



Service Canada

Client Experience Survey 2021-22

Detailed Methodology Report

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Client Experience Survey 2021-22

Detailed Methodology

INTRODUCTION

This detailed methodology report outlines the approach used for the fifth year of Service Canada's Client Experience Research (CX5).

A mixed methods approach was used, which included a telephone survey and online focus groups and in-depth interviews with clients of the five major programs. The telephone survey was conducted between June 23 and July 26, 2022, with a sample of 4,200 clients (approximately 750-1,000 per program). The qualitative phase consisted of eight qualitative online focus groups in English and French (46 participants in total) and 32 in-depth interviews in English and French. Qualitative fieldwork was conducted between September 7 and October 7, 2022.

The detailed methodology below provides a rationale for methods used, describes the target population, reference period and sampling strategy for the study. It also identifies study limitations. A copy of the telephone questionnaire and the online focus group screener and discussion guide are also provided.

The *Service Canada Client Experience Survey 2021-22* detailed findings report is available under a separate cover. The detailed results of the qualitative research are also available under separate cover.

DETAILED METHODOLOGY QUANTITATIVE PHASE

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 wanted to understand how easily and effectively clients 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 the future, if Service Canada collects e-mail contact information from clients, the survey could be administered through a combination of telephone and e-mail methods.

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 clienteles 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 and their service experience is captured through a separate initiative.

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 emotion with the service experience by program, client group and service channels used.

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	January 2022	March 2022	Approval date (reflects the date the application was processed/decision was made)	Benefit status is in pay or denied. Reconsideration applications are included.



				<p>Exclusions:</p> <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	January 2022	March 2022	Adjudication time stamp date	<p>Benefit status is in pay or denied. Reconsideration applications are excluded.</p> <p>Exclusions:</p> <ul style="list-style-type: none"> Benefit types related to minors Clients living outside Canada
EI	January 2022	March 2022	Assumes a benefit decision date of one to 28 days after the Benefit Commencement Date (eligibility date)	<p>Exclusions:</p> <ul style="list-style-type: none"> Parents of murdered and missing children Compassionate care Skeleton claims Renewals
SIN	January 2022	March 2022	Initial Decision date	<p>Exclusions:</p> <ul style="list-style-type: none"> SIN at birth (no phone numbers) Records of clients born after 2004 Excludes those that had a temporary SIN that expired before the end of the reference period and had since left the country.
OAS/ GIS	January 2022	March 2022	<p>Entitlement date (reflects the date the client went into pay and is one month following the date the client is sent an entitlement letter)</p> <p>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.</p>	<p>Exclusions:</p> <ul style="list-style-type: none"> Clients with trustees Clients living abroad

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.

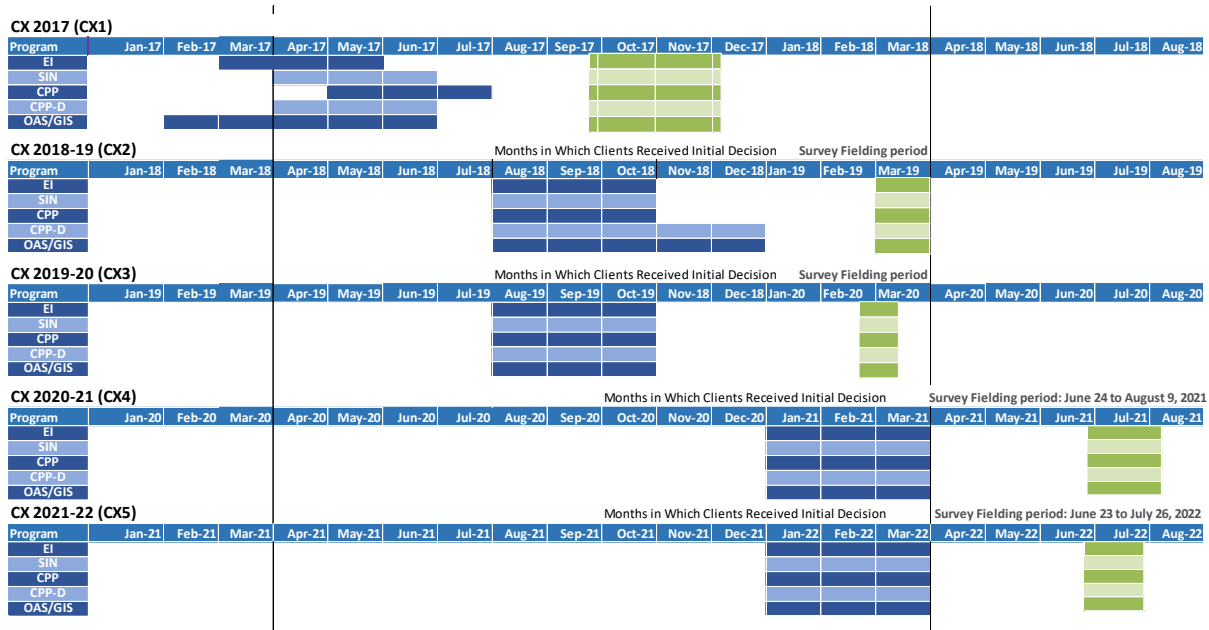
OAS and GIS clients were asked about one service experience rather than sampling and surveying them separately, because the two applications were combined into one in 2018.

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 January, February or March 2022. 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.

Consistent with CX4, it was feasible to extract sufficient sample from each program based on a common set of months for CX5. In previous years (CX2 and earlier) the sample periods for CPP-D and the combined OAS/GIS programs were extended in order to extract sufficient sample to achieve the target number of completed interviews for each program.

The 2021-22 CX5 Survey reports the second CX results since the start of the pandemic service environment. The reference period for CX2 and CX3 was prior to the pandemic, covering service interactions leading to an initial decision in August, September or October 2019 or 2018 respectively. The lag between the service experience and the survey interview is similar to previous waves of the CX Survey.





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 between 750 to 800 respondents of each program in order to allow analysis with some reliability of whether there were challenges in every program or only some programs.

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

In order to provide results for clients in vulnerable groups that occur in small numbers in the client universe, namely those living in remote areas and Indigenous clients, with an acceptable degree of reliability, these groups were oversampled. A minimum of 400 completed questionnaires was achieved for each of these smaller groups.

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. The only subgroup where a larger gap appears is related to whether the client resides in an urban, rural or remote area and in particular among CPP-D clients. Since larger gaps exist, 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 of respondents in each program in proportion to the total number of clients.
4. Weight the number of respondents by each region in proportion to the total number of clients.
5. Adjust to the universe proportions of benefits received for each program.

Adjust to the universe proportions of age, gender, and 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	33%	27%
Quebec	26%	29%
West/Territories	28%	30%
Atlantic	13%	13%
Age Group		
18-30	28%	23%
31-59	59%	59%
60+	13%	18%
Gender		
Male	52%	55%
Female	48%	45%

Canada Pension Plan (Retirement and Survivor)

Age Group	Universe	Survey
18-30	0.1%	0%
31-59	4%	4%
60+	96%	96%
Gender		
Male	45%	47%
Female	55%	53%
Region		
Ontario	48%	43%
Quebec	0%	0%
West/Territories	41%	48%
Atlantic	11%	9%

Canada Pension Plan (Disability)

Age Group	Universe	Survey
18-30	5%	3%
31-59	75%	66%
60+	20%	31%
Gender		



Male	45%	47%
Female	55%	53%
Region		
Ontario	43%	35%
Quebec	0%	1%
West/Territories	44%	53%
Atlantic	12%	12%

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

Age Group	Universe	Survey
65-69	95%	95%
70+	5%	5%
Gender		
Male	48%	48%
Female	52%	52%
Region		
Ontario	36%	29%
Quebec	26%	31%
West/Territories	29%	30%
Atlantic	9%	10%

Social Insurance Number (SIN)

Region	Universe	Survey
Ontario	46%	46%
Quebec	17%	23%
West/Territories	31%	25%
Atlantic	5%	6%
Age Group		
18-30	58%	52%
31-59	39%	45%
60+	2%	2%
Gender		
Male	56%	55%
Female	44%	45%



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	5%	23%
All Other	95%	77%
Remote	3%	12%
Rural	45%	45%
Urban	52%	42%

Canada Pension Plan (Retirement)

	Universe	Survey
Remote	2%	11%
Rural	44%	44%
Urban	54%	44%

Canada Pension Plan (Disability)

	Universe	Survey
Remote	2%	7%
Rural	44%	68%
Urban	53%	24%

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

	Universe	Survey
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Remote	2%	9%
Rural	47%	48%
Urban	51%	42%

Social Insurance Number (SIN)

	Universe	Survey
Remote	1%	6%
Rural	22%	14%
Urban	77%	78%
Indigenous	4%	3%
All Other	96%	97%

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

In the third phase of the weighting, the proportion of respondents by program was weighted 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, 2018-19, 2019-20 and 2020-21 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%	24%
CPP (R)	10%	18%
CPP (D)	2%	18%
OAS	10%	12%
GIS	2%	7%
SIN	29%	21%

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

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

Region	Universe	Survey
Ontario	37%	36%
Quebec	22%	18%
West/Territories	32%	37%
Atlantic	10%	10%



Adjust to the universe proportions of benefits received for each program.

In the last 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	90%	92%
Denied	10%	8%

Canada Pension Plan (Retirement)

	Universe	Survey
Denied	4%	10%
Approved	96%	90%

Canada Pension Plan (Disability)

	Universe	Survey
Denied	52%	37%
Approved	48%	63%



Key Drivers Analysis

Key drivers analysis was conducted to determine the aspects of service which have the greatest impact on the clients' overall impressions of their experience. The analysis was conducted by linear regression (i.e. the Enter method using SPSS) overall among all clients and by each of the five programs. All key service attributes were included in the analysis in addition to benefit approval/denial. All specific statements included were outlined below.

AWARE

Understand the information about [PROGRAM]

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

Figure out if you were eligible for benefits/SIN card

Find information about [PROGRAM]

Find out the steps to apply

Find the information you needed within a reasonable amount of time

APPLY

You were able to complete the application in a reasonable amount of time

Understanding the requirements of the application

Completing the form

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

Ease of registering for/signing into your My Service Canada Account

FOLLOW-UP

Ease of follow-up

OTHER VARIABLES

Received/Denied Benefit

EASE

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

Overall, it was easy for you to apply for [PROGRAM]?

You needed to explain your situation only once

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

EFFECTIVENESS

The amount of time it took was reasonable

It was easy to get help when you needed it

You received consistent information



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

You were able to move smoothly through all of the steps related to your [PROGRAM] application

You were provided service in a way that protected your health and safety during the COVID-19 pandemic

EMOTION

Service Canada specialized call centre phone representatives were helpful

Service Canada representatives that you dealt with in person were helpful

1 800 O-Canada phone representatives were helpful

The Service Canada phone representatives that called you back after you completed an online form were helpful

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

You were confident that your personal information was protected

You travelled a reasonable distance to access the service

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

Not all variables were included in regression by program due to an insignificant relationship to overall satisfaction or strong inter-collinearity with another variable (in the latter instance, the variable more strongly related to overall satisfaction for the variable asked among a larger sample size was kept). Compared to 2020-21, the strength of the drivers' analysis has remained consistent (R2 of 0.70 compared to 0.69).

Limitations

Missing Phone Numbers

An average of eleven percent of records in each program database were missing phone numbers. For SIN, telephone numbers from abroad were blanked resulting in fifteen 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 the new eServiceCanada channel. 1 800 O-Canada provides general information on programs which is useful at the aware stage, specialized call centres generally provide information on claims or applications that have been submitted, while eServiceCanada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online. 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 immediately after a service interaction will provide results with greater validity on a specific client experience whereas data collected after a client journey using probability sampling approaches will provide results with greater reliability and more representative results on the multiple service experience.

Lag time

The average time lag between receiving a decision and answering the questionnaire was 4.5 months for each program. As in CX4, it was possible to pull the sample from a consistent period for each program in CX5 ensuring the lag time is also consistent. This gap in time is created by avoiding atypical periods for sample selection. 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 is consistent compared to the industry average. The response rate was lower than in 2020-21 (16%) and consistent with the response rate achieved in 2019-20 (12%). The final call outcomes are as follows:

CALL OUTCOME	COUNT OF DISPOSITION
Call backs	2652
Completed Interviews	4200
Disqualified	1346
Language Barriers	907
No Answers	16596
Not In Service (Out of Scope)	4171
Over quota	34
Refusals	13882
Terminations	1455
TOTAL IN SCOPE	45243
TOTAL RESPONDING	5546
OVERALL RESPONSE RATE	12%



DETAILED METHODOLOGY QUALITATIVE PHASE

Objectives

The research objectives of the qualitative research component are to explore opportunities for improvement in service delivery and channel use where clients were not satisfied and/or faced barriers to access service, with a special focus on seniors.

Ipsos' approach followed the [Standards for the Conduct of Government of Canada Public Opinion Research—Qualitative Research](#).

Recruitment and Target Audience

Participants for the qualitative phase were recruited through the survey (asked at the end of the survey if they would like to opt-in for follow-up research and/or future research for the department), consisting of clients across programs who were not satisfied and/or experienced service barriers.

Discrete research was conducted with French clients to gain an understanding of their service experiences, and any similarities or differences with findings from qualitative research conducted in English.

A mix of in-depth interviews and online focus groups were conducted. Thirty-two in-depth interviews took place in English and French between September 7 and October 7, 2022, broken down by program:

- 6 in-depth interviews with CPPD participants
- 9 in-depth interviews with GIS participants
- 8 in-depth interviews with OAS participants
- 9 in-depth interviews with Indigenous respondents who were EI/OAS/PPD

Eight online focus groups took place between September 20 and September 26, 2022, also broken down by program:

- 2 online English focus groups with 11 EI participants
- 2 online English focus groups with 14 SIN participants
- 1 online English focus group with 6 CPP participants
- 1 online English focus group with 6 OAS/GIS participants
- 1 online French focus group with 5 EI participants
- 1 online French focus group with 4 SIN participants

Participants were Service Canada clients receiving an initial decision on their application between January and March 2022, and who responded to the CX Survey in June 23 to July 26, 2022, meeting one of the following screening criteria: rated their overall satisfaction (survey question



#38) as not satisfied (1-3 on the 5-point scale and where 4 is satisfied and 5 is very satisfied) ; experienced difficulties applying because of barriers to accessing service (survey question #45).

A total of 78 clients participated in the qualitative research.

Online Groups and Platform

In order to encourage participation of participants from across the country including all regions, and communities outside of major centres where in-person focus groups are typically held, the focus groups were conducted virtually.

Focus groups were conducted using an online focus group video platform. Participants were provided with a login and secure link in advance to connect to the platform. The sessions were conducted using both video and audio.

In-depth interviews were conducted using an online meeting platform. Participants were provided with a secure link in advance to connect to the meeting.

The focus groups were approximately 90 minutes length, and the in-depth interviews were no longer than 60 minutes in length.

Incentives/Honoraria

Participants were provided with an honorarium of \$100.00 for focus groups and \$85.00 for IDIs to encourage full attendance.

Limitations

The value of qualitative research is that it allows for the in-depth exploration of factors that shape public attitudes and behaviours on certain issues. When interpreting the findings, it should be borne in mind that at no point is the intention to produce results that are statistically representative of the population at large.



APPENDICES

TELEPHONE QUESTIONNAIRE

ABBREV ABBREV	PROGRAM PROGRAM	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 Subset of OAS : OAS and 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 Referred to as : 'Either OAS or OAS and GIS' for survey pipe-ins Subset Auto enroll vs. Non-auto-enroll: Auto-enroll for either OAS or OAS & GIS Non-auto-enroll for either OAS or OAS & GIS	650-800 650-800 (300) (325-400) (325 -400)
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

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Appendices Research Instruments

[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, French or another language?

Bonjour, puis-je parler à _____? [CUSTOMER'S NAME FROM SAMPLE FILE]
(APRÈS AVOIR ÉTABLI LE CONTACT) Bonjour, je m'appelle (NOM COMPLET) et j'appelle de la part d'Ipsos, une société indépendante d'études de marché. Nous effectuons un sondage pour le compte du gouvernement du Canada au sujet de [INSERT PROGRAM] afin d'obtenir votre opinion au sujet de la qualité des services fournis aux Canadiens. [INSERT IF PROGRAM=OAS OR GIS : (IF NEEDED : Ceci concerne votre régime de pension du gouvernement.)] [INSERT IF PROGRAM=OAS : (IF NEEDED : Vous avez peut-être reçu une lettre vous avisant que vous aviez été automatiquement inscrits au régime de Pension de Sécurité de la vieillesse.)] Il ne vous faudra que 15 minutes environ pour répondre au sondage. Préférez-vous continuer en anglais, en français, ou dans une autre langue?

- 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 »)

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

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

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

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

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Appendices Research Instruments

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.

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

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

Veillez-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 1-800-444-6627

Numéro de la ligne de conférence « Language Line » : 1-800-444-6627

Once connected to Language Line, enter the access pin:

Un fois la communication établie avec « Language Line » entrez le code d'accès

Access Pin : 3085-1426

code d'accès : 3085-1426

Respondent preferred language : _____

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

(Ipsos Project Name : 210056580102 (ESDC))

(Nom du project Ipsos : 210056580102 (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]**.

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

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

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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]

PROXY2. Are you 18 years of age or older?

PROXY2. Avez vous 18 ans ou plus?

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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 = CPP AND BENEFIT TYPE = SVR] The rest of the questions are about the Canada Pension Plan or CPP Survivor's pension, and not about any other programs you may have applied for. The Survivor's pension is a monthly payment paid to the legal spouse or common-law partner of the deceased contributor

Les questions qui suivent portent sur le Régime des pensions du Canada (RPC) et la pension de survivant du Régime des pensions du Canada, et non sur les autres programmes auxquels vous pourriez avoir fait une demande. La pension du survivant est un paiement mensuel versé au conjoint légal ou au conjoint de fait du cotisant décédé.

[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.

[READ TO ALL]

Should you have any questions about the survey, I can give you a contact person within the Government of Canada / Employment and Social Development Canada department. Your participation is voluntary and confidential. Your answers will remain anonymous, and the information you provide will be administered according to the requirements of the Privacy Act, the Access to Information Act, and any other pertinent legislation.

Si vous avez des questions sur le sondage, je peux vous donner le nom d'une personne à qui vous adresser au sein du gouvernement du Canada / Emploi et Développement social Canada. Votre

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participation est volontaire et entièrement confidentielle. Vos réponses resteront anonymes et les informations que vous fournissez seront gérées conformément aux exigences de la Loi sur la protection des renseignements personnels, de la Loi sur l'accès à l'information et de toute autre législation pertinente.

[IF NECESSARY : Contact at ESDC is Dominic Laverdiere and can be reached at 819-654-5149]
(SI NECESSAIRE : La personne-ressource à EDSC est Dominic Laverdière et peut être appelé au 819-654-5149)

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, PAUSE AND GET A YES OR NO AFTER EACH 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.)

De quelle façon avez-vous découvert le [INSÉREZ PROGRAMME] ou [INSÉREZ ABBREV] **avant** de remplir une demande? Avez-vous... (LIRE LA LISTE, PAUSE POUR OBTENIR UN OUI OU UN NON APRÈS CHAQUE, 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 [INSÉREZ 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, 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]

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[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

Speak to a government representative on the phone

Appelé un bureau du gouvernement au 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

[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

Parlé à un employeur

Referred by community organization like a non-profit

Recommandation d'un organisme communautaire comme un organisme sans but lucratif

(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 'Speak to a government representative on the phone', ASK Q1bx. OTHERS GO TO 'CREATE VARIABLE']

1bx. You indicated you spoke to a government representative by telephone before you applied. There are three types of telephone services, and we'd like to know which you used before you applied. Did you speak with... (READ LIST) [MULTIPUNCH]

Vous avez indiqué avoir parlé à un représentant du gouvernement par téléphone avant de faire votre demande. Il existe trois types de services téléphoniques, et nous aimerions savoir lequel vous avez utilisé avant de faire votre demande. Avez-vous parlé avec... (LIRE LA LISTE) [MULTIPUNCH]

[INSERT ABBREV] Call Centres answer more specific questions about your application and benefits; they ask you to confirm your identity when you call.

[INSERT ABBREV] Les centres d'appels répondent à des questions précises au sujet de votre demande et de vos prestations; vous devez confirmer votre identité lorsque vous appelez.

eServiceCanada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online.

eService Canada est un service de rappel par lequel un représentant de Service Canada vous rappelle dans les deux jours ouvrables suivant la date à laquelle vous avez rempli un formulaire de demande de service en ligne.

1 800 O-Canada provides general information on Government of Canada programs including who can apply, how to apply and how to contact the program.

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1 800 O-Canada fournit des informations générales sur les programmes du gouvernement du Canada, y compris qui peut faire une demande, comment faire une demande et comment contacter le programme.

An/A [INSERT ABBREV] Call Centre
 Un centre d'appels spécialisé du [INSERT ABBREV]
 eService Canada
 eService Canada
 1 800 O-Canada
 1 800 O-Canada
 (DO NOT READ) Other
 [NE PAS LIRE) Autre

[IF Q1a = 'Go to a government office' ask Q1c, OTHERWISE SKIP]

1c. You indicated that you went to a government office before you applied. Did you book an appointment prior to your visit?

Vous avez indiqué que vous vous êtes rendu dans un bureau du gouvernement avant de faire votre demande. Avez-vous pris un rendez-vous avant votre visite?

Yes
 Oui
 No
 Non

[CREATE VARIABLE FOR PROGRAMMING: KEY SOURCES]

Response	Key Source	Channel*
IF Q1bx 'eServiceCanada'	eService Canada	TOUCHLESS PERSON-TO-PERSON
IF 1a 'Go to a government office'	IN PERSON	IN PERSON
IF Q1a 'GO ONLINE TO THE GOVERNMENT WEBSITE'	ONLINE	ONLINE
IF Q1bx '[INSERT ABBREV] Call Centres'	TELEPHONE-PROGRAM	TELEPHONE
IF Q1bx '1-800 O'Canada'	TELEPHONE-1-800-O'CANADA	
IF Q1a 'COMMUNICATE BY MAIL WITH THE GOVERNMENT'	MAIL	MAIL
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 before you applied to find out about [INSERT PROGRAM], which one did you use first? (READ LIST AS NEEDED)

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Si vous pensez aux sources d'information gouvernementales que vous avez utilisées avant de faire votre demande pour vous renseigner sur [INSERT PROGRAM], laquelle avez-vous utilisée en premier? (LISEZ 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' En personne (à un bureau du gouvernement)]

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

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

[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]

[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

[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 before you applied to find out about [INSERT PROGRAM], which one did you use second? (READ LIST AS NEEDED)
Si vous pensez aux sources d'information gouvernementales que vous avez utilisées avant de faire votre demande pour vous renseigner sur [INSERT PROGRAM], laquelle avez-vous utilisée en deuxième? (LISEZ 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' En personne (à un bureau du gouvernement)]

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

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

[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]

[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

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

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4. Did you get what you wanted from the Government of Canada website when you were looking for information on **[INSERT ABBREV]** before you applied? (READ LIST)
Avez-vous obtenu ce que vous vouliez sur le site web du gouvernement du Canada lorsque vous cherchez des renseignements **[INSERT ABBREV]** avant de faire votre demande? (LIRE LA LISTE)

YES, completely
OUI, complètement
YES, somewhat
OUI, un peu
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 cherchez 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]**

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]**

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]**

Find out the steps to apply

Trouver les étapes pour présenter une demande

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

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

2

3

3

4

4

5 – Very easy

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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

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

Application Process—Applying for [INSERT ABBREV] Benefits

9bx. Thinking back to when you actually applied for **[IF ≠ SIN INSERT [INSERT ABBREV] benefits]**, **[IF SIN INSERT: a SIN number]**, which of the following methods did you use when completing and submitting your application? Did you... (READ LIST, PAUSE AND GET A YES OR NO AFTER EACH, 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, PAUSE POUR OBTENIR UN OUI OU UN NON APRÈS CHAQUE, 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]

Submit an Online application using a computer from “home”
Demande en ligne à l'aide d'un ordinateur à partir de « la maison »

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Submit an 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 and complete and submit an application with assistance from a Service Canada representative

[Rendez-vous dans un bureau du gouvernement et remplissez et soumettez une demande avec l’aide d’un représentant de Service Canada](#)

Mail

[Courrier](#)

Speak to a government representative on the phone for assistance

[Parlez à un représentant du gouvernement au téléphone pour obtenir de l’aide.](#)

Go online to other websites for information

[Visité d’autres sites Web pour obtenir de l’information](#)

Talk with family or friends for information

[Parlé avec des proches ou des amis pour de l’information](#)

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

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

[IF Q9bx = “NONE OF THESE”/DK/REF SKIP TO Q12 OTHERS CONTINUE.]

[IF Q9bx ‘Speak to a government representative on the phone for assistance’ AND PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED, ASK Q9cx. OTHERWISE SKIP TO Q9d]

9cx. You indicated you spoke to a government representative by telephone when completing and submitting your application. There are three types of telephone services, and we’d like to know which you used when you applied. Did you speak with...

[Vous avez indiqué avoir parlé à un représentant du gouvernement par téléphone lorsque vous avez rempli et soumis votre demande. Il existe trois types de services téléphoniques, et nous aimerions savoir lequel vous avez utilisé quand vous avez fait votre demande. Avez-vous parlé avec...](#)

[INSERT ABBREV] Call Centres answer more specific questions about your application and benefits; they ask you to confirm your identity when you call.

[\[INSERT ABBREV\] Les centres d’appels répondent à des questions précises au sujet de votre demande et de vos prestations; vous devez confirmer votre identité lorsque vous appelez.](#)

eService Canada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online.

[eService Canada est un service de rappel par lequel un représentant de Service Canada vous rappelle dans les deux jours ouvrables suivant la date à laquelle vous avez rempli un formulaire de demande de service en ligne.](#)

1 800 O-Canada provides general information on Government of Canada programs including who can apply, how to apply and how to contact the program.

[1 800 O-Canada fournit des informations générales sur les programmes du gouvernement du Canada, y compris qui peut faire une demande, comment faire une demande et comment contacter le programme.](#)

An/A [INSERT ABBREV] Call Centre

[Un centre d’appels spécialisé du\[INSERT ABBREV\]](#)

eService Canada

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eService Canada

1 800 O-Canada

1 800 O-Canada

(DO NOT READ) Other

[NE PAS LIRE] Autre

[IF Q9bx = 'Go to a government office' ask Q9d, OTHERWISE SKIP]

9d. You indicated that you went to a government office when completing and submitting your application. Did you book an appointment prior to your visit?

Vous avez indiqué que vous vous êtes rendu dans un bureau du gouvernement lorsque vous avez rempli et soumis votre demande. Avez-vous pris un rendez-vous avant votre visite?

Yes

Oui

No

Non

[CREATE VARIABLE 2 FOR PROGRAMMING]:

Response	Key Source 2	Channel 2*
IF 9cx 'eServiceCanada'	eService Canada	TOUCHLESS PERSON-TO-PERSON
IF Q9bx 'GO TO A GOVERNMENT OFFICE'	IN PERSON	IN PERSON
IF Q9bx 'ONLINE APPLICATION USING A COMPUTER' OR ONLINE APPLICATION USING A MOBILE DEVICE'	ONLINE	ONLINE
IF Q9cx '[INSERT ABBREV] Call Centres'	TELEPHONE-PROGRAM	TELEPHONE
IF Q9cx '1-800 O'Canada'	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 Q11a. IF Q9bx 'NONE OF THESE', OR UNABLE TO ASSIGN KEY SOURCE BASED ON Q9bx RESPONSES, SKIP TO Q11a]

10x. Thinking about the methods you used to complete the application, which one did you use first?
(READ LIST AS NEEDED)

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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' En personne (à un bureau du gouvernement)]

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

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

[INSERT IF KEY SOURCE 2 = 'eService Canada' eService Canada]

[INSERT IF KEY SOURCE 2 = 'eService Canada' eService Canada]

[IF MORE THAN TWO OF THE *CHANNELS2 USED, ASK Q11x.* IF TWO CHANNELS2 OR LESS USED, SKIP TO Q11a. IF Q10x = DK/REF, SKIP TO Q11a]

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' En personne (à un bureau du gouvernement)]

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

[INSERT IF KEY SOURCE 2 = 'ONLINE' AND Q10x ≠ 'ONLINE' En ligne (le site Web du gouvernement du Canada) depuis « la maison »]

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

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

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

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

[INSERT IF KEY SOURCE 2 = 'eService Canada' AND Q10x ≠ 'eService Canada' eService Canada]

[INSERT IF KEY SOURCE 2 = 'eService Canada' AND Q10x ≠ 'eService Canada' eService Canada]

[IF PROGRAM = SIN AND RESPONSE TO Q9bx ANYTHING OTHER THAN 'NONE OF THESE/ DK/ REF' ASK Q11a, OTHERWISE SKIP]

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11a. And, in the end how did you receive your SIN number? (READ LIST)

Et, au bout du compte, comment avez-vous reçu votre numéro d'assurance sociale? (LIRE LA LISTE.)

[SINGLE PUNCH]

- In person at Service Canada Centre office
- En personne dans un Centre Service Canada
- Submitted application online and received by mail
- Demande transmise en ligne et document reçu par la poste
- Submitted application by mail and received through mail
- Demande transmise par la poste et document reçu par la poste
- None of these
- Aucune de ces réponses

[DEFINITION OF SIN AND eSIN VARIABLES]

Response	PROGRAM VARIABLE
IF 11a 'In person at Service Canada Centre office' OR 'Applied Submitted application by mail and received through mail'	SIN
IF 11a 'Submitted application online and received by mail'	eSIN

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]?

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[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 avez besoin pour présenter votre demande pour le [INSERT ABBREV]

Completing the application form

Remplir le formulaire de demande

Getting help on your application when you needed it.

Obtenir de l'aide sur votre demande quand vous en avez besoin.

1 – Very difficult

1 – Très difficile

2

2

3

3

4

4

5 – Very easy

5 – Très facile

14d. Did you use the online chat on the Canada.ca website (also called 'virtual assistant') at any point during the process of getting information about [INSERT ABBREV] and completing and submitting the application form?

Avez-vous utilisé le clavardage en ligne sur le site web Canada.ca (également appelé « assistant virtuel ») à un moment quelconque du processus pour obtenir des informations sur [INSERT ABBREV] et pour remplir et soumettre le formulaire de demande?

Yes

Oui

No

Non

[IF YES TO Q14d ASK, OTHERWISE SKIP]

14e. How much do you agree or disagree that the online chat on the Canada.ca website was helpful? (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 le clavardage en ligne sur le site web Canada.ca a été utile? (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

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3

4

4

5 – Strongly agree

5 – Tout à fait d'accord

[IF QUOTA ≠ SIN, CONTINUE. IF QUOTA = SIN AND KEY VARIABLE 2 = 'mail' or 'online' CONTINUE, IF QUOTA = SIN and KEY VARIABLE 2 ≠ MAIL OR ONLINE, SKIP TO Q27]

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 contact Service Canada to...?

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

(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.)

(IF NO TO ALL CODE AS 'OR, HAD NO CONTACT.')

(SI 'NON' POUR TOUS LES CHOIX, CHOISISSEZ 'OU, JE N'AI PAS EU DE CONTACT.')

[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'] Vérifier l'état du paiement.

Provide additional information about your application

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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'] Pour tout autre raison

(DO NOT READ) [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]

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] (NE PAS LIRE) 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

Through eService Canada by completing an online request to schedule a call-back from a Service Canada representative

Par l'intermédiaire de eService Canada, en remplissant une demande en ligne pour programmer un rappel par un représentant de Service Canada.

[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]

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

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

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

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

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

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

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

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

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

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

[INSERT IF Q18 = 'eService Canada' Completing an online request to schedule a call-back from a Service Canada representative]

[INSERT IF Q18 = 'eService Canada' Remplir une demande en ligne pour planifier un rappel d'un représentant de Service Canada]

[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]

[INSERT IF Q18 = 'eService Canada' AND Q19a ≠ 'eService Canada': Completing an online request to schedule a call-back from a Service Canada representative]

[INSERT IF Q18 = 'eService Canada' AND Q19a ≠ 'eService Canada': Remplir une demande en ligne pour planifier un rappel d'un représentant de Service Canada]

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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]

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] A Service Canada representative contact you about your application status (by email, letter or telephone call)

[INSERT IF PROGRAM IS EI] Un représentant de Service Canada vous a contacté au sujet de l'état de votre demande (par courriel, lettre ou appel téléphonique)

Yes

Oui

No

Non

[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', ASK Q20c OTHERWISE SKIP]

Q20c. Before you were notified of a decision on your [INSERT ABBREV] application, which of the following changes would have improved your experience in following up the most? (READ LIST, ACCEPT ONE RESPONSE)

Avant d'être informé(e) de la décision concernant votre demande dans le cadre du [INSERT ABBREV], lequel des changements suivants aurait le plus amélioré votre expérience de suivi? (LIRE LA LISTE; ACCEPTER UNE SEULE RÉPONSE.)

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[SINGLE PUNCH]

Real-time support through online chat with a Service Canada representative

Assistance en temps réel par le biais d'un clavardage en ligne avec un représentant de Service Canada
Quicker to get assistance by phone

Obtention plus rapide d'une assistance par téléphone

Clearer information on the status of your application

Renseignements plus détaillés sur l'état de votre demande

(DO NOT READ) None of the above

(NE PAS LIRE) Aucune de ces réponses

[IF QUOTA = SIN SKIP to Q27] [IF PROGRAM = CPP -AND- RESPONSE AT Q9BX ≠ ONLINE APPLICATION USING A COMPUTER OR ONLINE APPLICATION USING A MOBILE DEVICE SKIP TO Q27]

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

To check the status of an EI application or payment online, clients can register for My Service Canada Account using their GCKey, banking information or provincial digital ID.

Pour vérifier en ligne l'état d'une demande d'assurance-emploi ou d'un versement, les prestataires peuvent s'inscrire à Mon dossier Service Canada à l'aide de leur CléGC, de leurs renseignements bancaires ou de leur identifiant numérique provincial.

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

To apply for [INSERT PROGRAM, EITHER OAS or OAS/GIS] online or check the status of an application or payment, clients can register for My Service Canada Account using their GCKey, banking information or provincial digital ID.

Pour présenter une demande en ligne de [INSERT PROGRAM, EITHER OAS or OAS/GIS] ou pour vérifier l'état d'une demande ou d'un paiement, les clients peuvent s'inscrire à Mon dossier Service Canada à l'aide de leur CléGC, de leurs renseignements bancaires ou de leur identifiant numérique provincial.

[IF PROGRAM = CPP-RTR or CPP-SVR -AND- ONLINE APPLICATION USING A COMPUTER OR ONLINE APPLICATION USING A MOBILE DEVICE AT 9BX PROVIDE FOLLOWING BLURB AND ASK Q34aa]

To apply for CPP online or check the status of an application or payment, clients can register for My Service Canada Account using their GCKey, banking information or provincial digital ID.

Pour faire une demande de RPC en ligne ou vérifier l'état d'une demande ou d'un paiement, les clients peuvent s'inscrire à Mon dossier Service Canada à l'aide de leur CléGC, de leurs informations bancaires ou de leur identifiant numérique provincial.

[IF PROGRAM = CPP-D PROVIDE FOLLOWING BLURB AND ASK Q34aa]

To apply for Canada Pension Plan: Disability online or check the status of an application or payment, clients can register for My Service Canada Account using their GCKey, banking information or provincial digital ID.

Pour présenter une demande de prestations du Régime de pensions du Canada : Invalidité en ligne ou vérifier l'état d'une demande ou d'un paiement, les clients peuvent s'inscrire à Mon dossier Service Canada à l'aide de leur CléGC, de leurs informations bancaires ou de leur identifiant numérique provincial.

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

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]

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

[IF RATING OF 1 OR 2 PROVIDED AT Q34ab ASK Q34ac, OTHERWISE SKIP]

34ac. You provided a rating of [INSERT RATING FROM Q34ab] out of 5 for registering for your My Service Canada Account. What would you say most contributed to your difficulty registering? (READ LIST, ACCEPT ONE RESPONSE)

Vous avez attribué une note de [INSERT RATING FROM Q34ab] sur 5 pour votre inscription à Mon dossier Service Canada. Selon vous, qu’est-ce qui a le plus contribué à rendre votre inscription difficile? (LIRE LA LISTE; ACCEPTER UNE SEULE RÉPONSE.)

[RANDOMIZE, SINGLE PUNCH]

My Service Canada Account was unavailable

Mon dossier Service Canada n’était pas disponible

Problems with your Personal Access Code (PAC)

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Problèmes relatifs à votre code d'accès personnel

Problems verifying your identity using your online banking information

Problèmes relatifs à la vérification de votre identité au moyen de vos informations bancaires en ligne
Problems creating your profile (such as entering your SIN, personal information, or creating security questions)

Problèmes relatifs à la création de votre profil (comme la saisie de votre NAS, des renseignements personnels ou la création de questions de sécurité)

Problems with your security code (for multi-factor authentication)

Problèmes relatifs à votre code de sécurité (pour l'authentification multifacteur)

Other reason [ANCHOR 2nd LAST]

Autre raison [ANCHOR 2nd LAST]

None of the above [ANCHOR LAST, MUTUALLY EXCLUSIVE]

Aucune de ces réponses [ANCHOR LAST, MUTUALLY EXCLUSIVE]

[IF 34aa 'Register' or 'Try to register' ASK 34ad, OTHERWISE SKIP]

34ad. How much do you agree or disagree that you were able to register for My Service Canada Account 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 le fait que vous avez réussi à créer votre compte Mon dossier Service Canada 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

[IF 34aa 'Use your My Service Canada Account which you had registered for in the past' ASK 35a, OTHERWISE SKIP TO Q27]

35a. Using a 5-point scale where 1 is very difficult and 5 is very easy, how easy or difficult was it to sign in to your My Service Canada Account?

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 connecter à votre compte Mon dossier Service Canada?

1 – Very difficult

1 – Très difficile

2

2

3

3

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4

4

5 – Very easy

5 – Très facile

[IF RATING OF 1 OR 2 PROVIDED AT Q35a ASK Q35b, OTHERWISE SKIP TO Q27]

35b. You provided a rating of [INSERT RATING FOR 'DIFFICULT'] out of 5 for signing in to your My Service Canada Account. What would you say most contributed to your difficulty signing into your account?
(READ LIST, ACCEPT ONE RESPONSE)

Vous avez attribué une note de [INSERT RATING FOR 'DIFFICULT'] sur 5 pour votre connexion à Mon dossier Service Canada. Selon vous, qu'est-ce qui a le plus contribué à rendre votre connexion difficile?
(LIRE LA LISTE; ACCEPTER UNE SEULE RÉPONSE.)

[RANDOMIZE, SINGLE PUNCH]

My Service Canada Account was unavailable

Mon dossier Service Canada n'était pas disponible

Forgot your username or password

Nom d'utilisateur ou mot de passe oublié

Your account was locked

Votre compte a été verrouillé

Had problems with your security code (for multi-factor authentication)

Problèmes relatifs à votre code de sécurité (pour l'authentification multifacteur)

Forgot the answers to your security questions

Réponses à vos questions de sécurité oubliées

Other reason [ANCHOR 2nd LAST]

Autre raison [ANCHOR 2nd LAST]

None of the above [ANCHOR LAST, MUTUALLY EXCLUSIVE]

Aucune de ces réponses [ANCHOR LAST, MUTUALLY EXCLUSIVE]

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]

[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]

[eService Canada = KEY SOURCES VARIABLE OR Q18 = Through eService Canada by completing an online request to schedule a call-back from a Service Canada representative]

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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 du gouvernement du 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

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

[IF eServiceCanada] The eService Canada representative who called you after you completed a Service Request Form online

[IF eServiceCanada] Un représentant de eService Canada qui vous a appelé après que vous ayez rempli un formulaire de demande de service en ligne.

1 – Very dissatisfied

1 – Très insatisfait(e)

2

2

3

3

4

4

5 – Very satisfied

5 – Très satisfait(e)

[IF ASKED ABOUT 'AN [INSERT ABBREV] CALL CENTRE' AND RESPONSE AT Q27 = 1 TO 3 ASK Q27A OTHERWISE SKIP]

27a. You provided a rating of **[INSERT RATING FOR 'AN [INSERT ABBREV] CALL CENTRE' AT Q27]** out of 5 for the service provided by the **[INSERT ABBREV]** Call Centre. What would you say most contributed to your lower satisfaction with the overall quality of the service you received from the **[PROGRAM ABBREV]** call centre? **[OPEN END WITH HARD CODE LIST] (DO NOT READ LIST)**

[IF RATING FOR 'AN [INSERT ABBREV] CALL CENTRE' AT Q27] sur 5 pour le service fourni par le centre d'appels **[INSERT ABBREV]. Selon vous, qu'est-ce qui a le plus**

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contribué à votre moindre satisfaction quant à la qualité générale du service que vous avez reçu du centre d'appels [PROGRAM ABREV]? [OPEN END WITH HARD CODE LIST] (NE PAS LIRE LA LISTE)

The telephone wait times were too long
Les temps d'attente au téléphone étaient trop longs
Service Canada representatives were disrespectful
Les représentants de Service Canada étaient irrespectueux
Inconsistent or unclear information
Informations incohérentes ou peu claires
Your questions were not answered
Vos questions sont restées sans réponses
Did not like the outcome of the call(s)
Je n'ai pas aimé le résultat de l'appel
Other
Autre

Barriers and Issue Resolution

[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. Thinking about your overall experience from getting information about, to applying for [INSERT ABBREV], did you experience difficulties for any of the following reasons... ? (please only select a response if it caused an issue for you personally) A response of 'yes' means it was a barrier for you and caused difficulties applying and a response of 'no' means it was not a barrier.

Certaines personnes éprouvent des difficultés à présenter une demande pour [INSERT ABBREV] en raison d'obstacles à l'accès au service. En réfléchissant à votre expérience globale, depuis l'obtention d'informations, jusqu'à la présentation de la demande de [INSERT ABBREV], avez-vous rencontré des difficultés pour l'une des raisons suivantes? » (veuillez ne sélectionner une réponse que si elle a causé un problème pour vous personnellement). Une réponse « oui » signifie qu'il s'agissait d'un obstacle pour vous et a causé des difficultés à postuler et une réponse « non » signifie que ce n'était pas un obstacle.

[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? A response of 'yes' means it was a barrier for you and caused difficulties applying and a response of 'no' means it was not a barrier.

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? Une réponse « oui » signifie qu'il s'agissait d'un obstacle pour vous et a causé des difficultés à postuler et une réponse « non » signifie que ce n'était pas un obstacle.

[IF OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED' DO NOT ASK] Application form was too long or complicated

[IF OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED' DO NOT ASK] Le formulaire de demande était trop long ou trop compliqué

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[IF OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED' DO NOT ASK] You could not use the computer in a Service Canada Centre

[IF OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED' DO NOT ASK] Vous ne pouviez pas utiliser l'ordinateur dans un Centre Service Canada.

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

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 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 service global que vous avez reçu, 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 OAS/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 OAS/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]**.

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[IF OAS AND 'AUTO-ENROLLED' OR OAS/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 OAS/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

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 qu'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 OAS/GIS AND 'AUTO-ENROLLED' DO NOT ASK] Overall, it was easy for you to apply for **[INSERT ABBREV]**

[IF OAS AND 'AUTO-ENROLLED' OR OAS/GIS AND 'AUTO-ENROLLED' 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 KEY SOURCE = [INSERT ABBREV] CALL CENTRE] Service Canada call centre phone representatives were helpful

Les représentants téléphoniques du centre d'appels de Service Canada ont été serviables

[IF KEY SOURCE = 1-800 O'CANADA] 1 800 O-Canada phone representatives were helpful

Les représentants téléphoniques de 1 800 O-Canada ont été serviables

[IF KEY SOURCE = eServiceCanada] The eServiceCanada representatives that called you back after you completed an online form were helpful

Les représentants de eServiceCanada qui vous ont rappelé après avoir rempli un formulaire en ligne ont été serviables.

[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 KEY SOURCE = [INSERT ABBREV] CALL CENTRE] Service Canada call centre phone representatives were respectful

[IF KEY SOURCE = [INSERT ABBREV] CALL CENTRE] Les représentants téléphoniques du centre d'appels de Service Canada ont été respectueux

[IF KEY SOURCE = 1-800 O'CANADA] 1 800 O-Canada phone representatives were respectful

[IF KEY SOURCE = 1-800 O'CANADA] Les représentants téléphoniques de 1 800 O-Canada ont été respectueux

[IF KEY SOURCE = eServiceCanada] eServiceCanada representatives that called you back after you completed an online form were respectful

[IF KEY SOURCE = eServiceCanada] Les représentants de eServiceCanada qui vous ont rappelé après avoir rempli un formulaire en ligne ont été respectueux

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

[IF CHANNEL = IN PERSON] Les représentants de Service Canada avec lesquels vous avez traité en personne étaient respectueux

[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 you could speak and understand well

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

You were provided service in a way that protected your health and safety during the COVID-19 pandemic

Le service vous a été fourni de manière à protéger votre santé et votre sécurité pendant la pandémie de COVID-19

[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

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

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1 – Aucunement confiance

2

2

3

3

4

4

5 – Trust a great deal

5 – Énormément confiance

38d. And how long did your entire experience take from getting information about how to apply for **[INSERT ABBREV]** to receiving a decision on your application? (PROBE WITH LIST IF NEEDED.)

38d. Combien de temps le processus a-t-il duré, depuis la collecte de renseignements sur la manière de présenter une demande dans le cadre du **[INSERT ABBREV]** jusqu'à l'obtention d'une réponse? (LIRE LA LISTE SI NÉCESSAIRE)

One day

Une journée

Between one day to 2 weeks

Entre une journée et deux semaines

Between 2 to 4 weeks

Entre deux et quatre semaines

Between 4 to 6 weeks

Entre quatre et six semaines

Between 6 to 8 weeks

Entre six et huit semaines

Between 8 weeks to 6 months

Entre huit semaines et six mois

More than 6 months

Plus de six mois

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.)

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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 a accès à]? (LIRE LA LISTE. SÉLECTIONNER TOUTES LES RÉPONSES QUI S'APPLIQUENT.)

Personal computer

Ordinateur personnel

Smartphone

Téléphone intelligent

Tablet

Tablette

(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

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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?
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

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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, MULTIPUNCH)

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)

[MULTIPUNCH]

Hearing

Incapacité auditive

Communicating

Communication

Seeing

Vision

Mobility (such as flexibility, dexterity, or pain)

Mobilité (comme la flexibilité, la dextérité ou la douleur)

Cognitive (such as learning, developmental, or memory)

Cognitif (comme l'apprentissage, le développement ou la mémoire)

Mental health-related

Lié à la santé mentale

(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. 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 trois ans

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Three to five years

Entre trois et cinq ans

More than five years

Plus de cinq ans

[RACIALIZED GROUP QUESTION]

47e. Which of the following racial or cultural groups [INSERT IF NOT PROXY: do you belong to] [INSERT IF PROXY: does [INSERT CUSTOMER'S NAME FROM SAMPLE FILE] belong to ? Please indicate all that apply. Are you...? (READ LIST AS NECESSARY)

Auquel des groupes raciaux ou culturels suivants [INSÉRER SI PAS MANDATAIRE : appartenez-vous à] [INSÉRER SI MANDATAIRE : est-ce que [INSÉRER LE NOM DU CLIENT À PARTIR DE L'ÉCHANTILLONNAGE] appartient à ? Veuillez sélectionner toutes les réponses qui s'appliquent. Êtes-vous...? (LIRE LA LISTE AU BESOIN))

[RANDOMIZE]

White

Blanc

South Asian (e.g., East Indian, Pakistani, Sri Lankan) [ALWAYS GROUP WITH FOLLOWING TWO ITEMS]

Asiatique du Sud (p. ex., Indien d'Asie, Pakistanais, Sri Lankais) [ALWAYS GROUP WITH FOLLOWING TWO ITEMS]

Southeast Asian (e.g., Vietnamese, Cambodian, Malaysian, Laotian)

Asiatique du Sud-Est (p. ex., Vietnamien, Cambodgien, Malaisien, Laotien)

West Asian (e.g., Iranian, Afghan)

Asiatique de l'Ouest (p. ex., Iranien, Afghan)

Chinese

Chinois

Black

Noir

Filipino

Philippin

Latin American

Latino-Américain

Arab

Arabe

Korean

Coréen

Japanese

Japonais

(DO NOT READ) Other (specify)[ANCHOR]

(NE PAS LIRE) Autre (préciser)[ANCHOR]

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?

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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.)

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SCREENER FOR ONLINE FOCUS GROUPS

1. Introduction

Hello/Bonjour. Good morning/afternoon/evening, **[NAME OF POTENTIAL PARTICIPANT]**

My name is _____ and I am calling from Ipsos, a national market research organization.

[FOR USE IN BC, AB, SK, MB, ON]

Would you prefer to continue in English or French? **[CONTINUE IN LANGUAGE OF PREFERENCE OR ARRANGE CALL BACK IN OTHER LANGUAGE]**

[FOR USE IN QUEBEC/ATLANTIC CANADA]

Préférez-vous continuer en français ou en anglais? **[CONTINUE IN LANGUAGE OF PREFERENCE OR ARRANGE CALL BACK IN OTHER LANGUAGE]**

Please rest assured, we are not trying to market or sell you anything. We are following up from the survey you recently completed related to your service experience with the Government of Canada, specifically Employment and Social Development Canada – also known as Service Canada, as you indicated in the recent survey you completed that you were willing to be re-contacted for additional research.

In order to determine if you qualify, at this time I will need to take you through a description of the research, and ask you some questions that should take no more than 5-10 minutes. May I continue?

Yes - **CONTINUE**

No - **ARRANGE FOR A TIME TO CALL BACK**

If you wish to verify the validity of this study, please contact:

ESDC TO PLEASE PROVIDE A CONTACT

INTRODUCTION – READ TO EI, SIN, AND CPP (FOCUS GROUPS ONLY)

We are preparing to conduct a series of discussions for the Government of Canada, specifically Employment and Social Development Canada, and are calling to see if you are still interested in participating.

The discussions will be about how well the process of applying for a federal government program is working.

They would take place by logging onto an online focus group platform that is both audio and video enabled. Please note, you will not be able to participate through a tablet or smartphone; you will need access to a laptop or desktop computer.

Your participation is voluntary and should you agree to participate your identity will remain anonymous.

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Your participation in the research would be completely confidential.

As a gesture of gratitude for your participation, we would like to offer an honorarium of **\$100** for volunteering your time. The focus group lasts for approximately 90 minutes.

Would you be interested in participating in this online discussion which you would/could participate in from home and which will be held in early September?

Yes

No – **THANK AND TERMINATE**

INTRODUCTION – READ TO OAS/GIS ONLY (OPTION FOR EITHER FOCUS GROUPS, OR IN-DEPTH INTERVIEWS)

We are preparing to conduct a series of discussions on behalf the Government of Canada, specifically Employment and Social Development Canada, and are calling to see if you are still interested in participating.

The discussions will be about how well the process of applying for a federal government program is working. There are two options for you to participate in:

- The first option is an online focus groups which would take place by logging onto a focus group platform that is both audio and video enabled. Please note, for this option, you would not be able to participate through a tablet or smartphone; you will need access to a laptop or desktop computer. The focus group lasts for approximately 90 minutes. As a gesture of gratitude for your participation, we would like to offer an honorarium of \$100 for volunteering your time.
- The second option is to participate in an in-depth interview via MS Teams, which is an online video meeting platform, or by phone using a teleconference line. This interview would last approximately 45 minutes. As a gesture of gratitude for your participation, we would like to offer an honourarium of \$85 for volunteering your time for this option.

Your participation is voluntary and should you agree to participate your identity will remain anonymous. Your participation in the research would be completely confidential.

Would you be interested in participating in this discussion which you would/could participate in from home and which will be held in early September?

Yes – **IF YES, ASK: WOULD YOU PREFER TO PARTICIPATE IN A FOCUS GROUP OR IN-DEPTH INTERVIEW? FILL QUOTAS ACCORDINGLY**

No – **THANK AND TERMINATE**

INTRODUCTION – READ TO INDIGENOUS PARTICIPANTS (IN-DEPTH INTERVIEWS ONLY)

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We are preparing to conduct a series of discussions on behalf the Government of Canada, specifically Employment and Social Development Canada,, and are calling to see if you are still interested in participating.

The discussions will be about how well the process of applying for a federal government program is working. This discussion would take place in the form of an in-depth interview via MS Teams, which is an online video meeting platform, or by phone using a teleconference line. This interview would last approximately 45 minutes and your responses will be kept confidential. As a gesture of gratitude for your participation, we would like to offer an honourarium of \$85 for volunteering your time.

Your participation is voluntary and should you agree to participate your identity will remain anonymous. Your participation in the research would be completely confidential.

Would you be interested in participating in this discussion which you would/could participate in from home and which will be held in early September?

Yes

No – **THANK AND TERMINATE**

AUDIENCE BREAKDOWN:

OVERALL MAXIMUM IS 112 PARTICIPANTS

<p>Group 1 and 2 English EMPLOYMENT INSURANCE (EI): 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied</p>	<p>DATES AND TIMES TBC (EARLY SEPT)</p>
<p>Group 3 and 4 English SIN: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied</p>	
<p>Group 5 English CPP <u>NOT</u> CPP-D: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied ***PLEASE ENSURE CPP-DISABILITY PARTICIPANTS ARE NOT INCLUDED, THESE SHOULD BE PENSION APPLICANTS PER Q10***</p>	
<p>Group 6 English OAS/GIS: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied</p>	
<p>Group 7 French EMPLOYMENT INSURANCE (EI): 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied</p>	
<p>Group 8 French SIN: 8-10 clients recruited for 6-8 to show who experienced</p>	

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service delivery problems or who were not satisfied	
26 English IDIs: 10 Indigenous, 6 OAS/GIS, 10 CPP-D. Clients who experienced service delivery problems or who were not satisfied ***PLEASE ENSURE CPP-DISABILITY PARTICIPANTS IDENTIFY AS HAVING A DISABILITY PER Q3, AND HAVE APPLIED TO THE CPP-D PROGRAM PER Q10***	DATES AND TIMES TBC (LATE AUGUST)
6 French IDIs: 2 Indigenous, 2 OAS/GIS, 2 CPP-D. Clients who experienced service delivery problems or who were not satisfied ***PLEASE ENSURE CPP-DISABILITY PARTICIPANTS IDENTIFY AS HAVING A DISABILITY PER Q3, AND HAVE APPLIED TO THE CPP-D PROGRAM PER Q10	DATES AND TIMES TBC (EARLY SEPT)

THESE CLIENTS WILL BE PRE-IDENTIFIED AND SORTED AS OUTLINED ABOVE FROM THE QUANTITATIVE SURVEY. THE PURPOSE OF THIS SCREENER IS TO CONFIRM WHICH PROGRAM THEY APPLIED FOR, TO PROVIDE INFORMATION AND GAUGE INTEREST IN THE RESEARCH SESSIONS, AND TO CONFIRM THEIR COMMUNICATION ABILITIES FOR THE RESEARCH SESSIONS.

2. Standards Screeners

Now, I would like to ask you a few questions to see if you qualify to attend.

1. Please tell me if you identify as... **[READ LIST]**
 - Male
 - Female
 - Non-binary
 - Two-Spirit
 - I prefer to label as _____ **(RECORD)**
 - Other
 - I prefer not to answer

2. Do you identify as First Nations, Métis or Inuit?
 - First Nations
 - Métis

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- Inuit
- Other IF PARTICIPANT SAYS OTHER, ASK: If you are comfortable to do so, please tell me more about how you identify [RECORD].

(DO NOT READ) None of the above

IF YES TO FIRST NATIONS, METIS OR INUIT, RECRUIT FOR INDIGENOUS INTERVIEWS

3. Do you identify as a person with a disability?
 - Yes - ASK Q4
 - No - SKIP TO Q5
4. What type of disability do you have?
 - Hearing
 - Seeing
 - Communicating
 - Mobility (such as flexibility, dexterity, or pain)
 - Cognitive (such as learning, developmental, or memory)
 - Mental health-related
 - Other
5. Do you or does anyone in your household work in any of the following areas? **[READ LIST]**
 - An advertising agency
 - A market research company
 - The media, that is for TV, Radio or a newspaper
 - Municipal, provincial or federal government department or agency
 - Service Canada or other federal government service delivery program

IF "YES" TO ANY - THANK AND TERMINATE

6. Have you ever attended a discussion group or a market research focus group?
 - Yes
 - No

NO MORE THAN THREE RECRUITS WITHIN EACH GROUP MAY SAY YES

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IF Q2= YES, ASK Q4-5, ELSE SKIP TO Q6

7. How many focus groups have you attended in the past five years? **[RECORD]** _____

TERMINATE IF MORE THAN 5

8. Have you attended a discussion group or a market research focus group in the past six months?

- Yes
- No

IF "YES" - THANK AND TERMINATE

3. Study-Specific Screener

9. Could you please confirm for me which federal government program you recently applied to through ESDC or Service Canada ? Tell me any and all that apply.

Employment Insurance

Canada Pension Plan – **ASK Q10**

Canada Pension Plan Disability Benefits – **ASK Q10**

Old Age Security

Guaranteed Income Supplement

Social Insurance Number

Don't know / Refused – TERMINATE

None of the above – TERMINATE

ASK THOSE WHO SAY CPP OR CPP-D IN Q9

10. I am going to read you a definition of CPP and CPP-D programs – could you confirm for me which one you applied to?

Canada Pension Plan – which is for those eligible Canadians who are 60 years and older, that replaces part of your income when you retire.

Canada Pension Plan Disability, which is designed to provide partial income replacement to eligible CPP contributors who are under age 65 with a severe and prolonged disability.

PLEASE ENSURE THAT THOSE WHO ARE RECRUITED FOR CPP GROUPS ARE PENSIONERS AGED 60 AND OVER, AND THAT THOSE WHO ARE RECRUITED FOR CPP-D INTERVIEWS ARE THOSE 65 AND UNDER

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WITH A SEVERE AND PROLONGED DISABILITY.

11. Thinking about when you applied for [PROGRAM], did you contact Service Canada by any of the following methods...?

	Call a specialized [PROGRAM] Call Centre	Call 1 800 O-Canada	Complete a Service Request Form online to receive a call-back from a Service Canada representative (called eService Canada)	Call the Service Canada Outreach Support Centre (this is a phone number that would have been provided to you by an organization or someone in your community who provides services. The Outreach Support Centre is for individuals who are unable to access services online)	Go to a government office (e.g. Service Canada)
Employment Insurance (EI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canadian Pension Plan (CPP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Canadian Pension Plan Disability Benefits (CPP-D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Old Age Security Programs (OAS) and/or Guaranteed Income Supplement (GIS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Insurance Number (SIN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Communication/Ability to Communicate

12. If you suddenly had a million dollars, what would you do with it?
[THE PURPOSE OF THE QUESTION IS TO TEST HOW ARTICULATE THE RESPONDENT IS IN EXPRESSING HIM/HER/THEMSELF.]

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[INTERVIEWER: USE THIS QUESTION TO TEST HOW ARTICULATEDLY RESPONDENT EXPRESSES HIM/HER/THEMSELF. IF RESPONDENT IS INARTICULATE OR UNCOMMUNICATIVE, OR HAS MAJOR DIFFICULTY COMMUNICATING IN ENGLISH, THANK AND TERMINATE]

13. Do you feel comfortable using a computer to log into an online focus group platform without assistance?
- Yes
 - No - **THANK AND TERMINATE FOR FOCUS GROUPS**

[INVITATION FOR SCREENED-IN PARTICIPANTS]

Wonderful, you qualify to participate in one of our discussion sessions.

[MESSAGE FOR ONLINE FOCUS GROUPS]

Are you available on **[DATE AND TIME]** to participate in a discussion using a computer in a safe quiet environment where you will not be overheard?

- Yes - **CONTINUE AND BOOK FOR ONLINE FOCUS GROUPS**
- No

You will be required to have access to a computer in a safe quiet environment where you will not be overheard. Please note, you will not be able to participate through a tablet or smartphone; you will need access to a laptop or desktop computer.

The discussion will take about 90 minutes and those who qualify and attend will receive an honorarium of **\$100** as a gesture of gratitude for volunteering their time to participate.

We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

The focus group session will be recorded. This recording is being done to assist us with our report writing.

Do you agree to be recorded for research and reporting purposes only?

Yes

No – READ RESPONDENT INFO BELOW AND ASK AGAIN.

It is necessary for the research process for Ipsos to record the session as the researchers need this material to write the report. The recordings will be destroyed once the final report has been submitted. Now that I've explained this, do I have your permission for recording?

Yes

No – THANK & TERMINATE

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There also may be members of the staff from the Government of Canada that sponsored this research, as well as staff members from Ipsos observing the focus group. They are simply there to get a first-hand look at the research. This is standard focus group procedure.

For your reference, Ipsos' privacy policy is available at:

<https://www.ipsos.com/en-ca/about-us/privacy-data-protection>

We will be contacting you closer to the date and time of the sessions to confirm when they are taking place. We will be calling and/or sending you an email with this information. **[CONFIRM CONTACT INFO]**

[MESSAGE FOR MS TEAMS OR TELEPHONE IDI]

READ FOR MS TEAMS INTERVIEWS

You will be required to have access to a laptop or desk computer in a safe quiet environment where you will not be overheard.

READ FOR TELEPHONE INTERVIEWS:

You will be required to have access to a telephone in a safe quiet environment where you will not be overheard.

READ TO ALL INTERVIEW PARTICIPANTS

The discussion will take about 45 minutes and those who qualify and attend will receive an honorarium of **\$85** as a gesture of gratitude for volunteering their time to participate.

We are reserving this discussion time for you. So if for any reason you cannot attend, please call: XXX-XXXX.

The telephone session will be recorded. This recording is being done to assist us with our report writing.

Do you agree to be recorded for research and reporting purposes only?

Yes

No – READ RESPONDENT INFO BELOW AND ASK AGAIN.

It is necessary for the research process for Ipsos to record the session as the researchers need this material to write the report. The recordings will be destroyed once the final report has been submitted. Now that I've explained this, do I have your permission for recording?

Yes

No – THANK & TERMINATE

There also may be members of the staff from the Government of Canada that sponsored this research, as well as staff members from Ipsos observing the interview. They are simply there to get a first-hand look at the research. This is standard research procedure.

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For your reference, Ipsos' privacy policy is available at:

<https://www.ipsos.com/en-ca/about-us/privacy-data-protection>

We will be contacting you closer to the date and time of the session to confirm what day and time is most convenient for you to take part. We will be calling and/or sending you an email to schedule this interview.

[CONFIRM CONTACT INFO]

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DISCUSSION GUIDE FOR ESDC ONLINE FOCUS GROUPS AND IN-DEPTH INTERVIEWS 2022 LOWER SATISFACTION / SERVICE BARRIERS

AUDIENCE BREAKDOWN (TBC BASED ON RE-CONTACT FROM QUANT SURVEY)

Two (2) online groups English EI: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Tuesday, September 20 @ 5:30pm and 7:30pm ET
Two (2) online groups English SIN: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Wednesday September 21 @ 5:30pm and 7:30pm ET
One (1) online group English CPP: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Thursday September 22 @ 5:30pm ET
One (1) online group English OAS/GIS: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Thursday September 22 @ 7:30pm ET
One (1) online group French EI: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	TBC
One (1) online group French SIN: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	TBC
26 English IDIs - 10 Indigenous, 10 OAS/GIS, 6 CPPD. Clients who experienced service delivery problems or who were not satisfied	Starting w/o Sept 6
6 French IDIs - 2 Indigenous, 2 OAS/GIS, 2 CPPD. Clients who experienced service delivery problems or who were not satisfied	TBC

SESSION BREAKDOWN

	Focus Groups	Interviews
Welcome and Introduction	10 Minutes	5 Minutes
Section 1: Before the Application	10 Minutes	5 Minutes
Section 2: During the Application	25 Minutes	15 Minutes
Section 3: After the Application	10 Minutes	10 Minutes
Section 4: My Service Canada Account (MSCA) / SIN	15 Minutes	5 Minutes
Section 5: Service Improvements	15 Minutes	15 Minutes
Wrap-up and Final Questions	5 Minutes	5 Minutes
SESSION TOTAL	90 Minutes	60Minutes

DETAILED SESSION AGENDA

MODERATOR WELCOME (10 MINUTES FOCUS GROUPS / 5 MINUTES NON-INDIGENOUS INTERVIEWS)

- Welcome & thanks for attending

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- Ipsos - research company and neutral third party
- Moderator to introduce themselves by their full name
- 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 and recording for notetaking purposes; observers may be on the phone listening in and taking their own notes. Recordings will be destroyed after 12 months.
- 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
- Explain how platform works. Technical considerations – usually issues can be solved by hitting the “refresh” button or logging back out and back into the online platform
- This session is designed to be as accessible and inclusive as possible. The online portion is accessed through your web browser using standard HTML components. If needed, the interface can be easily enlarged using default zoom controls found within your browser. Ipsos has live technical support available throughout the group should you encounter any issues.
- IF REQUIRED BASED ON SCREENING QUESTION: Before we begin the discussion, we want to know if you can fully participate in the discussion. Could you confirm that everything is set-up so you can fully participate?

For today's discussion:

- We are speaking to clients who are currently or have recently have gone through the application process for a program through Service Canada. We would like:
 - To determine your needs and expectations around aspects of service delivery
 - To understand different aspects of service that are important to you in shaping your satisfaction with the service
 - To identify potential changes to service delivery that would improve your experience

MODERATOR WELCOME (5-10 MINUTES FOR INDIGENOUS INTERVIEWS)

- Welcome & thanks for attending
- Ipsos - research company and neutral third party
- Moderator to introduce themselves by their full name
- 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 and recording for notetaking purposes; there are no observers for this session. Recordings will be destroyed after 12 months..
- 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
- Explain how platform works. Technical considerations – usually issues can be solved by hitting the “refresh” button or logging back out and back into the online platform
- This session is designed to be as accessible and inclusive as possible. The online portion is accessed through your web browser using standard HTML components. If

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needed, the interface can be easily enlarged using default zoom controls found within your browser. Ipsos has live technical support available throughout the group should you encounter any issues.

- IF REQUIRED BASED ON SCREENING QUESTION: Before we begin the discussion, we want to know if you can fully participate in the discussion. Could you confirm that everything is set-up so you can fully participate?

For today's discussion:

- We are speaking to clients who are currently or have recently have gone through the application process for a program through Service Canada. We would like:
 - To determine your needs and expectations around aspects of service delivery
 - To understand different aspects of service that are important to you in shaping your satisfaction with the service
 - To identify potential changes to service delivery that would improve your experience

Please introduce yourself:

- For this interview, I would like to make space for you to introduce yourselves as well and share what you feel it is important for me to understand in your context.
- Name, family context, connection with community or ally.
- Anything else you would like to share about yourself, your identity or your experience before we begin.

Please note, questions for the focus groups are closed-ended responses within the platform or open-ended discussions. For in-depth interviews, all questions will be asked as open-ended and moderators will read the response options aloud.

SECTION 1: BEFORE THE APPLICATION (10 Minutes)

Written Question - Closed End

Question 1. You have been invited to participate in this discussion about your recent experience with Service Canada when you applied for [PROGRAM]. Thinking about when you applied for [PROGRAM], which of the following did you use to find out about [PROGRAM] **before** you applied TO FIND OUT OR GET INFORMATION?

Check all service options that you used before applying. **[MULTI-CHOICE - SELECT ALL THAT APPLY]**

- Go online to the government website
- Speak to a government representative on the phone (e.g. 1 800 O-Canada and/or a program call centre)
- Go to a government office (e.g. Service Canada)
- Communicate by mail with the government
- eService Canada** (this is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online).

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- The Service Canada Outreach Support Centre** (this is a phone number that would have been provided to you by an organization or someone in your community who provides services. The Outreach Support Centre is for individuals who are unable to access services online.) If yes, probe: Where did you learn about the Support Centre Phone number (It is not widely published and we want to understand how people are getting to it as it is a specialty line)
- Referred by a community organization like a non-profit.
- Other (specify)** _____
- Discussion for Indigenous interviews:** Did you use/access community organizations or partners, such as the Indigenous Skills and Employment Training Program or a Friendship Centre?

Discussion:

- What worked well with the service options you used to find and/or get information about [PROGRAM]?
- What were some challenges with the service option you used to find out or get information? Did you experience difficulties?
 - PROBES: Was the information you received clear? If not, why not? Was it easy to understand?
- What could Service Canada have done better to improve your experience of finding and/or getting information about [PROGRAM]? What are some changes they could make that would make it easier for you to find out or get information? For those of you who indicated that you were referred by a community organization like a non-profit, can you tell me what organization(s) referred you?

SECTION 2: DURING THE APPLICATION (25 MINUTES)

Written Question - Closed End

Question 2. Thinking about your application to [PROGRAM], identify the service option you used to complete and submit an application? **[SINGLE CHOICE - SELECT ONE]**

- a. I applied online from home from start to finish without any assistance
- b. I applied online with support by telephone from a specialized call centre for [INSERT PROGRAM]
- c. I applied online with support by telephone from 1 800 O Canada -
- d. I applied online with support from **eService Canada** (this is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online).
- e. I applied online with support by telephone from the Outreach support centre
- f. I applied by mail without assistance

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- g. I applied by mail with support from Service Canada by telephone
- h. I started or attempted to apply online or by mail but finished in person at a Service Canada office
- i. I applied in person at a Service Canada Centre without trying any other service option first
- j. Other (specify) _____

Discussion Question

Question 3. For the option you chose in the previous question on the service option you used to complete and submit an application, **please tell me why you chose to apply using this method.**

As a reminder, here were the options: **[DISPLAY ONSCREEN]**

- a) I applied online from home from start to finish without any assistance
- b) I applied online with support by telephone from 1 800 O-Canada (1 800 O-Canada provides general information on Government of Canada programs including who can apply, how to apply and how to contact the program.)
- c) I applied online with support by telephone from a specialized call centre for **[INSERT PROGRAM]**
- d) I applied online with support from **eService Canada** (this is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online).
- e) I applied by mail without assistance
- f) I applied by mail with support from Service Canada by telephone
- g) I started or attempted to apply online or by mail but finished in person at a Service Canada office
- h) I applied in person at a Service Canada Centre without trying any other service option first
- i) Other (specify) _____

Discussion:

- What were the advantages of the application method you chose?
- What were some challenges with the service option you chose to complete and submit the application? What changes could be made specifically to the online application process to make it better/easier to apply?
- Are there any service options that you would like that are not currently available to you to assist with the application?

Written Question - Closed End

Question 4. Now, thinking about the application process, please tell me the ONE statement that best describes your experience **[SINGLE CHOICE - SELECT ONE]**

- a) The steps to apply were simple and clearly explained
PROBE, especially for Indigenous interviews: To understand – was this due to Service Canada staff or tools or how the steps were explained by someone outside of Service Canada (e.g. community support person)

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- b) The steps to apply were somewhat simple and somewhat clearly explained
- c) The steps to apply were challenging and not clearly explained

Discussion Question

Question 5. For the statement that you chose in the previous question, **please tell me the reason for your response.**

As a reminder, here are the options again [**DISPLAY ONSCREEN**].

- a) The steps to apply were simple and clearly explained
- b) The steps to apply were somewhat simple and somewhat clearly explained
- c) The steps to apply were challenging and not clearly explained

Discussion:

- Was there one or more step(s) in particular that was/were not clear or most challenging?
- Did you ask for help (in person), look for help (online), call 1 800 O-Canada, call program-specific specialized call centre?
- Did you experience problems using any of these service channels?
- What about when you needed help? When you needed help, did you experience problems getting help?
- What worked well?
- If you got help from Service Canada, is this what made it easier? What would have allowed you to easily complete the process on your own?
- What ONE CHANGE would have made the process of completing and submitting the application form easier?
-

Discussion Question

Question 6. Thinking about the process of completing and submitting the application form, which of the following changes would have improved your experience the most? Please tell me which one did you choose, and the reason for your response.

- a) Real-time support through online chat with a Service Canada representative
- b) Easier to find out how to get assistance when needed
- c) Quicker to get assistance by phone
- d) Other - please specify

Discussion:

- ASK FOR EACH OPTION CHOSEN -- for those of you who chose (real time support, assistance when needed, assistance by phone) -- please tell me the reason for your response. For those who said Other, please tell me about what you mentioned and how it would improve your experience.
- What can Service Canada do to improve the experience of completing and submitting the application? What are some changes they could make that would make it easier for you?

SECTION 3: AFTER THE APPLICATION (10 MINUTES)

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For the next set of questions, we'd like to understand what you did next, **after** you submitted your application but before receiving a decision.

Written Question - Closed End

Question 7. Did you follow-up on your application after you submitted it and before you received a decision? For example, did you follow-up to find out the status of your application, change your listed address?

Yes
No

ASK IF YES TO Q7

Question 8. To follow up on your application to [PROGRAM], did you use...? **[MULTI CHOICE - SELECT ALL THAT APPLY]**

- Call 1 800 O Canada
- Logged into my My Service Canada Account (MSCA)
- The program's specialized call centre.
- Go in person to a Service Canada office
- Other (specify) _____
- None of the above -- I did not follow up about my application

Discussion:

- What worked well? What did not work for you?
- Thinking about your experience in applying, is there anything that really frustrated you?
- What are some changes they could make that would make it easier for you to follow-up before a decision?
- If you used MSCA to follow-up on your application, did it work well? What did not work well on MSCA?
- If you did not use MSCA, did you know that this is available to you? If not, would this be of interest?
-

SECTION 4: MY SERVICE CANADA ACCOUNT (15 MINUTES OR LESS AS NEEDED)
NB: THIS SECTION IS ONLY TO BE ASKED TIME PERMITTING. THIS SECTION EXCLUDES SIN GROUP (THEY DO NOT USE MSCA); SKIP TO SIN-ONLY SECTION 4

Discussion Question

Question 9. **[On MSCA registration]** I would like to understand in greater detail your experience with the My Service Canada Account (MSCA).

[Employment Insurance group/IDIs]

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.

[Pensions group/IDIs]

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To apply for Old Age Security (OAS) online or check the status of an application or payment, clients can set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.

To apply for CPP online or check the status of an application clients must set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.

[CPP-D IDs]

To apply for Canada Pension Plan Disability online or check the status of an application clients must set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.

Written Question - Closed End

Did you register to My Service Canada Account? **[SINGLE CHOICE - SELECT ONE]**

- a. Yes, I successfully received a Personal Access Code in the mail and registered to My Service Canada Account
- b. Yes, I successfully registered to My Service Canada Account using Verified.Me
- c. No, I did not attempt to register to My Service Canada Account
- d. I attempted to register to MSCA but did not complete the process

Discussion:

- IF YES... How would you describe the registration process? Easy or difficult? Why?
- IF NO... Why did you not register to MSCA? What were the reasons?
- If you attempted to and did not complete the registration, why not?

Written Question - Closed End

Question 10. **[New MSCA question: Awareness of Verified.Me.]**

Are you familiar with Verified.Me? **[SINGLE CHOICE - SELECT ONE]**

- a. Yes, clearly
- b. Yes, maybe
- c. No

Discussion:

- For those of you who are familiar with Verified.Me., what is your understanding of how it works?

Discussion Question

Question 11. Beginning in May 2021 clients now have a choice between registering to MSCA in real-time using Verified.Me or wait 5-10 business days to receive a Personal Access Code by mail. Verified.Me is an alternative identity verification process that allows you to register in real-time by using your online banking information.

Thinking about Verified.Me and registering in real-time, would you have preferred this option instead of waiting 5 to 10 days to receive a Personal Access Code to register? Please tell me the reason for your response.

Probe:

- Do you have confidence in the security of the online registration process of Verified.Me? Why?

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Written Question - Closed End

Question 12. Thinking about MSCA overall, from registering and/or using MSCA, are you confident in the security measures put in place for MSCA to protect your personal information and prevent unauthorized access to your account? **[SELECT ONE - SINGLE CHOICE]**

- a. Yes
- b. No

Discussion:

- IF YES... How would you describe the experience (regarding confidence)? If yes, what made you feel confident?
- IF NO... What can be improved? What added security measures would you like to see implemented?
- For improved security, MSCA uses multi-factor authentication where you can validate your access to your account by providing your phone number and receiving a security code by text message or by voice. Are you confident that your personal information is protected using this approach?

Discussion Question

Question 13. **[New question]** Leaving MSCA now, and speaking in general about security -- recently, there has been an increase in fraud and hacking of personal accounts for service interactions online, this includes breaches of bank accounts and other customer-related online accounts. Considering the increase in fraud and hacking of personal accounts, how secure do you feel about your information's protection on government programs websites? Do you feel that the government is doing a better or worse job at protecting information compared to the private sector?

LISTEN FOR (do not prompt the participants):

- Recent bank account hacks that resulted in various potential impacts, such as:
 - frozen bank accounts
 - suspended payments
 - longer processing times / delays in obtaining a decision about an application
 - payments deposited in another account

IF THESE COME UP UNAIDED:

- How did you find out about this?
- How did it impact your perception of the program? How confident (or secure) do you feel now about sharing your information on government program sites?
- What's the best way to communicate to you about security breaches?
- Were you personally affected?

SECTION 4 (SIN PROGRAM ONLY)

15 Minutes

Discussion Question

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Question 14. Earlier, some of you talked about applying online through a process called eSIN or in person for SIN. I would like to understand if any, by show of hands, applied for a SIN using both online and in person services?

IF YES, ASK PARTICIPANTS ONE-BY-ONE:

- Which one did you start with, online or in person? Why did you choose that channel (or some may have applied at the airport).
- Were you able to successfully complete the application on the first try? If yes, what went well? If not, at what point did you decide to try again later?
- Once you tried again, did you use a different a mode of applying? For example, first tried to apply in person and then applied online, or first tried to apply online and then applied in person. Why did you use the different mode for applying? In the end, which mode got you what you needed? What made that mode more successful?
- Did you at any point reach out to others for help? (Service Canada, friends, family, community resources, etc.)

IF NO, ASK PARTICIPANTS:

- What do you think were the factors that made you successful in applying to SIN using just one channel?
- If you had to suggest to someone to go into an office or apply for their SIN online, which mode would you recommend? Why?

Probes:

- Helpful Service Canada agents / being walked through the process
- Having help from others (friends, family, community resources)
- Having applied in the past / being familiar with process (for seasonal workers)
- Online was very clear and straightforward
- In person was faster (NOTE FOR MODERATOR: Interviewer's Note: eSIN application decreased from 20 days to 10 days service delivery standard, communicated on website (January 4, 2022).

SECTION 5: SERVICE IMPROVEMENTS (15 MINUTES)

Before we wrap our session today, I would like to spend some time understanding how your service experience could be improved.

Discussion Question

Question 15. Thinking about your overall service experience, was there anything that could have been improved to make the experience better?

Probes:

- What would have worked better for you, aside from receiving benefits more quickly?
- Would your recommendation make the experience easier?
- Would your recommendation help you move more smoothly through the steps?
- Would your recommendation provide you with greater confidence that you are following the right steps?

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Discussion Question

Question 16. **[New question]** What would capture in one or two words an ideal service experience from the Government of Canada? Please write one or two words below that would best capture an ideal service experience?

[OPEN TEXT BOX FIELD]

Discussion Question

Question 17. Please tell me about other business services (if any) that you regularly use online. List any and all that you can think of. Are there any features or benefits from these that would be helpful for you when receiving services from Service Canada? Any examples can you think of from working with other companies online that Service Canada could implement to make the process easier and more engaging for you?

PROMPTS IF NEEDED: Banking, shopping, ordering food, ride sharing services, online learning/courses, personal/healthcare services, customer or client service

Probes:

- Would this feature or benefit resolve the issues, or help you overcome the barriers, that you experienced when receiving services from Service Canada?

Discussion Question

Question 18. Did you feel that Service Canada representatives respected you and your time? What made you feel this way?

Discussion Question

Question 19. Sometimes people experience barriers to accessing government services and programs. A service barrier includes anything physical, architectural, technological or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

For those of you who experienced a service barrier in accessing the program that you applied to, what would have worked better in terms of providing better, more accessible service?

Prompts IF NEEDED:

- Application form was too long or complicated;
- Difficult to find out information/navigate the website
- Unsure about acceptable file format to submit documents
- no access to a personal computer;
- no access to the internet;
- do not own a smart phone;
- not living in close proximity to a Service Canada office; unable to visit a Service Canada office during business hours;
- having a disability;

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

Discussion Question

Question 20. What one change, or final advice would you provide to Service Canada as they consider future service options? Is there anything else you want to tell us related to your experience with Service Canada that we haven't already asked you? Please be as detailed as possible in your response.

WRAP-UP AND FINAL QUESTIONS (5 MINUTES)

Moderator to check with backroom for final questions

Wrap and Thank