Service Canada
Client Experience Survey 2020-21
Detailed Methodology Report

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Prepared for Employment and Social Development Canada (ESDC)

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Table of contents

Client Experience Survey 2020-21 Detailed Methodology

INTRODUCTION

This detailed methodology report outlines the approach used for the fourth year of Service Canada's Client Experience Research (CX4).

A mixed methods approach was used, which included a telephone survey and online focus groups and in-depth interviews with clients of the six major programs. The telephone survey was conducted between June 26th and August 9th, 2021 with a sample of 4,200 clients (approximately 700-1,100 per program). The qualitative phase consisted of three qualitative online focus groups in English (20 participants in total), 24 in-depth interviews in English, and six in-depth interviews in French. Qualitative fieldwork was conducted between November 16 and December 3, 2021. All sessions were 90 minutes in length and hosted on Ipsos' Recollective platform.

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 2020-21* detailed findings report is available under a separate cover.

DETAILED METHODOLOGY QUANTITATIVE PHASE

Rationale for Telephone Survey Methodology

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

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

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

Definition of "Client" for Sample Selection

As mentioned above, the target audience of the survey was clients who had recently completed a client journey to access an ESDC benefit or social insurance number. This definition permitted analysis of what challenges clients experienced during the client journey, and where in the process they experienced them.

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

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

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

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

Within the parameters of the 15-minute questionnaire, the scope of the client journey that was examined included the stages at which clients gathered information about the program, completed and submitted an application, and, if applicable, followed up on an application prior to receiving an initial decision. The survey has also been used to provide tracking on key client experience service performance measures, primarily overall satisfaction and ease, effectiveness and emotion with the service experience by program, client group and service channels used. As well, it is being used to track take-up of self-service and assisted self-service among Service Canada clients to inform service transformation over time. In this wave of the annual client experience survey particular attention was put on how the pandemic service delivery changes impacted the client channel usage.

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:

Canada

Program	Universe Start Date	Universe End Date	Decision Date Data Element	Additional Detail
CPP	January 2021	March 2021	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 to CPP (no application for CPP) • Benefit types related to minors • Clients living outside Canada
CPP-D	January 2021	March 2021	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 2021	March 2021	Assumes a benefit decision date of one to 28 days after the Benefit Commencement Date (eligibility date)	**Exclusions:** • Parents of murdered and missing children • Compassionate care • Skeleton claims • Renewals
SIN	January 2021	March 2021	Initial Decision date	**Exclusions:** • SIN at birth (no phone numbers) • Records of clients born after 2004 • Excludes those that had a temporary SIN that expired before the end of the reference period and had since left the country.
OAS/ GIS	January 2021	March 2021	Entitlement date (reflects the date the client went into pay and is one month following the date the client is sent an entitlement letter) Drawn from the OAS/GIS universe. OAS and GIS were collapsed as the service experience was unified by	**Exclusions:** • Clients with trustees • Clients living abroad •

> introducing one combined
> application process for OAS
> and GIS as of August 2018.

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

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

Reference Period

Below is a graphic representation of the periods over which the clients selected for the survey received an initial decision. All clients surveyed received the decision over the months of January, February or March 2021. When surveyed, clients were asked to think of their experience within the previous year with Service Canada related to the program (for which they had recently received a decision). Sampling periods were selected with the objective of avoiding atypical service volumes across multiple programs for comparability.

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

The 2020-21 CX4 Survey reports the first CX results of the pandemic service environment. The reference period for CX2 and CX3 was prior to the pandemic, covering service interactions leading to an initial decision in August, September or October 2019 or 2018 respectively. The lag between the service experience and the survey interview is similar to previous waves of the CX Survey.
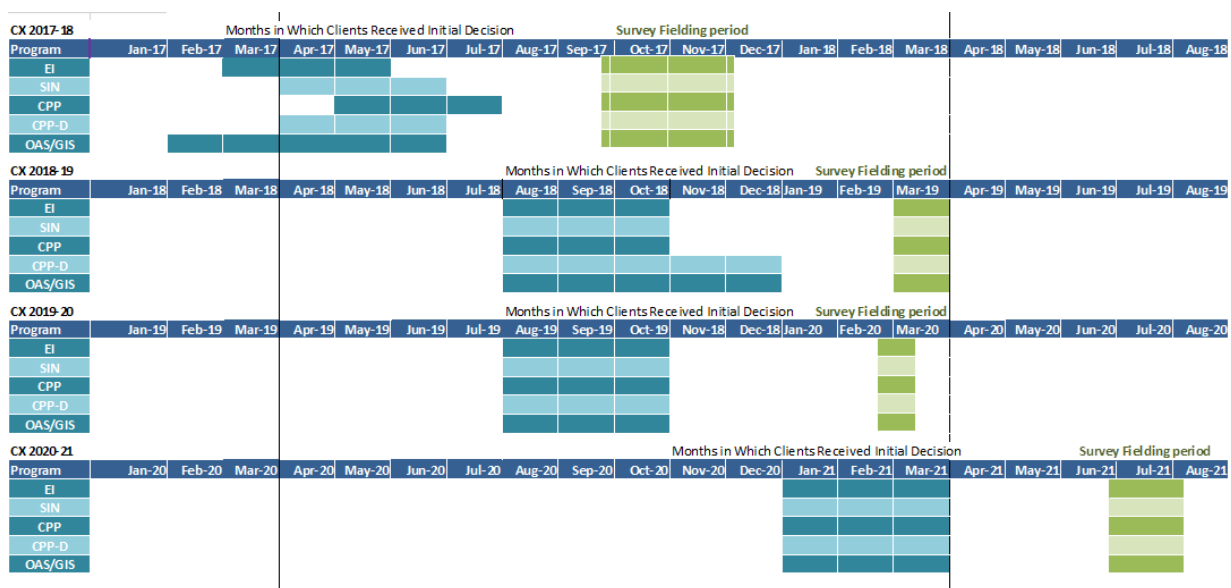
Sampling Strategy

The random selection of clients from the administrative databases was stratified by program and province/territory. Whereas clients in the population universe occur in small numbers for programs such as CPP-D and OAS/GIS, we sought to interview between 650 to 800 respondents of each program in to order allow analysis with some reliability of whether there were challenges in every program or only some programs.

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

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

Weighting / Risk of Non-response Bias

If there is no systematic bias in responding to the survey, the profile of the survey participants for each sample source would be very similar to the population profile within normal sampling error. The tables below demonstrate that in most cases, the survey sample was similar to the universe with respect to age and gender. The only subgroup where a larger gap appears is within region and in particular among OAS/GIS clients. Since larger gaps exist they imply the use of slightly heavier weights. Aside from this, the sample and client universe are very similar, indicating that non-response bias was likely not an important issue for this research.

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

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

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

Adjust to the universe proportions of age, gender, and region for each program.

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

Employment Insurance (EI)

Region	Universe	Survey
Ontario	35%	30%
Quebec	24%	26%
West/Territories	31%	40%
Atlantic	10%	5%
Age Group		
18-30	29%	30%
31-59	56%	56%
60+	14%	14%
Gender		
Male	53%	55%
Female	47%	45%

Canada Pension Plan (Retirement)

Age Group	Universe	Survey
18-30	0%	0%
31-59	4%	4%
60+	96%	96%
Gender		
Male	45%	48%
Female	55%	52%
Region		
Ontario	49%	33%
Quebec	0%	1%
West/Territories	41%	49%
Atlantic	10%	17%

Canada Pension Plan (Disability)

Age Group	Universe	Survey
18-30	3%	2%
31-59	71%	70%
60+	25%	28%
Gender		
Male	46%	43%

Female	54%	57%
Region		
Ontario	43%	32%
Quebec	0%	1%
West/Territories	48%	52%
Atlantic	9%	16%

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

Age Group	Universe	Survey
65-69	95%	95%
70+	5%	5%
Gender		
Male	46%	44%
Female	54%	56%
Region		
Ontario	38%	12%
Quebec	22%	58%
West/Territories	31%	20%
Atlantic	9%	10%

Social Insurance Number (SIN)

Region	Universe	Survey
Ontario	44%	31%
Quebec	17%	28%
West/Territories	34%	36%
Atlantic	44%	31%
Age Group		
18-30	57%	49%
31-59	39%	47%
60+	4%	4%
Gender		
Male	47%	53%
Female	53%	47%

Canada

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	12%	31%
All Other	88%	69%
Remote	3%	5%
Rural	40%	52%
Urban	57%	43%

Canada Pension Plan (Retirement)

	Universe	Survey
Remote	2%	15%
Rural	43%	47%
Urban	55%	39%

Canada Pension Plan (Disability)

	Universe	Survey
Remote	3%	4%
Rural	44%	55%
Urban	54%	41%

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

	Universe	Survey
Remote	2%	16%
Rural	47%	46%
Urban	51%	38%

Social Insurance Number (SIN)

	Universe	Survey
Remote	1%	9%
Rural	18%	15%
Urban	81%	74%
Indigenous	4%	3%
All Other	96%	97%

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

In the third phase of the weighting, the proportion of respondents by program was weighted to reflect the overall population of clients across the programs when viewing overall satisfaction and other statistics. The distribution of clients among the programs was held constant with the weights used in the 2017-18 baseline survey. This was done in order to allow comparison of the results with the 2017-18, 2018-19 and 2019-20 Survey, and to measure differences in the client experience that are due to changes in the service design and operational service performance rather than fluctuations in relative program volumes over time.

	Program share CX 2017-18	Survey
EI	48%	28%
CPP (R)	10%	18%
CPP (D)	2%	16%
OAS/GIS	10%	12%
GIS	2%	8%
SIN	29%	18%

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

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

Region	Universe	Survey
Ontario	37%	27%
Quebec	22%	24%
West/Territories	32%	39%
Atlantic	10%	10%

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

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

Employment Insurance (EI)

	Universe	Survey
Approved	95%	97%
Denied	5%	3%

Canada

Canada Pension Plan (Retirement)		
	Universe	**Survey**
Denied	4%	4%
Approved	96%	96%

Canada Pension Plan (Disability)		
	Universe	**Survey**
Denied	46%	32%
Approved	54%	68%

Limitations

Missing Phone Numbers

An average of nine percent of records in each program database were missing phone numbers. For SIN, telephone numbers from abroad were blanked resulting in thirty-three percent of records with missing or blanked phone numbers. These cases were maintained in the sample for the purposes of determining the distribution of clients in the universe across remote, rural and urban locations, and for response rate calculation. The weighting process described above addresses possible biases in responses created by the inability to give these clients an equal chance of responding to the survey.

Validity of data on satisfaction with 1 800 O-Canada

Clients who used the phone channel at a particular stage in the client journey were asked whether they had used 1 800 O-Canada, a specialized call centre or the new eServiceCanada channel. 1 800 O-Canada provides general information on programs which is useful at the aware stage, specialized call centres generally provide information on claims or applications that have been submitted, while eServiceCanada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online. Descriptions of the service delivered by each were read to clients, prior to posing a satisfaction question regarding 1 800 O-Canada. This was an attempt to improve recall since only respondents who asked what the difference was between the phone services were provided with descriptions of the two in the baseline wave of the survey.

Data collected immediately after a service interaction will provide results with greater validity on a specific client experience whereas data collected after a client journey using probability sampling approaches will provide results with greater reliability and more representative results on the multiple service experience.

Lag time

The average time lag between receiving a decision and answering the questionnaire was 4.5 months for each program. This year it was possible to pull the sample from a consistent period for each program ensuring the lag time is also consistent. This gap in time is created by avoiding 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 16% which was strong compared to the industry average. The response rate was higher than in 2019-20 (12%) and consistent with the response rate achieved in 2018-19 (16%). The final call outcomes are as follows.

CALL OUTCOME	COUNT OF DISPOSITION
Call backs	2625
Completed Interviews	4200
Disqualified	590
Language Barriers	520
No Answers	10122
Not In Service (Out of Scope)	2774
Over quota	12
Refusals	8523
Terminations	950
TOTAL IN SCOPE	**30316**
TOTAL RESPONDING	**4790**
OVERALL RESPONSE RATE	*16%*

Canada

DETAILED METHODOLOGY QUALITATIVE PHASE

Objectives

The **research objectives of the qualitative research component are to explore** opportunities for improvement in service delivery and channel use where clients were not satisfied and/or faced barriers to access.

Ipsos' approach followed the Standards for the Conduct of Government of Canada Public Opinion Research—Qualitative Research.

Recruitment and Target Audience

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

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

30 In-depth interviews took place between November 16 and December 3, 2021, as follows:

- 5 in-depth interviews with CPP clients

- 6 in-depth interviews with CPP-D clients

- 6 in-depth interviews with EI clients

- 4 in-depth interviews with GIS clients

- 4 in-depth interviews with OAS clients

- 5 in-depth interviews with SIN clients

3 Online focus groups took place on November 17 and 18, 2021, as follows:

- 1 online focus group with 8 EI clients

- 1 online focus group with 6 SIN clients

- 1 online focus group with 1 CPP client, 3 OAS clients, and 2 CPP-D clients

Clients who were screened into the groups/interviews were those who were not satisfied and/or experienced a barrier to accessing service.

Online Groups and Platform

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

focus groups were conducted virtually. Further, due to public health restrictions and concerns, and facility closures, in-person focus groups were not considered feasible.

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

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

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

Incentives/ Honoraria

Ipsos focus group and IDI participants were provided with an honorarium of $75.00 to encourage full attendance.

Limitations

Lag time

Due to the federal election on September 20, 2021, the continuation of qualitative fieldwork was postponed on August 15 until a new government was formed and the suspension on public opinion research was lifted on October 26, 2021.

Canada

APPENDICES

TELEPHONE QUESTIONNAIRE

ABBREV ABBREV	PROGRAM PROGRAMME	QUOTA QUOTA
EI Programme d'AE	Employment Insurance Programme d'assurance-emploi	650 – 800 650 - 800
CPP RPC	Canada Pension Plan (retirement) Régime de pensions du Canada	650 – 800 650 - 800
CPP-D RPC-I	Canada Pension Plan: Disability Programme de prestations d'invalidité du Régime de pensions du Canada	650 – 800 650 - 800
OAS Programme de SV	Old Age Security Programme de la sécurité de la vieillesse	650-800 650-800
	Subset of OAS : OAS and GIS Programme de SV et SRG	(300)
	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	
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

[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.
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.

1 – Continue (English or French)
1 – Continuer (en français ou en anglais)
2 – French Callback
2 – Rappel à un autre moment en français
3 – English Callback
3 – Rappel à un autre moment en anglais
4 – Other Language (Switch to **Proxy Language Fly-sheet**)
4 – Autre langue (Switch to **Proxy Language Fly-sheet**)
5 – SVR Canada VRS telephone service (Switch to ** SVR Canada VRS telephone service Fly-sheet**)
5 -Service téléphonique SVR Canada VRS (Feuille de vol** « Passez au service téléphonique SVR Canada VRS »)

(IF NEEDED: I'm calling from Ipsos on behalf of the Government of Canada to ask about your opinions on the quality of service provided by the government.)
 (AU BESOIN : Je travaille pour Ipsos et je vous appelle au nom du gouvernement du Canada pour obtenir votre opinion au sujet de la qualité des services fournis par le gouvernement.)

(IF ASKED HOW WE GOT THE PERSON'S NAME: It was drawn from a random sample of Canadians who have received service from the Government of Canada.)
 (SI ON VOUS DEMANDE COMMENT NOUS AVONS OBTENU LE NOM DE LA PERSONNE : Il provient d'un échantillon aléatoire de Canadiens qui ont reçu des services du gouvernement du Canada.)

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

[NAME FROM SAMPLE]
[NAME FROM SAMPLE]
PROXY – LANGUAGE
MANDATAIRE – LANGUE
PROXY – ASSIST
MANDATAIRE- ASSISTANCE
SVR CANADA VRS TELEPHONE SERVICE
Service téléphonique SVR Canada VRS
[DO NOT ALLOW DK/REF AT PROXY1]
[DO NOT ALLOW DK/REF AT PROXY1]

[ASK IF NWAVE=1]

LANGLN.   (INTERVIEWER DO NOT READ: Are you using LANGUAGE LINE service to conduct survey in a language other than French or English?)
LANGLN.   (L'INTERVIEWEUR : NE LISEZ PAS; Utilisez-vous le service LANGUAGE LINE pour effectuer le sondage dans une langue autre que le français ou l'anglais?)

[OPEN END]

[IF Nwave=1 & YES ASK LANG, THEN THANK AND TERMINATE]
[DO NOT ASK LANG IF NWAVE=2]
LANG.   (INTERVIEWER DO NOT READ: Record the Non-English/French language the respondent would like called in)
LANG.   (L'INTERVIEWEUR : NE LISEZ PAS; Enregistrez la langue dans laquelle le répondant aimerait être appelé.)

[OPEN END]

[DO NOT ALLOW DK/REF AT LANGLN]

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

LANGLN2.   (INTERVIEWER DO NOT READ)
LANGLN2.   (L'INTERVIEWEUR : NE LISEZ PAS)

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

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

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

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

Once connected to Language Line, let the Language Line contact know:
Un fois la communication établie avec « Language Line » faites connaître les informations suivantes au représentant(e) de « Language Line » :

account#: 755191
Numéro de compte : 755191
Respondent preferred language: _____
Langue préférée du/de la répondant(e) : _____
Prompt: ESDC
Guide : ESDC

You will be connected to an interpreter and you may then proceed with the survey.
Vous serez mis en relation avec un interprète et pourrez alors lancer le sondage.

1-Continue
1-Continuer
[DO NOT ALLOW DK/REF AT LANGLN2]

LANGLN3.   (In what language is this survey being conducted?)
LANGLN3.   (Dans quelle langue ce sondage est-il mené?)

[OPEN-END]

[DO NOT ALLOW DK/REF AT LANGLN3]

LANGLN4.   We're conducting a survey for the Government of Canada about **[INSERT PROGRAM]** to ask your opinions on the quality of service it provides to Canadians.
LANGLN4.   Nous effectuons un sondage pour le compte du gouvernement du Canada au sujet du [**INSERT PROGRAM**] afin d'obtenir votre opinion sur la qualité des services fournis aux Canadiens.

I will read the survey questions to the interpreter and they will read back to you in **[INSERT LANGLN3]**. Please let the interpreter know your answer, and they will let me know your reply.
Je vais lire les questions du sondage à l'interprète qui vous les transmettra en [**INSERT LANGLN3**]. Veuillez faire connaître votre réponse à l'interprète qui pourra nous la transmettre.

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. 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. 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.

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.)

[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] De quelle façon avez-vous découvert le [INSEERREZ PROGRAMME] ou [INSÉRREZ ABBREV] **avant** de remplir une demande? 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 **[INSÉRREZ ABBREV].** Pour la SV et le SRG, les clients sont automatiquement inscrits et auraient été informés de la prestation par un avis envoyé par courrier. Les questions suivantes portent sur les mesures qu'ils ont prises pour s'informer sur leurs prestations.)

(NOTE À L'INTERVIEWEUR : Veiller à ce que le ou la répondant[e] comprenne bien que ces quelques questions traitent des démarches qu'il ou elle a faites <u>avant</u> de présenter une demande dans le cadre du **[INSERT ABBREV]**.)

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

(REMARQUE CONCERNANT LES ENTREVUES: SEULE L'EXPÉRIENCE DU OU DE LA RÉPONDANT[E] DANS LE CONTEXTE DU PROGRAMME POUR LEQUEL IL OU ELLE A ÉTÉ CHOISI[E] EST PERTINENTE; SES EXPÉRIENCES DANS LE CADRE D'AUTRES PROGRAMMES GOUVERNEMENTAUX NE LE SONT PAS. DE PLUS, SI LE OU LA RÉPONDANT[E] MENTIONNE SPONTANÉMENT AVOIR UTILISÉ LES ORDINATEURS D'UN BUREAU DU GOUVERNEMENT POUR ALLER SUR INTERNET, CHOISIR LA RÉPONSE « VISITÉ UN BUREAU DU GOUVERNEMENT ».)

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

[MULTIPUNCH]

Go online to the government website
Visité le site Web du gouvernement
Go online to other websites
Visité d'autres sites Web
Use social media to get information
Utilisé les médias sociaux pour obtenir de l'information
Speak to a government representative on the phone
Appelé un bureau du gouvernement au telephone
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
Parler à un employeur
(DO NOT READ) NONE OF THESE **[EXCLUSIVE; ANCHOR]**
(NE PAS LIRE) AUCUNE DE CES RÉPONSES **[EXCLUSIVE; ANCHOR]**

[IF Q1a= ''NONE OF THESE'/DK/REF SKIP TO Q9bx.]
[IF Q1a 'Speak to a government representative on the phone', ASK Q1bx. OTHERS GO TO 'CREATE VARIABLE']

1bx.   You indicated you spoke to a government representative by telephone before you applied. There are Three types of telephone services, and we'd like to know which you used before you applied. Did you speak with... (READ LIST) [MULTIPUNCH]
Vous avez indiqué avoir parlé à un représentant du gouvernement par téléphone avant de faire votre demande. Il existe trois types de services téléphoniques, et nous aimerions savoir lequel vous avez utilisé avant de faire votre demande. Avez-vous parlé avec… (LIRE LA LISTE) [MULTIPUNCH]

[INSERT ABBREV] Call Centres answer more specific questions about your application and benefits; they ask you to confirm your identity when you call.
[INSERT ABBREV] Les centres d'appels répondent à des questions précises au sujet de votre demande et de vos prestations; vous devez confirmer votre identité lorsque vous appelez.
eService Canada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online.
eService Canada est un service de rappel par lequel un représentant de Service Canada vous rappelle dans les deux jours ouvrables suivant la date à laquelle vous avez rempli un formulaire de demande de service en ligne.
1 800 O-Canada provides general information on Government of Canada programs including who can apply, how to apply and how to contact the program.
1 800 O-Canada fournit des informations générales sur les programmes du gouvernement du Canada, y compris qui peut faire une demande, comment faire une demande et comment contacter le programme.

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

[IF Q1a = 'Go to a government office' ask Q1c, OTHERWISE SKIP]
1c. You indicated that you went to a government office before you applied. Did you book an appointment prior to your visit?
Vous avez indiqué que vous vous êtes rendu dans un bureau du gouvernement avant de faire votre demande. Avez-vous pris un rendez-vous avant votre visite?

Yes
Oui
No
Non

[CREATE VARIABLE FOR PROGRAMMING: KEY SOURCES]

Response	Key Source	Channel*
IF Q1bx 'eServiceCanada'	eService Canada	TOUCHLESS PERSON-TO-PERSON
IF 1a 'Go to a government office'	IN PERSON	IN PERSON
IF Q1a 'GO ONLINE TO THE GOVERNMENT WEBSITE'	ONLINE	ONLINE
IF Q1bx '[INSERT ABBREV] Call Centres'	TELEPHONE-PROGRAM	TELEPHONE
IF Q1bx '1-800 O'Canada'	TELEPHONE-1-800-O'CANADA	
IF Q1a 'COMMUNICATE BY MAIL WITH THE GOVERNMENT'	MAIL	MAIL
IF q1a = 'NONE OF THESE'	NO CHANNELS	NO CHANNELS

[IF MORE THAN ONE *CHANNEL WAS USED, ASK Q2. IF ONE *CHANNEL WAS USED, SKIP TO Q4. IF Q1a 'NONE OF THESE', OR UNABLE TO ASSIGN KEY SOURCE BASED ON Q1A RESPONSES, SKIP TO Q9bx.]

2.   Thinking about the government information sources you used before you applied to find out about [INSERT PROGRAM], which one did you use first? (READ LIST AS NEEDED)

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' Un bureau du gouvernement (en personne)]
[INSERT IF KEY SOURCE = 'ONLINE' Online (the Government of Canada website)]
[INSERT IF KEY SOURCE = 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]
[INSERT IF KEY SOURCE = 'TELEPHONE' Telephone (A/an **[INSERT ABBREV]** Call Centre or 1-800 O'Canada)]
[INSERT IF KEY SOURCE = 'TELEPHONE' Un centre d'appel du **[INSERT ABBREV]** ou le 1 800 O-Canada (par téléphone)
[INSERT IF KEY SOURCE = 'MAIL' Mail]
[INSERT IF KEY SOURCE = 'MAIL' Un envoi postal]
[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]
[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

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

3.   Thinking about the government information sources you used before you applied to find out about [INSERT PROGRAM], which one did you use second? (READ LIST AS NEEDED)
Si vous pensez aux sources d'information gouvernementales que vous avez utilisées avant de faire votre demande pour vous renseigner sur [INSERT PROGRAM], laquelle avez-vous utilisée en deuxième? (LISEZ LA LISTE AU BESOIN.)

[SINGLE RESPONSE. POPULATE LIST WITH CHANNELS USED IN Q1a. DO NOT INCLUDE CHANNEL SELECTED IN Q2. RANDOMIZE]
[INSERT IF KEY SOURCE = 'IN PERSON' AND Q2 ≠ 'IN PERSON' In person (at a government office)]
[INSERT IF KEY SOURCE = 'IN PERSON' AND Q2 ≠ 'IN PERSON' Un bureau du gouvernement (en personne)]
[INSERT IF KEY SOURCE = 'ONLINE' AND Q2 ≠ 'ONLINE' Online (the government of Canada website)]
[INSERT IF KEY SOURCE = 'ONLINE' AND Q2 ≠ 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]
[INSERT IF KEY SOURCE = 'TELEPHONE' AND Q2 ≠ 'TELEPHONE' Telephone (A/an **[INSERT ABBREV]** Call Centre or 1-800 O-Canada)]
[INSERT IF KEY SOURCE = 'TELEPHONE' AND Q2 ≠ 'TELEPHONE' Un centre d'appel du **[INSERT ABBREV]** ou le 1 800 O-Canada (par téléphone)
[INSERT IF KEY SOURCE = 'MAIL' AND Q2 ≠ 'MAIL' Mail]
[INSERT IF KEY SOURCE = 'MAIL' AND Q2 ≠ 'MAIL' Un envoi postal]
[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]
[INSERT IF KEY SOURCE = 'eService Canada' eService Canada]

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

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

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

YES
OUI
NO
NON

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

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

[RANDOMIZE]
Find information about **[INSERT ABBREV]**
Trouver des renseignements à propos du **[INSERT ABBREV]**
Understand the information about **[INSERT PROGRAM]**
Comprendre les renseignements sur le **[INSERT PROGRAM]**
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Figure out if you are eligible for **[INSERT IF EI, CPP, CPP-D, OAS OR GIS: [INSERT ABBREV]** benefits] / **[INSERT IF SIN:** a SIN Card]]
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Déterminer si vous étiez admissible à **[INSERT IF EI, CPP, CPP-D, OAS OR GIS: [INSERT ABBREV]** pour des prestations] / **[INSERT IF SIN:** une carte d'assurance sociale]]
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Find out the steps to apply]
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Trouver les étapes pour présenter une demande]
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Find out what information you need to provide when applying for **[INSERT ABBREV]]**
[INSERT IF PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED] Connaître les renseignements dont vous aviez besoin pour présenter une demande pour le **[INSERT ABBREV]]**
[INSERT IF PROGRAM = CPP, OAS, GIS] Decide the best age to start your pension
INSERT IF PROGRAM = CPP, OAS, GIS] Décider du meilleur âge pour commencer votre pension

1 – Very difficult
1 – Très difficile
2
2

3
3
4
4
5 – Very easy
5 – Très facile

7. How much do you agree or disagree that you were able to find the information you needed (online, in person or by phone) within a reasonable amount of time? Please use a scale of 1 to 5, where 1 is disagree strongly and 5 is agree strongly.
Dans quelle mesure êtes-vous d'accord ou en désaccord avec l'énoncé selon lequel vous avez trouvé les renseignements dont vous aviez besoin (en ligne, en personne ou par téléphone) dans un délai raisonnable? Veuillez utiliser une échelle de 1 à 5, où 1 correspond à « pas du tout d'accord » et 5 à « tout à fait d'accord ».

1 – Strongly disagree
1 – pas du tout d'accord
2
2
3
3
4
4
5 – Strongly agree
5 – Tout à fait d'accord

7a. Thinking about the process of getting information about [INSERT PROGRAM], which of the following changes would have improved your experience the most? **[SINGLE PUNCH]** (READ LIST)
En ce qui concerne le processus d'obtention de renseignements sur[INSERT PROGRAM], lequel des changements suivants aurait le plus amélioré votre expérience? **[SINGLE PUNCH]** (LIRE LA LISTE)

Online information was easier to understand
Les renseignements en ligne auraient pu être plus clairs
Real-time support through online chat to ask questions
Soutien en temps réel par le biais d'un clavardage en ligne pour poser des questions
Quicker to get assistance by phone
Obtention plus rapide d'une assistance par téléphone
(DO NOT READ) None of the above
(NE PAS LIRE) Aucune de ces réponses

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

Application Process—Applying for [INSERT ABBREV] **Benefits**

9bx.   Thinking back to when you actually applied for **[IF ≠ SIN INSERT [INSERT ABBREV]** benefits], **[IF SIN INSERT**: a SIN number], which of the following methods did you use when completing and submitting your application? Did you… (READ LIST, PAUSE AND GET A YES OR NO AFTER EACH RECORD ALL THAT APPLY. NOTE THAT NOT ALL PROGRAMS HAVE APPLICATIONS THAT CAN BE COMPLETED ONLINE)?

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

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

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

[MULTIPUNCH]
Submit an Online application using a computer from "home"
Demande en ligne à l'aide d'un ordinateur à partir de « la maison »
Submit an Online application using a mobile device from "home"
Demande en ligne à l'aide d'un appareil mobile à partir de « la maison »
Go to a government office and complete and submit an application with assistance from a Service Canada representative
Rendez-vous dans un bureau du gouvernement et remplissez et soumettez une demande avec l'aide d'un représentant de Service Canada
Mail
Courrier
Speak to a government representative on the phone for assistance
Parlez à un représentant du gouvernement au téléphone pour obtenir de l'aide.
Go online to other websites for information
Visité d'autres sites Web pour obtenir de l'information
Talk with family or friends for information
Parlé avec des proches ou des amis pour de l'information
A Service Canada representative visited my community
Un représentant de Service Canada a visité ma communauté
(DO NOT READ) NONE OF THESE **[EXCLUSIVE; ANCHOR]**
(NE PAS LIRE) AUCUNE DE CES RÉPONSES **[EXCLUSIVE; ANCHOR]**

[IF Q9bx = ''NONE OF THESE'/DK/REF SKIP TO Q12 OTHERS CONTINUE.]
[IF Q9bx 'Speak to a government representative on the phone for assistance' AND PROGRAM ≠ OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED, ASK Q9cx. OTHERWISE SKIPS GO TO 'CREATE VARIABLE 2']

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 before you applied. Did you speak with...
Vous avez indiqué avoir parlé à un représentant du gouvernement par téléphone lorsque vous avez rempli et soumis votre demande. Il existe trois types de services téléphoniques, et nous aimerions savoir lequel vous avez utilisé avant de faire votre demande. Avez-vous parlé avec…

[INSERT ABBREV] Call Centres answer more specific questions about your application and benefits; they ask you to confirm your identity when you call.
[INSERT ABBREV] Les centres d'appels répondent à des questions précises au sujet de votre demande et de vos prestations; vous devez confirmer votre identité lorsque vous appelez.
eService Canada is a call-back service where a Service Canada representative calls you back within 2 business days after you complete a Service Request Form online.
eService Canada est un service de rappel par lequel un représentant de Service Canada vous rappelle dans les deux jours ouvrables suivant la date à laquelle vous avez rempli un formulaire de demande de service en ligne.
1 800 O-Canada provides general information on Government of Canada programs including who can apply, how to apply and how to contact the program.
1 800 O-Canada fournit des informations générales sur les programmes du gouvernement du Canada, y compris qui peut faire une demande, comment faire une demande et comment contacter le programme.

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

[IF Q9bx = 'Go to a government office' ask Q9d, OTHERWISE SKIP]
9d. You indicated that you went to a government office when completing and submitting your application. Did you book an appointment prior to your visit?
Vous avez indiqué que vous vous êtes rendu dans un bureau du gouvernement lorsque vous avez rempli et soumis votre demande. Avez-vous pris un rendez-vous avant votre visite?

Yes
Oui
No
Non

[CREATE VARIABLE 2 FOR PROGRAMMING:

Response	Key Source 2	Channel 2*
IF 9cx 'eServiceCanada'	**eService Canada**	

		TOUCHLESS PERSON-TO-PERSON
IF Q9bx 'GO TO A GOVERNMENT OFFICE'	IN PERSON	IN PERSON
IF Q9bx 'ONLINE APPLICATION USING A COMPUTER' OR ONLINE APPLICATION USING A MOBILE DEVICE'	ONLINE	ONLINE
IF Q9cx '[INSERT ABBREV] Call Centres'	TELEPHONE-PROGRAM	TELEPHONE
IF Q9cx '1-800 O'Canada'	TELEPHONE-1-800-O'CANADA	
IF Q9bx 'MAIL'	MAIL	MAIL
IF q9bx = 'NONE OF THESE'	NO CHANNELS	NO CHANNELS

[IF PROGRAM = OAS AUTO-ENROLLED OR OAS/GIS AUTO-ENROLLED SKIP TO 17]
[IF MORE THAN ONE CHANNEL 2* WAS USED, ASK Q10x. IF ONE CHANNEL 2* WAS USED, SKIP TO Q12. IF Q9bx 'NONE OF THESE', OR UNABLE TO ASSIGN KEY SOURCE BASED ON Q9bx RESPONSES, SKIP TO Q12.]

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

En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous utilisée en premier? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. RANDOMIZE]
[INSERT IF KEY SOURCE 2 = 'IN PERSON' In person (at a government office)]
[INSERT IF KEY SOURCE 2 = 'IN PERSON' Un bureau du gouvernement (en personne)]
[INSERT IF KEY SOURCE 2 = 'ONLINE' Online (the government of Canada website) from "home"]
[INSERT IF KEY SOURCE 2 = 'ONLINE' Le site Web du gouvernement du Canada (en ligne) depuis « la maison »]
[INSERT IF KEY SOURCE 2 = 'TELEPHONE' Telephone (A/an **[INSERT ABBREV]** Call Centre or 1-800 O'Canada)]
[INSERT IF KEY SOURCE 2 = 'TELEPHONE' Un centre d'appel du **[INSERT ABBREV]** ou le 1 800 O-Canada (par téléphone)
[INSERT IF KEY SOURCE 2 = 'MAIL' Mail]
[INSERT IF KEY SOURCE 2 = 'MAIL' Un envoi postal]
[INSERT IF KEY SOURCE 2 = 'eService Canada' eService Canada]
[INSERT IF KEY SOURCE 2 = 'eService Canada' eService Canada]

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

11x.   Thinking about the methods you used to complete the application, which one did you use second? (READ LIST AS NEEDED)

En réfléchissant aux méthodes que vous avez utilisées pour remplir la demande, laquelle avez-vous utilisée en second lieu? (LIRE LA LISTE AU BESOIN.)

[SINGLE RESPONSE. RANDOMIZE]
[INSERT IF KEY SOURCE 2 = 'IN PERSON' AND Q10x ≠ 'IN PERSON' In person (at a government office)]
[INSERT IF KEY SOURCE 2 = 'IN PERSON' AND Q10x ≠ 'IN PERSON' Un bureau du gouvernement (en personne)]
[INSERT IF KEY SOURCE 2 = 'ONLINE' AND Q10x ≠ 'ONLINE' Online (the government of Canada website)]
[INSERT IF KEY SOURCE 2 = 'ONLINE' AND Q10x ≠ 'ONLINE' Le site Web du gouvernement du Canada (en ligne)]
[INSERT IF KEY SOURCE 2 = 'TELEPHONE' AND Q10x ≠ 'TELEPHONE' Telephone (A/an **[INSERT ABBREV]** Call Centre or 1-800 O'Canada)]
[INSERT IF KEY SOURCE 2 = 'TELEPHONE' AND Q10x ≠ 'TELEPHONE' Un centre d'appel du **[INSERT ABBREV]** ou le 1 800 O-Canada (par téléphone)]
[INSERT IF KEY SOURCE 2 = 'MAIL' AND Q10x ≠ 'MAIL' Mail]
[INSERT IF KEY SOURCE 2 = 'MAIL' AND Q10x ≠ 'MAIL' Un envoi postal]
[INSERT IF KEY SOURCE 2 = 'eService Canada' AND Q10x ≠ 'eService Canada' eService Canada]
[INSERT IF KEY SOURCE 2 = 'eService Canada' AND Q10x ≠ 'eService Canada' eService Canada]

12.   How much do you agree or disagree that you were able to complete the application in a reasonable amount of time? (Please use a scale of 1 to 5, where 1 is disagree strongly and 5 is agree strongly.)
       Dans quelle mesure êtes-vous d'accord ou en désaccord avec le fait que vous avez réussi à remplir votre demande dans un délai raisonnable? (Veuillez utiliser une échelle de 1 à 5, où 1 correspond à « pas du tout d'accord » et 5 à « tout à fait d'accord »).

1 – Strongly disagree
1 – pas du tout d'accord
2
2
3
3
4
4
5 – Strongly agree
5 – Tout à fait d'accord

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

[RANDOMIZE]
Understanding the requirements of the application

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

[IF PROGRAM = SIN AND Q9bx 'GO TO A GOVERNMENT OFFICE' SKIP QUESTION]
14c. After you submitted your application for **[INSERT ABBREV]**, how confident were you that your application would be processed in a reasonable amount of time. Please use a 5-point scale, where 1 is very worried and 5 is very confident.
Après avoir soumis votre demande de **[INSERT ABBREV]**, étiez-vous confiant(e) que votre demande serait traitée dans un délai raisonnable? Veuillez utiliser une échelle de 5 points, où 1 correspond à une grande inquiétude et 5 à une grande confiance.

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

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

Post-application—Decision and Follow-Up

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

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

[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] Before you received your first payment, did you contact Service Canada to…?
[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' OR OAS/GIS 'AUTO-ENROLLED'] Avant de recevoir votre premier paiement, avez-vous contacté Service Canada pour…?

(INTERVIEWER NOTE: THIS QUESTION IS ASKING ABOUT FOLLOW-UP RELATED SPECIFICALLY TO THEIR [INSERT ABBREV] APPLICATION. CONTACT DOES NOT INCLUDE WEEKLY EI REPORTING TO SERVICE CANADA.)

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

[MULTIPUNCH]
[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Check on the status of your application
INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']
Vérifier l'état de votre demande

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

Provide additional information about your application
Fournir des renseignements supplémentaires à propos de votre demande
[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] For any other reason
[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Une autre raison
[INSERT FOR ALL PROGRAMS EXCEPT OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED'] Or, had no contact (with Service Canada) before being notified of the decision **[INSERT IF PROGRAM = OAS 'AUTO-ENROLLED' AND OAS/GIS 'AUTO-ENROLLED']** Or, had no contact. **[MUTUALLY EXCLUSIVE]**

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

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

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

Par quels moyens avez-vous communiqué avec le gouvernement avant d'être informé(e) de la décision concernant votre demande dans le cadre du **[INSÉRER ABRÉVIATION]**? Avez-vous communiqué avec le gouvernement **[INSERT ITEM]**?
(NOTE À L'INTERVIEWEUR : CETTE QUESTION PORTE SUR LE SUIVI DE LEUR DEMANDE DANS LE CADRE DU **[INSERT ABBREV]**. ELLE NE PORTE PAS SUR LA DÉCLARATION HEBDOMADAIRE D'ASSURANCE-EMPLOI À SERVICE CANADA.)

By mail
Par courrier
Going online to your My Service Canada Account
En ligne par l'intermédiaire de Mon dossier Service Canada
Calling a/an **[INSERT ABBREV]** Call Centre
Par téléphone dans un centre d'appel du **[INSERT ABBREV]**
Visiting a government office
En personne dans un bureau du gouvernement
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)

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

[INSERT IF Q18 'BY MAIL': By mail]
[INSERT IF Q18 'BY MAIL': Par courrier]
[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': Going online to your My Service Canada account'
[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': En ligne par l'intermédiaire de Mon dossier Service Canada
[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE: Calling an **[INSERT ABBREV]** Call Centre]
[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE: Par téléphone dans un centre d'appel du **[INSERT ABBREV]**
[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE': Visiting a government office]

[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE': En personne dans un bureau du gouvernement]
[INSERT IF Q18 = 'eService Canada' Completing an online request to schedule a call-back from a Service Canada representative]
[INSERT IF Q18 = 'eService Canada' Remplir une demande en ligne pour planifier un rappel d'un représentant de Service Canada]

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

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

[INSERT IF Q18 'BY MAIL' AND Q19a ≠ 'BY MAIL': By mail]
[INSERT IF Q18 'BY MAIL' AND Q19a ≠ 'BY MAIL': Par courier]
[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' AND Q19a ≠ 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': Going online to your My Service Canada account']
[INSERT IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' AND Q19a ≠ 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT': En ligne par l'intermédiaire de Mon dossier Service Canada
[INSERT IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE AND Q19a ≠ 'CALLING AN [INSERT ABBREV] CALL CENTRE: Calling an **[INSERT ABBREV]** Call Centre]
[INSERT IF Q18 'CALLING AN [INSERT ABBREV] [CALL CENTRE AND Q19a ≠ 'CALLING AN [INSERT ABBREV] CALL CENTRE: Par téléphone dans un centre d'appels du **[INSERT ABBREV]**]
[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE' AND Q19a ≠'VISITING A GOVERNMENT OFFICE': Visiting a government office]
[INSERT IF Q18 'VISITING A GOVERNMENT OFFICE' AND Q19a ≠'VISITING A GOVERNMENT OFFICE': En personne dans un bureau du gouvernement]
[INSERT IF Q18 = 'eService Canada' AND Q19a ≠ 'eService Canada': Completing an online request to schedule a call-back from a Service Canada representative]
[INSERT IF Q18 = 'eService Canada' AND Q19a ≠ 'eService Canada': Remplir une demande en ligne pour planifier un rappel d'un représentant de Service Canada]

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

1 – Very difficult
1 – Très difficile
2
2
3
3
4
4

5 – Very easy
5 – Très facile

[IF EI OR CPP-D CLIENTS ASK Q20BX, OTHERWISE SKIP]
20bx. Before you received a decision about your application to [ABBREV], did… (READ LIST)
20bx. Avant que vous ne receviez une décision concernant votre demande de [ABBREV], est-ce que…
(LIRE LA LISTE)

[INSERT IF PROGRAM IS CPP-D] A Service Canada representative call to discuss your application status and the next steps
[INSERT IF PROGRAM IS CPP-D] un représentant de Service Canada vous a appelé pour discuter de l'état de votre demande et des prochaines étapes?
[INSERT IF PROGRAM IS EI] A Service Canada representative contact you about your application status (by email, letter or telephone call)
[INSERT IF PROGRAM IS EI] Un représentant de Service Canada vous contacte au sujet de l'état de votre demande (par courriel, lettre ou appel téléphonique)

Yes
Oui
No
Non

[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 application or payment online, clients use the EI Access Code they receive with their first benefit statement to register for a My Service Canada Account.
Pour vérifier en ligne l'état d'une demande ou d'un versement, les prestataires utilisent le code d'accès qu'ils reçoivent avec leur premier relevé de prestations pour s'inscrire à Mon dossier Service Canada.

IF PROGRAM = OAS OR GIS PROVIDE FOLLOWING BLURB AND ASK Q34aa]
To apply for [INSERT PROGRAM, EITHER OAS or OAS/GIS] online or check the status of an application or payment, clients can set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.
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 créer Mon dossier Service Canada à l'aide de leur cléGC, de leurs renseignements bancaires ou de leur code numérique provincial.

[IF PROGRAM = CPP-RTR -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 clients must set up a 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, les clients doivent créer 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 clients must set up a 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, les clients doivent créer 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 ~~TO 34b~~]
34ab. Using a 5-point scale where 1 is very difficult and 5 is very easy, how easy or difficult was it to register for your My Service Canada Account?
34ab. En utilisant une échelle de 5 points où 1 est « très difficile » et 5 est « très facile », dans quelle mesure a-t-il été facile ou difficile de vous inscrire à votre compte Mon dossier Service Canada?

1 – Very difficult
1 – Très difficile
2
2
3
3
4
4
5 – Very easy
5 – Très facile

[IF NONE OF THE ABOVE/DK/REF AT Q34aa SKIP Q34c, OTHERWISE CONTINUE]

34c. Did you use the online chat on the MSCA website (also called 'virtual assistant') at any point during the process of getting information about [INSERT PROGRAM] and completing and submitting the application form?

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

Yes
Oui
No
Non

[IF YES TO Q34c ASK, OTHERWISE SKIP]
34d. How much do you agree or disagree that the online chat on the MSCA website was helpful? (Please use a scale of 1 to 5, where 1 is disagree strongly and 5 is agree strongly.)

Dans quelle mesure êtes-vous d'accord ou non avec le fait que le clavardage en ligne sur le site web de MDSC 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

Tracking Service Channel Assessments

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

[TO DETERMINE KEY SOURCES:]
[AN [INSERT ABBREV] CALL CENTRE = KEY SOURCES VARIABLE OR IF Q18 'CALLING AN [INSERT ABBREV] CALL CENTRE]
[VISIT TO A GOVERNMENT OFFICE = KEY SOURCES VARIABLE OR IF Q18 'VISITING A GOVERNMENT OFFICE']
[ONLINE = KEY SOURCES VARIABLE]
[1-800 O'CANADA = KEY SOURCES VARIABLE]
[MY SERVICE CANADA ACCOUNT = IF Q18 'GOING ONLINE TO YOUR MY SERVICE CANADA ACCOUNT' OR IF CPP-RTR and ONLINE at Q9bx or CPP-RTR and 'At a computer in an office' at Q9dx]
[eService Canada = KEY SOURCES VARIABLE OR Q18 = Through eService Canada by completing an online request to schedule a call-back from a Service Canada representative]

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

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

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

[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] The Specialized **[INSERT ABBREV]** Call Centre
[IF AN [INSERT ABBREV] CALL CENTRE SELECTED] du centre d'appels spécialisé du **[INSERT ABBREV]**
[IF VISIT TO A GOVERNMENT OFFICE SELECTED] The Service Canada Centre
[IF VISIT TO A GOVERNMENT OFFICE SELECTED] Le centre de Service Canada
[IF ONLINE SELECTED] The Government of Canada website
[IF ONLINE SELECTED] du site Web de Service Canada
[IF 1-800 O'CANADA SELECTED] The 1 800 O-Canada general information phone line
[IF 1-800 O'CANADA SELECTED] du 1 800 O-Canada
[IF MY SERVICE CANADA ACCOUNT] Your My Service Canada Account
[IF MY SERVICE CANADA ACCOUNT] Votre compte Mon dossier Service Canada
[IF eServiceCanada] The eService Canada representative who called you after you completed a Service Request Form online
[IF eServiceCanada] Un représentant de eService Canada qui vous a appelé après que vous avez 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)
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. Did you experience difficulties applying for [ABBREV] 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 à demander Pour [INSERT ABBREV] en raison d'obstacles à l'accès au service. Avez-vous rencontré des difficultés pour demander [ABBREV] pour l'une des raisons suivantes…? » 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 de Service Canada.

You could not go to the Service Canada Centre office because it was closed due to the COVID-19 pandemic

Vous n'avez pas pu vous rendre au bureau du Centre de Service Canada, car il était fermé en raison de la pandémie de COVID-19

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 have a disability

Vous avez un handicap

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

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

No

Non

Yes

Oui

(DO NOT READ) Prefer not to answer

(NE PAS LIRE) Préfère ne pas répondre

Overall Satisfaction

36b.   Thinking about the overall service you received, from getting information about **[INSERT ABBREV]** to receiving a decision, how much do you agree or disagree with the following statements, using a 5-point scale (where 1 means strongly <u>dis</u>agree, and 5 means strongly agree.) (REPEAT RATING SCALE AS NEEDED. RECORD 'NOT APPLICABLE' AS '9', SEPARATELY FROM 'DON'T KNOW')

Pensez aux services <u>global</u> que vous avez reçus, depuis la collecte de renseignements jusqu'à la prise de décision concernant votre demande dans le cadre du **[INSERT ABBREV]**, et indiquez dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants au moyen d'une échelle de cinq points, où « 1 » signifie que vous êtes tout à fait en <u>dé</u>saccord, et « 5 », que vous êtes tout à fait d'accord. (RÉPÉTER L'ÉCHELLE DE COTATION AU BESOIN. INSCRIRE SÉPARÉMENT LES RÉPONSES « SANS OBJET » AVEC «9» séparément de 'NE SAIS PAS)

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

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

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK] Being able to complete steps online made the process easier for you.

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK] La possibilité de faire des étapes en ligne a facilité le processus

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

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

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

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

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

Vous étiez convaincu(e) que vos problèmes seraient facilement résolus et que vous obtiendriez facilement des réponses à vos questions

You needed to explain your situation only once.

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

It was easy to get help when you needed it.

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

[IF OAS AND 'AUTO-ENROLLED' OR GIS AND 'AUTO-ENROLLED' OR PROGRAM = SIN DO NOT ASK] Overall, it was easy for you to apply for **[INSERT ABBREV]**]

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

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

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

You were confident that your personal information was protected.

Vous saviez que vos renseignements personnels étaient protégés

[IF 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 Service Canada phone representatives that called you back after you completed an online form were helpful.

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

[IF KEY SOURCE = eCOLS] Service Canada Outreach Support Centre phone representatives were helpful

Les représentants du Centre de soutien téléphonique de proximité de Service Canada ont été **serviables**

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

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

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

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

You received consistent information

L'information obtenue était cohérente

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

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

You were provided service in a way that protected your health and safety during the COVID-19 pandemic
Vous avez reçu un service qui a protégé 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 <u>dis</u>satisfied, and 5 means very satisfied.
38a.   Une fois de plus, pensez aux services global que vous avez reçus, depuis la collecte des renseignements jusqu'à la prise de décision concernant votre demande de [INSERT ABBREV]. Dans quelle mesure êtes-vous satisfait(e) ou insatisfait(e) des services reçus de Service Canada? Veuillez répondre au moyen d'une échelle de cinq points, où « 1 » signifie « Très insatisfait(e) », et « 5 », « Très satisfait(e) ».

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

38b.   How much would you say you trust Service Canada to deliver services effectively to Canadians? Please use a 5-point scale, where 1 means do not trust at all, and 5 means trust a great deal.
38b.   Dans quelle mesure faites-vous confiance à Service Canada lorsqu'il s'agit d'offrir efficacement des services aux Canadiennes et aux Canadiens? Veuillez utiliser une échelle de 1 à 5, où « 1 » signifie « Aucunement confiance » et « 5 » « Énormément confiance ».

1 – Do not trust at all
1 – Aucunement confiance
2
2
3
3
4
4
5 – Trust a great deal
5 – Énormément confiance

[IF PROGRAM = SIN DO NOT ASK]

38c. At any point in time during the COVID-19 pandemic, did you apply for the Canada Emergency Response Benefit, also known as CERB? The Canada Emergency Response Benefit gives financial support to employed and self-employed Canadians who were directly affected by COVID-19.

À un moment quelconque de la pandémie de COVID-19, avez-vous fait une demande de prestation canadienne d'urgence, également connue sous le nom de PCU? La prestation canadienne d'urgence offre un soutien financier aux employés et aux travailleurs indépendants canadiens qui ont été directement touchés par le COVID-19.

Yes
Oui
No
Non

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

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

Less than three years

Depuis moins de 3 ans

Three to five years

Entre trois et cinq ans

More than five years

Plus de 5 ans

[RACIALIZED GROUP QUESTION]

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

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

[RANDOMIZE]

White

Blanc

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

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

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

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

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

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

Chinese

Chinois

Black

Noir

Filipino

Philippin

Latin American

Latino-Américain

Arab

Arabe

Korean

Coréen

Japanese

Japonais

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

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

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

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.)

Canada

SCREENER FOR ONLINE FOCUS GROUPS

Clients were identified for recruitment for the qualitative focus groups out of responses in the quantitative telephone survey – these were respondents who had answered positively on the question whether they were interested in participating in further research. Further, these respondents had provided an overall satisfaction rate of (1), (2) or (3) on a scale of (1) to (5)

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 as you indicated 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**

INTRODUCTION

We are preparing to conduct a series of discussions on behalf of 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 dialling into a conference line, as well as interacting on a website throughout the conversation to provide written input; this allows for everyone to share their opinion. As such, you would need access to both a telephone and a computer at the same time in order to participate. The online portion is accessed through your web browser to participate in the written portion of the discussion.

Your participation is voluntary and should you agree to participate your identity will remain anonymous. As a token of our appreciation for your participation, we would like to offer an honorarium of **$75** for volunteering your time. The group lasts for approximately 90 minutes and your responses will be kept confidential.

Would you be interested in participating in this telephone and web-based discussion which you would/could participate in from home and which will be held in mid November?

Yes **CONTINUE**

No - **IF NO ASK**, Are you unable to participate due to a special need related to participating in a telephone and web-based discussion?

RECORD_____

HOLD AND CHECK WITH MODERATOR IF THIS SPECIAL NEED CAN BE ACCOMMODATED. IF NEED CANNOT BE ACCOMMODATED, ASK QUESTION BELOW.

IF NO ASK, Are you unable to participate due to a restriction or disability?

IF YES, READ IN-DEPTH INTERVIEW INTRODUCTION BELOW. IF NO, THANK AND TERMINATE.

READ TO FRENCH-SPEAKING PARTICIPANTS, CPPD CLIENTS, AND THOSE WHO CANNOT PARTICIPATE IN AN ONLINE FOCUS GROUP DUE TO A RESTRICTION OR DISABILITY

Alternately, we could conduct an individual telephone interview to be scheduled at a time most convenient for you. This would last 30-45 minutes and we would offer an honorarium of $75 for volunteering your time.

AUDIENCE BREAKDOWN:

OVERALL MAXIMUM IS 56 PARTICIPANTS

FROM THE AUDIENCES LISTED BELOW, UP TO 3 WHO IDENTIFY AS HAVING A HEARING DISABILITY, AND 3 WHO IDENTIFY AS HAVING A SEEING DISABILITY, CAN BE RECRUITED AS AN INTERVIEW PARTICIPANT. ENSURE A MIX OF PROGRAMS (EI, SIN, PENSION, CPPD) ACROSS THE 6 PARTICIPANTS.

Group 1 English EI: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	
Group 2 English SIN: 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Group 1, November 17 at 5:30PM EDT
Group 3 English Pension (CPP/OAS/GIS NOT CPPD): 8-10 clients recruited for 6-8 to show who experienced service delivery problems or who were not satisfied	Group 2 , November 17 at 7:15PM EDT
20 English IDIs - 5 CPPD, 5 EI, 5 Pension (CPP/OAS/GIS NOT CPPD), 5 SIN. who experienced service delivery problems or who were not satisfied	Group 3, November 18 at 5:30PM EDT
6 French IDIs - At least 3 CPPD, 1 each for EI, Pension (CPP/OAS/GIS NOT CPPD), and SIN. who experienced service delivery problems or who were not satisfied	

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

2.   Standards Screeners

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

1.   Please tell me if you identify as... **[READ LIST]**

- Male
- Female
- Non-binary
- I prefer to label as _____ **(RECORD)**
- Other
- I prefer not to answer

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

- Yes - ASK Q3
- No - SKIP TO Q4

3.   What type of disability do you have?

- Hearing - **RECRUIT FOR IDI**
- Seeing - **RECRUIT FOR IDI**
- Communicating
- Mobility (such as flexibility, dexterity, or pain)
- Cognitive (such as learning, developmental, or memory)
- Mental health-related
- Other

QUOTAS: RECRUIT UP TO 3 WHO IDENTIFY HAS HAVING A HEARING DISABILITY AND 3 WHO IDENTIFY AS HAVING A SEEING DISABILITY, WITH A MIX OF PROGRAMS PER Q8.

Canada

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

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

	Call a specialized [PROGRAM] Call Centre	Call 1 800 O-Canada	Complete a Service Request Form online to receive a call-back from a Service Canada representative (called eService Canada)	Call the Service Canada Outreach Support Centre (this is a phone number that would have been provided to you by an organization or someone in your community who provides services. The Outreach Support Centre is for individuals who are unable to access services online	Go to a government office (e.g. Service Canada)
Employment Insurance (EI)	☐	☐	☐	☐	☐
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

9.   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]

10.   Do you feel comfortable using both a computer and a telephone at the same time without

assistance?

- Yes
- No - **THANK AND TERMINATE**

[INVITATION FOR SCREENED-IN PARTICIPANTS]

Wonderful, you qualify to participate in one of our discussion sessions. Are you available on **[DATE AND TIME]** to participate in a discussion using both a computer and a telephone at the same time in a safe quiet environment where you will not be overheard?

- Yes - **CONTINUE AND BOOK FOR IDEATION**
- No

[MESSAGE FOR IDEATION SESSION]

You will be required to have access to a computer and a telephone at the same time in a safe quiet environment where you will not be overheard.

The discussion will take about 90 minutes and those who qualify and attend will receive an honorarium of **$75.00** as a token of our appreciation 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 and text-based online responses will be archived. This recording is being done to assist us with our report writing. There also may be members of the staff from the Government of Canada that sponsored this research, as well as staff members from Ipsos listening in on the call and observing your responses online. 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 www.ipsos-na.com/privacy.

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

[MESSAGE FOR TELEPHONE IDI]

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

The discussion will take about 30-45 minutes and those who qualify and attend will receive an honorarium of **$75.00** as a token of our appreciation 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.

For your reference, Ipsos' privacy policy is available at www.ipsos-na.com/privacy.

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]**

DISCUSSION GUIDE FOR ONLINE FOCUS GROUPS

DISCUSSION GUIDE FOR ESDC ONLINE FOCUS GROUPS 2021
DISSATISFACTION / SERVICE BARRIERS

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

Group 1 English EI: 8-10 clients recruited for 6-8 to show who experienced service delivery barriers or who were not satisfied
Group 2 English SIN: 8-10 clients recruited for 6-8 to show who experienced service delivery barriers or who were not satisfied
Group 3 English Pension (CPP/OAS/GIS NOT CPPD): 8-10 clients recruited for 6-8 to show who experienced service delivery barriers or who were not satisfied
20 English IDIs - 5 CPPD, 5 EI, 5 Pension (CPP/OAS/GIS NOT CPPD), 5 SIN.
6 French IDIs - At least 3 CPPD, 1 each for EI, Pension (CPP/OAS/GIS NOT CPPD), and SIN.

SESSION BREAKDOWN

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

DETAILED SESSION AGENDA
MODERATOR WELCOME (10 MINUTES)

- Welcome & thanks for attending
- Ipsos - research company and neutral third party
- Moderator to introduce themselves by their full name
- The role of the moderator is to ask questions, timekeeper, objective/no vested interest
- Anonymity of your participation - remarks are not attributed and your privacy will be protected, results are confidential and reported in aggregate
- Audio and recording for notetaking purposes; observers may be on the phone listening in and taking their own notes
- Rules of engagement for participants - not expected to be experts, speak openly and frankly about opinions, no right or wrong answers.
- Open and respectful dialogue, don't all need to agree with each other

- 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, which is why this is a combined verbal and written session -- while we encourage you to participate both on the phone and online, we understand that some of you may be more comfortable in one format than the other. 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 ~~your needs have been met~~ 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 in shaping satisfaction with the service
  - To identify potential changes to service delivery that would improve your experience

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SECTION 1: BEFORE THE APPLICATION (15 Minutes)

Written Question - Closed End
Q1. Generally, in an ideal world, how do you prefer to FIND OR GET INFORMATION about programs and services offered by the Government of Canada? **[SINGLE CHOICE - SELECT ONE]**
  a. Online
  b. By phone
  c. In-person at a Government of Canada office
  d. Mail

Written Question - Open End
Q2. For your preferred option on how to FIND OR GET INFORMATION about programs and services offered by the Government of Canada in your previous response (Online, by phone, in person or mail) please tell me the reason for your response and why you prefer to get information this way.

Probes:
- Is your preferred service option easier than the other options? In what way?
- Preferred service option more efficient/effective? In what way?

- Preferred service option is more trustworthy (inspires confidence)? In what way?

Written Question - Closed End

Q3. You have been invited to participate in this discussion about your recent experience with Service Canada when you applied for [PROGRAM]. Thinking about when you applied for [PROGRAM], which of the following did you use to find out about [PROGRAM] **before** you applied? 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 who provides services. The Outreach Support Centre is for individuals who are unable to access services online.)

Probes:

- What worked well with the service options you used to find and/or get information about [PROGRAM]?
- What could Service Canada have done better to improve your experience of finding and/or getting information about [PROGRAM]?

SECTION 2: DURING THE APPLICATION (25 MINUTES)

Written Question - Closed End

Q4. Generally, in an ideal world, how would you prefer to SUBMIT AN APPLICATION for programs and services with the Government of Canada? **[SINGLE CHOICE - SELECT ONE]**
- a. Online with the option of phone support
- b. Online with the option of live chat support
- c. In person at a Service Canada office
- d. By mail with the option of phone support

Written Question - Open End

Q5. For your preferred service option in your previous response on how you would prefer to SUBMIT AN APPLICATION for services with the Government of Canada (Online with phone support, online with live chat support, in person, by mail with phone support), please tell me the reason for your response and why you prefer to submit an application this way, and what the ideal service experience is using this channel.

Probes:

Canada

- Is your preferred service option easier than the other options?
- Is your preferred service option quicker?
- Is your referred service option more trustworthy -- does it inspire confidence?

Written Question - Closed End

Q6. Thinking about your application to [PROGRAM], identify the service option you used to complete and submit an application? **[SINGLE CHOICE - SELECT ONE]**

a. I applied online from home from start to finish without assistance
b. I applied online with support by telephone from 1 800 O-Canada
c. I applied online with support by telephone from a specialized call centre for [INSERT PROGRAM]
d. I applied by mail without assistance
e. I applied by mail with support from Service Canada by telephone
f. I started or attempted to apply online or by mail but finished in person at a Service Canada office
g. I applied in person at a Service Canada Centre without trying any other service option first
h. Other (specify) _____

Written Question - Open End

Q7. For the option you chose in the previous question on the service option you used to complete and submit an application, **please tell me why you chose to apply using this method.**

As a reminder, here were the options:

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

Probes:
- Was the application method you chose easier or quicker than other service options?
- Did you feel more confident about the process, or decision using this method?

Canada

Written Question - Closed End

Q8. Now, thinking about the application process, please tell me the ONE statement that best describes your experience **[SINGLE CHOICE - SELECT ONE]**

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

Written Question - Open End

Q9. For the statement that you chose in the previous question, **please tell me the reason for your response**.

As a reminder, here are the options again.

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

Probes:
- Was there one step in particular that was 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 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?

Written Question - Open End

Q10. 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 you choose, and the reason for your response.

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

Probes:
- ASK FOR EACH OPTION CHOSEN -- for those of you who chose (real time support, assistance when needed, assistance by phone) -- please tell me the reason for your response. For those who said Other, please tell me about what you mentioned and how it would improve your experience.

- What can Service Canada do to improve the experience of completing and submitting the application?

SECTION 3: AFTER THE APPLICATION (10 MINUTES)

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

Written Question - Closed End
Q11. To follow up on your application to [PROGRAM], did you use…? **[MULTI CHOICE - SELECT ALL THAT APPLY]**

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

Probes:
- What worked well? What did not work for you?
- If you used MSCA to follow-up on your application, did it work well? What did not work well on MSCA?
- If you did not use MSCA, did you know that this is available to you? If not, would this be of interest?

SECTION 4: MY SERVICE CANADA ACCOUNT (15 MINUTES)
NB: THIS SECTION EXCLUDES SIN GROUP (THEY DO NOT USE MSCA)

Written Question - Closed End
Q12. **[On MSCA registration]** I would like to understand in greater detail your experience with the My Service Canada Account (MSCA).

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

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

To apply for CPP online or check the status of an application clients must set up a My Service Canada Account using their GCKey, banking information or provincial digital ID.
Pour faire une demande de RPC en ligne ou vérifier l'état d'une demande, les clients doivent créer Mon dossier Service Canada à l'aide de leur cléGC, de leurs informations bancaires ou de leur identifiant numérique provincial.

Canada

[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.

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

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

     a. Yes, I successfully received a Personal Access Code in the mail and registered to My Service Canada Account

     b. No, I did not attempt to register to My Service Canada Account

     c. I attempted to register to MSCA but did not complete the process

Probes:

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

Written Question - Closed End

Q13. **[New MSCA question: Awareness of Verified.Me.]**

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

     a. Yes, clearly

     b. Yes, maybe

     c. No

Probe:

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

Written Question - Open End

Q14. Beginning in May 2021 clients now have a choice between registering to MSCA in real-time using Verified.Me or wait 5-10 business days to receive a Personal Access Code by mail. Verified.Me is an alternative identity verification process that allows you to register in real-time by using your online banking information.

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

Probe:

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

Written Question - Closed End

Q15. **[New MSCA question]** 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

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

Written Question - Closed End

Q16. With regard to the information provided on your My Service Canada Account, would it be of interest to have more specific information about the status of your application? **[SELECT ONE - SINGLE CHOICE]**

> a. Yes
> b. No

Probes:
- Would this make you more likely to use MSCA?
- How specific would this information need to be? ASK IF NOT BROUGHT UP UNAIDED:
  - The amount of time the process is taking / application processing time
  - What next step can be taken, if any, by the client
  - What next step is being taken by Service Canada

SECTION 5: SERVICE IMPROVEMENTS (10 MINUTES)

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

Written Question - Open End

Q17. Thinking about your overall service experience, was there anything that could have been improved to make the experience better?

Probes:

Canada

- 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?

Written Question - Open End

Q18. Sometimes people experience barriers to accessing government services and programs. A service barrier includes anything physical, architectural, technological or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice — that hinders the full and equal participation in society of persons with an impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment or a functional limitation.

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

Probes / Prompts:

- Application form was too long or complicated;
- 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).

Written Question - Open End

Q19. Since the pandemic, please tell me about other business services (if any) that you regularly use online. List any and all that you can think of. Are there any features of benefits from these that would be helpful for you when receiving services from Service Canada?

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

Probes:

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

Written Question - Open End

Q20. **[PANDEMIC QUESTION]** Has the pandemic changed your expectations on how government delivers service? How have your feelings changed about how government should deliver service? If your feelings and expectations are different, in what way?

Probes:

- Are your expectations higher or lower? Please tell me why.
- Are your feelings more favourable, or less favourable? Please tell me why.

Written Question - Open End
Q21. Thinking about everything we have discussed today, what is the ONE CHANGE that would be most helpful in helping you with your application?

Written Question - Open End
Q22. What final advice would you provide to Service Canada as they consider future service options? Please be as detailed as possible in your response. We will be leaving this question open on the platform for the next 5 minutes.

SESSION CONCLUSION AND WRAP-UP