Service Canada Client Experience Survey 2022-23

Detailed Methodology Report

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Client Experience Survey 2022-23 Detailed Methodology

INTRODUCTION

This detailed methodology report outlines the approach used for the sixth year of Service Canada's Client Experience Research (CX6).

A mixed methods approach was used to collect both quantitative and qualitative data, 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 9 and July 26, 2023, with a sample of 4,200 clients (approximately 750-1,000 per program). The qualitative phase consisted of seven qualitative online focus groups in English and French (48 participants in total) and 37 in-depth interviews in English and French. Qualitative fieldwork was conducted between September 21 and November 6, 2023.

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 2022-23* 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 of choice.

Definition of "Client" for Sample Selection

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 (Aware), completed and submitted an application (Apply), and, if applicable, followed up on an application prior to receiving an initial decision (Follow-up). 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 2023	March 2023	Approval date (reflects the date the application was processed/decision was made)	Benefit status is in pay or denied. Reconsideration applications are included. **Exclusions:** • Records where the individual was converted from CPP-D

Canada

				• to CPP (no application for CPP) • Benefit types related to minors • Clients living outside Canada
CPP-D	January 2023	March 2023	Adjudication time stamp date	Benefit status is in pay or denied. Reconsideration applications are excluded. **Exclusions:** • Benefit types related to minors • Clients living outside Canada
EI	January 2023	March 2023	Assumes a benefit decision date of one to 28 days after the Benefit Commencement Date (eligibility date)	**Exclusions:** • Skeleton claims • Renewals
SIN	January 2023	March 2023	Initial Decision date	**Exclusions:** • SIN at birth (no phone numbers) • Minors aged 12 to 17 who applied in their own name • 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 2023	March 2023	Entitlement date Drawn from the OAS/GIS universe; OAS and GIS were collapsed as the service experience was unified by introducing one combined application process for OAS and GIS as of August 2018	**Exclusions:** • Clients with trustees • Clients covered through international agreements

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 reference periods during 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 2023. 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).

Consistent with CX5, it was feasible to extract sufficient sample from each program based on a common set of months for CX6. 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 2022-23 CX6 Survey reports, for the third time, CX results for clients who received a decision over the months of January, February, or March. This reference period was decided at the onset of the pandemic in 2020-21 and has been maintained for consistency. The reference period for CX2 and CX3 covered service interactions leading to an initial decision in August, September, or October 2018 or 2019 respectively. The average lag between the service experience and the survey interview has decreased to less than 4.5 months, which is lower compared to previous waves of the CX Survey.
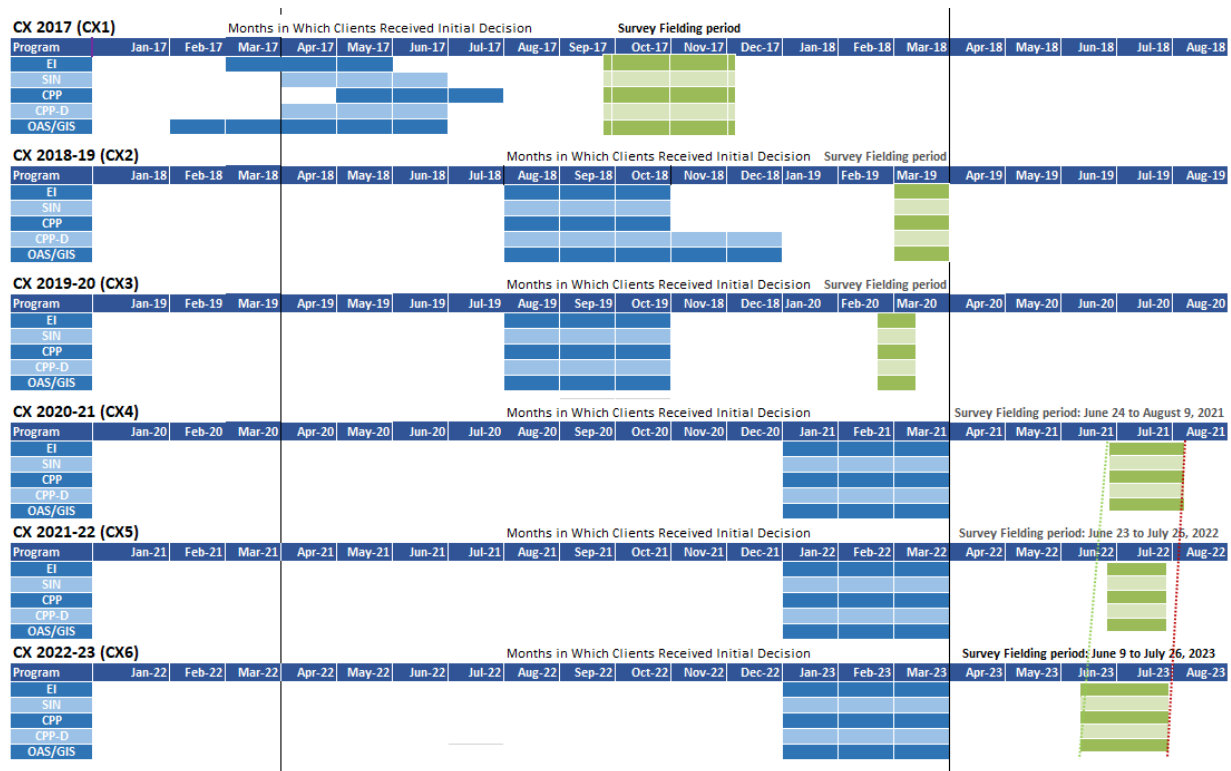
Sampling Strategy

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, in order to achieve sufficient sample size to conduct statistical analysis with acceptable reliability of the results on program level, the objective was set to interview 750 to 800 respondents per program.

The sample was stratified by region so that the completed survey results reflect 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 interviews 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 subgroups 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 and, in some cases, Indigenous clients. Since larger gaps exist, they imply the use of slightly heavier weights. Aside from this, the distribution of 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.

   1. *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%	31%

Canada

Quebec	25%	21%
West/Territories	29%	37%
Atlantic	13%	11%
Age Group		
18-30	26%	26%
31-59	60%	58%
60+	14%	16%
Gender		
Male	53%	56%
Female	47%	44%
Other	0.1%	0%

Canada Pension Plan
(Retirement and Survivor)

Age Group	Universe	Survey
18-30	0%	0%
31-59	5%	4%
60+	94%	96%
Gender		
Male	42%	48%
Female	58%	52%
Region		
Ontario	50%	46%
Quebec	0%	1%
West/Territories	39%	44%
Atlantic	11%	10%

Canada Pension Plan
(Disability)

Age Group	Universe	Survey
18-30	5%	2%
31-59	80%	68%
60+	15%	30%
Gender		
Male	46%	50%
Female	54%	50%

Region		
Ontario	51%	54%
Quebec	0%	0%
West/Territories	35%	32%
Atlantic	14%	13%

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

Age Group	Universe	Survey
65-69	95%	95%
70+	5%	4%
Gender		
Male	47%	49%
Female	53%	51%
Region		
Ontario	36%	32%
Quebec	26%	26%
West/Territories	29%	33%
Atlantic	10%	9%

Social Insurance Number (SIN)

Region	Universe	Survey
Ontario	45%	43%
Quebec	16%	15%
West/Territories	33%	36%
Atlantic	5%	6%
Age Group		
18-30	55%	47%
31-59	40%	49%
60+	5%	4%
Gender		
Male	47%	58%
Female	53%	42%

2. *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	11%	29%
All Other	89%	71%
Remote	4%	14%
Rural	46%	42%
Urban	50%	44%

Canada Pension Plan (Retirement)

	Universe	Survey
Remote	2%	10%
Rural	43%	48%
Urban	54%	42%

Canada Pension Plan (Disability)

	Universe	Survey
Remote	2%	2%
Rural	45%	45%
Urban	53%	53%

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

	Universe	Survey
Remote	2%	11%
Rural	48%	48%

Canada

Urban	50%	41%

Social Insurance Number (SIN)

	Universe	**Survey**
Remote	1%	9%
Rural	18%	16%
Urban	81%	75%
Indigenous	5%	4%
All Other	95%	96%

3. *Weight the number of 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, 2020-21, and 2021-22 surveys, 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%	25%
CPP (R)	10%	18%
CPP (D)	2%	18%
OAS	10%	12%
GIS	2%	8%
SIN	29%	19%

4. *Weight the number of 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	39%	41%
Quebec	20%	14%
West/Territories	31%	36%
Atlantic	10%	10%

5. *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	89%	88%
Denied	11%	12%

Canada Pension Plan (Retirement)		

	Universe	Survey
Approved	96%	96%
Denied	4%	4%

Canada Pension Plan (Disability)		

	Universe	Survey
Approved	53%	65%
Denied	47%	35%

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. Nearly all key service attributes were included in the overall or program level analysis in addition to benefit approval/denial, except for those statements with 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, or the variable asked among a larger sample size was kept).

All specific statements included are 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

Canada

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

Canada

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

Compared to 2021-22, the strength of the drivers analysis has remained consistent (R2 of 0.69 compared to 0.70).

Limitations

Missing phone numbers

An average of 14% of records in each program database were missing phone numbers. For SIN, telephone numbers from abroad were blanked resulting in 21% 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 two 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 4.4 months for each program. As in CX5, it was possible to pull the sample from a consistent period for each program in CX6 ensuring the lag time is also consistent. This gap in time is created by avoiding a-typical 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 with client-supplied sample studies (10%-15%). The

response rate was on par with 2021-22 (12%), which marked a decrease in the response rate achieved in 2020-21 (16%). The final call outcomes are as follows:

CALL OUTCOME	COUNT OF DISPOSITION
Call backs	1993
Completed Interviews	4200
Disqualified	1586
Language Barriers	1270
No Answers	22183
Not In Service (Out of Scope)	4686
Over Quota	6
Refusals	18110
Terminations	1013
TOTAL IN SCOPE	50361
TOTAL RESPONDING	5786
OVERALL RESPONSE RATE	12%

DETAILED METHODOLOGY QUALITATIVE PHASE

Objectives

The research objectives of the qualitative research component are to explore service channel preferences, barriers, and opportunities for improvements to service delivery and channel use through clients who were not satisfied with their service experience and/or faced barriers to access service.

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) and consisting of clients across programs who were not satisfied and/or experienced service barriers.

Canada

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-seven in-depth interviews took place in English (34) and French (3) between September 21 and November 6, 2023, broken down by program:

- 13 in-depth English interviews with CPP-D participants

- 6 in-depth English interviews with CPP participants

- 10 in-depth interviews with OAS or OAS/GIS participants (8 in English and 2 in French)

- 5 in-depth interviews with SIN participants (4 in English and 1 in French)

- 3 in-depth English interviews with EI participants

Seven online focus groups took place between September 25 and October 17, 2023, also broken down by program:

- 3 online English focus groups with 20 EI participants

- 1 online French focus group with 5 EI participants

- 2 online English focus groups with 12 SIN participants

- 1 online English focus group with 11 CPP-D participants

Participants were Service Canada clients receiving an initial decision on their application between January and March 2023, and who responded to the CX Survey in June 9 to July 26, 2023, 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). However, due to challenges with recruiting francophone participants, the eligibility criteria were relaxed to include a small number who expressed higher levels of satisfaction.

A total of 85 clients participated in the qualitative research.

Online Groups and Platform

To encourage participation 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 supplemented with in-depth interviews to increase the accessibility of the research, as well as to allow for a more detailed exploration of the client experience journey. Recruiters first prioritized recruitment for the online focus groups. In the event that a participant was unable to attend or uninterested in attending an online focus group, they were offered the option of an in-depth interview that could be scheduled at a time that was most convenient for them. At the time of recruitment, participants were also asked whether they required additional accommodations for taking part in the research. The only request made was to ensure that the moderator gave extra time for a participant with a learning disability to reflect on the questions and this request was honored.

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 primarily via telephone. Moderators called participants on their preferred contact number at the agreed interview time. Only a couple of participants completed the interview using an online meeting platform. These participants were provided with a secure link in advance to connect to the meeting.

The focus groups were approximately 90 minutes in length, and the in-depth interviews were no longer than 60 minutes in length. Discussions were audio-recorded and transcribed for analysis and reporting purposes. In the case of online focus groups, a transcript of responses entered by participants in the online focus group platform was also available.

Two senior researchers moderated the focus groups and interviews – one bilingual moderator who administered interviews in French and English and an additional moderator who administered interviews in English. Moreover, engaging multiple moderators helps with reducing moderator confirmation bias in the results.

Incentives/Honoraria

Participants were provided with an honorarium of $100.00 for focus groups and $85.00 for in-depth interviews to encourage full attendance.

Quality Control

Qualifying criteria and demographic information collected during the recruitment stage were validated in 10% of cases and cases for validation were randomly selected. Recruited participants selected for validation were recontacted within 3 days of being recruited and were re-screened accordingly.

The two moderators held interim debriefs during fieldwork to share emerging learnings from their respective interviews. Analysis was conducted by reviewing all transcripts, thematically grouping findings and including verbatims to illustrate key insights. To ensure consistency in language and style, one of the moderators took the lead in authoring the report while the other moderator read the report for accuracy.

Nature of Qualitative Research

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.

Canada

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

Canada

Client Experience Survey 2022-23
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. Is this a safe and convenient time for you? 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. Est-ce un moment sûr et opportun pour vous ? 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 Flysheet**)
4 – Autre langue (Switch to **Proxy Language Flysheet**)
5 – SVR Canada VRS telephone service (Switch to ** SVR Canada VRS telephone service Flysheet**)
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.)

PROXY1. (INTERVIEWER: DO NOT READ; PLEASE INDICATE IF YOU ARE SPEAKING TO [INSERT NAME FROM SAMPLE] OR A PROXY)

PROXY1. (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 ».

Please ensure you are sitting at a conference enabled phone and have the respondent on the line before proceeding with the survey.
Veuillez-vous assurer d'utiliser un appareil téléphonique de conférence et d'avoir le répondant en ligne avant de poursuivre le sondage.

Conference call Language Line at 1-800-444-6627
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 projet 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**]. Veuillez 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.

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 [INSÉRREZ 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?

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 and will not affect any dealings you may have with Service Canada / Government of Canada. 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 participation est volontaire et entièrement confidentielle et n'affectera pas les rapports que vous pourriez avoir avec Service Canada / Gouvernement du Canada. 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 AND FINAL INTERVIEW LANGUAGE=EN]: Contact at ESDC is Gabriel Ready and can be reached at 613-981-5162]

[SI NECESSAIRE ET LANGUE DE L'INTERVIEW FINALE=FR]: La personne-ressource à EDSC est Dominic Laverdière et peut être appelé au 819-431-9094]

[IF NECESSARY : Should you wish to verify the credibility of this survey, you can utilize the Canadian Research Insights Council (CRIC) Research Verification Service by visiting www.canadianresearchinsightscouncil.ca. Once at the website, click on 'research vertification service' in the top right corner of the webpage and enter the following project code 20230601-IP243.

SI NÉCESSAIRE : Si vous souhaitez vérifier la crédibilité de ce sondage, vous pouvez utiliser le Service de vérification de la recherche du Conseil canadien de la recherche (CRIC) en visitant www.canadianresearchinsightscouncil.ca. Une fois sur le site Web, cliquez sur « service de vérification des recherches » dans le coin supérieur droit de la page Web et saisissez le code de projet suivant 20230601-IP243.

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

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[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.)
1a. 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 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 ».)

[ADD TO BREIFING MATERIALS: (INTERVIEWER NOTE: All CPP-Disability clients who are interviewed in the survey received an "original decision" on their Disability application during the January-March 2023 period. All questions in the survey questionnaire are for evaluating the service experiences up to receiving the original decision. CPP-Disability clients whose application was denied at the "original decision" stage can submit a Request for Reconsideration of a Canada Pension Plan Disability Decision form. Some of these CPP-Disability clients who are responding to the survey may be in "reconsideration." However, the questions in the survey do not apply to services during reconsideration.)]

[ADD TO BREIFING MATERIALS: NOTE À L'INTERVIEWEUR : Tous les clients du RPC-Invalidité qui sont interrogés dans le cadre de l'enquête ont reçu une « décision originale » sur leur demande d'invalidité au cours de la période de janvier à mars 2023. Toutes les questions du questionnaire de l'enquête servent à évaluer les expériences de service jusqu'à la réception de la décision originale. Les clients du RPC-Invalidité dont la demande a été refusée à l'étape de la « décision initiale » peuvent soumettre un formulaire Demande de réexamen d'une décision d'invalidité du Régime de pensions du Canada. Certains de ces clients du RPC-Invalidité qui répondent au sondage peuvent être en « réexamen ». . » Cependant, les questions de l'enquête ne s'appliquent pas aux services pendant le réexamen.)]

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

[MULTIPUNCH]
Go online to the government website
Visité le site Web du gouvernement
Go online to other websites
Visité d'autres sites Web
Use social media to get information
Utilisé les médias sociaux pour obtenir de l'information
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

[INSERT IF PROGRAM = CPPD DISABILITY] Health care provider

[INSERT IF PROGRAM = CPPD DISABILITY] Fournisseur de soins de santé

[INSERT IF PROGRAM = CPPD DISABILITY] Private insurance company

[INSERT IF PROGRAM = CPPD DISABILITY] Compagnie d'assurance privée

(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]

1bx.   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]

[READ LIST]
[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.

eServiceCanada 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]**
eServiceCanada
eServiceCanada
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?
1c. 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'	**eServiceCanada**	**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 to find out about [INSERT PROGRAM] before you applied, which one did you use first? (READ LIST AS NEEDED)

2. 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 = 'eServiceCanada' eServiceCanada]
[INSERT IF KEY SOURCE = 'eServiceCanada' eServiceCanada]

[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 [INSERT PROGRAM], which one did you use second? (READ LIST AS NEEDED)
3. 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 = 'eServiceCanada' eServiceCanada]
[INSERT IF KEY SOURCE = 'eServiceCanada' eServiceCanada]

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

4. Did you get what you wanted from the Government of Canada website when you were looking for information on **[INSERT ABBREV]** before you applied? (READ LIST)

4. Avez-vous obtenu ce que vous vouliez sur le site web du gouvernement du Canada lorsque vous cherchiez 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 difficult or easy 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]**?

6. Lorsque vous cherchiez des renseignements par rapport au **[INSERT ABBREV]** sur le site web du gouvernement du Canada, à quel point était-il difficile ou facile 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

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 strongly disagree and 5 is strongly agree.

7. 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)?

9bx. 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], quelle 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 »

30

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
Se rendre dans un bureau du gouvernement
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 Q9dx]

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…

9cx.   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...

[READ LIST]
[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.
eServiceCanada 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]**
eServiceCanada

eServiceCanada
1 800 O-Canada
1 800 O-Canada
(DO NOT READ) Other
[NE PAS LIRE) Autre

[IF Q9bx 'GO TO A GOVERNMENT OFFICE' AND PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED, ASK Q9dx. OTHERWISE SKIP]
[IF SIN; SKIP TO NEXT QUESTION]
9dx.   You indicated you went into a government office. Did you complete your application...?
9dx.   Vous avez indiqué que vous étiez allé dans un bureau du gouvernement. Avez-vous rempli votre demande...?

At a computer in a Service Canada Centre
En ligne, dans les bureaux de Service Canada
At the counter with a Service Canada representative
Au comptoir d'un Centre de Service Canada avec un représentant

[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?
9d.   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'	**eServiceCanada**	**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 <u>use first</u>? (READ LIST AS NEEDED)

10x.   En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous <u>utilisée en premier</u>? (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 = 'eServiceCanada' eServiceCanada]
[INSERT IF KEY SOURCE 2 = 'eServiceCanada' eServiceCanada]

[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 <u>use second</u>? (READ LIST AS NEEDED)

11x.   En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous <u>utilisée en second</u> 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 = 'eServiceCanada' AND Q10x ≠ 'eServiceCanada' eServiceCanada]
[INSERT IF KEY SOURCE 2 = 'eServiceCanada' AND Q10x ≠ 'eServiceCanada' eServiceCanada]

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

11a.   And, in the end how did you receive your SIN number? (READ LIST)
11a.   Et, au bout du compte, comment avez-vous reçu votre numéro d'assurance sociale? (LIRE LA LISTE.)

[SINGLE PUNCH]
In person at a 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'	SIN In Person
IF 11a 'Applied Submitted application by mail and received through mail'	SIN By Mail
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 strongly disagree and 5 is strongly agree.)
12.   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]** ?

13. Sur une échelle de 1 à 5, où 1 correspond à très difficile et 5 à très facile, indiquez dans quelle mesure chacun des aspects suivants s'est révélé facile ou difficile quand vous avez présenté votre demande pour le **[INSERT ABBREV]**. Diriez-vous qu'il a été très facile ou très difficile de **[INSERT ITEM]** ?

[RANDOMIZE STATEMENTS]
Understanding the requirements of the application
Comprendre les exigences de la demande
Putting together the information you needed to apply for **[INSERT ABBREV]**
Réunir les renseignements dont vous aviez besoin pour présenter votre demande pour le **[INSERT ABBREV]**
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 aviez 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?

14d. 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 strongly disagree and 5 is strongly agree.)

14e. 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
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)

17. **[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
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]**? (READ LIST, PAUSE AND GET A YES OR NO AFTER EACH RECORD ALL THAT APPLY)
(INTERVIEWER NOTE: THIS QUESTION IS ASKING ABOUT FOLLOW-UP RELATED SPECIFICALLY TO THEIR [INSERT ABBREV] APPLICATION. CONTACT DOES NOT INCLUDE WEEKLY EI REPORTING TO SERVICE CANADA.)

18. 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]**? (LIRE LA LISTE, PAUSE POUR OBTENIR UN OUI OU UN NON APRÈS CHAQUE, ENREGISTRER TOUT CE QUI EST APPLICABLE)
(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]

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

19a. Quel mode de communication avez-vous utilisée 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 = 'eServiceCanada' Completing an online request to schedule a call-back from a Service Canada representative]
[INSERT IF Q18 = 'eServiceCanada' 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)
19b. 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 = 'eServiceCanada' AND Q19a ≠ 'eServiceCanada': Completing an online request to schedule a call-back from a Service Canada representative]
[INSERT IF Q18 = 'eServiceCanada' AND Q19a ≠ 'eServiceCanada': Remplir une demande en ligne pour planifier un rappel d'un représentant de Service Canada]

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

Q20c. 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.)

[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.

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 difficult or easy 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 difficile ou facile 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)

34ac. 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)
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 multifactorielle)
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 strongly disagree and 5 is strongly agree.

34ad. 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 difficult or easy was it to sign in to your My Service Canada Account?

35a. En utilisant une échelle de 5 points où 1 est « très difficile » et 5 est « très facile », dans quelle mesure a-t-il été difficile ou facile de vous connecter 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 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)

35b. 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 multifactorielle)
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. DO NOT INCLUDE FOR SIN CLIENTS]
[eServiceCanada = KEY SOURCES VARIABLE OR Q18 = Through eServiceCanada by completing an online request to schedule a call-back from a Service Canada representative]

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 <u>dis</u>satisfied, 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 <u>in</u>satisfait(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 eServiceCanada representative who called you after you completed a Service Request Form online
[IF eServiceCanada] Le représentant de eServiceCanada 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 ABREV**] call centre? [OPEN END WITH HARD CODE LIST] (DO NOT READ LIST)

27a. Vous avez attribué une note de [INSERT 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 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.

45a.   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
[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 <u>dis</u>agree, and 5 means strongly agree.) (REPEAT RATING SCALE AS NEEDED. RECORD 'NOT APPLICABLE' AS '9', SEPARATELY FROM 'DON'T KNOW')

36b.   Pensez au 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 n'êtes pas tu tout d'accord, 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]**.
[IF OAS AND 'AUTO-ENROLLED' OR OAS/GIS AND 'AUTO-ENROLLED' DO NOT ASK][IF Key Source OR Key Source 2 =ONLINE OR Q18="GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT" ASK]** Being able to complete steps online made the process easier for you.
[IF OAS AND 'AUTO-ENROLLED' OR OAS/GIS AND 'AUTO-ENROLLED' DO NOT ASK][IF Key Source OR Key Source 2 =ONLINE OR Q18="GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT" 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

You felt respected throughout the process applying for [INSERT PROGRAM].

Vous vous êtes senti respecté tout au long du processus de la demande pour [INSERT PROGRAM].

[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 au service 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) 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
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

Client Experience Survey 2022-23
Appendices Research Instruments

Demographic Profile

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

Les dernières questions sont posées à des fins statistiques uniquement. Toutes vos réponses demeureront strictement confidentielles.

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

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

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

39d.　Parmi les appareils suivants, lesquels **[IF NOT PROXY:** vous possédez ou vous avez accès à] / **[INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** possède ou vous 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 INTERUPT 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 INTERROMPE)

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)

Canada

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

Grade 8 or less
Études Primaires' ou moins (Québec); 8e année ou moins (ailleurs au Canada)
Some high school
Études secondaires non terminées
High School diploma or equivalent
Diplôme d'études secondaires ou l'équivalent
Registered Apprenticeship or other trades certificate or diploma
Apprentissage enregistré ou diplôme ou certificat d'une école de métiers
College, CEGEP or other non-university certificate or diploma
Collège, CÉGEP, ou certificat ou diplôme non universitaire
University certificate or diploma below bachelor's level
Certificat universitaire ou diplôme inférieur au baccalauréat
Bachelor's degree
Baccalauréat
Post graduate degree above bachelor's level
Certificat universitaire supérieur au baccalauréat
(DO NOT READ) Prefer not to answer
(NE PAS LIRE) La personne préfère ne pas répondre

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

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

Canada

Métis

Inuit

Inuit

(DO NOT READ) NONE OF THE ABOVE

(NE PAS LIRE) AUCUNE DE CES RÉPONSES

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

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

Yes

Oui

No

Non

[IF YES TO 44a, OTHERWISE SKIP]

46A. What type of disability **[IF NOT PROXY:** do you] / **[INSERT IF PROXY:** does **[INSERT CUSTOMER'S NAME FROM SAMPLE FILE]** have? (READ LIST IF NEEDED, 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
Three to five years
Entre trois et cinq ans
More than five years
Plus de cinq ans

[RACIALIZED GROUP QUESTION]
47e. Which 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)
47e. Auquel des groupes raciaux ou culturels [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 its clients to participate in follow-up research. Would it be OK for us to re-contact **[IF NOT PROXY:** you] / **[INSERT IF PROXY: [INSERT CUSTOMER'S NAME FROM SAMPLE FILE]]** about this?

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

YES
OUI
NO
NON

[EXIT]

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

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

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

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

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

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

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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**

ONLY PROVIDE CONTACT INFORMATION TO THOSE WHO WANT TO VALIDATE LEGITIMACY OF RESEARCH, NOT TO EXPRESS INTEREST.

FOR EN PARTICIPANTS: If you wish to verify the validity of this study, please contact Gabriel Ready, Gabriel.Ready@servicecanada.gc.ca **ONLY OFFER TELEPHONE IS ACCESSIBILITY IS AN ISSUE** 613-981-5162.

FOR FR PARTICIPANTS: If you wish to verify the validity of this study, please contact Patrick Venier, Patrick.Venier@servicecanada.g.ca **ONLY OFFER TELEPHONE IS ACCESSIBILITY IS AN ISSUE** 343-572-5338.

INTRODUCTION – READ TO EI AND SIN (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. The platform works best via a laptop or desktop computer.

Your participation is voluntary and should you agree to participate your identity will remain anonymous. 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 could participate in from home, and which will be held in [INSERT DATE FROM TABLE] on an online video meeting platform called Recollective?

Yes

No – **THANK AND TERMINATE**

***

INTRODUCTION – READ TO CPP, CPPD OR OAS/GIS (IN-DEPTH INTERVIEWS ONLY)

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. The interview will take place on MS Teams, which is an online video meeting platform, or by phone using a teleconference line. This interview would last approximately 60 minutes. As a gesture of gratitude for your participation, we would like to offer an honorarium 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 an interview which can be schedule for a time that is most convenient for you between September and October?

Yes

No – **THANK AND TERMINATE**

***

AUDIENCE BREAKDOWN:

OVERALL MAXIMUM IS 112 PARTICIPANTS.

TABLE 1: FOCUS GROUP COMPOSITION

Group Number	Composition	Language	Date and time
1	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery	EN	DATES AND TIMES TBC

	problems or who were not satisfied		
2	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	DATES AND TIMES TBC
3	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	DATES AND TIMES TBC
4	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	DATES AND TIMES TBC
5	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	DATES AND TIMES TBC
6	**CPP-D:** 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	DATES AND TIMES TBC
7	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	FR	DATES AND TIMES TBC
8	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	FR	DATES AND TIMES TBC

TABLE 2: IDI COMPOSITION

26 English IDIs with clients of pensions programs CPP, OAS/GIS and CPPD: Clients who experienced service delivery problems or who were not satisfied. ***PLEASE INCLUDE A GOOD MIX OF PARTICIPANT WHO IDENTIFY THAT THEY HAVE A DISABILITY PER Q2 ACROSS CPP, OAS/GIS AND CDDP PROGRAMS***	DATES AND TIMES TBC
6 French IDIs with clients of pensions programs CPP, OAS/GIS and CDDP: Clients who experienced service delivery problems or who were not satisfied. ***PLEASE INCLUDE A GOOD MIX OF PARTICIPANT WHO IDENTIFY THAT THEY HAVE A DISABILITY PER Q2 ACROSS CPP, OAS/GIS AND CDDP PROGRAMS***	DATES AND TIMES TBC

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.

Canada

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)**
- I prefer not to answer

2.   Do you identify as a person with a disability?

- Yes - ASK Q4
- No - SKIP TO Q5

3.   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 please specify

4.   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

5.   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

IF Q5= YES, ASK Q6-7, ELSE SKIP TO Q8

6. How many focus groups have you attended in the past five years? **[RECORD]** _____
TERMINATE IF MORE THAN 5

7. 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

8. 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 Q9**
   Canada Pension Plan Disability Benefits – **ASK Q9**
   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 Q8, OTHERS SKIP TO Q11

9. 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.

ASK THOSE WHO SAY CPP OR CPP-D IN Q8, OTHERS SKIP TO Q11

10.   May I confirm your age?

PLEASE ENSURE THAT THOSE WHO ARE RECRUITED FOR CPP INTERVIEWS ARE PENSIONERS AGED 60 AND OVER. PLEASE INCLUDE A GOOD MIX OF PARTICIPANTs WHO IDENTIFY THAT THEY HAVE A DISABILITY PER Q2 ACROSS CPP, OAS/GIS AND CDDP PROGRAMS

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

	Call theGovernment of Canada Call Centre (e,g, 1 800 O-Canada, specialized Program call centre, Service Canada Support Centre call number)	Complete a Service Request Form online to receive a call-back from a Service Canada representative (called eService Canada)	Go to a government office (e.g. Service Canada)
Employment Insurance (EI)	☐	☐	☐
Canadian Pension Plan (CPP)	☐	☐	☐
Canadian Pension Plan Disability Benefits (CPP-D)	☐	☐	☐
Old Age Security Programs (OAS) and/or Guaranteed Income Supplement (GIS)	☐	☐	☐
Social Insurance Number (SIN)	☐	☐	☐

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.]

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

13.   **ONLY ASK IF RECRUITMENT FOR EI/SIN FOCUS GROUPS** 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

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]**

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Would you prefer to take part via an online MS Teams meeting or by telephone?

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 60 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 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.

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 2023
LOWER SATISFACTION / SERVICE BARRIERS

DISCUSSION GUIDE FOR
ESDC ONLINE FOCUS GROUPS AND IN-DEPTH INTERVIEWS 2022-23
LOWER SATISFACTION / SERVICE BARRIERS

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

Group Number	Composition	Language	Date and time
1	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
2	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
3	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
4	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
5	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
6	**CPP-D:** 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	EN	TBC
7	**EMPLOYMENT INSURANCE (EI)**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	FR	TBC
8	**SIN**: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	FR	TBC

26 English IDIs with clients of pensions programs CPP, OAS/GIS and CDDP: Clients who experienced service delivery problems or who were not satisfied. *****PLEASE ENSURE CPP-DISABILITY PARTICIPANTS IDENTIFY AS HAVING A DISABILITY PER Q2, AND HAVE APPLIED TO THE CPP-D PROGRAM PER Q10*****	TBC
6 French IDIs with clients of pensions programs CPP, OAS/GIS and CDDP: Clients who experienced service delivery problems or who were not satisfied.	TBC

Canada

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***PLEASE ENSURE CPP-DISABILITY PARTICIPANTS IDENTIFY AS HAVING A DISABILITY PER Q2, AND HAVE APPLIED TO THE CPP-D PROGRAM PER Q10	

SESSION BREAKDOWN

	Focus Groups	Interviews
Welcome and Introduction	10 Minutes	5 Minutes
Section 1: Top-of-Mind Associations and Emotional Journey	10 Minutes	5 Minutes
Section 2: Expectations and Before the Application	10 Minutes	10 Minutes
Section 3: During the Application	20 Minutes	15 Minutes
Section 4: After the Application	5 Minutes	5 Minutes
Section 5: My Service Canada Account	10 Minutes	5 Minutes
Section 6: Expectations and Service Standards	10 Minutes	5 Minutes
Section 7: Service Improvements	10 Minutes	5 Minutes
Wrap-up and Final Questions	5 Minutes	5 Minutes
SESSION TOTAL	**90 Minutes**	**60 Minutes**

DETAILED SESSION AGENDA

> **MODERATOR WELCOME**
> **(10 MINS FOCUS GROUPS / 5 MINS NON-INDIGENOUS INTERVIEWS)**
>
> - Welcome & thanks for attending, reminder of expected session length [60 minutes for interviews, 90 minutes for focus groups)
> - Land Acknowledgement for focus groups: I want to start off our meeting today with a land acknowledgement. We/I would like to begin by acknowledging and respecting the land on which we gather. We begin with this statement to show respect to the Indigenous Peoples, while recognizing the colonial past of Canada. While only a small gesture, we hope the collection of all acts of kindness, compassion, respect and understanding come together and demonstrate our commitment to reconciliation. I respectfully acknowledge that the land I am joining you from is the Unceded Traditional Territory of the K'ómoks First Nation, the traditional keepers of this land. [note, update as needed and will be different for French facilitator]
> - 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 report writing purposes only; observers may be on the phone listening in and taking their own notes. [No observers for Indigenous interviews] 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.

Canada

- 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

For Indigenous interviews:
- 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 group discussion questions. For in-depth interviews, all questions will be asked as open-ended and moderators will read the response options aloud.

SECTION 1: TOP-OF-MIND ASSOCIATIONS AND EMOTIONAL JOURNEY
(10 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

You have been invited to participate in this discussion about your recent experience with Service Canada when you applied for [PROGRAM].

Question 1. What's one word the best describes or summarises your overall experience with applying for [PROGRAM]? TYPED INPUT FOR GROUPS

Question 2. How easy or difficult was the overall process of applying for [PROGRAM]? TYPED INPUT FOR GROUPS

Discussion
- Help me understand your answers.
- What happened that made you feel that way?
- What made the overall experience easy/difficult?

Question 3. What were some of the emotions or feelings that you experienced throughout the process of applying for [PROGRAM]?

Discussion
- Walk me through the different emotions you experienced before applying, to when you applied and after you applied for [PROGRAM].
- What made you feel that way?

SECTION 2: EXPECTATIONS AND BEFORE THE APPLICATION (10 MINS)

Thank for sharing your experiences me so far. I'd like to go through each stage of the process of applying for [PROGRAM] in great detail.

Question 4. Let's start off with before you applied to [PROGRAM] or were even aware of [PROGRAM]. What impressions, if any, did you have of Service Canada and the quality of service that they provide?

Discussion
- What shaped those impressions? PROBE TO UNDERSTAND WHETHER GROUNDED IN PAST EXPERIENCES VS. GENERAL SENTIMENT OF DEALING WITH 'GOVERNMENT' VS WHAT THEY HEAR

Written Question - Closed End
Question 5. How did you become aware of the program? Did you use any of the following sources to find information about [PROGRAM] **before** you applied?

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).
- **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   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:

- What was easy with the service options you used to find and/or get information about [PROGRAM]? What worked well?
- What were some difficulties with the service option you used to find out or get information?
- 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? Other than referring you, did they support you in other ways? How useful, if at all, was this?

Question 6: Did family, friends or others in your circle, or a community organisation, provide you with information about [PROGRAM] **before** you applied?

Discussion:
- Who did you turn to and why them?
- What did the person or group do for you?

Question 7: So now you are aware of [PROGRAM], some of you have looked at some information. What expectations, if any, did you have at this stage, still thinking about before you started applying for [PROGRAM]?

Discussion:
- Did you expect the service quality to be high or low? What makes you say that?
- How long did you anticipate the process to take?
- Did you have a sense of how much effort you would have to put into the process at this stage?
- And how confident were you at this stage that Service Canada would meet your expectations?

SECTION 3: DURING THE APPLICATION
(10 MINS FOCUS GROUPS / 10 MINS INTERVIEWS)

Written Question - Closed End
Question 8. Thinking about the experience of completing and submitting an application, how much effort did you put into it? On a scale of 1 to 5 where 1 is very little effort and 5 is a great deal of effort. **[SELECT ONE]**
1 – Very little effort
2
3
4
5 – A great deal of effort

Discussion:
- Was there anything in particular that took more effort than expected?
- What could have made the process easier?

Written Question - Closed End

For my next questions, I am interested in a) how you filled out or completed the application and b) how you submitted it.

Question 9a. Did you <u>fill out or complete</u> your application online, in-person, by mail or was it a mix of ways? I want you to focus on the process of completing it, not how you submitted it for now. **[SELECT ONE]**
Online
In-person
A mix of online, by mail and in-person
By mail

Question 9b. And did you <u>submit</u> your application online, in-person, by mail or was it a mix of ways? **[SELECT ONE]**
Online
In-person
A mix of online, by mail and in-person
By mail

Written Question - Closed End
Question 9c. Did you use any of the following sources **<u>to get help</u>** to complete and submit your application? **[SELECT ONE]**
Support by telephone from a specialized call centre for [INSERT PROGRAM]
Support by telephone from 1 800 O-Canada
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).
Support by telephone from the Outreach support centre
Support by telephone from Service Canada
Support in-person from Service Canada
Support by telephone or in-person from community organization or other type of organization
Support by telephone or in-person from family, friend or other acquittance
I applied to start to finish without any assistance

Discussion:
- Help me understand why you chose to apply using those methods.
- 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?
- How helpful was the support you received?
- You mentioned that you turned to organizations/family/friends. Who did you turn to and why them? Do you prefer to turn to them than support available from government sources? Why is that?

Question 10. 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?

Canada

Written Question - Closed End
Question 11. 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 easy and clearly explained
  b) The steps to apply were somewhat easy and somewhat clearly explained
  c) The steps to apply were difficult and not clearly explained

Discussion Question
Question 12. For the statement that you chose in the previous question, **please tell me the reason for your response**.

Question 13. How did you feel during the process of completing your application? What made you feel that way? IF NEEDED PROBE: Did you feel…relief, anxiety, happiness, frustration, stress, anger?

As a reminder, here are the options again [**DISPLAY ONSCREEN**].
  a) The steps to apply were easy and clearly explained
  b) The steps to apply were somewhat easy and somewhat clearly explained
  c) The steps to apply were difficult 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?

Written Question - Closed End
Question 14. 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. **[SINGLE CHOICE - SELECT ONE]**
  a) Real-time support through online chat with a Service Canada representative
  b) Easier online navigation
  c) Quicker to get assistance by phone
  d) Something else

Discussion:
- ASK FOR EACH OPTION CHOSEN -- for those of you who chose X-- please tell me the reason for your response. For those who said something else, please tell me about what you mentioned and how it would improve your experience.

Canada

- 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 4: AFTER THE APPLICATION
(5 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

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 15. 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 Q16
Question 16. To follow up on your application to [PROGRAM], did you use…? **[MULTI CHOICE - SELECT ALL THAT APPLY]**
- Logged into my My Service Canada Account (MSCA)
- A 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:
- Why did you follow-up? Could the need for follow-up have been avoided? If so, how could it have been avoided?
- 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?
- What were some emotions or feelings that you experienced at this stage?

SECTION 5: MY SERVICE CANADA ACCOUNT
(10 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

SKIP THIS SECTION FOR SIN PARTICIPANTS
I would like to understand in greater detail your experience with My Service Canada Account (MSCA). MSCA can be used for many things. For example:

[Employment Insurance group/IDIs]
To check the status of an application or payment online, clients can set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.

Canada

[Pensions group/IDIs]
To check the status of an application or payment online, 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 IDIs]
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
Question 17. Did you register for My Service Canada Account? **[SINGLE CHOICE - SELECT ONE]**

     a. Yes, I successfully received a Personal Access Code in the mail and registered for My Service Canada Account
     b. Yes, I successfully registered for My Service Canada Account using the *Interac*® verification service
     c. I attempted to register for MSCA but did not complete the process
     d. No, I did not attempt to register for My Service Canada Account

Discussion:
- IF YES… How would you describe the registration process? Easy or difficult? Why? Was the information on how to register on Canada.ca clear and easy to understand?
- If you attempted to and did not complete the registration, why not? What can be improved?
- IF NO… Why did you not register to MSCA? What were the reasons?

Discussion Question
Question 18. [Findability]
When registering for MSCA, was the information on how to register easy to find on Canada.ca?

- IF NO, … Why? What made it difficult? What could be improved to make it easier to find?

Written Question - Closed End
Question 19. [Unprompted awareness of the *Interac*® verification service]
Are you familiar with the *Interac*® verification service? **[SINGLE CHOICE - SELECT ONE]**

     a. Yes, clearly
     b. Somewhat
     c. No

Discussion:
- For those of you who are familiar with the *Interac*® verification service, what is your understanding of how it works? What are the benefits of using the *Interac*® verification service?

Discussion Question

Question 20. Beginning in May 2021 clients now have a choice between registering to MSCA in real-time using the *Interac®* verification service or wait 5-10 business days to receive a Personal Access Code by mail. The *Interac®* verification service is an alternative identity verification process that allows you to register in real-time by using your online banking information.

For those of you who waited 5 to 10 days to receive a Personal Access Code to register, would you have preferred the *Interac®* verification service and registering in real-time instead? Please tell me the reason for your response.

Probe:
- Do you have confidence in the security of the online registration process of the *Interac®* verification service? Why?

Written Question - Closed End

Question 21. 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 (**if clients ask about the multi-factor authentication option:** provide your phone number and receive a security code by text message or by voice, receive a security code through an authenticator app, or enter a combination of values from your unique Passcode Grid). Are you confident that your personal information is protected using this approach?

Written Question – Closed End

Question 22. [Sign In] Did you sign into My Service Canada Account? **[SINGLE CHOICE - SELECT ONE]**

      e. Yes, I successfully signed in with GCKey
      f. Yes, I successfully signed in with my banking information
      g. Yes, I successfully signed in with my provincial digital ID (AB and BC only)
      h. No, I attempted to sign in to MSCA with GCKey but did not complete the process
      i. No, I attempted to sign in to MSCA with my banking information but did not complete the process
      j. No, I attempted to sign in to MSCA with my provincial digital ID but did not complete the process

Canada

Discussion:
- IF YES… How would you describe the sign in process? Easy or difficult? Why?
- If you attempted to and could not sign in, why not? What can be improved?

SECTION 6: EXPECTATIONS
(10 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

Thanks for sharing your journey with me.

Question 23. In summary, did Service Canada meet, exceed, or fall short of your expectations? In what ways?

Discussion:
- If expectations exceeded or fell short of your expectations, how did that make you feel?
- How could have Service Canada done a better job managing your expectations?

DISPLAY DEFINITION
A "service standard" specifies requirements that should be fulfilled by the service provider. The standard may provide definitions, indicators of service quality and their levels, or specify a time period for delivery. Service Canada's official service standard mandate is "Clients receive high quality, timely and accurate government information and services that meet their needs."

Question 24: What is important to you and what is not? What would you add or change to the Service Canada service standard?

Question 25: Do you think that it is important that the government has service standards? How important is it? Why? **Aside from speed of service and timeliness, what other service standards would you like to see?** Why is that important?

SECTION 6: SERVICE IMPROVEMENTS
(5 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

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

Question 26. Thinking about your overall service experience, was there anything that could have been improved to make the experience better?

Discussion:
- 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?

Question 27. How inclusive or accessible would you say applying for [PROGRAM] is?

Discussion:

- Did you experience any barriers that are related to inclusivity or accessibility?
- IF NEEDED: Sometimes people experience barriers to accessing government services and programs. A 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.
- What would have worked better in terms of providing better, more inclusive and accessible service?

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

WRAP-UP AND FINAL QUESTIONS
(5 MINS FOCUS GROUPS / 5 MINS INTERVIEWS)

Moderator to check with backroom for final questions

Wrap-up and Thank