



Client Experience Survey 2019-20

POR # 042-19

CONTRACT AWARD DATE: 2019-09-05

CONTRACT # G9292-203572/001/CY

JULY 30, 2020

CONTRACT VALUE: \$147,495.29 (including HST).

**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA
[ESDC]**

NC-POR-ROP-GD@HRSDCRHDCC.GC.CA

**CE RAPPORT EST AUSSI DISPONIBLE EN FRANÇAIS SUR
DEMANDE.**

© 2019-20 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



Client Experience Survey 2019-20

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-mail 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 recently completed a client journey to access an ESDC benefit or social insurance number. 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 differing constraints on sample selection and data tracking.



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 the 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. The survey has also been used to provide tracking on key client experience service performance measures, primarily overall satisfaction and ease, effectiveness and confidence with the service experience by program, client group and service channels used. As well, it is being used to track take-up of self-service and assisted self-service among Service Canada clients to inform service transformation over time.

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	August 2019	October 2019	Approval date (reflects the date the application was processed/decision was made)	Benefit status is in pay or denied Exclusions: <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 minors Clients living outside Canada
CPP-D	August 2019	October 2019	Adjudication time stamp date	Benefit status is in pay or denied Exclusions: <ul style="list-style-type: none"> Benefit types related to minors Clients living outside Canada
EI	August 2019	October 2019	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



				<ul style="list-style-type: none"> • Compassionate care • Skeleton claims • Renewals
SIN	August 2019	October 2019	Initial Decision date	Exclusions: <ul style="list-style-type: none"> • SIN at birth (no phone numbers) • Records of clients born after 2002 • Excludes those that had a temporary SIN and had since left the country
OAS/ GIS	August 2019	October 2019	Entitlement date (reflects the date the client went into pay and is one month following the date the client is sent an entitlement letter) Drawn from the OAS/GIS universe. OAS and GIS were collapsed as the service experience was unified by introducing one combined application process for OAS and GIS as of August 2018.	Exclusions: <ul style="list-style-type: none"> • Clients with trustees • Spousal Allowance (clientele too small for questions on this service experience alone)

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.

OAS and GIS clients were asked about one service experience rather than sampling and surveying them separately, because the two applications were combined into one in 2018.

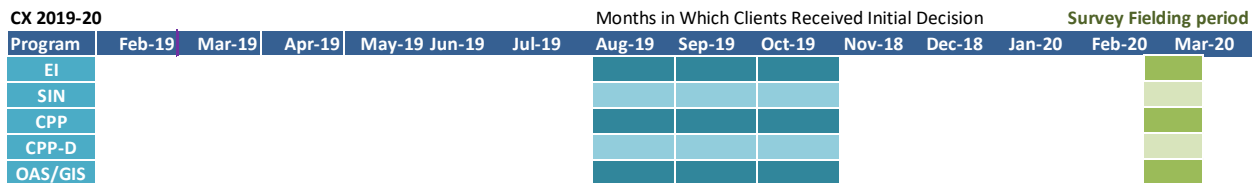
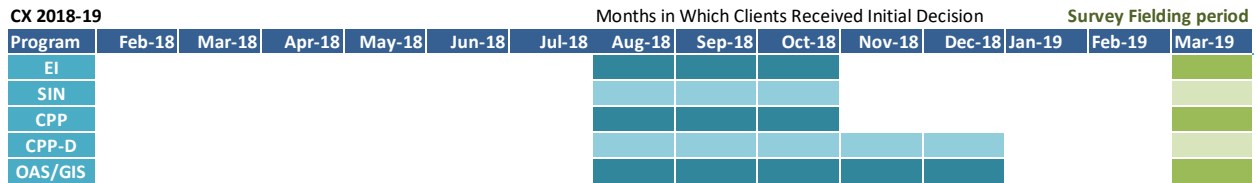
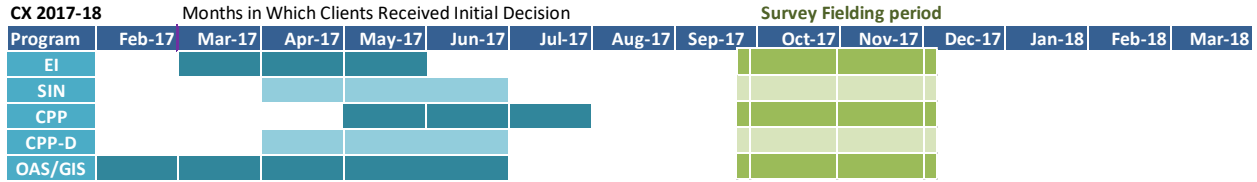
Reference Period

Below is a graphic representation of the periods over which the clients selected for the survey received an initial decision. All clients surveyed received the decision over the months of August, September and October. When surveyed, clients were asked to think of their experience within the previous year with Service Canada related to the program (for which they had recently received a decision). Sampling periods were selected with the objective of avoiding atypical service volumes across multiple programs for comparability.

This year it was feasible to extract sufficient sample from each program based on a common set of months. In previous years the sample periods for CPP-D and the combined OAS/GIS programs were extended to November and December in order to extract sufficient sample to achieve the target number of completed interviews for each program.



Due to Covid-19, fieldwork for the 2019-20 CX Survey was ended midway through execution. As such, the original sample size target could not be reached. This also had impact on the ability to follow-up on interviews scheduled (among clients who could not speak English or French) utilizing simultaneous translation service.



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 OAS/GIS, we sought to interview approximately 800 respondents of each program in to order allow analysis with some reliability of whether there were challenges in every program or only some programs. However, due to restrictions as a result of COVID-19 fieldwork was ended early and 417 and 562 interviews were completed among CPP-D and OAS/GIS respectively.

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 Indigenous clients, with an acceptable degree of reliability, these groups were oversampled. We sought to achieve a minimum of 400 completed questionnaires for each of these smaller groups, however due to restrictions as a result of COVID-19 fieldwork was ended early and 271 and 320 interviews were completed among those living in remote areas and Indigenous clients respectively.

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 error. The tables below demonstrate that in most cases, the survey sample was similar to the universe with respect to age and gender. Since fieldwork was ended early due to COVID-19, slightly heavier weights were required to adjust the survey data to the client population than in previous



years. The primary subgroup where a larger gap appears is within those in Quebec and the West (where more completed interviews were achieved relative to the client population) and Ontario (where fewer completed interviews were achieved). It is also observed that a higher number of interviews was achieved among those 60+ and fewer among those 31-59 for EI and CPP-D. 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 process. Steps in the weighting comprise:

1. Adjust to the universe proportions of age, gender and region for each program.
2. Weight over-sampled populations back into proportion to their presence in the universe.
3. Weight the number respondents in CPP, CPP-D and EI in proportion to the number of approved and denied decisions in the client universe for these programs.
4. Weight the number respondents in each program in proportion to the total number of clients.
5. Weight the number respondents by each region in proportion to the total number of clients.

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, gender and region, for each program as shown below. The universe proportions used to develop the targets are based on data extracts provided by ESDC.

Employment Insurance (EI)

Region	Universe	Survey
Ontario	29%	22%
Quebec	22%	29%
West/Territories	31%	43%
Atlantic	18%	6%
Age Group		
18-30	28%	28%
31-59	59%	54%
60+	13%	19%
Gender		
Male	53%	52%
Female	47%	48%



Canada Pension Plan (Retirement)

Age Group	Universe	Survey
18-30	0%	0%
31-59	5%	6%
60+	95%	94%
Gender		
Male	48%	49%
Female	52%	51%
Region		
Ontario	49%	37%
Quebec	0%	0%
West/Territories	40%	61%
Atlantic	11%	2%

Canada Pension Plan (Disability)

Age Group	Universe	Survey
18-30	5%	4%
31-59	76%	65%
60+	19%	31%
Gender		
Male	48%	48%
Female	52%	52%
Region		
Ontario	35%	26%
Quebec	0%	1%
West/Territories	53%	70%
Atlantic	12%	4%

Old Age Security (OAS) and Guaranteed Income Supplement (GIS)

Age Group	Universe	Survey
65-69	97%	99%
70+	3%	1%



Gender		
Male	49%	51%
Female	51%	49%
Region		
Ontario	38%	26%
Quebec	20%	30%
West/Territories	32%	42%
Atlantic	10%	2%

Social Insurance Number (SIN)

Region	Universe	Survey
Ontario	44%	33%
Quebec	16%	23%
West/Territories	35%	40%
Atlantic	5%	3%
Age Group		
18-30	62%	60%
31-59	34%	37%
60+	4%	4%
Gender		
Male	49%	59%
Female	51%	41%

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. Indigenous respondents were identified within the SIN sample by indication of use of Indian Status Card as identification when applying, and in the EI sample by an indication that the client had self-identified as being in this group when applying. Further, all survey respondents were invited to self-identify.
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 a remote location according to Statistics Canada definitions.

In the second phase of the weighting, the proportion of Indigenous and remote respondents was weighted back to the estimated proportion in the universe, based on the random client extract provided by ESDC.



Employment Insurance (EI)

	Universe	Survey
Indigenous	17%	26%
All Other	83%	74%
Remote	5%	20%
Rural	50%	42%
Urban	45%	38%

Canada Pension Plan (Retirement)

	Universe	Survey
Remote	3%	8%
Rural	43%	50%
Urban	54%	42%

Canada Pension Plan (Disability)

	Universe	Survey
Remote	3%	2%
Rural	43%	47%
Urban	54%	51%

Old Age Security (OAS) and Guaranteed Income Supplement (GIS)

	Universe	Survey
Remote	2%	11%
Rural	45%	46%
Urban	53%	43%

Social Insurance Number (SIN)

	Universe	Survey
Remote	1%	8%
Rural	18%	17%
Urban	81%	74%
Indigenous	4%	7%
All Other	96%	93%



Weight the number respondents in CPP, CPP-D and EI in proportion to the number of approved and denied decisions in the client universe for these programs.

In the third phase of the weighting, the proportion of clients who received approved and denied decisions for CPP, CPP-D and EI were weighted back to the proportion in the universe for each program.

Employment Insurance (EI)

	Universe	Survey
Approved	88%	91%
Denied	12%	9%

Canada Pension Plan (Retirement)

	Universe	Survey
Denied	3%	2%
Approved	97%	98%

Canada Pension Plan (Disability)

	Universe	Survey
Denied	47%	36%
Approved	53%	64%

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

In the fourth phase of the weighting, the proportion of respondents by program was weighted to reflect the overall population of clients across the programs when viewing overall satisfaction and other statistics. The distribution of clients among the programs was held constant with the weights used in the 2017-18 baseline survey. This was done in order to allow comparison of the results with the 2017-18 and 2018-19 Survey, and to measure differences in the client experience that are due to changes in the service design and operational service performance rather than fluctuations in relative program volumes over time.

	Program share CX 2017-18	Survey
EI	48%	29%
CPP (R)	10%	16%
CPP (D)	2%	17%
OAS/GIS	10%	19%
GIS	2%	4%
SIN	29%	15%



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	36%	28%
Quebec	19%	19%
West/Territories	33%	50%
Atlantic	12%	4%

Limitations

Missing Phone Numbers

An average of twelve percent of records in each program database were missing phone numbers. For SIN, telephone numbers from abroad were blanked resulting in twenty-seven percent of records with missing or blanked 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.

Validity of data on satisfaction with 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 read to clients, prior to posing a satisfaction question regarding 1 800 O-Canada. This was an attempt to improve recall since only respondents who asked what the difference was between the phone services were provided with descriptions of the two in the baseline wave of the survey.

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).

Lag time

The average time lag between receiving a decision and answering the questionnaire was 4.5 months for each program. This year it was possible to pull the sample from a consistent period for each program ensuring the lag time is also consistent. This gap in time is created by avoiding atypical periods for sample selection, as well as avoiding survey administration during the summer and winter holiday periods when response rates are typically lower. Further, once the



client universe was drawn at the end of the sample period, two months were required to draw, prepare, transport and load the sample for survey administration.

Response Rate

Up to seven calls were placed in an effort to reach a selected respondent. The overall response rate achieved was 12% which was consistent with the industry average. The response rate was lower than previous years due to fieldwork ending early which resulted in many a higher proportion of unresolved appointments midway through survey execution compared to previous years. The final call outcomes were as follows.

CALL OUTCOME	COUNT OF DISPOSITION
Call backs	5303
Completed Interviews	2431
Disqualified	616
Language Barriers	385
No Answers	7697
Not In Service (Out of Scope)	2696
Over quota	0
Refusals	5303
Terminations	523
TOTAL IN SCOPE	24952
TOTAL RESPONDING	3047
OVERALL RESPONSE RATE	12%

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Source
Questionnaire

ABBREV ABBREV	PROGRAM PROGRAMME	QUOTA QUOTA
EI Programme d'AE	Employment Insurance Programme d'assurance-emploi	650 – 800 650 - 800
CPP RPC	Canada Pension Plan (retirement) Régime de pensions du Canada	650 – 800 650 - 800
CPP-D RPC-I	Canada Pension Plan: Disability Programme de prestations d'invalidité du Régime de pensions du Canada	650 – 800 650 - 800
OAS Programme de SV	Old Age Security Programme de la sécurité de la vieillesse	350 – 500 350 - 500
OAS & GIS Programme de SV et SRG	Old Age Security AND Guaranteed Income Supplement Programme de la sécurité de la vieillesse ET Supplément de revenu garanti	300 300
SIN NAS	Social Insurance Number Numéro d'assurance sociale	650 – 800 650 - 800

[IF OAS AND 'AUTO-ENROLLED' OR OAS/GIS AND 'AUTO-ENROLLED' PRESENT IN SAMPLE FILE CLASSIFY AS 'AUTO-ENROLLED' FOR QUESTIONNAIRE INSERTIONS]

Introduction

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 OAS/GIS: (IF NEEDED: This is about your government pensions.)] [INSERT IF PROGRAM=OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED: (IF NEEDED: You may have gotten a letter advising you that you would automatically begin receiving Old Age Security and/or the Guaranteed Income Supplement.)] 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]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

(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 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)

1 – Continuer (en français ou en anglais)

2 – French Callback

2 – Rappel à un autre moment en français

3 – English Callback

3 – Rappel à un autre moment en anglais

4 – Other Language (Switch to **Proxy Language Fly-sheet**)

4 – Autre langue (Switch to **Proxy Language Fly-sheet**)

5 – SVR Canada VRS telephone service (Switch to ** SVR Canada VRS telephone service Fly-sheet**)

5 -Service téléphonique SVR Canada VRS (Feuille de vol** « Passez au service téléphonique SVR Canada VRS »)

[FLYSHEET]

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

(OBLIGATOIRE) : Vous êtes 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.

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

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

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

(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.

(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.)

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

(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

SVR CANADA VRS TELEPHONE SERVICE

Service téléphonique SVR Canada VRS

[DO NOT ALLOW DK/REF AT PROXY1]

[DO NOT ALLOW DK/REF AT PROXY1]

[ASK IF NWAVE=1]

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

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

[OPEN END]

[IF Nwave=1 & YES ASK LANG, THEN THANK AND TERMINATE]

[DO NOT ASK LANG IF NWAVE=2]

LANG. (INTERVIEWER DO NOT READ: Record the Non-English/French language the respondent would like called in)

LANG. (L'INTERVIEWEUR : NE LISEZ PAS; Enregistrez la langue dans laquelle le répondant aimerait être appelé.)

[OPEN END]

[DO NOT ALLOW DK/REF AT LANGLN]

[IF NWAVE= 1 & LANGLN=2, SKIP TO SA]

[ASK ALL IF NWAVE=2]

LANGLN2. (INTERVIEWER DO NOT READ)

LANGLN2. (L'INTERVIEWEUR : NE LISEZ PAS)

You have chosen to conduct this survey using the language interpretation services offered by vendor Language Line.

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Vous avez choisi de mener le sondage en utilisant le système d'interprétation du langage de l'entreprise, « Language Line ».

Please ensure you are sitting at a conference enabled phone and have the respondent on the line before proceeding with the survey.

Veuillez-vous assurer d'utiliser un appareil téléphonique de conférence et d'avoir le répondant en ligne avant de poursuivre le sondage.

Conference call Language Line at 1-866-874-3972

Numéro de la ligne de conférence « Language Line » : 1-866-874-3972

Once connected to Language Line, let the Language Line contact know:

Un fois la communication établie avec « Language Line » faites connaître les informations suivantes au représentant(e) de « Language Line » :

account#: 755191

Numéro de compte : 755191

Respondent preferred language: _____

Langue préférée du/de la répondant(e) : _____

Prompt: ESDC

Guide : ESDC

You will be connected to an interpreter and you may then proceed with the survey.

Vous serez mis en relation avec un interprète et pourrez alors lancer le sondage.

1-Continue

1-Continuer

[DO NOT ALLOW DK/REF AT LANGLN2]

LANGLN3. (In what language is this survey being conducted?)

LANGLN3. (Dans quelle langue ce sondage est-il mené?)

[OPEN-END]

[DO NOT ALLOW DK/REF AT LANGLN3]

LANGLN4. 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.

LANGLN4. Nous effectuons un sondage pour le compte du gouvernement du Canada au sujet du **[INSERT PROGRAM]** afin d'obtenir votre opinion sur la qualité des services fournis aux Canadiens.

I will read the survey questions to the interpreter and they will read back to you in **[INSERT LANGLN3]**.

Please let the interpreter know your answer, and they will let me know your reply.

Je vais lire les questions du sondage à l'interprète qui vous les transmettra en **[INSERT LANGLN3]**.

Veuillez faire connaître votre réponse à l'interprète qui pourra nous la transmettre.

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Because we are working through an interpreter, the survey could take up to 30 minutes depending on your answers.

Puisque nous devons travailler par l'entremise d'un interprète, le sondage pourrait prendre jusqu'à 30 minutes selon vos réponses.

1 - Continue

1 - Continuer

[DISPLAY IF SVR CANADA VRS TELEPHONE SERVICE]

(INTERVIEWER DO NOT READ)

(L'INTERVIEWEUR : NE LISEZ PAS)

Some respondents may be Deaf or hard of hearing and using Canada VRS telephone service. When the sign language interpreter answers the phone, the Ipsos interviewer will be asked to stay on the line while connecting with the respondent. There may be a delay (do not hang up).

Certains répondants peuvent être sourds ou malentendants et utilisent le service téléphonique Canada VRS. Lorsque l'interprète gestuel répond au téléphone, interviewer Ipsos est invité à rester en ligne pendant la connexion avec le répondant. Il peut y avoir un retard (ne pas raccrocher).

The Ipsos interviewer will read questions to the interpreter who will be connected via video conferencing to the respondent. Interviewers should anticipate a delay between when they pose the question and receiving a response.

L'enquêteur d'Ipsos lira les questions à l'interprète qui sera connecté par vidéoconférence au répondant. Les enquêteurs doivent prévoir un délai entre le moment où ils posent la question et celui où ils reçoivent une réponse.

SA. (READ ALL PRIOR TO CONTINUING WITH INTERVIEW)

(LIRE TOUT AVANT DE POURSUIVRE L'ENTREVUE)

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.

Nous effectuons un sondage pour le compte du gouvernement du Canada au sujet de [INSÉRER PROGRAMME] afin d'obtenir votre opinion sur la qualité des services fournis aux Canadiennes et Canadiens.

Because we are working through an interpreter, the survey could take up to 30 minutes depending on your answers.

Puisque nous devons travailler par l'entremise d'un interprète, le sondage pourrait prendre jusqu'à 30 minutes selon vos réponses.

1 - Continue

1 - Continuer

Screening

Sélection

[ASK PROXY2 IF PROXY1= PROXY – LANGUAGE OR PROXY – ASSIST OR PROXY PROVIDED BY RESPONDENT; OTHERWISE SKP TO INTRO BEFORE Q1A]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

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

Yes
Oui
No
Non

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

[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 the benefit you received, which is determined by legislation; it is about the process of applying for the benefit up until you received a decision.]
[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 prestations, qui est déterminé par la loi; il concerne le processus entre le moment où vous avez fait votre demande de prestations et le moment où vous avez obtenu une réponse.]

[INSERT IF PROGRAM = OAS: The rest of the questions are about Old Age Security or OAS, and not about any other programs you may have applied for.]

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

[INSERT IF PROGRAM = GIS] The rest of the questions are about Old Age Security and the Guaranteed Income Supplement and not about any other programs you may have applied for.

[INSERT IF PROGRAM = GIS] Les autres questions portent sur la SV et le supplément de revenu garanti, et non sur d'autres programmes auxquels vous vous êtes inscrit.

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

[IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED' SKIP TO Q17]

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 they took before filling in the application for [INSERT ABBREV]. For OAS and GIS, clients are automatically enrolled and would have learnt about the benefit by a notice send by mail. The next questions deal with the steps they took to learn about their benefits.)

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] De quelle façon avez-vous découvert le [INSEERREZ PROGRAMME] ou [INSÉRREZ ABBREV] avant de remplir une demande? [INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] De quelle façon avez-vous obtenu des renseignements avant de recevoir vos prestations de la SV et du SRG, le cas échéant? Avez-vous... (LIRE LA LISTE, ENREGISTRER TOUT CE QUI EST APPLICABLE) (NOTE À L'INTERVIEWEUR : S'assurer que le répondant comprend bien que les questions suivantes portent sur les étapes qu'il a suivies avant de remplir la demande de [INSÉRREZ ABBREV]. Pour la SV et le SRG, les clients sont automatiquement inscrits et auraient été informés de la prestation par un avis envoyé par courrier. Les questions suivantes portent sur les mesures qu'ils ont prises pour s'informer sur leurs prestations.)

(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].)

(NOTE CONCERNING INTERVIEWS: ONLY THE EXPERIENCE OF THE RESPONDENT IN THE CONTEXT OF THE PROGRAM FOR WHICH HE OR SHE WAS SELECTED IS RELEVANT; HIS/HER EXPERIENCES WITHIN OTHER GOVERNMENT PROGRAMS ARE NOT NO, ALSO, IF THE RESPONDENT SAYS THAT SPONTANEOUSLY USED THE COMPUTERS OF A GOVERNMENT OFFICE TO GO ON THE INTERNET, CHOOSE THE RESPONSE "VISITED A GOVERNMENT OFFICE".)

(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 ».)

[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

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[INSERT IF PROGRAM = CPP, OAS OR GIS] Talk to a financial advisor

[INSERT IF PROGRAM = CPP, OAS OR GIS] Parler à un conseiller financier.

Talk to an employer

Parler à un employeur

(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. You indicated you contacted a government office by telephone. There are two types of call centres, and we'd like to know which one you called. 1 800 O-Canada provides general information on Government of Canada programs including who can apply and how to apply. EI, pensions and SIN specialized call centres answer more specific questions about your application; they ask you to confirm your identity when you call.

1bx. Vous avez indiqué que vous aviez communiqué avec un bureau du gouvernement par téléphone. Il existe deux types de centres d'appels, et nous aimerions savoir lequel vous avez joint. Il y a le 1 800 O-Canada, qui donne des renseignements généraux sur les programmes du gouvernement du Canada, sur les critères d'admissibilité et sur le processus de demande. Il y a également les centres d'appels spécialisés en assurance-emploi, en pensions et en assurance-sociale, dont les agents peuvent répondre à des questions précises au sujet de votre demande. Si vous communiquez avec un tel centre, vous devez confirmer votre identité.

Did you call ... (READ LIST)

Avez-vous appelé... (LIRE LA LISTE)

1 800 O-Canada

1 800 O-Canada

An/A [INSERT ABBREV] Call Centre, or

Un centre d'appels spécialisé 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
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

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

IF Q1A = 'NONE OF THESE'	NO CHANNELS	NO CHANNELS
--------------------------	-------------	-------------

[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 Q1A 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 Q1A. 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)]

[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]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[IF Q1a 'GO ONLINE TO THE GOVERNMENT WEBSITE', CONTINUE. OTHERS SKIP TO Q7]

4. Did you get what you wanted from the Government of Canada website when you were looking for information [INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] before you applied?

Avez-vous obtenu ce que vous vouliez sur le site web du gouvernement du Canada lorsque vous cherchiez des renseignements [INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] avant de faire votre demande?

YES

OUI

NO

NON

6. When you were looking for information about [INSERT ABBREV] on the Government of Canada website, how easy or difficult was it to...? Please use a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how would you rate...[INSERT ITEM]?

Lorsque vous cherchiez des renseignements par rapport au [INSERT ABBREV] sur le site web du gouvernement du Canada, à quel point était-il facile ou difficile de...? Veuillez utiliser une échelle de 1 à 5, où 1 signifie « très difficile » et 5 « très facile », comment évaluez-vous...[INSERT ITEM]?

[RANDOMIZE]

Find information about [INSERT ABBREV]

Trouver des renseignements à propos du [INSERT ABBREV]

Understand the information about [INSERT PROGRAM]

Comprendre les renseignements sur le [INSERT PROGRAM]

[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] 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]]

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

[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Find out the steps to apply]

[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Trouver les étapes pour présenter une demande]

[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Find out what information you need to provide when applying for [INSERT ABBREV]]

[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Connaître les renseignements dont vous aviez besoin pour présenter une demande pour le [INSERT ABBREV]]

[INSERT IF PROGRAM = CPP, OAS, GIS] Decide the best age to start your pension

[INSERT IF PROGRAM = CPP, OAS, GIS] Décider du meilleur âge pour commencer votre pension

1 – Very difficult

1 – Très difficile

2

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

2

3

3

4

4

5 – Very easy

5 – Très facile

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 1 is disagree strongly and 5 is agree 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 1 correspond à « pas du tout d'accord » et 5 à « tout à fait d'accord ».

1 – Strongly disagree

1 – pas du tout d'accord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

- 7a. Thinking about the process of getting information about [INSERT PROGRAM], which of the following changes would have improved your experience the most? **[SINGLE PUNCH]** (READ LIST)

En ce qui concerne le processus d'obtention de renseignements sur [INSERT PROGRAM], lequel des changements suivants aurait le plus amélioré votre expérience? **[SINGLE PUNCH]** (LIRE LA LISTE)

Online information was easier to understand

Les renseignements en ligne auraient pu être plus clairs

Real-time support through online chat to ask questions

Soutien en temps réel par le biais d'un clavardage en ligne pour poser des questions

Quicker to get assistance by phone

Obtention plus rapide d'une assistance par téléphone

(DO NOT READ) None of the above

(NE PAS LIRE) Aucune de ces réponses

[IF PROGRAM = OAS AUTO-ENROLLED OR OAS/GIS 'AUTO-ENROLLED', SKIP TO Q17]

Application Process—Applying for [INSERT ABBREV] Benefits

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

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

Si l'on se réfère à la date à laquelle vous avez effectivement demandé [IF ≠ SIN INSERT [INSERT ABBREV] pour des prestations], [IF SIN INSERT: un numéro d'assurance sociale], quel méthode avez-vous utilisée pour remplir et présenter votre demande? Avez-vous... (LIRE LA LISTE ET SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT) NOTEZ QUE TOUS LES PROGRAMMES NE DISPOSENT PAS DE DEMANDES POUVANT ÊTRE REMPLIES EN LIGNE)?

(CLARIFY 'ONLINE FROM HOME' AS NECESSARY) Online from home means submitting an application online from your primary residence or online from some other location, but not in an office with Service Canada staff.

(AU BESOIN, PRÉCISER LE SENS DE « EN LIGNE À LA MAISON ». « en ligne, à la maison » signifie que vous avez envoyé votre demande par Internet, à partir de votre résidence principale ou d'un autre lieu, mais pas dans les bureaux de Service Canada où il y a des agents.

[MULTIPUNCH]

Online application using a computer from "home"

Demande en ligne à l'aide d'un ordinateur à partir de « la maison ».

Online application using a mobile device from "home"

Demande en ligne à l'aide d'un appareil mobile à partir de « la maison »

Go to a government office

Visité un bureau du gouvernement

Mail

Courrier

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

A Service Canada representative visited my community

Un représentant de Service Canada a visité ma communauté

(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 Q12 OTHERS CONTINUE.]

[IF Q9bx 'CALL... BY TELEPHONE' AND PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED, ASK Q9cx. OTHERWISE SKIPS GO TO 'CREATE VARIABLE 2']

9cx. You indicated you contacted a government office by telephone. (READ IF NECESSARY) There are two types of call centres, and we'd like to know which one you called. 1 800 O-Canada provides general information on Government of Canada programs including who can apply and how to apply. EI, pensions and SIN specialized call centres answer more specific questions about your application; they ask you to confirm your identity when you call.

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

9cx. Vous avez indiqué que vous aviez communiqué avec un bureau du gouvernement par téléphone. (LIRE AU BESOIN) Il existe deux types de centres d'appels, et nous aimerions savoir lequel vous avez joint. Il y a le 1 800 O-Canada, qui donne des renseignements généraux sur les programmes du gouvernement du Canada, sur les critères d'admissibilité et sur le processus de demande. Il y a également les centres d'appels spécialisés en assurance-emploi, en pensions et en assurance-sociale, dont les agents peuvent répondre à des questions précises au sujet de votre demande. Si vous communiquez avec un tel centre, vous devez confirmer votre identité.

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

[IF Q9bx 'GO TO A GOVERNMENT OFFICE' AND PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED, ASK Q9dx. OTHERWISE SKIPS GO TO 'CREATE VARIABLE 2']

[IF SIN; SKIP TO NEXT QUESTION][DP: IF SIN AUTOPUNCH "AT THE COUNTER WITH A SERVICE CANADA REPRESENTATIVE" FOR 9DX]

9dx. You indicated you went into a government office. Did you complete your application...?

Vous avez indiqué que vous étiez entré dans un bureau du gouvernement. Avez-vous rempli votre demande...?

At a computer in a Service Canada Centre

En ligne, dans les bureaux de Service Canada

At the counter with a Service Canada representative

Au comptoir d'un Centre de Service Canada avec un représentant

[CREATE VARIABLE 2 FOR PROGRAMMING:]

Response	Key Source 2	Channel 2*
IF Q9bx 'GO TO A GOVERNMENT OFFICE' OR 'SC REP VISITED COMMUNITY'	IN PERSON	IN PERSON
IF Q9bx 'ONLINE APPLICATION USING A COMPUTER' OR ONLINE APPLICATION USING A MOBILE DEVICE'	ONLINE	ONLINE

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

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
IF Q9BX = 'NONE OF THESE'	NO CHANNELS	NO CHANNELS

[IF PROGRAM = OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED SKIP TO 17]

[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 methods you used to complete the application, which one did you use first? (READ LIST AS NEEDED)

En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous utilisée 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) from "home"]

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

[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 methods you used to complete the application, which one did you use second? (READ LIST AS NEEDED)

En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous utilisée en second lieu? (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)]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[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]

[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 1 is disagree strongly and 5 is agree 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 1 correspond à « pas du tout d'accord » et 5 à « tout à fait d'accord »).

1 – Strongly disagree

1 – pas du tout d'accord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

13. On a scale of 1 to 5 where 1 is very difficult and 5 is very easy, 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 1 correspond à très difficile et 5 à très facile, 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 pour le [INSERT ABBREV]

[INSERT FOR ALL PROGRAM EXCEPT SIN] Completing the form

[INSERT FOR ALL PROGRAM EXCEPT SIN] Remplir le formulaire

1 – Very difficult

1 – Très difficile

2

2

3

3

4

4

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

5 – Very easy
5 – Très facile

[IF PROGRAM = SIN AND Q9bx 'GO TO A GOVERNMENT OFFICE' SKIP QUESTION]

14c. After you submitted your application for [INSERT ABBREV], how confident were you that your application would be processed in a reasonable amount of time. Please use a 5-point scale, where 1 is very worried and 5 is very confident.
Après avoir soumis votre demande de [INSERT ABBREV], étiez-vous confiant(e) que votre demande serait traitée dans un délai raisonnable? Veuillez utiliser une échelle de 5 points, où 1 correspond à une grande inquiétude et 5 à une grande confiance.

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 Q1c]

15a. Thinking about the process of completing the application for [INSERT PROGRAM], which of the following changes would have improved your experience the most? [SINGLE PUNCH] (READ LIST)
En ce qui concerne la procédure de compléter la demande pour le [INSERT PROGRAM], lequel des changements suivants aurait le plus amélioré votre expérience? [SINGLE PUNCH] (LIRE LA LISTE)

The application form should have been simpler
Le formulaire de demande aurait pu être simplifié
Real-time support through online chat to ask questions
Soutien en temps réel par le biais d'un clavardage en ligne pour poser des questions
Quicker to get assistance by phone
Obtention plus rapide d'une assistance par téléphone
(DO NOT READ) None of the above
(NE PAS LIRE) Aucune de ces réponses

15. Were you provided with information about when an application decision would be made?
Avez-vous reçu des renseignements sur la date à laquelle une décision sera prise concernant votre demande?

Yes
Oui
No

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Non

Post-application—Decision and Follow-Up

17. **[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']** Before you received a decision, did you contact Service Canada to... (READ LIST, SELECT ALL THAT APPLY)

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Avant d'avoir obtenu une décision, avez-vous communiqué avec Service Canada pour... (LIRE LA LISTE ET SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT)?

[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] Before you received your first payment, did you...?

[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] Avant de recevoir votre premier paiement, avez-vous ...?

(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.)

(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]

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Check on the status of your application

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Vérifier l'état de votre demande

[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Check the status of the payment.

[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Vérifiez l'état du paiement.

Provide additional information about your application

Fournir des renseignements supplémentaires à propos de votre demande

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] For any other reason

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Une autre raison

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Or, had no contact (with Service Canada) before being notified of the decision **[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']** Or, had no contact. **[MUTUALLY EXCLUSIVE]**

29

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']
Ou, Je n'ai pas eu de contact (avec Service Canada) avant d'être informé(e) de la décision [INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Ou, je n'ai pas eu de contact.
[MUTUALLY EXCLUSIVE]

[IF Q17 'CHECK ON THE STATUS OF YOUR APPLICATION' OR 'CHECK THE STATUS OF THE PAYMENT' OR 'PROVIDE ADDITIONAL INFO' OR 'FOR ANY OTHER REASON', CONTINUE. OTHERS SKIP TO Q20bx]

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.)
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 a/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

[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

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[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]

[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 1 is very difficult and 5 is very easy, how easy or difficult was it to follow up with Service Canada about your application?
Sur une échelle de 1 à 5, où « 1 » signifie « Très difficile », et « 5 », « Très facile », 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

[IF EI OR CPP-D CLIENTS ASK Q20BX, OTHERWISE SKIP]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

20bx. Before you received a decision about your application to [ABBREV], did... (READ LIST)

20bx. Avant que vous ne receviez une décision concernant votre demande de [ABBREV], est-ce que... (LIRE LA LISTE)

[INSERT IF PROGRAM IS CPP-D] A Service Canada representative call to discuss your application status and the next steps

[INSERT IF PROGRAM IS CPP-D] un représentant de Service Canada vous a appelé pour discuter de l'état de votre demande et des prochaines étapes?

[INSERT IF PROGRAM IS EI] Service Canada send you a letter about your application status

[INSERT IF PROGRAM IS EI] Service Canada vous a envoyé une lettre sur l'état de votre demande

[INSERT IF PROGRAM IS EI] Service Canada send you an email about your application status

[INSERT IF PROGRAM IS EI] Service Canada vous a envoyé un courriel sur l'état de votre demande

Yes

Oui

No

Non

[IF QUOTA = SIN SKIP to Q1c]

[IF PROGRAM = EI PROVIDE FOLLOWING BLURB AND ASK Q34aa]

To check the status of an application or payment online, clients use the EI Access Code they receive with their first benefit statement to register for a My Service Canada Account.

Pour vérifier en ligne l'état d'une demande ou d'un versement, les prestataires utilisent le code d'accès qu'ils reçoivent avec leur premier relevé de prestations pour s'inscrire à Mon dossier Service Canada.

[IF PROGRAM = OAS OR GIS PROVIDE FOLLOWING BLURB AND ASK Q34aa]

To check the status of an application or payment, clients can set up a My Service Canada Account. This involves getting a Personal Access Code and using it to register for and access a My Service Canada Account.

Pour vérifier l'état d'une demande ou d'un paiement, les clients peuvent ouvrir un compte Mon dossier Service Canada. Pour ce faire, il faut obtenir un code d'accès personnel et l'utiliser pour vous inscrire et accéder à mon dossier service Canada.

[IF PROGRAM = CPP-RTR -AND- ONLINE APPLICATION USING A COMPUTER OR ONLINE APPLICATION USING A MOBILE DEVICE AT 9BX -OR- AT A COMPUTER IN A SERVICE CANADA CENTRE AT 9DX PROVIDE FOLLOWING BLURB AND ASK Q34aa]

To apply for CPP online clients must set up a My Service Canada Account. This involves getting a Personal Access Code and using it to register for and use the Account.

Pour présenter en ligne une demande de prestations du RPC, les clients doivent s'inscrire à Mon dossier Service Canada. Pour ce faire, il faut obtenir un code d'accès personnel.

34aa. At any point in your recent experience with [INSERT ABBREV] did you.... (DO NOT ROTATE – ACCEPT ONE RESPONSE)

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

34aa. À un moment quelconque de votre récente expérience avec [INSERT ABBREV] est-ce que... (NE PAS ALTERNER; ACCEPTER UNE SEULE RÉPONSE.)

Register and use your My Service Canada Account for the first time

Vous vous êtes inscrit(e) et avez utilisé votre compte Mon dossier Service Canada pour la première fois?

Use your My Service Canada Account which you had registered for in the past

Vous avez utilisé votre compte Mon dossier Service Canada auquel vous vous étiez inscrit(e) dans le passé

Try unsuccessfully to register for your My Service Canada Account

vous avez essayé en vain de vous inscrire à un compte Mon dossier Service Canada?

None of the above

Aucune de ces réponses

[IF 34aa 'Register' or 'Try to register' ASK 34ab, OTHERWISE SKIP TO 34b]

34ab. Using a 5-point scale where 1 is very difficult and 5 is very easy, how easy or difficult was it to register for your My Service Canada Account?

34ab. En utilisant une échelle de 5 points où 1 est « très difficile » et 5 est « très facile », dans quelle mesure a-t-il été facile ou difficile de vous inscrire à votre compte Mon dossier Service Canada?

1 – Very difficult

1 – Très difficile

2

2

3

3

4

4

5 – Very easy

5 – Très facile

Tracking Service Channel Assessments

[PROGRAMMING FOR SERVICE CHANNEL ASSESSMENTS SECTION: EACH RESPONDENT WILL BE ASKED TO COMPLETE A SERVICE CHANNEL ASSESSMENT FOR EACH KEY SOURCE USED BY THE RESPONDENT.]

[TO DETERMINE KEY SOURCES:]

[AN [INSERT ABBREV] CALL CENTRE = KEY SOURCES VARIABLE OR IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE]

[VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR IF Q18 'VISITING A GOVERNMENT OFFICE']

[ONLINE = KEY SOURCES VARIABLE]

[1-800 O'CANADA = KEY SOURCES VARIABLE]

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[MY SERVICE CANADA ACCOUNT = IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' OR IF CPP-RTR and ONLINE at Q9bx or CPP-RTR and 'At a computer in an office' at Q9dx]

Q1c. Thinking back over your experience during the process of learning about, and applying for [INSERT ABBREV], how many times did you... [IF MULTIPLE SOURCES SELECTED AT Q1a 'use each of the following' IF ONLY ONE SOURCE SELECTED AT Q1a 'INSERT SINGLE ITEM FROM LIST BELOW'] during your experience with [INSERT ABBREV]?

En repensant à votre expérience au moment d'obtenir des renseignements et de remplir la demande de [INSERT ABBREV], combien de fois avez-vous... [IF MULTIPLE SOURCES SELECTED AT Q1a 'utilisé chacun des moyens suivants' IF ONLY ONE SOURCE SELECTED AT Q1a 'INSERT SINGLE ITEM FROM LIST BELOW'] au cours de votre expérience avec le [INSERT ABBREV]?

[INSERT ITEMS BASED ON KEY SOURCE VARIABLE(S) SELECTED. RECORD NUMBER OF TIMES USED FOR EACH SOURCE. RANDOMIZE]

[IF VISIT TO A GOVERNMENT OFFICE SELECTED] Go to a government office

[IF VISIT TO A GOVERNMENT OFFICE SELECTED] Visité un bureau du gouvernement

[IF ONLINE SELECTED] Go online to the government website

[IF ONLINE SELECTED] Visité le site Web du gouvernement

[IF 1-800 O'CANADA SELECTED] Call 1800 O-Canada

[IF 1-800 O'CANADA SELECTED] Appelé le 1800 O-Canada

[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] Call a specialized call centre

[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] Appelé un centre d'appels spécialisé

[INSERT MAIL = KEY SOURCE] Communicate by mail with the government

[INSERT MAIL = KEY SOURCE] Communiqué par courrier avec le gouvernement

[IF MY SERVICE CANADA ACCOUNT] Go online to your My Service Canada Account

[IF MY SERVICE CANADA ACCOUNT] En ligne à l'aide de mon compte Mon dossier Service Canada

[RECORD NUMBER OF TIMES PER ITEM]

27. How satisfied were you with the overall quality of service you received from... [INSERT FIRST ITEM]? (Please use a 5-point scale, where '1' means very dissatisfied, and '5' means very satisfied.) [IF MORE THAN ONE ITEM] And how about...[INSERT SECOND ITEM, THIRD ITEM, ETC.]?

27. Dans quelle mesure êtes-vous satisfait(e) de la qualité globale des services que vous avez reçus du [INSERT ABBREV]? (Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».) [IF MORE THAN ONE ITEM] Et ...[INSERT SECOND ITEM, THIRD ITEM, ETC.]?

[INSERT ITEMS BASED ON KEY SOURCE VARIABLE(S) SELECTED][RANDOMIZE ITEMS]

[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] The Specialized [INSERT ABBREV] Call Centre

[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] du centre d'appels spécialisé du [INSERT ABBREV]

[IF VISIT TO A GOVERNMENT OFFICE SELECTED] The Service Canada Centre

[IF VISIT TO A GOVERNMENT OFFICE SELECTED] Le centre de Service Canada

[IF ONLINE SELECTED] The Government of Canada website

[IF ONLINE SELECTED] du site Web de Service Canada

[IF 1-800 O'CANADA SELECTED] The 1 800 O-Canada general information phone line

[IF 1-800 O'CANADA SELECTED] du 1 800 O-Canada

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

[IF MY SERVICE CANADA ACCOUNT] Your My Service Canada Account

[IF MY SERVICE CANADA ACCOUNT] Votre compte Mon dossier Service Canada

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

Barriers and Issue Resolution

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

36a. Au sujet de la qualité globale de votre expérience lors de la collecte de renseignements et de la présentation de votre demande pour le [INSERT ABBREV], avez-vous eu des problèmes pendant ce processus?

YES

OUI

NO

NON

[IF YES AT 36a ASK 36ax and 36bx. OTHERWISE SKIP TO Q45a]

36ax. How would you describe the problem or issue you experienced? (DO NOT READ.)

36ax. Comment décririez-vous le problème que vous avez eu? (NE PAS LIRE)

[MULTIPUNCH]

Application form was too long/complicated

Le formulaire était trop long, trop compliqué

Took too long to provide the benefit/decision

Il a fallu trop de temps avant d'obtenir une décision/des prestations

Took too long to get information on how to apply

Il a fallu trop de temps avant d'obtenir de l'information sur le processus de demande

Took too long to get a status update on my application

Il a fallu trop de temps avant d'obtenir de l'information sur l'état de ma demande

Telephone lines were busy

Les lignes téléphoniques étaient occupées

Got bounced around

Vous avez été transféré(e) d'une personne à l'autre

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Staff were not courteous

Le personnel n'était pas courtois

Staff were not knowledgeable

Le personnel était mal renseigné

Online information was confusing

Les renseignements en ligne prêtaient à confusion

Other (Specify)

Autre (veuillez préciser)

36bx. Using a scale from 1 to 5, where 1 is 'strongly disagree' and 5 is 'strongly agree', how much would you agree or disagree that the problem or issue was easily resolved?

Sur une échelle de 1 à 5, où 1 correspond à « pas du tout d'accord » et 5 à « tout à fait d'accord », dans quelle mesure diriez-vous que le problème ou la question a été facilement résolu(e)?

1 – Strongly disagree

1 – Pas du tout d'accord

2

2

3

3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

DOES NOT APPLY

SANS OBJET

[ASK OF ALL RESPONDENTS]

45a. [INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']

Some people experience difficulties applying for [INSERT ABBREV] because of barriers to accessing service. Did you experience difficulties applying for [ABBREV] because of any of the following reasons...?"

Certaines personnes éprouvent des difficultés à demander Pour [INSERT ABBREV] en raison d'obstacles à l'accès au service. Avez-vous rencontré des difficultés pour demander [ABBREV] pour l'une des raisons suivantes...? »

[INSERT FOR OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Some people experience difficulties because of barriers to accessing service. Do you experience difficulties because of any of the following reasons?

Certaines personnes éprouvent des difficultés en raison d'obstacles à l'accès au service. Avez-vous rencontré des difficultés pour l'une des raisons suivantes?

You do not have access to a computer

Vous n'avez pas accès à un ordinateur

You do not have access to the internet

Vous n'avez pas accès à Internet

You do not own a smart phone

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Vous ne possédez pas de téléphone intelligent

You do not live in close proximity to a Service Canada office

Vous n'habitez pas à proximité d'un bureau de Service Canada

You are unable to visit a Service Canada office during business hours

Vous ne pouvez pas visiter un bureau de Service Canada pendant les heures d'ouverture

You have a disability

Vous avez un handicap

You needed assistance from someone other than Service Canada staff (i.e. friend, family member, caregiver)

Vous aviez besoin de l'aide d'une personne autre que le personnel de Service Canada (p. Ex. Ami, membre de la famille, soignant)

No

Non

Yes

Oui

(DO NOT READ) Prefer not to answer

(NE PAS LIRE) Préfère ne pas répondre

Overall Satisfaction

36b. Thinking about the overall service you received, from getting information about **[INSERT ABBREV]** to receiving a decision, 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' AS '9', SEPARATELY FROM 'DON'T KNOW')

Pensez aux services global que vous avez reçus, depuis la collecte de renseignements jusqu'à la prise de décision concernant votre demande dans le cadre du **[INSERT ABBREV]**, 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. (RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN. INSCRIRE SÉPARÉMENT LES RÉPONSES « SANS OBJET » AVEC «9» séparément de 'NE SAIS PAS)

[RANDOMIZE]

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' DO NOT ASK] You were able to move smoothly through all of the steps related to your **[INSERT ABBREV]** application.

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' DO NOT ASK] Vous êtes parvenu(e) à traverser sans difficulté toutes les étapes de votre demande dans le cadre du **[INSERT ABBREV]**.

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK]

Being able to complete steps online made the process easier for you.

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK] 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

Throughout the process it was clear what would happen next and when it would happen.

Durant le processus, on vous a clairement indiqué quelles seraient les étapes suivantes et l'échéancier

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

You were confident that any issues or problems would have been easily resolved.

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

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK]

Overall, it was easy for you to apply for **[INSERT ABBREV]**

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK] Dans l'ensemble, il a été facile pour vous de présenter une demande dans le cadre du **[INSERT ABBREV]**

You were provided with service in your choice of English or French.

On vous a fourni des services dans la langue officielle de votre choix (anglais ou français)

You were confident that your personal information was protected.

Vous saviez que vos renseignements personnels étaient protégés

[IF CHANNEL = Specialized call centre] Service Canada specialized call centre phone representatives were helpful

[IF CHANNEL = Specialized call centre] Les représentants téléphoniques spécialisés des centres d'appel de Service Canada ont été utiles

[IF CHANNEL = IN PERSON] Service Canada representatives that you dealt with in person were helpful

[IF CHANNEL = IN PERSON] Les représentants du service Canada que vous avez rencontrés en personne ont été utiles

[IF CHANNEL = IN PERSON] You travelled a reasonable distance to access the service

[IF CHANNEL = IN PERSON] Il s'agit d'une distance raisonnable à parcourir pour avoir accès au service

You received consistent information

L'information obtenue était cohérente

It was easy to access service in a language I could speak and understand well

Il a été facile d'obtenir des services dans une langue que vous parlez et comprenez bien

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

[ALWAYS LAST] La durée du processus, depuis la collecte des renseignements jusqu'à la prise de décision concernant votre demande, était raisonnable

38a. Again thinking about the overall service from getting information about **[INSERT ABBREV]** to receiving a decision. How satisfied were you with the service you received from Service Canada? Please use a 5-point scale, where 1 means very dissatisfied, and 5 means very satisfied.

38a. Une fois de plus, pensez aux services global que vous avez reçus, depuis la collecte des renseignements jusqu'à la prise de décision concernant votre demande de **[INSERT ABBREV]**. Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) des services reçus de Service 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

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

38b. How much would you say you trust Service Canada to deliver services effectively to Canadians? Please use a 5-point scale, where 1 means do not trust at all, and 5 means trust a great deal.

38b. Dans quelle mesure faites-vous confiance à Service Canada lorsqu'il s'agit d'offrir efficacement des services aux Canadiennes et aux Canadiens? Veuillez utiliser une échelle de 1 à 5, où « 1 » signifie « Aucunement confiance » et « 5 » « Énormément confiance ».

1 – Do not trust at all

1 – Aucunement confiance

2

2

3

3

4

4

5 – Trust a great deal

5 – Énormément confiance

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].]

39d. Which of the following **[IF NOT PROXY: do you] / [INSERT IF PROXY: does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** own or have access to? (READ LIST. SELECT ALL THAT APPLY.)

39d. Parmi les appareils suivants, lesquels **[IF NOT PROXY: vous possédez ou vous avez accès à]/ [[INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]] possède ou vous avez accès à]?** (LIRE LA LISTE. SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT.)

Personal computer

Ordinateur personnel

Smartphone

Téléphone intelligent

Tablet

Tablette

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

(DO NOT READ) No Device

(NE PAS LIRE) Aucun appareil

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)

40. Selon vous, à quelle fréquence en général **[IF NOT PROXY : utilisez-vous]** / **[INSERT IF PROXY : [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** utilise-t-il ou utilise-t-elle des services en ligne pour effectuer des opérations bancaires, faire des achats et payer des factures? Est-ce...? (LIRE LA LISTE. PERMETTRE AU RÉPONDANT OU À LA RÉPONDANTE DE VOUS INTERROMPRE)

Routinely or all the time

Régulièrement ou tout le temps

Sometimes

Parfois

Rarely

Rarement

Never

Jamais

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)

41. 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? (LIRE LA LISTE AU BESOIN.)

Grade 8 or less

Études Primaires' ou moins (Québec); 8e année ou moins (ailleurs au Canada)

Some high school

Études secondaires non terminées

High School diploma or equivalent

Diplôme d'études secondaires ou l'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

Collège, CÉGEP, ou certificat ou diplôme non universitaire

University certificate or diploma below bachelor's level

Certificat universitaire ou diplôme inférieur au baccalauréat

Bachelor's degree

Baccalauréat

Post graduate degree above bachelor's level

Certificat universitaire supérieur au baccalauréat

(DO NOT READ) Prefer not to answer

(NE PAS LIRE) La personne préfère ne pas répondre

41b. Which language **[IF NOT PROXY: do you]** / **[INSERT IF PROXY: does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** prefer to receive service in, English, French or another language?

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

41b. Dans quelle langue **[IF NOT PROXY : préférez-vous]** / **[INSERT IF PROXY : préfère-t-il ou préfère-t-elle [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** recevoir des services? En anglais, en français ou dans une autre langue?

English
Anglais
French
Français
Both/ Either
Les deux/l'une ou l'autre
Neither - Specify preferred language [RECORD RESPONSE]
Aucune – Préciser la langue [RECORD RESPONSE]

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

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

First Nations
Premières Nations
Métis
Métis
Inuit
Inuit
(DO NOT READ) NONE OF THE ABOVE
(NE PAS LIRE) AUCUNE DE CES RÉPONSES

44a. **[IF NOT PROXY: Do you]** / **[INSERT IF PROXY: Does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** identify as a person with a disability?

44a. **[IF NOT PROXY: Vous considérez-vous]** / **[INSERT IF PROXY: Est-ce que [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] se considère]** comme une personne ayant un handicap?

Yes
Oui
No
Non

[IF YES TO 44a, OTHERWISE SKIP]

46A. What type of disability **[IF NOT PROXY: do you]** / **[INSERT IF PROXY: does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** have? (READ LIST IF NEEDED)

46A. De quel type d'incapacité **[IF NOT PROXY : souffrez-vous]** / **[INSERT IF PROXY : [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** souffre-t-il ou souffre-t-elle? (LIRE LA LISTE SI BESOIN)

[MULTIPUNCH]
Hearing

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Ouïe
Seeing
Vue
Mobility
Mobilité
Flexibility
Flexibilité
Dexterity
Dextérité
Pain
Douleur
Learning
Apprentissage
Developmental
Développemental
Memory
Mémoire/Mémorisation
Mental health-related
Santé mentale
Communication (e.g. speech, language)
Communication (par exemple, parole, langue)
(DO NOT READ) Other [DO NOT SPECIFY]
(NE PAS LIRE) Autre [DO NOT SPECIFY]

47c. [IF NOT PROXY: Were you] / [INSERT IF PROXY: Was [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]] born in Canada?

47c. [IF NOT PROXY: Êtes-vous / [INSERT IF PROXY :Est-ce que [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] est] né(e) au Canada?

Yes
Oui
No
Non

[IF NO TO 47c ASK 47d. OTHERWISE SKIP]

47d. 47d. How long [IF NOT PROXY: have you] / [INSERT IF PROXY: has [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]] lived in Canada? (READ LIST IF NEEDED)

47d. Depuis combien d'années[IF NOT PROXY: vivez-vous] / [INSERT IF PROXY: a [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] a vécu] au Canada? (LIRE LA LISTE SI BESOIN)

Less than three years
Depuis moins de 3 ans
Three to five years
Entre trois et cinq ans
More than five years

Client Experience Survey 2019-20

Detailed Methodology: Questionnaire

Plus de 5 ans

47. From time to time, Service Canada invites customers to participate in follow-up research. Would it be OK for us to re-contact **[IF NOT PROXY: you] / [INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** about this?

47. De temps à autre, Service Canada invite ses clients à participer à une étude de suivi. Est-ce que nous pourrions communiquer avec **[IF NOT PROXY: vous] / [INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** 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.

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!

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

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

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.)

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.)