



Grants and Contributions Applicants Client Experience Research 2020

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**EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA
[ESDC] NC-POR-ROP-GD@HRSDC-RHDCC.GC.CA**

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Grants and Contributions Applicants Client Experience Research 2020 Detailed Methodology

This methodology outlines the approach used for phase one of the 2020 Client Experience Research Project at Employment and Social Development Canada (ESDC). A mixed methods approach was used, which included online focus groups and in-depth interviews and an online survey. The detailed methodology provides a rationale for using online focus groups and an online survey, describes the target population for the study, the reference period and sampling strategy for the study, and finally, it identifies study limitations. A copy of the online survey and a copy of the online focus group discussion guide are also provided.

Focus Groups and Interviews

The objective of the Grants and Contributions (Gs&Cs) Client Experience focus groups and interviews was to explore the lived experiences and insights of Gs&Cs program applicants and support the Client Experience survey design. As such, in terms of sequencing, focus group discussions and in-depth interviews occurred before assessing client experience through a survey.

For the focus groups and interviews, the Program Operations Branch (POB) required information from applicants who have recently gone through the application process for a Grant or Contribution at Service Canada. The information from applicants explored their needs and expectations around service delivery (e.g., the client experience on aspects that make it easy for clients and the obstacles/barriers they face when going through the application process), their satisfaction with the service (e.g., assessing which service dimensions hold greater or lesser value for clients with respect to accessing service), opportunities for improvements in service delivery, organizational features (e.g., the barriers and challenges faced by organizations that were unsuccessful in obtaining funding), and contextual considerations related to diversity and COVID-19.

Applicants who had completed a client journey were invited to participate. Applicants were contacted based on information collected in the ESDC administrative database. Applicants were emailed using the general delivery email inbox (POB.RI.DGOP@Canada.gc.ca) and given advance notification about the research and a link to an online recruitment form. Only those who opted in to the study were contacted by Ipsos to participate in one or both components of the research (focus groups/interviews or online survey). The qualitative phase with focus groups and in depth interviews captured thick and rich details about the program application process, which is not easily captured by electronic surveys. By exploring these elements, it also helped inform the design process for the online survey.

The online focus groups and in-depth interviews took place between November 4, 2020, and November 10, 2020. The online focus groups and in-depth interviews were both conducted online due to COVID-19 restrictions. Focus groups were conducted in English and French for both funded (Funded: 7 participants in English and 7 participants in French) and unfunded applicants (Unfunded: 8 participants in English and 7 participants in French). In addition to the focus groups, 33 in-depth interviews with funded and unfunded respondents were conducted.



The focus group and interview materials were qualitatively analyzed using thematic content analysis techniques. The basic elements of the qualitative analysis included analyzing the results by: consensus perspectives that reflect the view of most participants; areas of wide agreement without much counter point, conflicting perspectives where views are much more divided, minority perspectives, often expressed by one or two participants as a counterpoint to a consensus viewpoint and verbatim commentary, providing examples of what participants actually said during a discussion.

Rationale for Online Survey Methodology

The objective of the Grants and Contributions (Gs&Cs) Client Experience Survey was to explore and understand client needs and expectations around the quality of service when they accessed federal programs through the service delivery system. The survey also aimed to understand what is most important for applicants and identify opportunities for changes in services to improve client satisfaction or experience. To do this, the POB required information from applicants on how easily and effectively they completed the stages of the client journey, taking into account their experience with the service channels they used, and their satisfaction with the overall process of applying for a Gs&Cs program.

Applicants who completed a client journey were included in the administrative databases. As noted above, applicants were emailed using the general delivery email inbox (POB.RI.DGOP@Canada.gc.ca) and given advance notification about the research and a link to the online recruitment form. Those who expressed interest were contacted by Ipsos to participate in one or both components of the research (qualitative or quantitative). Since most applicants have provided their email addresses as a form of contact, an online survey was chosen as the most efficient way to invite applicants to participate.

The online survey was live from December 7, 2020, to January 8, 2021.

The survey data was quantitatively analyzed using descriptive and inferential statistical analysis procedures. Results were analyzed at the overall level and by program to identify general themes relevant to the research objectives. In addition, analysis was also conducted among key subgroups (i.e., region, program complexity, sector, etc.) to highlight notable differences. Lastly, a multivariate analysis was conducted through regression among all clients to identify the aspects of service that have the greatest impact on driving overall satisfaction. This information was used to identify key strengths and opportunities for improvement.

Definition of “Applicant” for Sample Selection

The target audience of the survey were applicants. Applicants are defined as organizations that have applied for G&Cs funding (including both funded and unfunded) from the 2017-2018 to 2019-2020 period.

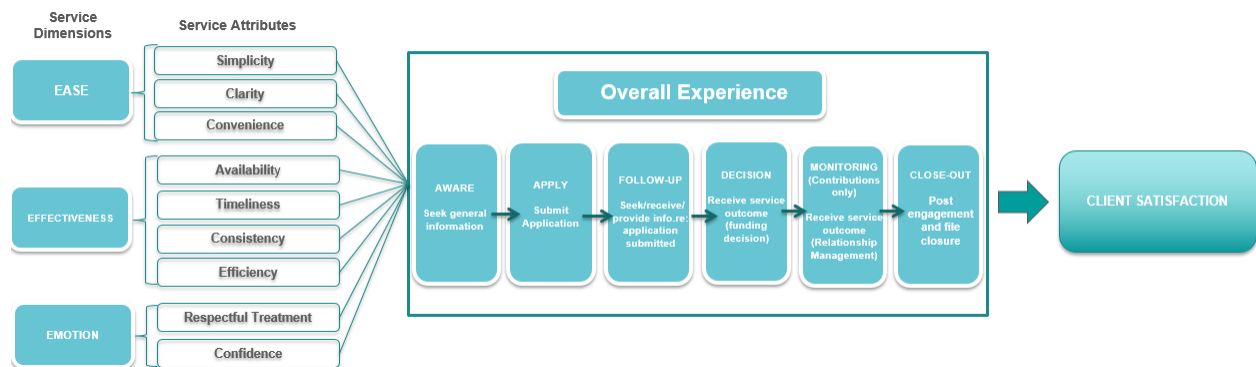
Applicants of nine programs were included in the target audience for this research as they represent the large majority of Gs&Cs applicants accessing federal programs. The nine programs included: Enabling Accessibility Fund (EAF), New Horizons for Seniors Program (NHSP), Canada Summer Jobs (CSJ), Skills Link / Career Focus (SL/CF), Opportunities Fund for Persons with Disabilities (OFPWD), Canada Service Corps (CSC), Union Training and Innovation Program (UTIP), Early Learning and Child Care Innovation (ELCCI) and Social Development Partnerships Program (SDPP). The applicants for these programs were included in the target audience as they

represent the large majority of Gs&Cs applicants accessing federal programs and are accessible to ESDC for sampling purposes.

Program Selection

Program selection for the study was based on extensive consultation with program areas. The sampling of programs was informed by yearly participation of key programs that represent the majority of applicants to Gc&Cs along with a staggered approach from smaller programs to participate in client experience research at regular intervals. The staggered selection of programs is based on considerations like the volume of applicants, the regional/national and geographical considerations, the type of funding mechanism (e.g., grant vs. contribution), and the applicants that participate in just the application process and those who make it to a funding agreement and close out. This two pronged approach was taken as it would be unfeasible to have all programs participate yearly. The sampling approach has the benefit of systematically considering a variety of applicants while still managing the size and scope of the overall research project.

Within the parameters of a 15-minute questionnaire, the examined client journey included the stages at which clients gathered information about the program, completed, and submitted an application. In addition, among those who received funding approval, the client journey included the monitoring, follow-up, and close-out phases of the project. The survey has been used to provide baseline results on key client experience service performance measures, primarily overall satisfaction and ease, effectiveness and confidence with the service experience by program, and service channels used. Also, it is being used to provide diagnostic insights regarding the opportunities for improvement. Below is a graphic that provides the Gs&Cs client journey.



Reference Period

Applicants are defined as organizations that applied for Grants and Contributions funding (including both funded and unfunded) from the periods of 2017-2018 to 2019-2020 for all programs. However, the period of 2018 to 2020 was used for ELCC (no call for proposals took place in 2017-2018) and CSJ (sufficient records). Due to the relatively limited volume of applicants for all other programs, it was necessary to extend the data extraction reference period from the initial 2018 - 2020 reference period to include 2017 – 2018 reference period. The adjustment was made to ensure sufficient sample sizes for analysis. In future years, it is anticipated that only applicants from the prior year would be included in the survey sample.



Sampling Strategy

Program applicant data was extracted from the Common System for Grants and Contributions (CSGC) system used by Service Canada to management Gs&Cs data. Once applicant contact information was extracted from CSGC, they were invited by Service Canada using the POB general delivery inbox to respond to an online recruitment form to officially opt-in or opt-out of the research.

Due to the volume of applicants to CSJ, a sampling of organizations for this program was included in the recruitment strategy. All applicants for the remaining programs were included to ensure sufficient sample sizes for analysis. The goal was to obtain as many completed surveys possible among the target audience during the fieldwork period. Prior to fieldwork, applicants were contacted by Service Canada to obtain consent for their email address to be shared with the research vendor in order to conform to privacy requirements. Only those applicants who consented were included in the research.

Weighting / Risk of Non-response Bias

When assessing non-response bias, typically comparisons are made between the profile of survey participants and the broader applicant population profile on key variables relevant to the target population. If there is no systematic bias in response 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.

For this Year 1 study, since there were limitations on available information of applicants and the lack of opportunity to make comparisons to previous CX studies between these two groups, a non-response bias cannot be assessed. It is anticipated that in the future more information will be collected on applicants to aid in these types of comparisons.

Information was available on the true proportion of the volume of clients by program, however this information was not present in the administrative databases and could only be used for weighting purposes. Disproportionate sampling was used and it was not anticipated that the final composition of the sample by program would match the overall proportion by volume of clients. Weighting adjustments were made to bring the sample into proportion with the universe by program volume based on 2018-2019 figures. The final data was weighted by the number of respondents in each program in proportion to the total number of clients as detailed below.

Abbreviation	Program	# of completed surveys	% of completes	Volume of clients	% of total
EAF	Enabling Accessibility Fund	56	3.6%	2725	2.8%
NHSP	New Horizons for Seniors Program	431	27.8%	8350	8.7%
CSJ	Canada Summer Jobs	942	60.8%	83175	86.3%
SL/CF	Skills Link / Career Focus	25	1.6%	550	0.6%
OPFWD	Opportunities Fund for Persons with Disabilities	22	1.4%	325	0.3%
CSC	Canada Service Corps	25	1.6%	525	0.5%
UT&IP	Union Training and Innovation Program	26	1.7%	150	0.2%



EL&CCI	Early Learning and Child Care Innovation	5	0.3%	150	0.2%
SDPP	Social Development Partnerships Program	17	1.1%	400	0.4%
	Total	1549	100%	96350	100%

Limitations

Contacting applicants by email

Only organizations who received an email invitation could participate in the research. Applicant email addresses were extracted from CSGC databases. Extracting email addresses from the administrative database system uncovered duplicate, missing, and invalid email addresses. Missing or incomplete email addresses means that some applicants may not have been captured in the sampling strategy and were not invited to participate. Also, when inviting applicants to participate in research by email, there may be distrust in email communications and concerns about email-related fraud during the COVID-19 pandemic. Consequently, some applicants may have overlooked the research invitation or questioned the authenticity of the invitation leading to non-participation.

Obtaining consent from applicants

Consent was required by applicants to share their email addresses with the research vendor in order to conform to privacy requirements. POB contacted all applicants in the target audience prior to fieldwork to obtain their consent to participate in the research and only those who had consented were sent an invitation to participate in the survey. It is anticipated that consent would be obtained earlier in the process in the future so that a greater proportion of applicants could be included in the research.

Lag time

The lag between receiving a decision and answering the questionnaire ranged between 1 to 3 years depending on the program (e.g., up to 2 years for CSJ and potentially up to 3 years for all other programs). This gap in time was longer than anticipated due to the COVID-19 pandemic which pushed fieldwork back several months.

COVID-19 and research timing

The ongoing role of the COVID-19 pandemic on program applicants may have impacted the ability for organizations to participate in the research study (e.g., working remotely, working at reduced capacity, etc.). In addition, due to the pandemic, the focus groups and survey components of the CX research were delayed from the originally planned dates in summer/fall 2020. The survey was in the field between December 7th 2020 and January 8th 2021 and given this timing, uptake may have been further impacted by national holidays.

Response Rate

In total, 3,210 applicant organizations consented to have their information shared and were invited to participate in the survey, of which n=1878 opened the survey and n=1549 completed it. Overall,



the response rate was 48% (number of completed surveys divided by the total number of invitations) which is considered a strong response rate for an online survey among this audience.

	TOTAL
Invited to participate	3210
Click-Through	1878
- Partial Completes	329
- Terminates	0
- Overquota	0
Completed surveys	1549
Response Rate	48%

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Questionnaire

Would you prefer to continue the survey in English or French? Please select one.

English

French

Introduction

Ipsos, a market research firm, is conducting a survey on behalf of the Government of Canada. Through this survey we are reaching out to applicants who are currently or have recently applied for funding to a program delivered by Service Canada (part of the Department of Employment and Social Development Canada).

The purpose of the survey is for us to better understand your needs and expectations around the quality of service you received. We also want to understand what is most important to you and identify potential changes to our services that would improve your satisfaction or experience. The survey does not concern the amount of funding you received, but rather it explores your experience during the application process from beginning to end.

Your participation in the survey is voluntary. Your feedback is anonymous and confidential, and will not affect any dealings you may have with the Government of Canada. The information you provide will be used for research purposes only and will be administered in accordance with applicable privacy laws.

The survey should take approximately 15 to 20 minutes to complete. By completing the survey, you agree that the information and feedback you provide will be used for service delivery improvements and research purposes.

Should you wish to verify the credibility of this survey, you can reach those responsible for the survey at Employment and Social Development Canada (ESDC) directly by emailing pob.ri.dgop@canada.gc.ca.

Programs [for IPSOS reference only]

English PROGRAM	French PROGRAMME
Enabling Accessibility Fund	Fonds pour l'accessibilité
New Horizons for Seniors Program	Programme Nouveaux Horizons pour les aînés
Canada Summer Jobs	Emplois d'été Canada
Skills Link/Career Focus (Youth Employment and Skills Strategy (YESS))	Connexion compétences/Objectif carrière (La Stratégie emploi et compétences jeunesse (SECJ))
Opportunities Fund for Persons with Disabilities	Fonds d'intégration pour les personnes handicapées
Canada Service Corps	Service jeunesse Canada

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Union Training and Innovation Program	Programme pour la formation et l'innovation en milieu syndical
Early Learning and Child Care Innovation	Innovation en matière d'apprentissage et de garde des jeunes enfants
Social Development Partnerships Program	Programme de partenariats pour le développement social

1. To start, please confirm which funding program your organization applied to and received a funding decision for (either funded or not funded). The remainder of the survey will refer to the selected funding program. Please select one. If you applied to multiple programs, select the most recent one.

Enabling Accessibility Fund
 New Horizons for Seniors Program
 Canada Summer Jobs
 Skills Link/Career Focus
 Opportunities Fund for Persons with Disabilities
 Canada Service Corps
 Union Training and Innovation Program
 Early Learning and Child Care Innovation
 Social Development Partnerships Program

[RESPONSES TO Q1 TO BE USED FOR PROGRAM INSERTS THROUGHOUT]

Pre-application—Information Gathering about Program

2. Which of the following did you use to find out about [INSERT PROGRAM] *before* you applied? Consider all the methods you used to learn about the program before filling out the application. Please select all that apply.

[RANDOMIZE. ALWAYS KEEP 'Went online to the Government of Canada website', 'Went online to websites for other levels of government (provincial, territorial or municipal)', AND 'Went online to other websites' GROUPED]

Went online to the Government of Canada website (servicecanada.gc.ca)
 Went online to websites for other levels of government (provincial, territorial or municipal)
 Went online to other websites
 Used social media to get information
 Called a Service Canada office directly
 Called 1800 O Canada phone line
 Emailed a Service Canada office
 Emailed a Program Officer directly
 Went to a Service Canada office
 Participated in a Government of Canada information session or webinar
 Talked to my local Member of Parliament (MP)

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Talked to my peers/community network
Received an email from the funding program directly
NONE OF THESE [EXCLUSIVE; ANCHOR]

[IF Q2= "NONE OF THESE"/DK/REF SKIP TO Q6]

[IF Q2 'WENT ONLINE TO THE GOVERNMENT WEBSITE', ASK Q3, Q4 AND Q5, OTHERWISE SKIP]

3. Did you find what you wanted from the Government of Canada website when you were looking for information before you applied?

Yes

No

[IF NO ASK Q4 OTHERWISE SKIP]

4. You indicated you weren't able to find the information you wanted from the Government of Canada website. Did you take any of the following steps to find what were looking for? Please select all that apply

[RANDOMIZE. ALWAYS KEEP 'Went online to websites for other levels of government (provincial, territorial or municipal)', AND 'Went online to other websites' GROUPED]

Went online to websites for other levels of government (provincial, territorial or municipal)

Went online to other websites

Used social media to get information

Called a Service Canada office directly

Called 1800 O Canada phone line

Emailed a Service Canada office

Emailed a Program Officer directly

Went to a Service Canada office

Talked to my local Member of Parliament

Talked to my peers/community network

NONE OF THESE [EXCLUSIVE; ANCHOR]

5. On a scale from 1 to 5, where 1 is very difficult and 5 is very easy, how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.

[ROWS. RANDOMIZE]

Find general information about [INSERT PROGRAM]

Understand the information about [INSERT PROGRAM]

Determine if your organization is eligible for [INSERT PROGRAM] funding

Determine the steps to apply for funding

Find out what information you need to provide when applying for [INSERT PROGRAM]]

[COLUMNS]

1 – Very difficult

2

3

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4

5 – Very easy

Don't know

Application Process—Applying for Funding

6. To prepare and complete your application (up until when you submitted) did you consult with any of the following? Please select all that apply.

[RANDOMIZE][MULTIPUNCH]

Went online to the Government of Canada website (servicecanada.gc.ca)

Went to a Service Canada office

Called a Service Canada office directly

Called 1800 OCanada phone line

Used social media to get information

Went online to other websites for information

Talked to my peers/ community network

Emailed a Service Canada office

Emailed a Program Officer directly

Participated in a Government of Canada information session or webinar

Talked to my local Member of Parliament (MP)

NONE OF THESE [EXCLUSIVE; ANCHOR]

7. On a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how would you rate the following elements of the application for [INSERT PROGRAM]? Select one response per item.

[ROWS. RANDOMIZE]

Understanding the requirements of the application

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

Completing the narrative questions (i.e. funding objectives, description of project, scope of project, etc.)

Completing the budget document

Completing the project timeline

Meeting the requirements of the application

[COLUMNS]

1 – Very difficult

2

3

4

5 – Very easy

Don't know

8. How long did it take you to prepare and complete your application overall? If you are uncertain, please provide your best guess.

1 to 7 days / one week

8 to 14 days / two weeks

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15 to 21 days / three weeks

22 to 31 days / one month

More than 31 days / more than one month

9. On a scale from 1 to 5, where 1 is strongly disagree and 5 is strongly agree, please rate the following statement:

The application took a reasonable amount of time to complete.

1 – Strongly disagree

2

3

4

5 – Strongly agree

Don't know

10. Which of the following methods did you use to submit your application? Please select only one.

Online application using [INSERT PROGRAM] web portal

Downloaded application documents and submitted by email

Downloaded application documents and submitted by mail

Submitted to a Service Canada office

Submitted on my behalf by my local Member of Parliament

NONE OF THESE [EXCLUSIVE; ANCHOR]

[IF NONE OF THESE SKIP TO Q13 OTHERWISE CONTINUE.]

11. Why did you choose this method to submit your application? Please select one reason only.

[RANDONMIZE]

It was the only method available

It was the easiest/most familiar way to apply

I felt more confident my application would be submitted properly

It was the method I was directed to use

I did not know any other way to apply

Other

[IF USED 'Online application using [INSERT PROGRAM] web portal' AT Q10 ASK Q12, OTHERWISE SKIP TO Q13]

12. On a scale from 1 to 5, where 1 means very difficult and 5 means very easy. How difficult or easy was it to submit your application online?

1 – Very difficult

2

3

4

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5 – Very easy
Don't know

13. After you submitted your application, were you contacted by Service Canada to provide additional information to support your application?

Yes
No
Don't know

[IF YES TO Q13 ASK Q14, OTHERWISE SKIP]

14. Why were you contacted by Service Canada? Select all that apply.

[RANDOMIZE]
Missing documents or information in my application
Clarify information in my application
Budget template needed modifications
My organization or project was not eligible
An outstanding issue with a previous application
Other reason
Don't know

Post-application—Decision

15. Did you contact Service Canada for any of the following reasons before receiving your funding decision? Select all that apply.

Check the status of your application
Find out timelines for receiving a funding decision
Withdraw your application
Modify application
Other reason
Don't know

[IF “DON'T KNOW” WAS SELECTED FOR Q15, SKIP TO Q17, OTHERWISE CONTINUE]

16. On a scale from 1 to 5, where 1 is very difficult and 5 is very easy, how was your experience following up with Service Canada about your application?

1 – Very difficult
2
3
4
5 – Very easy

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Don't know

17. How were you notified of the funding decision about your application for **[INSERT PROGRAM]**?
Please select one.

[RANDOMIZE]

By mail

By e-mail

By receiving a direct deposit

Online through the **[INSERT PROGRAM]** web portal

By telephone

From my local Member of Parliament (MP)

I did not receive a funding decision

[IF I DID NOT RECEIVE A FUNDING DECISION, SKIP TO Q25]

18. After you submitted your application to **[INSERT PROGRAM]**, did your organization receive approval for funding?

Yes

No

[IF NO TO Q18, ASK Q19 AND Q20, AND SKIP Q21-24]

[IF YES TO Q18, SKIP Q19 AND Q20 AND ASK Q21 AND Q22]

19. You indicated that your organization did not receive an approval for funding. Did you receive an explanation why?

Yes

No

Don't know

[IF YES ASK Q20, OTHERWISE SKIP]

20. On a scale from 1 to 5, where 1 is very dissatisfied and 5 is very satisfied. How satisfied or dissatisfied were you with the explanation of the reasons for the decision?

1 – Very dissatisfied

2

3

4

5 – Very satisfied

Don't know

[IF YES AT Q18 ASK Q21 AND Q22, OTHERWISE SKIP]

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21. Were you aware that you would have to sign a funding agreement with conditions and reporting requirements before accepting the funding?

Yes
No

22. Once your project began and the details of the funding agreement were finalized with **[INSERT PROGRAM]**, did you have to work with a Service Canada Program Officer to make changes to your project and/or submit an amendment to the funding agreement? *Examples could include changes to project timelines, project description, budget, etc.*

[ROWS]
Yes
No
Don't know

[COLUMNS]
Changes to your project
Amendment to funding agreement

[IF YES TO EITHER ITEM AT Q22 ASK Q23, OTHERWISE SKIP]

23. How long did the process take to complete? If you are uncertain, please provide your best guess.

[ROWS]
1 day
2 to 3 days
4 to 7 days / one week
More than 7 days / more than one week

[COLUMNS]
[INSERT ITEMS FROM Q22 = YES]

Post-agreement—Monitoring, Follow-up, and Close-out

[IF YES AT Q18 ASK Q24, OTHERWISE SKIP]

24. On a scale of 1 to 5, where 1 is very difficult and 5 is very easy, how would you rate the following tasks to close your funding agreement with **[INSERT PROGRAM]**? Select one response per item.

[ROWS. RANDOMIZE]
Completing the final budget
Submitting the final budget
Completing the final project report
Submitting the final project report
Resolving any outstanding issues with funding (i.e. dealing with remaining funds, overpayment, etc.)

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[COLUMNS]

1 – Very difficult

2

3

4

5 – Very easy

Not applicable

Tracking Service Channel Assessments

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

[TO DETERMINE SOURCES:]

[CALLED SC OFFICE = Q2 or Q4 or Q6 ‘Called a Service Canada office directly’ OR Q17 ‘By telephone’]

[WENT TO A SC OFFICE = Q2 or Q4 or Q6 ‘Went to a Service Canada office’ OR Q10 ‘Submitted to a Service Canada office’]

[GOVERNMENT WEBSITE = IF Q2 OR Q6 ‘Went online to the Government of Canada website’]

[SC EMAIL = IF Q2 or Q4 or Q6 ‘Emailed a Service Canada office’ or Q10 ‘Downloaded application documents and submitted by email’ or Q17 ‘By email’]

[PROGRAM OFFICER EMAIL = IF Q2 or Q4 or Q6 ‘Emailed a Program Officer directly’]

[1-800 O’CANADA = IF Q2 or Q4 or Q6 ‘Called 1800 OCanada phone line’]

[ONLINE PORTAL = IF Q10 ‘Online application using [INSERT PROGRAM] web portal’ OR 17 ‘Online through the [INSERT PROGRAM] web portal’]

[MAIL = IF Q10 ‘Downloaded application documents and submitted by mail’ OR Q17 ‘By mail’]

25. Thinking about your overall experience , how many times did you **[IF MULTIPLE SOURCES ‘use each of the following’ IF ONLY ONE SOURCE ‘use the following’]**? Please provide one response per item.

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

[ROWS][RANDOMIZE ITEMS]

[IF VISIT A SERVICE CANADA OFFICE SELECTED] Go to a Service Canada office

[IF GOC WEBSITE SELECTED] Go online to the Government of Canada website

[IF SC EMAIL SELECTED] Email a Service Canada Office

[IF PROGRAM OFFICER EMAIL SELECTED] Email a Program Officer directly

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

[IF CALLED A SERVICE CANADA OFFICE SELECTED] Call a Service Canada office directly

IF MAIL SELECTED] Communicate by mail with the Government of Canada

[IF ONLINE PORTAL SELECTED] Go online to the [INSERT PROGRAM] web portal

[COLUMNS]

[INSERT NUMERIC TEXT BOX BESIDE EACH ITEM]

Don’t know

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26. On a scale from 1 to 5, where '1' means very dissatisfied, and '5' means very satisfied. How satisfied or dissatisfied were you with the overall quality of service you received from each of the following?

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

[ROWS][RANDOMIZE ITEMS]

[IF VISIT A SERVICE CANADA OFFICE SELECTED] Service Canada office

[IF GOC WEBSITE SELECTED] Government of Canada website

[IF SC EMAIL SELECTED] Email support from a Service Canada office

[IF PROGRAM OFFICER EMAIL SELECTED] Email support from a Program Officer

[IF 1-800 O-CANADA SELECTED] 1800 O-Canada phone line

[IF CALLED A SERVICE CANADA OFFICE SELECTED] Telephone support from a Service Canada office

[IF MAIL SELECTED] Mail

[IF ONLINE PORTAL SELECTED] [INSERT PROGRAM] web portal

[COLUMNS]

1 – Very dissatisfied

2

3

4

5 – Very satisfied

Don't know

Barriers and Issue Resolution

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

Yes

No

[IF YES ASK Q28 AND Q29. OTHERWISE SKIP]

28. How would you describe the problem or issue you experienced? [MULTIPUNCH]

[RANDOMIZE]

Application form was too long/complicated

Application requirements were difficult to understand

Information on the program was difficult to understand

Took too long to receive a funding decision

Took too long to receive an update on my application

Telephone lines were busy

I received different answers from different Program Officers

Staff were not knowledgeable/could not answer my questions

Program website information was confusing

Online application portal was confusing

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Other, please specify [TEXT BOX]

29. On 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?

1 – Strongly disagree

2

3

4

5 – Strongly agree

Don't know

Overall Satisfaction

30. Thinking about the overall service you received, from getting information about **[INSERT PROGRAM]** to receiving a funding 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.

[ROWS. RANDOMIZE]

I was able to move smoothly through all of the steps related to the **[INSERT PROGRAM]** application.
[IF ONLINE APPLICATION USING [INSERT PROGRAM] WEB PORTAL AT Q10] Being able to complete steps online made the process easier for me.

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

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

I was confident that any issues or problems would have been easily resolved.

I needed to explain my situation only once.

It was easy to get help when I needed it.

Overall, it was easy for me to apply for **[INSERT PROGRAM]**

I was provided with service in my choice of English or French.

I was confident that my personal information was protected.

[IF SOURCE = CALLED A GOVERNMENT OFFICE OR 1800 OCANADA] Service Canada phone representatives were helpful

[IF SOURCE = WENT TO GOVERNMENT OFFICE] Service Canada representatives that I dealt with in person were helpful

[IF SOURCE = WENT TO GOVERNMENT OFFICE] I travelled a reasonable distance to access the Service Canada Office

I received consistent information

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

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

[COLUMNS]

1 – Strongly disagree

2

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3

4

5 – Strongly agree

Don't know

31. On a scale from 1 to 5, where 1 means very dissatisfied, and 5 means very satisfied, how satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about **[INSERT PROGRAM]** to receiving a funding decision?

1 – Very dissatisfied

2

3

4

5 – Very satisfied

Don't know

32. On a scale from 1 to 5, where 1 means do not trust at all, and 5 means trust a great deal, how much would you say you trust or distrust Service Canada and the Department of Employment and Social Development Canada to deliver services effectively to Canadians?

1 – Do not trust at all

2

3

4

5 – Trust a great deal

Don't know

Service Standards

[SHOW DESCRIPTION ABOVE Q36]

A service standard is a public commitment to a measurable level of performance applicants can expect under normal circumstances. Currently, Service Canada has service standards for all funding programs for the following:

Time to acknowledge the submission of a funding application: within 21 calendar days of receiving your application package.

Time to issue payment once payment claim is submitted: For contributions, within 28 calendar days of receiving your completed claim package. For grants, no later than 15 calendar days after the approved project start date.

33. Before today, were you aware of these service standards?

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[ROWS]

Time to acknowledge the submission of a funding application

Time to issue payment once payment claim is submitted

[COLUMNS]

Yes

No

GBA+

Service Canada and the Department of Employment and Social Development Canada are committed to better understanding how diversity factors such as personal and social identities (e.g. gender, sexual orientation, ability, ethnicity, religious identity, etc.) may shape experiences of people or organizations applying for or obtaining federal funding.

34. Would the funding you applied for assist any of the following communities, clients or people:

Those who identify as women

Those who identify as non-binary or other gender

Those who identify as belonging to a minority racial or ethnic background

Those who identify as Black Canadians

Those who identify as Indigenous

Those who identify as having a mental or physical disability

Those who identify as belonging to a religious group

None of the above [MUTUALLY EXCLUSIVE]

Respondent / Organization Profile

The last few questions are for statistical purposes only. All responses will remain confidential.

35. In general, how often would you say you use online services such as online banking, shopping and bill payments. Select one response.

All the time (at least once a day)

Routinely (once a week)

Sometimes (once a month)

Rarely (once a year)

Never

Prefer not to answer

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36. Which province/territory does your organization operate in? Please select all that apply.

Alberta
British Columbia
Manitoba
New Brunswick
Newfoundland and Labrador
Northwest Territories
Nova Scotia
Nunavut
Ontario
Prince Edward Island
Quebec
Saskatchewan
Yukon

37. Which statement best describes your organization as it relates to completing the application for funding. Select one response.

I am solely responsible
I am part of a team of employees
I am part of a team of both employees and volunteers
Our organization is heavily dependent on volunteers
I am not personally involved although I oversee this, or have some awareness

38. Was this the first application your organization submitted to [INSERT PROGRAM], or have you applied to [INSERT PROGRAM] in the past? Select one response.

First application
Applied once or twice before
Applied several times before
Apply for the same program on an annual basis
Don't know

39. What sector does your organization operate in? Please select all that apply.

Not-for-Profit [HEADER]

Community, charitable or voluntary organizations, including faith-based organizations (for example, churches, synagogues, temples, mosques)
Associations of workers or employers as well as professional and industrial organizations
Indigenous not-for-profit organizations
Non-governmental organizations

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Unions
Sector councils
Not-for-profit Band Councils
Other

Public Sector [HEADER]

Public community colleges and vocational schools
Public health, including public hospitals, nursing homes, senior citizen homes, rehabilitation homes
Public degree-granting universities and colleges
Municipal governments and agencies, including regional legislative bodies and departments
School boards and elementary and secondary institutions
Territorial governments
Other

Private Sector [HEADER]

Financial Institutions
Business, incorporated or unincorporated bodies including partnerships and sole proprietorships
Indian Band corporations
Private Band Councils
Private universities or colleges
Other

40. Approximately how many employees work (full-time or part-time) for your organization? Please select one.

None
1-4 employees
5-9 employees
10-19 employees
20-49 employees
50 or more employees
Don't know

41. Approximately how many volunteers work (full-time or part-time) for your organization? Please select one.

None
1-4 volunteers
5-9 volunteers
10-19 volunteers
20-49 volunteers
50 or more volunteers
Don't know

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42. In which of the official languages does your organization prefer to receive service in, English or French? Please select one.

English
French
Both/ Either

[END OF CORE SURVEY, ALL REMAINING MEASURES OPTIONAL]

43. Thinking about your experience with Service Canada, through out the entire application process, have you ever felt discriminated against on the basis of your identity?

Yes
No

[IF YES ASK Q44, OTHERWISE SKIP]

44. On which grounds did you feel discriminated against? Select all that apply

Race
National or ethnic origin
Religious identity
Age
Sex
Gender identity or expression
Ability
Language
Other

45. Are you interested in having a representative contact you to participate in future research opportunities, similar to this survey? For example, research could include providing feedback on changes to program application packages, operations, or service delivery methods.

Yes
No

[IF YES ASK CONTACT INFO, OTHERWISE END SURVEY]

46. You indicated you would like to participate in future research opportunities. **Your feedback is important to us and your answers will always remain confidential.** Please provide an email address and phone number where Service Canada and the Department of Employment and Social Development Canada may contact you. [mandatory if they indicate 'yes']

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Full Name

Email [VALID FOR PROPER EMAIL]

Phone Number [VALIDATE FOR PROPER PHONE NUMBER]

The survey is complete. This survey is part of a larger research study. Your anonymous responses will be combined with all responses gathered during the survey, then aggregated, analyzed and published as public information.

The full detailed survey report, along with an executive summary and data tables will be posted on the Library and Archives Canada website within six months of the conclusion of this study.

Should you have any question, you can reach those responsible for the survey at Employment and Social Development Canada directly by emailing pob.ri.dgop@canada.ca.

Thank you for your participation.

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DISCUSSION GUIDE FOR ESDC PROGRAM OPERATIONS ONLINE FOCUS GROUPS AND TELEPHONE IN-DEPTH INTERVIEWS

AUDIENCE BREAKDOWN (FINAL BREAKDOWN TBD PENDING RECEIPT AND REVIEW OF SAMPLE LISTS)

<p>Group 1: 6-8 Unfunded applicants to any program, or those who are unsure</p> <p>NATIONAL - ENGLISH</p>
<p>Group 2: 6-8 Funded applicants to any program</p> <p>NATIONAL- ENGLISH</p>
<p>Group 3: 6-8 Funded applicants to any program</p> <p>QUEBEC - FRENCH</p>
<p>Group 4: 6-8 Unfunded applicants to any program, or those who are unsure</p> <p>QUEBEC - FRENCH</p>
<p>Six (6) in-depth interviews: Funded and unfunded applicants from rural communities</p> <p>MIX OF ENGLISH AND FRENCH</p>
<p>Six (6) in-depth interviews: Funded and unfunded applicants from remote communities</p> <p>MIX OF ENGLISH AND FRENCH</p>
<p>Twelve (12) in-depth interviews: Funded and unfunded applicants from other urban centres not covered in focus groups (exclude Toronto, Vancouver and Montreal)</p> <p>MIX OF ENGLISH AND FRENCH</p>

SESSION BREAKDOWN

	Focus Group	IDI
Welcome and Introduction	10 Minutes	5 Minutes
Section 1: COVID-19	10 Minutes	5 Minutes
Section 2: Ideal Client Experience	5 Minutes	5 Minutes
Section 3: Awareness	25 Minutes	10 Minutes
Section 4: Application	20 Minutes	10 Minutes
Section 5: Follow Up, Decision and Monitoring	30 Minutes	15 Minutes
Section 6: Ideal Client Experience	10 Minutes	5 Minutes
Section 7: GBA+, Wrap Up	10 Minutes	5 Minutes
SESSION TOTAL	120 Minutes	60 Minutes

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DETAILED SESSION AGENDA

MODERATOR WELCOME (10 MINUTES)

- Welcome & thanks for attending
- Ipsos - research company and neutral third party
- The role of the moderator is to ask questions, timekeeper, objective/no vested interest
- Anonymity of your participation - remarks are not attributed and your privacy will be protected, results are confidential and reported in aggregate
- Audio recording for notetaking purposes
- There may be one or more Service Canada staff members auditing the focus group (or interview). They will be a neutral researcher with no connection or involvement with the Grants and Contributions funding-decision making.
- Your participation and responses today will not in any way affect your relationship with the Government of Canada, or your application / funding
- Observers may be on the teleconference line and viewing your written responses, and taking their own notes
- Rules of engagement for participants - not expected to be experts, speak openly and frankly about opinions, no right or wrong answers.
- Open and respectful dialogue, don't all need to agree with each other
- Technical considerations in using online Ideation Exchange platform
- Round of introductions – your first name, the type of organization you work for, your role at your organization

For today's discussion: [WRITTEN INTRODUCTION; NO RESPONSE REQUIRED]

- We are speaking to clients who are currently or have recently gone through the application process for a Grant or Contribution through Employment and Social Development Canada, or Service Canada. For today's discussion, we would like:
- To determine your needs and expectations around service delivery
- To understand different aspects of service that are important in shaping satisfaction with the service
- To identify potential changes to service delivery that would improve your experience
- For those of you who may have applied for funding or had your program fulfillment impacted at any point during COVID-19 – we would welcome the opportunity to hear about these experiences; however, we would like to hear about your experience throughout the whole life cycle of applying including before COVID-19 and we ask that you be mindful of this in your feedback.

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- Another item I would like to be mindful of in our discussion diversity and how it may shape your experiences with federal funding for social and economic development.
- *Employment and Social Development Canada is committed to better understanding how diversity factors such as ethnicity, religion, ability, and age shape people's experience of government policies, programs, and services.*
- We will reserve some time at the end of the discussion for you to share your thoughts on how diversity shapes your experiences with federal funding. That said, if you feel that this is a consideration in one of your responses, please feel free to bring this up proactively

SECTION 1: COVID-19 (10 MINUTES)

Written Question 1. I would like to spend a few minutes speaking to you about COVID-19 and its impact on your organization specifically as it relates to federal government Grants and Contributions.

- What if any impact has this public health situation had on your organization in terms of Grants and Contributions application or funding?
- What concretely has it affected?
- In terms of the application process and any resulting funding, have there been any resulting impacts?

Verbal Probes:

- Severity of impact (minimal, somewhat impactful, severe impact)
- Impact if any on programming

SECTION 2: IDEAL CLIENT EXPERIENCE (5 MINUTES)

Thank you for that discussion. I would like to speak to you now about your general client experiences.

Written Question 2. I would like to first understand your perception of an ideal client experience? This could be any client experience in any setting and not related to the funding application for Service Canada.

Verbal Probes:

- What are the contributing factors that made this experience ideal?
- What are the benefits of an ideal client experience to you, your organization, and those you serve?
- Do you have any examples of organizations that deliver on this experience?
- What characterizes a poor service experience?

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SECTION 3: AWARENESS (25 MINUTES)

Written Question 3. I'd like to focus now on the journey that you went on in applying to Grants and Contributions programs.

FOR ONLINE FOCUS GROUPS, MODERATOR TO SHOW A FIGURE WITH THE MODEL.

FOR IDIs, EMAIL MODEL IN ADVANCE:

Service Canada understands the overall client experience to include:

- becoming AWARE of the program
- APPLYING to the program
- communication with the program, that is, FOLLOW-UP
- receiving a DECISION about your funding
- Project MONITORING
- Project Close

Quality of service is evaluated according to three dimensions:

- Ease: simplicity, clarity, and convenience of the information and service
- Effectiveness: availability, timeliness, and consistency of help and information; effectiveness of service
- Emotion: respectful treatment and confidence in service

Written Question 4. The first phase is awareness. How did you first become aware of available programs?

Verbal Probe:

- Peers or community networks, GoC (Service Canada), other level of government (Provincial, Territorial, Municipal)

Written Question 5. Did you try to seek more information about the programs? If so, how?

Verbal Probes (Initial):

- Was information easy / difficult to find?
- How much time did you spend looking for information?
- Did you need help to understand program requirements, language, contacts or references?

Verbal Probes (Additional):

- *Did you use your network of contacts?*
- *Did you have any concerns before applying?*

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- *What do you think would happen if the programs offering G&C were more proactive in promoting information about the availability of funding?*

Written Question 6. Did you contact Service Canada to obtain more information? [CLOSED END VOTE]. If yes, was it:

[CLOSED END MULTIPLE CHOICE]

- Online (servicecanada.gc.ca or another website)
- Phone (1800 OCANADA or another number)
- Other – please specify

Verbal Probes (Initial):

- How did you feel about the information you found?
- How did you feel about the help you received?

Verbal Probes (Additional):

- *How was your experience with the website (Canada.ca)?*
 - *How was the material available on the website (e.g. guides)?*
 - *simplicity, clarity, usefulness, comprehensive?*
 - *Was it in the language you needed it in?*
 - *Was information timely, consistent and efficient?*

Written Question 7. What factors made you decide to submit the application?

Verbal Probes:

- How long did it take you between deciding to complete the application and submitting it? Why was that?
- In hindsight, is there anything you would have liked to know before applying?
- Is there anything that could have made this step easier?
- Were you able to provide all the required documents and information? If not, why?
- How was your overall understanding of the application form? Do you feel you understood what was being asked of you?

Written Question 8 Did we miss any important aspects or steps for the awareness process phase? Is there anything that could be done to improve it?

**SECTION 4: APPLICATION
(20 MINUTES)**

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Now I would like to focus in more detail on completing the application.

Written Question 9. Please start by telling me overall, what was your experience with completing the application process, in your own words? Start by telling me which program you applied for.

- a. How did submit your application for the program? Was it online, or by downloading documents and applying by email or by regular mail?
- b. For the option you chose for submitting your application, why did you choose that particular one?
- c. Did you try one option first to submit your application, and then switch to another? If so, why?

Verbal Probes:

- How long did it take to complete the application? Was there anything during the application process you found particularly easy?
 - Was it clear? Convenient? Simple?
- Was there anything that was challenging to complete?
 - (For example – project costs, funding sources, project’s scope, etc)
 - Which part of the application did you have the most difficulty with?

Written Question 10. Did you seek assistance to complete your application? If so, from who? For what reason?

Written Question 11. Can you tell us about your experience seeking assistance?

Verbal Probes:

- How did you feel about the information you received?
- Was it clear, relevant, comprehensive, easy to understand?

Written Question 12. Do you feel you had appropriate support and resources to adequately complete the application?

Verbal Probes (Initial):

- Did you ask a colleague or resource, either internally or at another organization for help? How helpful was this person or resource in helping you?
- Did you reach out to Service Canada? If so, how helpful was this in helping you?

Verbal Probes (Additional):

- *Do you think the support and resources you had access to had an impact on the outcome of the application (i.e. being funded or unfunded). Why or why not?*

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- *If you did not have adequate support, what do you think would happen if you had suitable resources to prepare and complete the application?*

Written Question 13. Once you applied, were you confident that you had followed the right steps? Were you confident that your application was properly received?

Verbal Probes (Additional):

- *How were you feeling about the process and potential outcome of the application? How did you feel about the information you received?*
- *Were you concerned about the mandatory information (generic requirements) requested in the application? (e.g. privacy) were you concerned about privacy issues after submitting your application with the required information?*
- *Did you receive confirmation that your application had been received? Were you satisfied with the answer provided? Why?*

Written Question 14. How did the application process made you feel? Is there anything that would have made the application process easier? If so, what?

Written Question 15. Did we miss any important aspects or steps for the application process phase? Is there anything that could be done to improve it?

SECTION 5: FOLLOW-UP, DECISIONS AND MONITORING (20 MINUTES)

Follow-up

Written Question 16. Did you do a follow-up with the program after submitting the application? If so why? How was this experience? **OR**, did Service Canada follow up you / your organization about your application?

Verbal Probes (Initial):

- How was it to try to find a person to follow up with?
- Did the program follow-up with you? How did that go?
- How did the follow up process make you feel?
- Is there anything that could be done to improve follow up?

Verbal Probes (Additional):

- *Were you able to get help if / when needed? Was the information provided consistent?*
- *Did the agent contact you to discuss some adjustments in your project and clarify program requirements? For example, budget, costs, activities, etc. Was it clear? Convenient? Simple?*
- *Was it in the language of your choice?*

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- *Were any issues or questions dealt with simply or at first contact?*
- *Were you asked by the [PROGRAM] to provide or clarify something in your application, such as missing information, budget, activities?*
- *How would you characterize your interaction with the agent?*
- *Were you confident in the process and potential outcomes?*
- *Were you confident in the information you received?*

Decision

Written Question 17. How were you notified of the decision about your Grant or Contribution application?

Verbal Probes (Initial):

- Were you satisfied with the process used to notify you?
- How long did it take to receive the decision?

Verbal Probes (Additional):

- *By mail, online, e-mail, receiving direct deposit, login to online application, by telephone*
- *What was important to you? What would have made it easier/more effective/a more positive experience?*
- *Was it clear? Convenient? Simple?*
- *What information might you need at this stage?*

Written Question 18. Were you aware that there would be certain requirements to follow upon approval? If so, when do you become aware of this?

Examples of these requirements might be:

[for Grants and Contributions]

Communications requirements: to Notify the funder (Government of Canada) within 15 Business Days in advance of any and all communications activities, publications, advertising and press releases planned by the you or by a third party.

[only for contribution agreements]

Reporting requirements: to submit a report on your activities and spending against submitted budget.

Written Question 19. Thinking about these requirements, what would make it easier for you / your organization to implement this?

Written Question 20. Did you receive all the information you needed to understand the decision? If so, were you satisfied with how this information was communicated?

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Verbal Probes (Initial):

- How did the decision make you feel?
- Was the decision consistent with your expectations?
- Do you think there are aspects of the application process Service Canada could have done differently to change the decision you received?

Verbal Probes (Additional):

- *How did it impact overall satisfaction? Were you confident with the program's decision?*
- *How would you characterize your interaction with the agent?*
- *Were you confident in the information you received?*
- *Was there any information missing that you had hoped would be included, or that might have been useful?*
- *Would you have made something different in the application process that could have changed the decision? Why?*
- *When you received the additional information, what aspect provided made it more clear for you?*
- *Were you confident the decision was adequate? (Based on what was explained).*

Contributions Only

Written Question 21. Were you funded for a Contribution?

In the monitoring phase, the department and you work together to make sure the activities, finances and results of the project are going as intended.

IF YES:

- How many times did the program contact you for monitoring purposes?
- How was your experience with the monitoring process?
- Were you provided with what you needed to understand the monitoring process?
- What aspects were particularly easy?
- What aspects were particularly challenging?
- Were you able to get assistance if you needed it? If so, how was that experience?
 - Was the information provided consistent?
- If amendments were requested, how did that process go?
- How did the monitoring process make you feel?
- Is there anything that could be done to improve the monitoring process?

Verbal Probes (Additional):

- *How easy was it to find out who you should contact to follow-up with your application?*

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- *How did you follow-up? Were you contacted by the program?*
- *How do you feel about negotiating the terms of agreement with the [PROGRAM]?*
- *Were there any steps missing that might facilitate your understanding of this process?*
- *How was the funding agreement process? What information might you need at this stage?*
 - *Was it clear? Convenient? Simple?*
- *Did you need assistance to move forward with the funding agreement process?*
- *Would you have made amendments or alternate corrective actions to the original approved project? Why? For example scope, budget, deliverables, etc.*
- *How would you characterize your interaction with the agent?*
- *Were you confident about the program's negotiation and the information received?*
- *How did the monitoring impact overall satisfaction?*

Close-Out

I would like to show you the journey map from earlier in the discussion again.

Written Question 22. What was your overall experience with the close-out process? By close-out process, we mean the phase where there is a final evaluation of the project. Applicants submit a final report and complete other steps to close their files (e.g., submitting a final claim, activity reports, etc.)

Written Question 23. There are many steps involved in this phase. Were you provided with what you needed to understand this process?

- Which steps were particularly easy?
- Which steps were particularly difficult?

Written Question 24. Can you tell us about your experience completing the closeout report?

Written Question 25. If you had to submit a final reimbursement form, how did this go?

Verbal Probes:

- Were you able to get assistance if you needed it? If so, how was that process?
- Did Service Canada follow-up with you about the close-out procedures? If so, how did that go?

Written Question 26: Did we miss any important aspects or steps for the follow up, decision and monitoring phase? Is there anything that could be done to improve it?

SECTION 6: IDEAL CLIENT EXPERIENCE (10 MINUTES)

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Written Question 27. Thinking back to my earlier question about ideal client experience, how did applying for a Grant or Contribution compare to this ideal?

Verbal Probes:

- How does Service Canada compare to other funding bodies (e.g., private, non-profit, provincial, municipal)?

Written Question 28. Outside of our discussion above, do you have any suggestions for Service Canada to improve its Grants and Contributions services?

I'm going to show you published service standards for Service Canada, which is available at the URL <https://www.canada.ca/en/employment-social-development/services/funding/service-standard.html>

SERVICE STANDARDS FOR FUNDING PROGRAMS

A service standard is a public commitment to a measurable level of performance clients can expect under normal circumstances. Employment and Social Development Canada (Service Canada) has service standards for all funding programs (grants and contributions) within the Department.

Acknowledgement of application

Under normal conditions, the Department will acknowledge receipt of your proposal within 21 calendar days of receiving your application package.

Time to payment

For approved Contribution projects, the Department's goal is to process your payment within 28 calendar days of receiving your completed claim package.

For approved Grant projects, the Department's goal is to process your payment no later than 15 calendar days after the approved project start date.

Note: This Standard only measures time for processes that are within departmental control; hence, time required to issue cheques (a function not performed by the Department), or mailing time required by Canada Post is not included.

Written Question 29. Were you aware of these service standards before, during or after the application process? Did you receive your decision within these standards?

If YES - Was your experience consistent with these standards? If not, what was different?

If NO - What is the reason you were unaware of these service standards? Now that you know what they are, is this important information to know?

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Verbal Probe:

- Do you think there should be a service standard between the time that you submit and the time to receive a decision? If so what would be an appropriate service standard?

SECTION 7: GBA+ (10 MINUTES)

As mentioned at the beginning, Employment and Social Development Canada is committed to better understanding how diversity factors such as personal and social identities (e.g. gender, sexual orientation, ability, ethnicity, religious identity, etc.) may shape experiences of people or organizations applying for or obtaining federal funding.

Written Question 30. If you work for or volunteer for an organization where personal or social identities are a focus, does this impact your experience with federal funding for social and economic development? If so, tell me in what ways.

Written Question 31. Do you think your own personal or social identities have an impact on your experience applying for or obtaining federal funding for social and economic development? If so, how?

SESSION CONCLUSION AND WRAP-UP