENTE; SES EXPÉRIENCES DANS LE CADRE D'AUTRES PROGRAMMES GOUVERNEMENTAUX NE LE SONT PAS. DE PLUS, SI LE OU LA RÉPONDANT[E] MENTIONNE SPONTANÉMENT AVOIR UTILISÉ LES ORDINATEURS D'UN BUREAU DU GOUVERNEMENT POUR ALLER SUR INTERNET, CHOISIR LA RÉPONSE « VISITÉ UN BUREAU DU GOUVERNEMENT ».)

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[RANDOMIZE. ALWAYS KEEP 'Go online to the government website' AND 'Go online to other websites' TOGETHER]

[MULTIPUNCH]

Go online to the government website

Visité le site Web du gouvernement

Go online to other websites

Visité d'autres sites Web

Use social media to get information

Utilisé les médias sociaux pour obtenir de l'information

Call a government office (by telephone)

Appelé un bureau du gouvernement (téléphone)

Go to a government office

Visité un bureau du gouvernement

Communicate by mail with the government

Communiqué par courrier avec le gouvernement

Talk with family or friends

Parlé avec des proches ou des amis

(DO NOT READ) NONE OF THESE **[EXCLUSIVE; ANCHOR]**

(NE PAS LIRE) AUCUNE DE CES RÉPONSES **[EXCLUSIVE; ANCHOR]**

[IF Q1a= "NONE OF THESE"/DK/REF SKIP TO Q9bx.

[IF Q1a 'CALL... BY TELEPHONE', ASK Q1bx. OTHERS GO TO 'CREATE VARIABLE']

1bx. Did you call... (READ LIST) (IF NEEDED: SEE PAT RESPONSE TO EXPLAIN THE DIFFERENCE BETWEEN THESE CALL CENTRES.)

Avez-vous appelé... (LIRE LA LISTE)? (AU BESOIN: VOIR LE POINT DE CLARIFICATION SUR LA DIFFÉRENCE ENTRE LES DEUX CENTRES D'APPELS.)

1-800 O'Canada

Le 1 800 O-Canada

An/A **[INSERT ABBREV]** Call Centre, or

Un centre d'appel du **[INSERT ABBREV]**

Both

Les deux

[CREATE VARIABLE FOR PROGRAMMING: KEY SOURCES:

Response	Key Source	Channel*
IF 1a 'GO TO A GOVERNMENT OFFICE'	IN PERSON	IN PERSON

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IF Q1a 'GO ONLINE TO THE GOVERNMENT WEBSITE'	ONLINE	ONLINE
IF Q1bx 'A/AN [PROGRAM'S] CALL CENTRE' OR 'BOTH'	TELEPHONE-PROGRAM	TELEPHONE
IF Q1bx '1-800 O'CANADA' OR 'BOTH'	TELEPHONE-1-800-O'CANADA	
IF Q1a 'COMMUNICATE BY MAIL WITH THE GOVERNMENT'	MAIL	MAIL

[IF MORE THAN ONE *CHANNEL WAS USED, ASK Q2. IF ONE *CHANNEL WAS USED, SKIP TO Q4. IF Q1a 'NONE OF THESE', OR UNABLE TO ASSIGN KEY SOURCE BASED ON Q1 RESPONSES, SKIP TO Q9bx.]

2. Thinking about the government information sources you used, which one did you use first?
(READ LIST AS NEEDED)
Laquelle des sources de renseignements gouvernementales suivantes avez-vous consultée en premier? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. POPULATE LIST WITH CHANNELS USED IN Q1. RANDOMIZE]

[INSERT IF KEY SOURCE = 'IN PERSON' In person (at a government office)]

[INSERT IF KEY SOURCE = 'IN PERSON' Un bureau du gouvernement (en personne)]

[INSERT IF KEY SOURCE = 'ONLINE' Online (the government of Canada website)]

[INSERT IF KEY SOURCE = 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]

[INSERT IF KEY SOURCE = 'TELEPHONE' Telephone (A/an [INSERT ABBREV] Call Centre or 1-800 O'Canada)]

[INSERT IF KEY SOURCE = 'TELEPHONE' Un centre d'appel du [INSERT ABBREV] ou le 1 800 O-Canada (par téléphone)]

[INSERT IF KEY SOURCE = 'MAIL' Mail]

[INSERT IF KEY SOURCE = 'MAIL' Un envoi postal]

[IF MORE THAN TWO OF THE *CHANNELS USED, ASK Q3. IF TWO *CHANNELS OR LESS USED OR Q2DK/REF, SKIP TO Q4.]

3. Thinking about the government information sources you used, which one did you use second?
(READ LIST AS NEEDED)
Laquelle des sources de renseignements gouvernementales suivantes avez-vous consultée en deuxième? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. POPULATE LIST WITH CHANNELS USED IN Q1a. DO NOT INCLUDE CHANNEL SELECTED IN Q2. RANDOMIZE]

[INSERT IF KEY SOURCE = 'IN PERSON' AND Q2 ≠ 'IN PERSON' In person (at a government office)]

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[INSERT IF KEY SOURCE = 'IN PERSON' AND Q2 ≠ 'IN PERSON' Un bureau du gouvernement (en personne)]

[INSERT IF KEY SOURCE = 'ONLINE' AND Q2 ≠ 'ONLINE' Online (the government of Canada website)]

[INSERT IF KEY SOURCE = 'ONLINE' AND Q2 ≠ 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]

[INSERT IF KEY SOURCE = 'TELEPHONE' AND Q2 ≠ 'TELEPHONE' Telephone (A/an [INSERT ABBREV] Call Centre or 1-800 O'Canada)]

[INSERT IF KEY SOURCE = 'TELEPHONE' AND Q2 ≠ 'TELEPHONE' Un centre d'appel du [INSERT ABBREV] ou le 1 800 O-Canada (par téléphone)

[INSERT IF KEY SOURCE = 'MAIL' AND Q2 ≠ 'MAIL' Mail]

[INSERT IF KEY SOURCE = 'MAIL' AND Q2 ≠ 'MAIL' Un envoi postal]

[IF Q1a 'GO ONLINE TO THE GOVERNMENT WEBSITE', CONTINUE. OTHERS SKIP TO Q6]

4. Did you get what you wanted from the website when you were getting information before you applied?

Avez-vous trouvé ce que vous cherchiez sur le site Web lorsque vous avez recherché des renseignements avant de présenter votre demande?

YES

OUI

NO

NON

6. How easy or difficult was it to get information about the following when you were getting information about [INSERT ABBREV] before you applied? Please use a scale of 1 to 5 where 5 is very easy through to 1 being very difficult how would you rate...[INSERT ITEM]?

Dans quelle mesure a-t-il été facile ou difficile d'obtenir des renseignements chacun des aspects suivants quand vous avez cherché de l'information sur le [INSERT ABBREV] avant de présenter votre demande? Veuillez répondre sur une échelle de 1 à 5 où « 5 » signifie « Très facile », et « 1 » signifie « Très difficile ».

[RANDOMIZE]

Find information about [INSERT ABBREV]

Trouver des renseignements à propos du programme [INSERT ABBREV]

Understand the information about [INSERT PROGRAM]

Comprendre les renseignements sur le programme [INSERT PROGRAM]

[INSERT IF PROGRAM ≠ OAS: Figure out if you are eligible for [INSERT IF EI, CPP, CPP-D, OAS OR GIS: [INSERT ABBREV] benefits] / [INSERT IF SIN: a SIN Card]]

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[INSERT IF PROGRAM ≠ OAS: Déterminer si vous étiez admissible à [INSERT IF EI, CPP, CPP-D, OAS OR GIS: [INSERT ABBREV] des prestations] / [INSERT IF SIN: une carte d'assurance sociale]]

[INSERT IF PROGRAM ≠ OAS: Find out the steps to apply]

[INSERT IF PROGRAM ≠ OAS: Trouver les étapes pour présenter une demande]

[INSERT IF PROGRAM ≠ OAS: Find out what information you need to provide when applying for [INSERT ABBREV]]

[INSERT IF PROGRAM ≠ OAS: Connaître les renseignements dont vous aviez besoin pour présenter une demande [INSERT ABBREV]]

1 – Very difficult

1 – Très difficile

2

2

3

3

4

4

5 – Very easy

5 – Très facile

[IF PROGRAM = OAS, SKIP TO Q21b]

7. How much do you agree or disagree that you were able to find the information you needed (online, in person or by phone) within a reasonable amount of time? Please use a scale of 1 to 5 (where 5 means you agree strongly and 1 means you disagree strongly).

Dans quelle mesure êtes-vous d'accord ou en désaccord avec l'énoncé selon lequel vous avez trouvé les renseignements dont vous aviez besoin (en ligne, en personne ou par téléphone) dans un délai raisonnable? Veuillez utiliser une échelle de 1 à 5, (où « 5 » signifie que vous êtes tout à fait d'accord avec l'énoncé, et « 1 », que vous êtes tout à fait en désaccord.)

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

8. After you finished gathering information about [INSERT ABBREV], how confident were you that you had everything you needed to complete the application process? Please use a scale of 1 to

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5, where 5 means you were very confident about it and 1 means you were very worried that it might not be the case.

Après avoir recueilli tous les renseignements sur le [INSERT ABBREV], dans quelle mesure étiez-vous confiant(e) que vous aviez tout ce dont vous aviez besoin pour effectuer le processus de demande? Veuillez utiliser une échelle de 1 à 5, où « 5 » signifie que vous étiez très confiant(e), et « 1 », que vous étiez très inquiet(ète).

- 1 –Very worried
- 1 –Très inquiet(ète)
- 2
- 2
- 3
- 3
- 4
- 4
- 5 – Very confident
- 5 –Très confiant(e)

Application Process—Applying for [INSERT ABBREV] Benefits

9bx. Thinking back to when you actually applied for [IF ≠SIN INSERT [INSERT ABBREV] benefits], [IF SIN INSERT: an SIN number], which of the following channels did you use when completing your application? Did you... (READ LIST, RECORD ALL THAT APPLY. NOTE THAT NOT ALL PROGRAMS HAVE APPLICATIONS THAT CAN BE COMPLETED ONLINE)?

En pensant au moment où vous avez fait une demande de [IF ≠SIN INSERT [INSERT ABBREV] prestations], [IF SIN INSERT: NAS], laquelle ou lesquelles des méthodes suivantes avez-vous utilisée(s) pendant que vous la complétiez? (LIRE LA LISTE ET SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT. NOTER QUE CE NE SONT PAS TOUS LES PROGRAMMES QUI PEUVENT ACCOMMODER LES DEMANDES EN LIGNE)?

[MULTIPUNCH]

Online application using a computer

Soumis une demande en ligne en utilisant un ordinateur

Online application using a mobile device

Soumis une demande en ligne en utilisant un appareil mobile

Go to a government office

Visité un bureau du gouvernement

Mail

Courrier

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Call a government office (by telephone) for assistance
 Appelé un bureau du gouvernement (au téléphone) pour de l'aide
 Use social media to get information
 Utilisé les médias sociaux pour obtenir de l'information
 Go online to other websites for information
 Visité d'autres sites Web pour obtenir de l'information
 Talk with family or friends for information
 Parlé avec des proches ou des amis pour de l'information
 (DO NOT READ) NONE OF THESE [EXCLUSIVE; ANCHOR]
 (NE PAS LIRE) AUCUNE DE CES RÉPONSES [EXCLUSIVE; ANCHOR]

[IF Q9bx = "NONE OF THESE"/DK/REF SKIP TO Q.12 OTHERS CONTINUE.]
 [IF Q9bx 'CALL... BY TELEPHONE', ASK Q9cx. OTHERS GO TO 'CREATE VARIABLE 2']

9cx. Did you call... (READ LIST) (IF NEEDED: SEE PAT RESPONSE TO EXPLAIN THE DIFFERENCE BETWEEN THESE LINES.)
 Avez-vous appelé... (LIRE LA LISTE)? (AU BESOIN: VOIR LE POINT DE CLARIFICATION SUR LA DIFFÉRENCE ENTRE LES DEUX CENTRES D'APPELS.)

1-800 O'Canada
 Le 1 800 O-Canada
 An/A [INSERT ABBREV] Call Centre, or
 Un centre d'appel du [INSERT ABBREV]
 Both
 Les deux

[CREATE VARIABLE 2 FOR PROGRAMMING:

Response	Key Source 2	Channel 2*
IF Q9bx 'GO TO A GOVERNMENT OFFICE'	IN PERSON	IN PERSON
IF Q9bx 'ONLINE APPLICATION USING A COMPUTER' OR ONLINE APPLICATION USING A MOBILE DEVICE'	ONLINE	ONLINE
IF Q9cx 'A/AN [PROGRAM'S] CALL CENTRE' OR 'BOTH'	TELEPHONE-PROGRAM	TELEPHONE
IF Q9cx '1-800 O'CANADA' OR 'BOTH'	TELEPHONE-1-800-O'CANADA	
IF Q9bx 'MAIL'	MAIL	MAIL

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[IF MORE THAN ONE CHANNEL 2* WAS USED, ASK Q10x. IF ONE CHANNEL 2* WAS USED, SKIP TO Q12. IF Q9bx 'NONE OF THESE', OR UNABLE TO ASSIGN KEY SOURCE BASED ON Q9bx RESPONSES, SKIP TO Q12.]

10x. Thinking about the government sources you used, which one did you use first? (READ LIST AS NEEDED)

Laquelle des sources de renseignements gouvernementales suivantes avez-vous consultée en premier? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. RANDOMIZE]

[INSERT IF KEY SOURCE 2 = 'IN PERSON' In person (at a government office)]

[INSERT IF KEY SOURCE 2 = 'IN PERSON' Un bureau du gouvernement (en personne)]

[INSERT IF KEY SOURCE 2 = 'ONLINE' Online (the government of Canada website)]

[INSERT IF KEY SOURCE 2 = 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]

[INSERT IF KEY SOURCE 2 = 'TELEPHONE' Telephone (A/an [INSERT ABBREV] Call Centre or 1-800 O'Canada)]

[INSERT IF KEY SOURCE 2 = 'TELEPHONE' Un centre d'appel du [INSERT ABBREV] ou le 1 800 O-Canada (par téléphone)]

[INSERT IF KEY SOURCE 2 = 'MAIL' Mail]

[INSERT IF KEY SOURCE 2 = 'MAIL' Un envoi postal]

[IF Q10x = MORE THAN TWO OF THE *CHANNELS USED, ASK Q11x. IF CHANNEL 2* =TWO CHANNELS OR LESS USED, SKIP TO Q12.]

[IF Q10x = DK/REF, SKIP TO Q12.]

11x. Thinking about the government sources you used, which one did you use second? (READ LIST AS NEEDED)

Laquelle des sources de renseignements gouvernementales suivantes avez-vous consultée en deuxième? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. RANDOMIZE]

[INSERT IF KEY SOURCE 2 = 'IN PERSON' AND Q10x ≠ 'IN PERSON' In person (at a government office)]

[INSERT IF KEY SOURCE 2 = 'IN PERSON' AND Q10x ≠ 'IN PERSON' Un bureau du gouvernement (en personne)]

[INSERT IF KEY SOURCE 2 = 'ONLINE' AND Q10x ≠ 'ONLINE' Online (the government of Canada website)]

[INSERT IF KEY SOURCE 2 = 'ONLINE' AND Q10x ≠ 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]

[INSERT IF KEY SOURCE 2 = 'TELEPHONE' AND Q10x ≠ 'TELEPHONE' Telephone (A/an [INSERT ABBREV] Call Centre or 1-800 O'Canada)]

[INSERT IF KEY SOURCE 2 = 'TELEPHONE' AND Q10x ≠ 'TELEPHONE' Un centre d'appel du [INSERT ABBREV] ou le 1 800 O-Canada (par téléphone)]

[INSERT IF KEY SOURCE 2 = 'MAIL' AND Q10x ≠ 'MAIL' Mail]

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[INSERT IF KEY SOURCE 2 = 'MAIL' AND Q10x ≠ 'MAIL' Un envoi postal]

12. How much do you agree or disagree that you were able to complete the application in a reasonable amount of time? (Please use a scale of 1 to 5 where 5 means you agree strongly and 1 means you disagree strongly.)

Dans quelle mesure êtes-vous d'accord ou en désaccord avec le fait que vous avez réussi à remplir votre demande dans un délai raisonnable? (Veuillez utiliser une échelle de 1 à 5, où « 5 » signifie que vous êtes tout à fait d'accord avec l'énoncé, et « 1 », que vous êtes tout à fait en désaccord.)

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

13. On a scale of 1 to 5 where 5 is very easy through to 1 being very difficult, how would you rate the following when you were applying for [INSERT ABBREV]? How about... [INSERT ITEM]?
Sur une échelle de 1 à 5 où « 5 » signifie « Très facile », et « 1 » signifie « Très difficile », indiquez dans quelle mesure chacun des aspects suivants s'est révélé facile ou difficile quand vous avez présenté votre demande pour le [INSERT ABBREV]. Diriez-vous qu'il a été très facile ou très difficile de [INSERT ITEM]?

[RANDOMIZE]

Understanding the requirements of the application

Comprendre les exigences de la demande

Putting together the information you needed to apply for [INSERT ABBREV]

Réunir les renseignements dont vous aviez besoin pour présenter votre demande [INSERT ABBREV]

Completing the form

Remplir le formulaire

1 – Very difficult

1 – Très difficile

2

2

3

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3

4

4

5 – Very easy

5 – Très facile

14c. After you submitted your application for **[INSERT ABBREV]**, how confident were you about each of the following? Please use a scale of a 5-point scale, (where 5 means you were very confident about it and 1 means you were very worried it might not be the case). How confident or worried were you that... **[INSERT ITEM]**?

Après avoir présenté votre demande pour le **[INSERT ABBREV]**, dans quelle mesure étiez-vous confiant(e) par rapport à chacun des énoncés suivants? Veuillez utiliser une échelle de 5 points, (où « 5 » signifie que vous étiez très confiant(e), et « 1 », que vous étiez très inquiet(ète) à l'idée que ce ne serait pas le cas.) Dans quelle mesure étiez-vous confiant(e) ou inquiet(ète) que **[INSERT ITEM]**?

Your application contained all of the information required

Votre demande contenait tous les renseignements nécessaires

[INSERT UNLESS [PROGRAM = SIN AND Q9bx 'GO TO A GOVERNMENT OFFICE] Your application would be processed in a reasonable amount of time

[INSERT UNLESS [PROGRAM = SIN AND Q9bx 'GO TO A GOVERNMENT OFFICE] Votre demande serait traitée dans un délai raisonnable]

1 –Very worried

1 –Très inquiet(ète)

2

2

3

3

4

4

5 – Very confident

5 – Très confiant(e)

[IF QUOTA ≠ SIN, CONTINUE. IF QUOTA = SIN AND Q9bx = 'mail' CONTINUE, IF QUOTA = SIN and Q9bx ≠ MAIL, SKIP TO 17]

15. Were you provided with information about when a decision on your application would be made?

Vous a-t-on fourni des renseignements sur le temps que cela prendrait pour traiter de votre demande?

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Yes
Oui
No
Non

Post-application—Decision and Follow-Up

17. Before you received a decision, did you contact Service Canada to... (READ LIST, SELECT ALL THAT APPLY)
(INTERVIEWER NOTE: THIS QUESTION IS ASKING ABOUT FOLLOW-UP RELATED SPECIFICALLY TO THEIR [INSERT ABBREV] APPLICATION. CONTACT DOES NOT INCLUDE WEEKLY EI REPORTING TO SERVICE CANADA.)
Avant d'avoir obtenu une décision, avez-vous communiqué avec Service Canada pour... (LIRE LA LISTE ET SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT)?
(NOTE À L'INTERVIEWEUR : CETTE QUESTION PORTE SUR LE SUIVI DE LEUR DEMANDE DANS LE CADRE DU [INSERT ABBREV]. ELLE NE PORTE PAS SUR LA DÉCLARATION HEBDOMADAIRE D'ASSURANCE-EMPLOI À SERVICE CANADA.)

[MULTIPUNCH]

Check on the status of your application

Vérifier l'état de votre demande

Provide additional information about your application

Fournir des renseignements supplémentaires à propos de votre demande

For any other reason

Une autre raison

Or, had no contact (with Service Canada) before being notified of the decision [MUTUALLY EXCLUSIVE]

Je n'ai pas eu de contact (avec Service Canada) avant d'être informé(e) de la décision [MUTUALLY EXCLUSIVE]

[IF Q17 'CHECK ON THE STATUS OF YOUR APPLICATION' OR 'PROVIDE ADDITIONAL INFO' OR 'FOR ANY OTHER REASON', CONTINUE. OTHERS SKIP TO Q21a]

18. How did you contact the government before you were notified of a decision on your [INSERT ABBREV] application? Was it... [INSERT ITEM]?
(INTERVIEWER NOTE: THIS QUESTION IS ASKING ABOUT FOLLOW-UP RELATED SPECIFICALLY TO THEIR [INSERT ABBREV] APPLICATION. CONTACT DOES NOT INCLUDE WEEKLY EI REPORTING TO SERVICE CANADA.)

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Par quels moyens avez-vous communiqué avec le gouvernement avant d'être informé(e) de la décision concernant votre demande dans le cadre du **[INSÉRER ABRÉVIATION]**? Avez-vous communiqué avec le gouvernement **[INSERT ITEM]**?

(NOTE À L'INTERVIEWEUR : CETTE QUESTION PORTE SUR LE SUIVI DE LEUR DEMANDE DANS LE CADRE DU **[INSERT ABBREV]**. ELLE NE PORTE PAS SUR LA DÉCLARATION HEBDOMADAIRE D'ASSURANCE-EMPLOI À SERVICE CANADA.)

By mail

Par courrier

Going online to your My Service Canada account

En ligne par l'intermédiaire de Mon dossier Service Canada

Calling an **[INSERT ABBREV]** Call Centre

Par téléphone dans un centre d'appel du **[INSERT ABBREV]**

Visiting a government office

En personne dans un bureau du gouvernement

YES

OUI

NO

NON

[IF ALL ITEMS IN Q18 ARE NO/DK/REF, SKIP TO Q20a. IF ONLY ONE ITEM IS 'YES' IN Q18, SKIP TO Q20a. OTHERS CONTINUE]

19a. Which method of contact did you use first? (ACCEPT ONE RESPONSE; PROMPT WITH LIST AS NEEDED)

De quelle façon avez-vous communiqué avec le gouvernement en premier? (ACCEPTER UNE RÉPONSE; LIRE LA LISTE AU BESOIN)

[INSERT IF Q18 'BY MAIL': By mail]

[INSERT IF Q18 'BY MAIL': Par courrier]

[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': Going online to your My Service Canada account'

[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': En ligne par l'intermédiaire de Mon dossier Service Canada

[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE: Calling an **[INSERT ABBREV]** Call Centre]

[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE: Par téléphone dans un centre d'appel du **[INSERT ABBREV]**

[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE': Visiting a government office]

[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE': En personne dans un bureau du gouvernement]

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[IF TWO ITEMS ARE 'YES' IN Q18 OR Q19a=DK/REF, SKIP TO Q20a. OTHERS CONTINUE]

- 19b. Which method did you use second? (ACCEPT ONE RESPONSE; PROMPT WITH LIST AS NEEDED)
De quelle façon avez-vous communiqué avec le gouvernement par la suite? (ACCEPTER UNE RÉPONSE; LIRE LA LISTE AU BESOIN)

[INSERT IF Q18 'BY MAIL' AND Q19a ≠ 'BY MAIL': By mail]

[INSERT IF Q18 'BY MAIL' AND Q19a ≠ 'BY MAIL': Par courrier]

[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' AND Q19a ≠ 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': Going online to your My Service Canada account'

[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' AND Q19a ≠ 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': En ligne par l'intermédiaire de Mon dossier Service Canada

[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE AND Q19a ≠ 'CALLING AN [INSERT ABBREV] CALL CENTRE: Calling an [INSERT ABBREV] Call Centre]

[INSERT IF Q18 'CALLING AN [INSERT ABBREV] [CALL CENTRE AND Q19a ≠ 'CALLING AN [INSERT ABBREV] CALL CENTRE: Par téléphone dans un centre d'appels du [INSERT ABBREV]]

[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE' AND Q19a ≠ 'VISITING A GOVERNMENT OFFICE': Visiting a government office]

[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE' AND Q19a ≠ 'VISITING A GOVERNMENT OFFICE': En personne dans un bureau du gouvernement]

- 20a. Using a 5-point scale where 5 is very easy and 1 is very difficult, how easy or difficult was it to follow up with Service Canada about your application?
Sur une échelle de 1 à 5, où « 5 » signifie « Très facile », et « 1 », « Très difficile », indiquez dans quelle mesure il a été facile ou difficile de faire un suivi auprès de Service Canada au sujet de votre demande.

1 – Very difficult

1 – Très difficile

2

2

3

3

4

4

5 – Very easy

5 – Très facile

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20b. After you contacted Service Canada to follow-up on your application for **[INSERT ABBREV]**, how confident were you about each of the following? Please use a scale of 1 to 5, (where 5 means you were very confident about it and 1 means you were very worried that it might not be the case.) How confident or worried were you that... **[INSERT ITEM]**?

Après avoir communiqué avec Service Canada pour faire le suivi de votre demande dans le cadre du **[INSERT ABBREV]**, dans quelle mesure étiez-vous confiant(e) par rapport à chacun des énoncés suivants? Veuillez utiliser une échelle de 1 à 5, (où « 5 » signifie que vous étiez très confiant(e), et « 1 », que vous étiez très inquiet(ète) à l'idée que ce ne serait pas le cas.) Dans quelle mesure étiez-vous confiant(e) que **[INSERT ITEM]**?

[RANDOMIZE]

Service Canada staff understood the importance of this application for you

Le personnel de Service Canada a compris l'importance de cette demande pour vous

Your application would be processed in a reasonable amount of time

Votre demande serait traitée dans un délai raisonnable

1 –Very worried

1 –Très inquiet(ète)

2

2

3

3

4

4

5 – Very confident

5 – Très confiant(e)

21a. How much do you agree or disagree that you were informed about the decision within a reasonable amount of time? Please use a 5-point scale (where 5 means you agree strongly and 1 means you disagree strongly).

(INTERVIEWER NOTE: THE QUESTION IS ABOUT THE DECISION REGARDING THEIR **[INSERT ABBREV]** APPLICATION. WE DO NOT WANT RESPONDENTS TO ANSWER BASED ON THE LENGTH OF TIME IT TOOK TO RECEIVE THEIR FIRST PAYMENT. CLARIFY IF THIS IS NOT CLEAR BASED ON THE RESPONDENT'S RESPONSE.

IF THE RESPONDENT MENTIONS THAT THEY WERE NOT NOTIFIED, BUT JUST GOT A CHEQUE IN THE MAIL, ASK THEM TO CONSIDER RECEIVING A PAYMENT AS BEING NOTIFIED.)

Dans quelle mesure êtes-vous d'accord ou en désaccord avec le fait que vous avez été informé(e) de la décision dans un délai raisonnable? Veuillez utiliser une échelle de 5 points, (où « 5 » signifie que vous êtes tout à fait d'accord avec l'énoncé, et « 1 », que vous êtes tout à fait en désaccord).

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(NOTE À L'INTERVIEWEUR : CETTE QUESTION PORTE SUR LA DÉCISION RELATIVE À LEUR DEMANDE DANS LE CADRE DU [INSERT ABBREV]. NOUS NE VOULONS PAS QUE LES RÉPONDANTS RÉPONDENT EN FONCTION DU DÉLAI NÉCESSAIRE AVANT DE RECEVOIR LEUR PREMIER PAIEMENT. PRÉCISER SI LA RÉPONSE SEMBLE INDIQUER QUE CE N'EST PAS CLAIR. SI LE RÉPONDANT MENTIONNE QU'IL OU ELLE N'A PAS REÇU DE DÉCISION, MAIS A PLUTÔT REÇU UN PAIEMENT PAR LA POSTE, ALORS VOUS POUVEZ LEUR EXPLIQUER QUE CELA CORRESPOND À UNE DÉCISION.)

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

(DO NOT READ) HAVE NOT BEEN NOTIFIED OF A DECISION AND HAVE NOT RECEIVED A PAYMENT
(NE PAS LIRE) N'A PAS ÉTÉ INFORMÉ(E) DE LA DÉCISION ET N'A PAS REÇU DE PAIEMENT

[IF Q21a 'HAVE NOT BEEN NOTIFIED', SKIP TO SERVICE CHANNEL ASSESSMENTS. ALL OTHERS CONTINUE.]

21b. Did you contact Service Canada after you were notified of the decision?
Avez-vous communiqué avec Service Canada après que vous avez été informé(e) de la décision?

YES

OUI

NO

NON

[IF Q21b 'NO/DK/REF, SKIP TO Q22b. OTHERS CONTINUE.]

22a. What was the reason that you contacted Service Canada after the decision? (DO NOT READ LIST. RECORD ALL THAT APPLY)
Pour quelle raison avez-vous communiqué avec Service Canada après la décision? (NE PAS LIRE LA LISTE. SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT.)

[MULTIPUNCH]

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To understand the decision

Pour comprendre la décision

Address change

Pour faire un changement d'adresse

To understand next steps

Pour comprendre les prochaines étapes

To request reconsideration/ ask that they change the decision

Pour demander une révision ou un changement de décision

[INSERT IF PROGRAM = CPP OR OAS] To defer payments

[INSERT IF PROGRAM = CPP OR OAS] Pour reporter les paiements

(DO NOT READ): Other (SPECIFY) **[SPECIFY]**

(NE PAS LIRE) : Autre (PRÉCISER) **[SPECIFY]**

22b. The first time you were notified of a decision, was your application approved?
(NOTE IF THE RESPONDENT GOT A BENEFIT, BUT IT WAS NOT AS MUCH AS EXPECTED, RECORD AS 'YES')

La première fois que vous avez été informé(e) d'une décision, votre demande était-elle approuvée?

(NOTE : SI LE OU LA RÉPONDANT[E] A OBTENU DES PRESTATIONS, MAIS QUE CELLES-CI ÉTAIENT MOINS ÉLEVÉES QUE CE À CE QU'IL OU ELLE S'ATTENDAIT, ENTRER « OUI ».)

YES / RECEIVED A CHEQUE/ PAYMENT

OUI / A REÇU UN CHÈQUE / PAIEMENT

NO

NON

HAVE NOT BEEN NOTIFIED OF A DECISION

N'A PAS ÉTÉ INFORMÉ(E) DE LA DÉCISION

Service Channel Assessments: INSTRUCTIONS FOR PROGRAMMING FOR CHANNEL SELECTION

[SERVICE CHANNEL ASSESSMENTS: EACH RESPONDENT WILL BE ASKED TO COMPLETE ONLY ONE SERVICE CHANNEL ASSESSMENT, AND IT WILL BE SELECTED FROM AMONG THE CHANNELS USED BY THE RESPONDENT.

TO DETERMINE CHANNEL USAGE:

AN [INSERT ABBREV] CALL CENTER = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'TELEPHONE-PROGRAM', OR Q18 'CALLING A/AN [INSERT ABBREV] CALL CENTRE'.

VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE'.

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ONLINE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'ONLINE' OR Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT'.

1-800 O'CANADA = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'TELEPHONE-1-800-O'CANADA'

COMPLETE THE FIRST 200 QUALIFYING RESPONDENTS FOR 1-800-O'CANADA. AFTER THAT, USE RANDOMIZATION TO DETERMINE WHICH OF THE OTHER THREE SERVICE CHANNEL ASSESSMENTS TO SELECT FROM AMONG CHANNELS USED FOR EACH RESPONDENT. IF RESPONDENT QUALIFIES FOR MULTIPLE CHANNELS, AND A ASSIGNED CHANNEL QUOTA IS CLOSED, MOVE TO NEXT QUALIFIED CHANNEL]

[ALL RESPONDENTS: ASK MODULE FOR SELECTED CHANNEL ASSESSMENT, THEN SKIP TO Q36a. IF RESPONDENT DID NOT USE ANY OF THE SELECTED CHANNELS, OR ALL SELECTED CHANNELS ARE CLOSED DUE TO QUOTAS, SKIP TO Q36a.]

Service Channel Assessments: Specialized Call Center

[CONTINUE IF: AN [INSERT ABBREV] CALL CENTRE IS SELECTED SERVICE CHANNEL ASSESSMENT. OTHERS SKIP TO SELECTED ASSESSMENT.]

23. Earlier you said that you had called an [INSERT ABBREV] Call Centre to obtain information or service related to [INSERT ABBREV]. On average, how many times did you call before you reached an agent? (DO NOT READ LIST)
Plus tôt, vous avez mentionné que vous aviez appelé un centre d'appels du [INSERT ABBREV] afin d'obtenir des renseignements ou des services associés au [INSERT ABBREV]. En moyenne, combien de fois avez-vous appelé avant de parler à un(e) agent(e)? (NE PAS LIRE LA LISTE)

Once

Une fois

Twice

Deux fois

3 to 5 times

De trois à cinq fois

More than 5 times

Plus de cinq fois

(DO NOT READ) I never reached an Agent

(NE PAS LIRE) La personne n'a jamais parlé à un(e) agent(e)

[IF Q23 'I NEVER REACHED AN AGENT', SKIP TO Q36a.]

24. How long did you have to wait, on average, to speak to an agent? (DO NOT READ LIST)
En moyenne, combien de temps avez-vous dû attendre avant de parler à un(e) agent(e)? (NE PAS LIRE LA LISTE)

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Less than 5 minutes
Moins de 5 minutes
5 – 10 minutes
De 5 à 10 minutes
11 to 20 minutes
De 11 à 20 minutes
More than 20 minutes
Plus de 20 minutes

[IF Q24 'DK/REF', SKIP TO Q26, OTHERS CONTINUE]

25. How much do you agree or disagree that this was a reasonable amount of time to wait to speak to an agent? (Please use a 5-point scale where 5 means you agree strongly and 1 means you disagree strongly.)

Dans quelle mesure êtes-vous d'accord ou en désaccord avec le fait qu'il s'agit d'un délai raisonnable pour parler à un(e) agent(e)? (Veuillez utiliser une échelle de 5 points, où « 5 » signifie que vous êtes tout à fait d'accord avec l'énoncé, et « 1 », que vous êtes tout à fait en désaccord.)

1 – Strongly disagree
1 – Tout à fait en désaccord
2
2
3
3
4
4
5 – Strongly agree
5 – Tout à fait d'accord

26. Please tell me how much you agree or disagree with the following statements about calling an **[INSERT ABBREV]** Call Centre. (Use a 5-point scale where 1 means strongly disagree, and 5 means strongly agree.) (REPEAT RATING SCALE AS REQUIRED. RECORD 'DOES NOT APPLY' AND 'DON'T KNOW' SEPARATELY)

Veuillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants sur les appels dans un centre d'appel du **[INSERT ABBREV]**. (Veuillez utiliser une échelle de cinq points où « 1 » signifie « Tout à fait en désaccord », et « 5 », « Tout à fait d'accord ».) (RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN. CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « NE SAIS PAS ».)

[RANDOMIZE]

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Your questions were answered completely.

Vous avez obtenu des réponses complètes à vos questions

Staff were helpful.

Le personnel était serviable

You received conflicting information from different agents.

Vous avez reçu des renseignements contradictoires de la part de différents agents

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

Does not apply

Sans objet

27. How satisfied were you with the overall quality of service you received during your phone call(s) to **[INSERT ABBREV]** Call Centre? (Please use a 5-point scale, where '1' means very dissatisfied, and '5' means very satisfied.)

Dans quelle mesure êtes-vous satisfait(e) de la qualité globale des services reçus lors de votre ou de vos appels téléphoniques au centre d'appel du **[INSERT ABBREV]**? (Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».)

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

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[CONTINUE IF: 'VISIT TO A GOVERNMENT OFFICE' IS SELECTED SERVICE CHANNEL ASSESSMENT. OTHERS SKIP TO SELECTED ASSESSMENT.]

29. How far did you travel to visit a Service Canada office? Was it... (CLARIFY WITH LIST AS REQUIRED)?

Quelle distance avez-vous parcourue pour visiter un bureau de Service Canada? Était-ce... (CLARIFIER AVEC LA LISTE AU BESOIN)?

Less than 10 km

Moins de 10 km

From 10 to 24 km

Entre 10 km et 24 km

From 25 to 50 km

Entre 25 km et 50 km

From 51 to 75 km

Entre 51 km et 75 km

From 76 to 100 km

Entre 76 km et 100 km

More than 100 km

Plus de 100 km

30. How much do you agree or disagree that this was a reasonable distance to travel to access service? (Please use a scale of 1 to 5 where 5 means you agree strongly and 1 means you disagree strongly.)

Dans quelle mesure êtes-vous d'accord ou en désaccord avec le fait qu'il s'agit d'une distance raisonnable à parcourir pour avoir accès au service? (Veuillez utiliser une échelle de 1 à 5, où « 5 » signifie que vous êtes tout à fait d'accord avec l'énoncé, et « 1 », que vous êtes tout à fait en désaccord.)

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

31. How much do you agree or disagree with the following statements about your experience at a Service Canada office to obtain information or service related to [INSERT ABBREV]. (Use a 5-

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point scale where 1 means strongly disagree, and 5 means strongly agree.) (READ ITEM; REPEAT RATING SCALE AS NEEDED; RECORD 'DOES NOT APPLY' AND 'DON'T KNOW' SEPARATELY)

Veillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet de votre plus récente expérience dans un bureau de Service Canada pour l'obtention de renseignements ou de services associés au **[INSERT ABBREV]**. (Veillez utiliser une échelle de cinq points où « 1 » signifie « Tout à fait en désaccord », et « 5 », « Tout à fait d'accord ».) (LIRE L'ÉNONCÉ, RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN ET CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « NE SAIS PAS ».)

[RANDOMIZE]

Your questions were answered completely.

Vous avez obtenu des réponses complètes à vos questions

Staff were helpful.

Le personnel était serviable

It was easy to get to the Service Canada office

Il était facile d'aller au bureau de Service Canada

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

DOES NOT APPLY

SANS OBJET

32. How satisfied or dissatisfied were you with your overall experience with the service you received at a government office about **[INSERT ABBREV]**? (Please use a 5-point scale, where '1' means very dissatisfied, and '5' means very satisfied.)

Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) de la qualité globale des services reçus au bureau du gouvernement au sujet du **[INSÉRER ABRÉVIATION]**? Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

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3

4

4

5 – Very satisfied

5 – Très satisfait(e)

Service Channel Assessments: Online Services

[CONTINUE IF: 'ONLINE' IS SELECTED SERVICE CHANNEL ASSESSMENT. OTHERS SKIP TO SELECTED ASSESSMENT.]

33a. You mentioned that you visited the government's website to get information or service related to **[INSERT ABBREV]**. Please tell me how much you agree or disagree with the following statements about the government website related to **[INSERT ABBREV]** using a 5-point scale (where '1' means strongly disagree, and '5' means strongly agree.)
(REPEAT RATING SCALE AS NEEDED; RECORD 'DOES NOT APPLY' AND 'DON'T KNOW' SEPARATELY)

Vous avez mentionné que vous avez consulté le site Web du gouvernement du Canada pour obtenir des renseignements ou des services associés au **[INSERT ABBREV]**. Veuillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet du site Web du gouvernement en ce qui concerne le **[INSERT ABBREV]** au moyen d'une échelle de cinq points où (« 1 » signifie « Tout à fait en désaccord », et « 5 », « Tout à fait d'accord ».)
(RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN ET CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « NE SAIS PAS ».)

[RANDOMIZE]

You could see how the information on the website applied to your specific situation.

Vous êtes parvenu(e) à comprendre de quelle façon les renseignements sur le site Web s'appliquaient à votre situation personnelle

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

DOES NOT APPLY

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SANS OBJET

33b. How satisfied or dissatisfied were you with your overall experience with the service you received when you visited the government's **[INSERT ABBREV]** website? (Please use a 5-point scale, where '1' means very dissatisfied, '5' means very satisfied.)

Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) de la qualité globale des services que vous avez reçus quand vous avez consulté le site Web du gouvernement au sujet du **[INSERT ABBREV]**? (Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».)

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

[IF QUOTA = SIN, CPPd OR GIS, SKIP Q36a]

34a. Did you use a My Service Canada Account for **[INSERT ABBREV]**?

Avez-vous utilisé Mon dossier Service Canada pour le **[INSERT ABBREV]**?

YES

OUI

NO

NON

[IF Q34a 'YES' ASK Q34b, OTHERWISE SKIP TO Q36a]

34b. Please tell me how much you agree or disagree with the following statements about your use of the My Service Canada Account related to **[INSERT ABBREV]** using a 5-point scale (where '1' means strongly disagree, and '5' means strongly agree.)

(REPEAT RATING SCALE AS NEEDED; RECORD 'DOES NOT APPLY' AND 'DON'T KNOW' SEPARATELY)

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Veillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au sujet de votre utilisation de Mon dossier Service Canada dans le cadre du **[INSERT ABBREV]** au moyen d'une échelle de cinq points (où « 1 » signifie « Tout à fait en désaccord », et « 5 », « Tout à fait d'accord ».)

(RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN ET CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « NE SAIS PAS ».)

[RANDOMIZE]

The My Service Canada Account was easy to use.

Mon dossier Service Canada était facile à utiliser

You got what you needed using your My Service Canada Account.

Vous avez obtenu ce dont vous aviez besoin au moyen de Mon dossier Service Canada

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

DOES NOT APPLY

SANS OBJET

Service Channel Assessments: 1-800 O'Canada

[CONTINUE IF: '1-800 O'Canada' IS SELECTED SERVICE CHANNEL ASSESSMENT. OTHERS SKIP TO Q36a.]

35a. You mentioned that you called 1-800 O'Canada to get information or service related to **[INSERT ABBREV]**. On a scale of 5 points (where 5 means you agree strongly and 1 means you disagree strongly,) how much do you agree or disagree that you were able to speak to an agent within a reasonable amount of time?

Vous avez mentionné que vous avez appelé le 1 800 O-Canada pour obtenir des renseignements ou des services associés au **[INSERT ABBREV]**. Sur une échelle de 5 points, (où « 5 » signifie que vous êtes tout à fait d'accord, et « 1 », que vous êtes tout à fait en désaccord,) indiquez dans quelle mesure vous êtes d'accord ou en désaccord avec le fait que vous avez parlé à un(e) agent(e) dans un délai raisonnable.

1 – Strongly disagree

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1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

35aa. Please tell me how much you agree or disagree with the following statements about calling a 1-800 O'Canada Call Centre. (Use a 5-point scale where 1 means strongly disagree, and 5 means strongly agree.) (REPEAT RATING SCALE AS REQUIRED. RECORD 'DOES NOT APPLY' AND 'DON'T KNOW' SEPARATELY)

Veillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants sur les appels dans un centre d'appel du 1 800 O-Canada. (Veillez utiliser une échelle de cinq points où « 1 » signifie « Tout à fait en désaccord », et « 5 », « Tout à fait d'accord ».) (RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN. CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « NE SAIS PAS ».)

[RANDOMIZE]

Your questions were answered completely.

Vous avez obtenu des réponses complètes à vos questions

Staff were helpful.

Le personnel était serviable

You received conflicting information from different agents.

Vous avez reçu des renseignements contradictoires de la part de différents agents

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

Does not apply

Sans objet

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35b. How satisfied or dissatisfied were you with your overall experience with the service you received when you called 1-800-O'Canada? Please use a 5-point scale, (where '1' means very dissatisfied, '5' means very satisfied.)

Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) de la qualité globale des services que vous avez reçus quand vous avez appelé le 1 800 O-Canada? (Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».)

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

Overall Satisfaction

36a. About your overall experience learning about and applying for [INSERT ABBREV], did you experience any problems or issues during this process?

Au sujet de la qualité globale de votre expérience lors de la recherche d'information et de la présentation de votre demande pour le [INSERT ABBREV], avez-vous eu des problèmes pendant ce processus?

YES

OUI

NO

NON

36b. Thinking about the service you received, how much do you agree or disagree with the following statements, using a 5-point scale (where 1 means strongly disagree, and 5 means strongly agree.)

(REPEAT RATING SCALE AS NEEDED. RECORD 'NOT APPLICABLE' SEPARATELY FROM 'DON'T KNOW')

Pensez aux services que vous avez reçus et indiquez dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au moyen d'une échelle de cinq points, (où « 1 » signifie que vous êtes tout à fait en désaccord, et « 5 », que vous êtes tout à fait d'accord.)

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(RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN. CONSIGNER SÉPARÉMENT LES RÉPONSES « SANS OBJET » ET « JE NE SAIS PAS ».)

[RANDOMIZE. KEEP THE FOLLOWING TWO STATEMENTS TOGETHER: 'You were provided with documents in your choice of English or French when you went to an office' AND 'You were provided with service in your choice of English or French when you went to an office'

[ANCHOR FIRST; IF Q36a 'YES' INSERT: The issues or problems that you had were easily resolved]

[ANCHOR FIRST; IF Q36a 'YES' INSERT: Les problèmes que vous avez eus ont été facilement résolus et vous avez facilement obtenu des réponses à vos questions]

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' You were able to move smoothly through all of the steps related to your **[INSERT ABBREV]** **[INSERT IF QUOTA ≠ SIN:** claim] **[INSERT IF QUOTA = SIN:** application].

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' Vous êtes parvenu(e) à traverser sans difficulté toutes les étapes de votre demande]

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' AND QUOTA ≠ SIN: Being able to complete steps online made the process easier for you.]

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' AND QUOTA ≠ SIN: La possibilité de faire des étapes en ligne a facilité le processus]

It was clear what to do if you had a problem or question.

On vous a clairement indiqué ce que vous deviez faire si vous aviez un problème ou une question

You had to keep following up to get information.

Vous avez dû faire des suivis constants pour obtenir les renseignements

It was clear where you were throughout the process.

On vous indiquait clairement à quelle étape du processus vous étiez

[IF 36a ≠ 'YES' INSERT: You were confident that any issues or problems would have been easily resolved.]

[IF 36a ≠ 'YES' INSERT: Vous étiez convaincu(e) que vos problèmes seraient facilement résolus et que vous obtiendriez facilement des réponses à vos questions]

You needed to explain your situation only once.

Vous avez eu besoin d'expliquer votre situation une seule fois

It was easy to get help when you needed it.

Il était facile d'obtenir de l'aide lorsque vous en aviez besoin

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' AND QUOTA ≠ SIN: Overall, it was easy for you to apply for **[INSERT ABBREV]**]

[INSERT IF Q1a1 ≠ 'AUTOMATICALLY ENROLLED' AND QUOTA ≠ SIN: Dans l'ensemble, il a été facile pour vous de présenter une demande dans le cadre du **[INSERT ABBREV]**]

[INSERT IF VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE': You were provided with documents in your choice of English or French when you went to an office.]

[INSERT IF VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE': On vous a fourni des documents dans la langue officielle de votre choix lorsque vous vous êtes présenté(e) dans un bureau]

[INSERT IF VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE': You were provided with service in your choice of English or French when you went to an office.]

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[INSERT IF VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE': On vous a fourni des services dans la langue officielle de votre choix lorsque vous vous êtes présenté(e) dans un bureau]

The amount of time it took, from when you started gathering information to when you got a decision on your application, was reasonable.

Le temps requis, depuis la collecte des renseignements jusqu'à la prise de décision concernant votre demande, était raisonnable

You were confident that your personal information was protected.

Vos renseignements personnels étaient protégés

1 – Strongly disagree

1 – Tout à fait en désaccord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

(DO NOT READ) NOT APPLICABLE

(NE PAS LIRE) NE S'APPLIQUE PAS

[IF VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR KEY SOURCE 2 VARIABLE 'IN PERSON' OR Q18 'VISITING A GOVERNMENT OFFICE', CONTINUE. OTHERS SKIP TO Q38a]

37. When you went to a Government office, what was your official language of choice...

Lorsque vous êtes allé(e) dans un bureau du gouvernement, quelle était la langue officielle de votre choix?

English, or

Anglais

French

Français

(DO NOT READ) Neither

(NE PAS LIRE) Ni un ni l'autre

38a. How satisfied were you with the service you received from Service Canada related to your [INSERT ABBREV] application? Please use a 5-point scale, where 1 means very dissatisfied, and 5 means very satisfied.

Dans quelle mesure êtes-vous satisfait(e) de la qualité globale des services que vous avez reçus de Service Canada pour votre demande dans le cadre du [INSERT ABBREV]? Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».

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- 1 – Very dissatisfied
- 1 – Très insatisfait(e)
- 2
- 2
- 3
- 3
- 4
- 4
- 5 – Very satisfied
- 5 – Très satisfait(e)

38b. If someone were to ask you, would you speak positively about the service you received? Please use a five-point scale where 5 means you definitely would and 1 means you definitely would not.

Si quelqu'un vous le demandait, auriez-vous de bons commentaires pour les services que vous avez reçus? Veuillez répondre au moyen d'une échelle de cinq points, où « 5 » signifie « Je le ferais certainement », et « 1 », « Je ne le ferais certainement pas ».

- 1 – Definitely would not
- 1 – Je ne le ferais certainement pas
- 2
- 2
- 3
- 3
- 4
- 4
- 5 – Definitely would
- 5 – Je le ferais certainement

38c. Thinking back over your experience during the process of learning about, and applying for **[INSERT ABBREV]**, how many times did you contact Service Canada, including online, phone, in-person and mail contacts? (CLARIFY WITH LIST AS REQUIRED). **[INSERT IF EI:** (Please consider your most recent experience if you have applied for EI more than once.)]

En pensant à votre expérience lors de la recherche d'information et de la présentation de votre demande pour le **[INSERT ABBREV]**, combien de fois avez-vous communiqué avec Service Canada, y compris en ligne, par téléphone, en personne et par la poste? (CLARIFIER AVEC LA LISTE AU BESOIN.) **[INSERT IF EI:** (Veuillez penser à votre dernière expérience seulement si vous avez fait plus d'une demande)]

One

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Une
Two
Deux
Three
Trois
Four
Quatre
Five to ten
De cinq à dix
More than ten
Plus de dix

Demographic Profile

The last few questions are for statistical purposes only. All responses will remain confidential.
Les dernières questions sont posées à des fins statistiques uniquement. Toutes vos réponses demeureront strictement confidentielles.

[INSERT IF PROXY: Please answer the following questions on behalf of [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]

[INSERT IF PROXY: Veuillez répondre aux questions suivantes au nom de [INSERT CUSTOMER'S NAME FROM SAMPLE FILE].]

40. In general, how often would you say **[IF NOT PROXY: you] / [INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** use online services such as online banking, shopping and bill payments. Is it...? (READ LIST, ALLOW RESPONDENT TO INTERRUPT WHEN THEY REACH THEIR CATEGORY)
En général, à quelle fréquence **[IF NOT PROXY: utilisez-vous] / [INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] utilise-t-il ou utilise-t-elle]** les services en ligne comme les opérations bancaires, le magasinage et les paiements de factures en ligne. Est-ce...? (LIRE LA LISTE, PERMETTRE AUX RÉPONDANTS D'INTERROMPRE QUAND LEUR CATÉGORIE EST NOMMÉE)

Routinely or all the time
Régulièrement ou tout le temps
Sometimes
Parfois
Rarely
Rarement
Never
Jamais

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41. What is the highest level of formal education that **[IF NOT PROXY: you have]** / **[INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] has]** completed? (PROBE WITH LIST IF NEEDED)

Quel est le plus haut niveau d'études que **[IF NOT PROXY: vous avez]** / **[INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] a]** atteint? (SONDER AVEC LA LISTE AU BESOIN)

Grade 8 or less

Études secondaires de premier cycle ou moins (Québec); 8^e année ou moins (ailleurs au Canada)

Some high school

Études secondaires non terminées

High School diploma or equivalent

Diplôme d'études secondaires ou équivalent

Registered Apprenticeship or other trades certificate or diploma

Apprentissage enregistré, ou diplôme ou certificat d'une école de métiers

College, CEGEP or other non-university certificate or diploma

Diplôme d'études collégiales, ou certificat ou diplôme non universitaire

University certificate or diploma below bachelor's level

Certificat, diplôme ou grade universitaire de niveau inférieur au baccalauréat

Bachelor's degree

Baccalauréat

Post graduate degree above bachelor's level

Diplôme d'études supérieures de niveau supérieur au baccalauréat

(DO NOT READ) Prefer not to answer

(NE PAS LIRE) La personne préfère ne pas répondre

42. **[IF NOT PROXY: Are you]** **[IF PROXY: Is [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** comfortable in... (READ LIST)?

[IF NOT PROXY: Êtes-vous] **[IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]est-il** ou est-elle] à l'aise en... (LIRE LA LISTE)?

English

Anglais

French

Français

Both, or

Les deux

Neither

Ni l'un ni l'autre

44. **[IF NOT PROXY: Do you]** / **[INSERT IF PROXY: Does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** identify as First Nations, Métis or Inuit?

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[IF NOT PROXY: Est-ce que vous vous identifiez] / [INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] s'identifie-il ou elle] comme un/une membre des Premières Nations, Métis ou Inuit?

First Nations

Premières Nations

Métis

Métis

Inuk

Inuit

(DO NOT READ) NONE OF THE ABOVE

(NE PAS LIRE) AUCUNE DE CES RÉPONSES

45. **[IF NOT PROXY: Do you feel that you have any restrictions] / [INSERT IF PROXY: Do you feel that [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] has any restrictions] that make it more difficult to access services?**

[IF NOT PROXY: Estimez-vous que vous avez des restrictions] / [INSERT IF PROXY: Estimez-vous que [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] a des restrictions] qui compliquent l'accès à ces services?

Yes

Oui

No

Non

[IF Q45 'YES', CONTINUE, OTHERS TO Q47]

46. Which of the following types of restrictions apply to you/him/her, if any? (READ LIST. RECORD ALL THAT APPLY)

Parmi les restrictions suivantes, lesquelles s'appliquent à vous/lui/elle, le cas échéant? (LIRE LA LISTE. SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT.)

[MULTIPUNCH]

Hearing

Ouïe

Seeing

Vision

Mobility

Mobilité

Cognitive or Mental Health

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Santé mentale ou capacités cognitives

(DO NOT READ) Other **[DO NOT SPECIFY]**

(NE PAS LIRE) Autre **[DO NOT SPECIFY]**

47. From time to time, Service Canada invites customers to participate in follow-up research. Would it be OK for us to re-contact you about this?

De temps à autre, Service Canada invite ses clients à participer à une étude de suivi. Est-ce que nous pourrions communiquer avec vous pour une telle étude?

YES

OUI

NO

NON

[EXIT]

That completes the survey. On behalf of Ipsos and the Government of Canada, thank you very much. Your participation is appreciated.

(READ ONLY IF RESPONDENT ASKS HOW TO ACCESS RESEARCH RESULTS:

Once the study is complete, your anonymous responses will be added to all responses gathered during the study, then aggregated, analyzed and published as public information. The survey results will be posted on the Library and Archives Canada website.)

Le sondage est maintenant terminé. Au nom d'Ipsos et du gouvernement du Canada, j'aimerais vous remercier. Nous vous sommes très reconnaissants de votre participation!

(LIRE SEULEMENT SI LE OU LA RÉPONDANT(E) DEMANDE COMMENT CONSULTER LES RÉSULTATS DE RECHERCHE :

Une fois que l'étude sera terminée, vos réponses anonymes seront ajoutées à l'ensemble des réponses recueillies. Par la suite, les réponses seront regroupées, analysées et publiées à titre d'information publique. Les résultats du sondage seront publiés sur le site Web de Bibliothèque et Archives Canada.)

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Focus Group/Interview Discussion Guide

1.0 Introduction (5 Minutes)

Explain to participants:

- Ipsos
- The length of interview (90 minutes)
- Taping of the discussion (audio)
- Results are confidential and reported in aggregate/individuals are not identified/participation is voluntary/
- Today's session will be a discussion to engage in dialogue, while we welcome formal written submissions we ask that you be respectful and allow everyone the opportunity to contribute
- The role of moderator is to ask questions, timekeeper, objective/no vested interest
- The purpose of these conversations is to better understand the experiences of clients with the Government of Canada's service delivery.
- We are speaking to clients who are currently or have recently have gone through the application process for [PROGRAM]
 - To determine your needs and expectations around aspects of service delivery;
 - To understand different aspects of service that are important in shaping satisfaction with the service, and
 - To identify potential changes to service delivery that would improve your experience.
- Role of participants: not expected to be experts, speak openly and frankly about opinions, no right/wrong answers
- Issues with the Ideation tool, logout and log back-in, if persists e-mail at Ruth

2.0 Warm Up (10 Minutes)

We are going to start off with a warm up exercise by asking you a few basic questions to get to know everyone in the room and get used to the online tool.

[QUESTIONNAIRE WHILE WAITING TO START]

1. In which province do you reside?
2. Which of the interactions below have you had with the Government of Canada?

[ADJUST BY PROGRAM AS NEEDED]

- a. I submitted an application

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- b. I contacted the Government of Canada to get or provide information about an application
- c. I received a decision about **[AS APPROPRIATE]** an application, or received a SIN card]
- d. I followed-up with the Government of Canada after receiving a decision
3. **[EI ONLY]** Which of the following EI benefits did you apply for?
 - a. Regular
 - b. Maternity/Parental
 - c. Sickness
 - d. Compassionate care
 - e. Fishing
 - f. Other
4. How do you prefer to interact with the Government of Canada about programs and services (get information, submit an application, follow-up, etc.)?
 - a. Online
 - b. By phone
 - c. In-person at a Government of Canada office
 - d. My mail
5. How satisfied are you overall with your experience with **[PROGRAM]**?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied
6. Would you speak positively or negatively about the service to others?
 - a. Very positively
 - b. Somewhat positively
 - c. Somewhat negatively
 - d. Very negatively
 - e. Not sure

[DICUSS] We will explore some of these topics further as we talk about your satisfaction with your experience. However, I'd like to know a bit more about some of your answers.

- **PROBE:** Regarding your preferred point of contact, is this how you first contacted the Government of Canada **[PROGRAM]**?

[IDEA GENERATION]

Please think about an ideal customer service experience or a time in the past where you received excellent service from a government organisation, how did your experience with

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[PROGRAM] differ from this experience? How could the current experience with [PROGRAM] be improved?

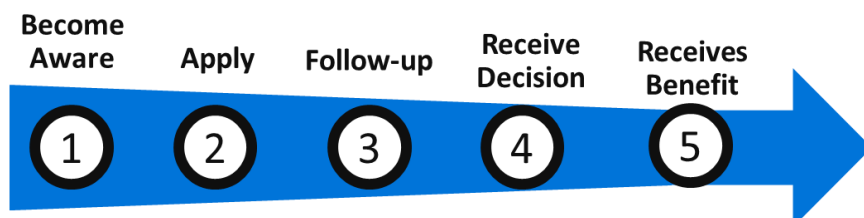
- **PROBE:** What defines it for you?
- **PROBE:** How would the agent treat you? How long would it take?
- **PROBE:** Time? Ease? Convenience? Respect?
- **PROBE:** What characterizes a bad customer service experience?

3.0 Journey (40 minutes)

Introduction

Now I'd like to focus on your experiences. As a group we are going to go through the steps in the application process for [PROGRAM] together to get your feedback and help us better understand your individual experience. This will help us better understand things that worked well and things that didn't work well.

On screen I've presented the steps you would typically progress through when seeking out information or assistance/benefits. As we talk, we are going to move along this pathway and discuss the different steps and any areas that were cumbersome or difficult.



Become Aware (10 minutes)

[IDEA GENERATION]

How did you first become aware of [PROGRAM]? Where did you hear about it first?

- **PROBE:** employer, family members, friends

Did you seek out any information before applying? If you did, what information? From where?

- **PROBE:** Did you contact Service Canada to get information? Did you use the website (Canada.ca)?
- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE:** Where did you find information about eligibility?
- **PROBE – EASE:**
 - How easy was it to find information?
 - Was it clear? Convenient? Simple?
- **PROBE – EFFECTIVENESS:**
 - Did you need assistance to find or understand the information? How? Was it easy?

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- Was it all in one place or did you have to go looking for it? How might this be improved? Where would you expect to find more information (eligibility, application process etc.)?
- Were you able to get help if/when needed?
- Was it in the language you needed it in?
- Was information timely, consistent and efficient?
- **PROBE - EMOTION:**
 - How were you feeling about the process and potential outcome? How did you feel about the information you received?
 - Were you confident in the process and potential outcome?
 - Were you confident in the information you received?
 - How did it impact overall satisfaction?
 - Courtesy, Helpfulness, friendliness

[IDEA GENERATION]

Are we missing any steps in the awareness stage?

- **PROBE:** Did you do anything else after initially finding out more information before starting your application?
- **PROBE:** How long did it take you between deciding to make the application and submitting it? Why was that?
- **PROBE:** Was there any missing information that, in hindsight, you would have liked to know before applying? If so, what information?
- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?

Apply (10 minutes)

I've brought up a few questions on your screen. I'd like to know a bit more about how each of you submitted your application. Please take a second and answer each of the questions on the screen and we will discuss them a bit together.

[QUESTIONNAIRE]

1. How did submit your application?
 - a. At home, Online through the Canada.ca
 - b. By calling 1-800-O-Canada
 - c. Online at the Service Canada Centre
 - d. By mail
2. How did you choose which method to use?

[OPEN TEXT]

3. Was the application process clear and easy to understand?
 - a. Yes
 - b. No
 - c. Don't know

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4. How confident were you that you were following the right steps and your application had been received?
 - a. Very confident
 - b. Somewhat confident
 - c. Not very confident
 - d. Not at all confident
5. **[EI ONLY]** Did you start submitting/ have you been asked to submit bi-weekly reports prior to a decision being made?
 - a. Yes
 - b. No

[DISCUSS RESULTS WITH FOCUS ON APPLICATION METHOD]

[EI ONLY] [IDEA GENERATION] [NOTE TO MODERATOR IF ANY PARTICIPANTS ARE PROVIDING REPORTS]

Bi-weekly reports are required (exemption for maternity, parental, compassionate care, benefits for parents of critically ill children or apprenticeship benefits) once you apply to receive the benefit and receive an access code. How does this process work? Do you complete your reporting online? Why or why not?

Earlier some of you indicated that you had begun submitting bi-weekly reports, while others had not. Currently 77% of our clients, eligible for electronic reporting, are using Internet Reporting. Our automation priority is to increase this usage and any feedback on why 23% of our clients are using the Telephone Reporting Service would be of value to us.

For those who have begun submitting reports, which method are you using to submit these? Why did you choose that method? For those of you who have not yet submitted your reports, which method do you think you would use?

- **PROBE:** What is it about the telephone that makes it more
- **PROBE:** How do you feel about receiving a confirmation that the report has been received?

- **PROBE – EASE:**
 - How easy are the reports complete and submit? Why?
 - What would make it easier for you?
- **PROBE – EFFECTIVENESS:**
 - Were you able to get help if/when needed?
 - Is it in the language you needed it in?
 - Were any issues or questions dealt with simply or at first contact?
- **PROBE – EMOTION:**
 - Were you confident in the process and potential outcome?
 - Were you confident in the information you received?

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[IDEA GENERATION]

Now let's talk more about the application process. On screen you will see an illustration of this section of the application journey. As we discuss this portion of the journey, I invite you to use the textbox on screen to add comments and feedback to our discussion.

Let's start off with steps we are illustrating; did we miss any steps in this part of the application process? Anything that could be done to improve the process?

- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE – EASE:**
 - Was the application process easy to understand?
 - Was it clear? Convenient? Simple?
- **PROBE – EFFECTIVENESS:**
 - Did you need assistance to apply? How? Was it easy?
 - Was all the information you needed in one place or did you have to go looking for it?
 - Were you able to get help if/when needed?
 - Did the application take a reasonable time to complete?
 - How long did it take you to complete the application?
- **PROBE - EMOTION:**
 - How were you feeling about the process and potential outcome? How did you feel about the information you received?
 - Why were you confident? Why not? What would have made you more confident?
 - Did you receive confirmation that your application had been received?
 - How did the process make you feel?
 - How did it impact overall satisfaction?

Follow-up (5 minutes)

Now let's talk about follow-up. Follow-up could be about checking the status of your application, providing missing information or something else.

[IDEA GENERATION]

Did any of you have to follow-up with **[PROGRAM]** after submitting your application? If so, why? How? If not, why not?

- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE:** Time it was taking, worried I had not completed it right, they needed more information
- **PROBE:** Online, telephone, in-person
- **PROBE – EASE:**
 - How easy was it to find out who you should contact to follow-up with your application?
 - Was it clear? Convenient? Simple?
- **PROBE – EFFECTIVENESS:**
 - How did you follow-up?

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- Were you able to get help if/when needed?
- Was it in the language you needed it in?
- Were any issues or questions dealt with simply or at first contact?
- **PROBE - EMOTION:**
 - How did the process make you feel?
 - Were you treated with respect?
 - Did the agent understand your concerns?
 - Were you confident in the process and potential outcome?
 - Were you confident in the information you received?
-
- **PROBE:** Is there anything missing from this step in the process? Anything that should be improved?

Receive Decision (5 minutes)

[IDEA GENERATION]

Not everyone on the line may have received the decision based on their application yet. So for those of you who have not, I'd like you to talk about your expectations of this step in the process, how you expect to be notified and begin receiving your benefit/service. Others may not have received an optimal response, in a moment we are going to talk about reconsideration but first I'd like us to focus on the decision notification.

How were you/do you expect to be notified of the results of your application? Please take a second to write your response on screen and we will discuss together.

[DISCUSS]

- **PROBE:** by mail, online, e-mail, receiving direct deposit, login to online application, by telephone
- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE:** Was the decision easy to understand?
- **PROBE:** What information might you need at this stage? If you have received a decision, was there any information missing that you had hoped would be included, or that might have been useful?
- **PROBE:** Were you confident of what steps to take to obtain clarification?
- **PROBE:** When you received the additional information, what aspect provided made it more clear for you?
- **PROBE:** Are there any steps missing that you might expect to be included in this process?
- **PROBE:** Were you confident the decision was accurate? (Based on what was explained).

[AS TIME PERMITS] Reconsideration (5 minutes)

[IDEA GENERATION]

As mentioned earlier, for those who do not receive a positive response to their application there are recourse options. I've outlined the steps as understood from the administration side below.

[DISCUSS]

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- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE:** by mail, online, e-mail, receiving direct deposit, login to online application, by telephone
- **PROBE:** What information might you need at this stage? If you have received a decision, was there any information missing that you had hoped would be included, or that might have been useful?
- **PROBE:** How might this process make you feel? What would the next step be? How might the communications improve your outlook on this decision?
- **PROBE:** Apart from accepting more applications there anything that could be done to improve this process? Anything that might help someone avoid needing to go through this in the first place?
- **PROBE:** Are there any steps missing that you might expect to be included in this process? Anything else you might do to ensure that you were more successful with this appeal?

Receive Benefit (5 minutes)

[IDEA GENERATION]

Once approved, you would then begin receiving your benefits. What happens at this stage?

[DISCUSS]

- **PROBE:** What was important to you? What would have made it easier/more effective/ a more positive experience?
- **PROBE:** How do you receive your product/benefit (i.e direct deposit, mail, online, pick-up)? How long do you expect it to take?
- **PROBE:** What information might you need at this stage? **[EI]** What if you were able to upload supporting documents online?
- **PROBE:** Are there any steps missing that you might expect to be included in this process?

4.0 Overall Experience (25 minutes)

Now that we have talked about your experiences in a bit more detail, I'd like to discuss the overall experience again.

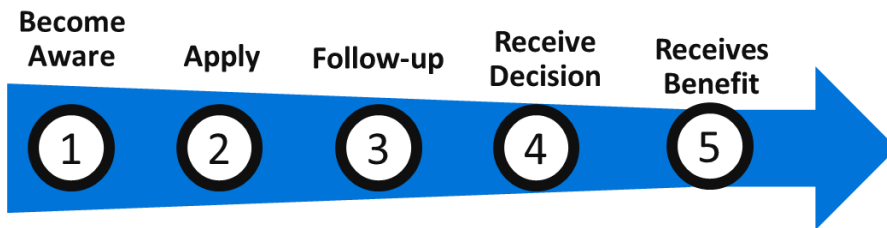
General (10 minutes)

[DISCUSSION – IDEA GENERATION]

Which points in the process did you feel went particularly well?
Which points in the process felt cumbersome or difficult?

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- **PROBE:** Are there any steps in the process that you would change? If so what and how?
- **PROBE:** What would have made the experience better for you?
- **PROBE:** What defined the experience for you?

[QUESTIONNAIRE]

Let's go back and answer some of the questions we started off our discussion with. Please respond to these questions based on a more thorough review of your experiences so far.

1. How satisfied are you overall with your experience with **[PROGRAM]**?
 - a. Very satisfied
 - b. Somewhat satisfied
 - c. Not very satisfied
 - d. Not at all satisfied
2. Would you speak positively about the service to others?
 - a. Very positively
 - b. Somewhat positively
 - c. Somewhat negatively
 - d. Very negatively
 - e. Not sure
3. Do you have any suggestions that would improve your experience?

[DISCUSS RESULTS]

- **PROBE:** Why are you satisfied with your experience? Why dissatisfied? How might we improve this process?
- **PROBE:** Which part are you thinking about when you rate it this way, what is the association? Was there a particular part in the experience that made you rate it this way?
- **PROBE:** What would you say to others about the process? Any advice you'd give someone considering making an application?

[AS TIME PERMITS] Ease (5 minutes)

[DISCUSSION - IDEA GENERATION]

Let's talk a bit more about the ease of the overall process. We've discussed some barriers and opportunities for improvement before. I'd like us to drill down a bit more on the simplicity, clarity and convenience of the process and how we might make these reach the ideal service situation we discussed at the beginning.

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- **PROBE – SIMPLICITY:** Was it easy to find help and information when needed? Was it easy to figure out where to go and what to do once you arrived? Did you have to repeat your issues to multiple people or provide information more than once?
- **PROBE – CLARITY:** Was the information you received complete? Was it easy to understand? Was it easy to figure out what the next step would be? Did you have any difficulty identifying which documents would be required?
- **PROBE: CONVENIENCE:** Were you able to perform each step in the process at your convenience? Were you able to find a time that worked for you or did you need to go out of your way to finalize your application?

[AS TIME PERMITS] Effectiveness (5 minutes)

[DISCUSSION - IDEA GENERATION]

Now let's discuss effectiveness.

- **PROBE – ACCESS:** Were you able to easily receive/acquire information, products and services when needed? Were you given the relevant information without asking? Were you able to get help when needed to continue self-serving (e.g. phone assistance with online service, in-person assistance with online service)? Did you receive service in your official language of choice? Was providing feedback on the process easy?
- **PROBE – TIMELINESS:** Reasonable amount of time to access the service? Complete the application? Wait to receive information and service/product?
- **PROBE – CONSISTENCY:** Consistent information received from multiple Service Canada sources (e.g. two separate call centre agents)
- **PROBE – EFFICACY:** Was the process easy to follow to complete task (e.g. procedures are straight-forward)? Were you able to get issues resolved at first contact/ through a simple process? Did you know what to do if you ran into a problem? Were there any other sources of frustration (e.g. not bounced around)?

[AS TIME PERMITS] Emotion (5 minutes)

[DISCUSSION - IDEA GENERATION]

Finally, I'd like us to focus on the emotions involved in an ideal customer service experience. How might the Government of Canada improve the experience so that you feel positively about the process, you were treated with respect and can be confident in the process?

[DISCUSS PROBES AS NOT TOUCHED ON PREVIOUSLY IN CONVERSATION]

- **PROBE – RESPECTFUL TREATMENT:** How did your interactions with service agents make you feel? Were you respected? Were they helpful? Did they demonstrate understanding of your concerns?
- **PROBE – CONFIDENCE STEPS:** How confident were you that you were following the right steps? How might that be improved? What would have helped you to feel more confident in this?

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- **PROBE – CONFIDENCE RECEIVED:** How confident were you that the information you provided has been received? Did you receive confirmation?
- **PROBE – CONFIDENCE SECURITY:** How confident are you in the protection of your personal information? Were you told about the privacy policies? Did they treat your information seriously? How might this be improved?
- **PROBE:** Did you have any other worries or concerns regarding the service delivery process?

5.0 Other Issues (10 minutes)

[IDEA GENERATION]

[DISCUSSION - IDEA GENERATION]

Some of you had a positive experience while others had a more negative experience. Together we've flagged the areas where you have had difficulty and discussed some ways to improve the process. Now, I'd like us to talk a bit more about improving the experience.

What suggestions do you have to make the experience better?

- **PROBE:** How did you feel that the agent treated you? What could they have done differently?
- **PROBE:** How long did it take? Is that good? Too long?
- **PROBE:** Did you feel confident that you knew what you do? What the next steps were? That the outcome would arrive on time? What characterizes a bad customer service experience?

Trade-offs (5 minutes)

[RATE]

We've outlined some key suggestions brought up during our discussion below. Thinking of your suggestions so far in the conversation have we missed any?

We would like you to rate each based on their potential impact on your overall experience.

[IPSOS SUPPORT TO ADD TO LIST AS DISCUSSION PROGRESSES – PRECODED BELOW]

- Easier to get a My Service Canada account
- Easier to get through to EI Specialized Call Centre
- Wait time or callback feature for telephone service
- Communicate online via email with the Government of Canada
- Online chat features to assist on the website
- Easier to get to a Service Canada Centre
- Options for uploading documents
- Options for using apps/mobile devices

[DISCUSS]

- **PROBE:** Looking at the results together the top-rated idea is [IDEA]. Why is that?
- **PROBE:** Which do you think would be the top priorities? If we could invest in only one of these improvements, which do you think would be the most essential? Which is the least essential?
- **PROBE:** Which suggestion would have made the greatest impact to your overall experience? Which suggestion would have made the least impact to your experience?

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6.0 Final Comments/Feedback (5 minutes)

[DISCUSSION - IDEA GENERATION]

Do you have any further suggestions or feedback regarding our discussion today?

[AS TIME PERMITS] [RATE]

Before we wrap up our conversation today I would like you to take a few minutes to complete the following questions based on our discussions today.

To what extent would you say you agree or disagree with the following statements?

- I believe that my opinion will be used to make accessing government services as clear and understandable as possible
- This exercise will help to improve services and my future experiences.
- Service Canada cares about my opinion
- Service Canada's an innovative and forward-looking organization
- I am optimistic that my experience will improve in the future

Response items:

- Strongly agree
- Somewhat agree
- Neither agree nor disagree
- Somewhat disagree
- Strongly disagree