



Employment and
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Canada

EMPLOYMENT AND SOCIAL DEVELOPMENT
CANADA [ESDC]

SERVICE CANADA

Grants and Contributions Applicants Client Experience Research (Year 4)

June 17, 2025

POR # POR 053-24

Contract award date: 2024-10-21

Contract #: CW2378299

Contract value: \$170,527.17 (tax included)

Ce rapport est aussi disponible en français.

For more information on this report, please contact nc-por-rop-gd@hrsdcc.gc.ca



Grants and Contributions Applicants Client Experience Research (Year 4), Final Report

Prepared for Employment and Social Development Canada (ESDC)

Supplier: Ipsos Limited Partnership

Registration number: POR 053-24

Aussi disponible en français sous le titre **Recherche sur l'expérience client des subventions et des contributions (Année 4)**

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Catalogue Number: Em20-148/2026E-PDF

ISBN: 978-0-660-77324-7

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List of Acronyms

ACRONYMS

PROGRAM RELATED

AWAH	Age Well at Home
CAS	Canadian Apprenticeship Strategy
CSC	Canada Service Corps
CSJ	Canada Summer Jobs
EAF	Enabling Accessibility Fund
FCR	Foreign Credential Recognition
IELCC	Indigenous Early Learning and Child Care
NHSP	New Horizons for Seniors Program
OPPWD	Opportunities Fund For Persons with Disabilities
SDG	Sustainable Development Goals
SDPP-D	Social Development Partnerships Program – Disability
WHVP	Workplace Harassment and Violence Prevention
YESS	Youth Employment and Skills Strategy Program

MISCELLANEOUS

CX	Client Experience
ESDC	Employment and Social Development Canada
FY	Fiscal year
GBA+	Gender Based Analysis Plus
GoC	Government of Canada
Gs&Cs	Grants and Contributions
GCOS	Grants and Contributions Online Services
MP	Member of Parliament
N/A	Non applicable
PO	Program Officer
POB	Program Operations Branch
SC	Service Canada
TBD	To Be Determined

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Additional information

Supplier Name: Ipsos Limited Partnership
PSPC Contract Number: CW2378299
Contract Award Date: 2024-10-21

EXECUTIVE SUMMARY

1

Grants & Contributions CX Survey – Results At a Glance (Year 4)

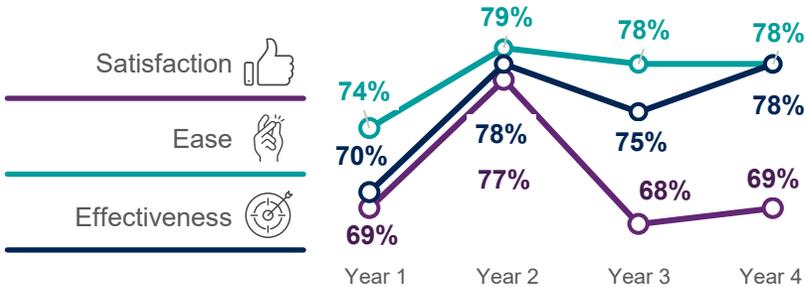
5,520 SURVEYS CONDUCTED

METHODOLOGY: ONLINE SURVEY

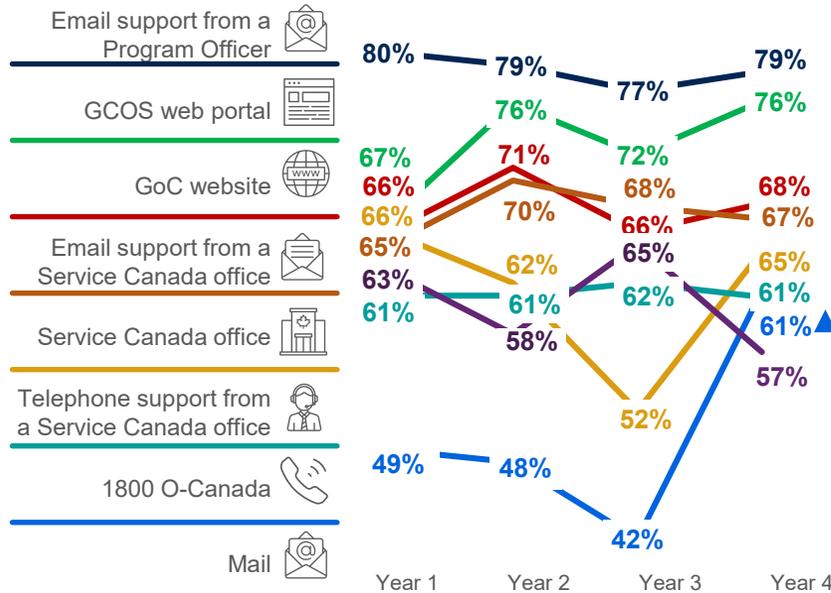
FIELDWORK: January 30 to March 10, 2025

■ Year 1 ■ Year 2 ■ Year 3 ■ Year 4

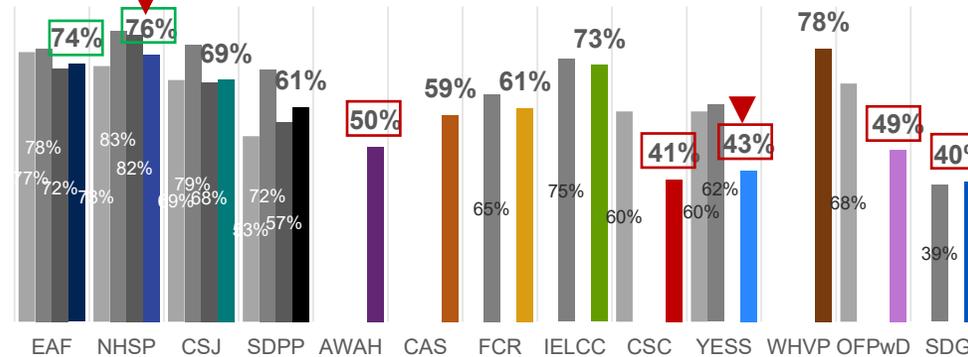
OVERALL SERVICE EXPERIENCE



SATISFACTION WITH SERVICE CHANNELS



SATISFACTION WITH CLIENT EXPERIENCE BY PROGRAM*



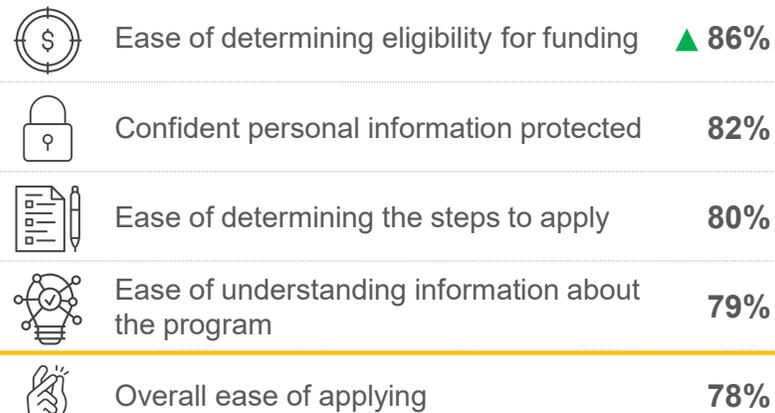
FUNDING APPROVAL STATUS



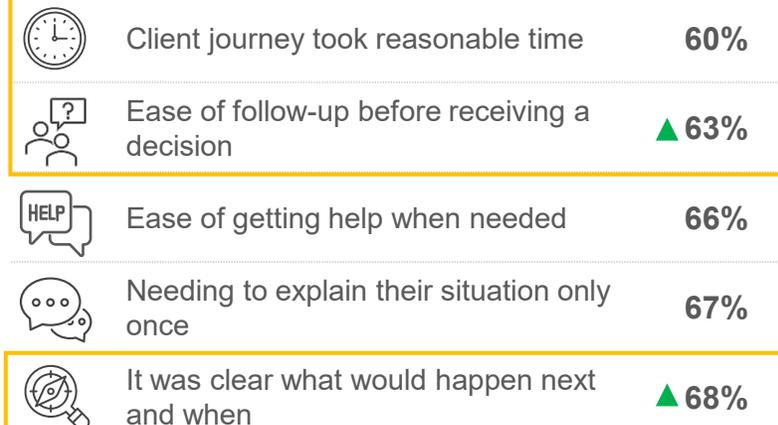
SATISFACTION BY FUNDING STATUS



STRENGTHS TO MAINTAIN



AREAS FOR IMPROVEMENT



 Top 5 driver of satisfaction

 Significantly higher/lower than total
 ▲
▼ Significantly higher/lower than Year 3

*Note: Program types, intakes, and streams in grants and contributions vary widely, meaning that some year-to-year or program comparisons should be done with caution.

Key Findings (1/11) - Overall Satisfaction



Overall, satisfaction with the service experience remained consistent with Year 3. The vast majority continued to feel the process was easy and effective, and more expressed trust in Service Canada this year. However, experiences differed significantly by program, and applicants to certain programs experienced more difficulty.

- Nearly seven in ten (69%, +1 point) applicants were satisfied with their overall experience, consistent with Year 3 (68%). One in ten applicants were dissatisfied (9%, -5 points), lower than in Year 3, while a higher proportion said they don't know (5%, +3 points). Nearly two in ten (17%, +1 point) provided a neutral rating.
- Satisfaction was highest among applicants for WHVPPF (78%), NHSP (76%), EAF (74%), and IELCC (73%), followed by CSJ (69%), SDPP-D (61%), FCR (61%), and CAS (59%). Half of AWAH (50%) and OF (49%) applicants were satisfied, while satisfaction was lower for applicants of YESS (43%), CSC (41%), and SDG (40%). Among programs asked in previous years, satisfaction has declined among those applying to NHSP (-6 pts) and YESS (-19 pts).
- At nearly eight in ten, the vast majority of applicants continued to rate the overall ease of applying (79%) and effectiveness of the process (78%) highly, consistent with Year 3 (78% and 75% respectively). However, several differences in ratings were observed by program. CSJ applicants were more likely to rate the overall ease and effectiveness highly compared to all applicants, while applicants to NHSP were less likely, and provided lower ratings for both measures compared to Year 3. Further, applicants to SDPPD, AWAH, CSC, YESS, OFPwD, and SDG experienced more difficulty in general and provided lower ratings for nearly all aspects of ease and effectiveness.
- At nearly eight in ten (79%, +3 pts), more applicants were trusting of Service Canada to deliver services effectively to Canadians compared to Year 3 (76%), while fewer were distrusting (5%, -2 pts). Applicants to NHSP were more likely to express trust in Service Canada compared to all applicants, while applicants to AWAH, CSC, YESS, and SDG were less likely. Among programs asked in previous years, applicants to CSJ were more likely to express trust (+4 pts), while those applying to NHSP (-6 pts) and YESS (-16 pts) were less likely.

Key Findings (2/11) - Applicants Experiencing More Difficulty



Applicants to AWAH, CSC, YESS, OFPwD, and SDG, experienced more difficulty with nearly all aspects of the application process and were less satisfied with their experience compared to all applicants. NHSP applicants also provided lower ratings for certain aspects of the process, and a number of declines were observed compared to Year 3, which negatively impacted their overall satisfaction.

- **Applicants to AWAH, CSC, YESS, OFPwD, and SDG** provided lower ratings for nearly all aspects of ease and effectiveness, were more likely to have encountered a problem (except for OFPwD applicants) and were less likely to have found it easy to follow-up before receiving a decision.
 - **YESS applicants** were also less likely to agree that they were provided service in their choice of English or French and that Service Canada phone representatives were helpful. Among those who experienced a problem or issue, YESS applicants were more likely to mention several and were less likely to say their problem(s) or issue(s) were easily resolved. Compared to Year 2, YESS applicants provided lower ratings for it was easy to get help when I needed it, moving smoothly through all steps, the amount of time from start to finish was reasonable, and that they were provided service in their choice of English or French. They were also less likely to say it was easy to follow up, and among those who experienced a problem that it was easily resolved.
 - **SDG applicants** were also less likely to agree that they were confident that their personal information was protected. Among those who experienced a problem or issue, SDG applicants were more likely to say that completing the budget document was complicated, the information on the program was difficult to understand, the application requirements were difficult to understand, or that it took too long to receive an update on their application. Compared to Year 2, SDG applicants provided higher ratings for it was easy to access service in a language I could speak and understand well.
 - **CSC applicants** who experienced a problem or issue, were more likely to mention several. Compared to Year 1 results, CSC applicants provided lower ratings for it was easy to get help when I needed it and the amount of time from start to finish was reasonable.
 - **AWAH applicants** who experienced a problem or issue were more likely to say that completing the budget document was complicated, the information on the program was difficult to understand, or the application form was too long,
- **NHSP applicants** were less likely to agree that overall, it was easy to apply, and that they were able to move smoothly through all steps compared to all applicants and were more likely to say they encountered a problem, and among those who did, to mention several issues. Compared to Year 3, NHSP applicants provided lower ratings for overall it was easy to apply, I needed to explain my situation only once, it was easy to get help when I needed it, moving smoothly through all steps, and that it was clear what to do if they had a problem or question. They were also more likely to have experienced a problem or issue, and among those who did to mention that it took too long to receive an update, or the online account creation was confusing,

Key Findings (3/11) – Satisfaction Drivers



Overall, the two most significant drivers of satisfaction remained the reasonableness of the time it took from start to finish and the ease of follow-up before receiving a decision. While improvement has been made on ease of follow-up compared to Year 3, ratings across both areas remained relatively low compared to other measures and continue to represent key areas for improvement.

- Other prominent drivers included that it was clear what would happen next and when, overall ease of applying, whether the applicant received funding approval, and confidence that any issues or problems would have been easily resolved. When comparing Year 4 to Year 3, the top two drivers remained consistent, while clarity of process and ease of applying have increased in importance.
- The greatest opportunities to improve the service experience overall continued to be improving the timeliness of service and ease of follow-up before receiving a decision. Reducing the amount of time from the start of the application process to receiving a decision also represented the change applicants felt would have improved their experience the most across all programs, except for SDPPD where applicants felt that reducing the amount of time needed to prepare the application would have been most beneficial.
- Secondary areas identified for potential improvement include improving the clarity of the process, increasing confidence in the issue resolution process, ensuring clients only need to explain their situation once, and making it easier to get help when needed.

Drivers' analysis was also conducted among select programs with sufficient sample sizes, and results largely mirrored overall findings. Improving the timeliness of service represented the greatest opportunity to increase satisfaction, while the ease of follow-up was also a key area for improvement among CSJ, NHSP and EAF applicants, and the ease of getting help among YESS applicants.

- Among CSJ and NHSP applicants, the ease of follow-up was primary driver of satisfaction, followed closely by the timeliness of service.
- Among EAF applicants, the primary driver of satisfaction was timeliness of service, followed by the ease of follow-up (before receiving a decision) and ease of getting help when needed.
- Among YESS applicants, the primary driver of satisfaction in the service experience was by far the amount of time it took from start to finish was reasonable. Other prominent drivers included the ease of getting help when needed, ease of accessing service in a language they could speak and understand well, being provided service in their choice of English or French, and overall ease of applying.

Key Findings (4/11) – Impact of Funding Status



Funding status continued to have a significant impact on applicants' satisfaction with their experience. Those who did not receive approval were considerably less satisfied than those who did, and the gap between these groups has grown compared to Year 3. Further, those who had yet to receive a decision also reported lower satisfaction compared to those approved for funding.

- Overall, just over half of survey respondents received approval for funding (54%), one in ten did not (10%), and nearly four in ten had yet to receive a decision (37%). Applicants to EAF and NHSP were more likely to have received funding compared to all clients, applicants to AWAH, CAS, FCR, and OFPWD were more likely to have been denied, while applicants to CSJ, SDPP-D, CSC, YESS, and SDG were more likely to report that they have not received a decision yet.
- Over eight in ten (82%) applicants who received funding approval were satisfied with their experience, compared to just over four in ten (43% pts) of those who did not receive approval, and nearly six in ten who had yet to receive a decision (56%). Compared to Year 3, satisfaction has increased among those who received approval for funding and decreased among those who did not.
 - **Applicants who were not approved** were more likely to have experienced a problem, were less satisfied with the service provided through nearly all Service Canada channels, and were less likely to provide high ratings across all service attributes. The largest gaps in ratings across service attributes compared to all clients were for confidence that any issues would be easily resolved, ease of getting help when needed, receiving consistent information, and that it was clear what to do if they had a problem or question.
 - **Applicants whose application status is still to be determined** were less satisfied with email support from a program officer and were less likely to provide high ratings across most areas. The largest gaps in ratings across service attributes compared to all clients were for the amount of time it took was reasonable, ease of getting help when needed, that they needed to explain their situation only once, and that it was clear what would happen next and when.
- Among those who did not receive an approval, three in ten (30%, +17 pts) were provided with an explanation why, higher than in Year 3 (13%), and among those who were provided an explanation, three in ten (29%) were satisfied with the outcome, identical to Year 3. EAF and NHSP applicants were more likely to have received an explanation compared to all clients.

Key Findings (5/11) - The Online Experience



The majority of applicants continued to rely on the online fillable form to submit their application, while nearly forty percent utilized the GCOS web portal, higher than in Year 3. Ratings for the ease of the process remained strong and improved for the ease of putting together the information needed, and the reasonableness of the time it took. CSJ applicants more easily navigated the submission process, while NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG applicants found all steps more difficult.

- Just over half of applicants (53%, -6 pts) submitted their application using the online fillable form, lower than in Year 3, followed by nearly four in ten (37%, +3 pts) who used the GCOS web portal, higher than in Year 3. Considerably fewer downloaded the application documents and submitted by email (6%, -1 pt).
- Applicants to EAF and NHSP were more likely to have used an online fillable form and to a lesser extent to have submitted by email, while applicants to CSJ were more likely to have used GCOS. Applicants to CSC, YESS, OFPwD and SDG were more likely to have used GCOS or to have submitted by email, while applicants to SDPPD and AWAH were more likely to have submitted by email. Compared to Year 3, EAF and NHSP were more likely to have used the online fillable form, and less likely to have used GCOS. EAF applicants were also less likely to have submitted their application by email, while CSJ applicants were less likely to have used the online fillable form. SDG applicants were more likely to have used GCOS and less likely to have downloaded and submitted by email.
- Impressions of the ease of completing and submitting the application remained relatively strong, and more felt it was easy to put together the information they needed to apply (75%, +3 pts) and that it took a reasonable amount of time to complete (72%, +4 pts) than in Year 3.
- CSJ applicants were more likely to have felt that all elements of the application process were easy and that it took a reasonable amount of time to complete, while applicants to NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG experienced more difficulty and were less likely to feel it took a reasonable amount of time to complete. EAF applicants were more likely to feel it was easy to complete the narrative questions and less likely to feel it was easy to complete the project timelines and put together the information needed to apply.
- Compared to Year 3, CSJ applicants were more likely to find it easy to understand and meet the requirements of the application, put together the information needed, complete the narrative questions, and to feel it took a reasonable amount of time to complete. EAF applicants were more likely to find it easy to put together the information they needed to apply, complete the narrative questions, and complete the budget document. NHSP applicants were less likely to feel it was easy to understand and meet the requirements of the application, and complete the narrative questions, while YESS applicants were less likely to find it easy to meet the requirements of the application process.
- Among those who did not submit their application using GCOS, three-quarters (76%) were aware of it, with CSC (88%) and CSJ (82%) applicants more likely, and EAF (62%) and NHSP (58%) applicants less likely. The most common reasons for not submitting through GCOS were that the registration process was complicated (23%), technical difficulties (20%), and that they were not aware of the portal (18%).

Key Findings (6/11) - Satisfaction with Service Channels



Applicants remained most satisfied with the quality of service provided by email from a program officer, followed closely by the GCOS web portal, and other online sources. A higher proportion were satisfied with 1 800 O Canada compared to Year 3, due to an increase among CSJ applicants, while ratings for all other channels remained consistent. YESS and SDG applicants were generally less satisfied with the quality of service provided through all channels.

- Nearly eight in ten (79%) applicants were satisfied with email support from a Program Officer, followed by the GCOS web portal (76%). Closer to two-thirds were satisfied with the Government of Canada website (68%), email support from a SC office (67%), and service provided at a Service Canada office (65%), followed by telephone support from a Service Canada office (61%), the 1 800 O Canada phone line (61%), and service provided by mail (57%). Compared to Year 3 results, satisfaction increased for the 1 800 O Canada phone line (+19 pts).
- Applicants to YESS and SDG were less satisfied with most service channels. EAF applicants were less satisfied with the GCOS web portal and email support from a Service Canada office, while CSC applicants were less satisfied with email support from a Program Officer and a Service Canada office. Compared to previous years, CSJ applicants were more likely to be satisfied with 1-800 O-Canada, while NHSP applicants were less likely to be satisfied with email support from a Service Canada office, and YESS applicants with email support from a Program Officer.
- Overall, the highest rated aspects of service were the provision of service in choice of official language, ease of accessing service in a language the applicant could understand, completing steps online made the process easier, and ease of determining if their organization is eligible for funding, when the application period takes place, and finding general information about the program. Compared to Year 3, applicants were more likely to feel it was easy to determine if their organization was eligible for funding, and when the application period takes place.
- Aspects of service with lower ratings included the ease of determining how long each phase of the process is anticipated to take, the timeliness of service, ease of follow-up, ease of getting help when needed, ease of completing the budget document, and needing to explain their situation only once. Ratings on these measures were consistent compared to Year 3.

Key Findings (7/11) –Number of Contacts and Awareness of Service Standards



As seen in previous years, overall satisfaction declined the more the applicant contacted Service Canada and continued to be lower among those who had 10 or more contacts. Applicants to AWAH, CSC, YESS, OFPwD, and SDG reported a higher number of contacts compared to all clients, which contributed to their lower satisfaction.

- Across all service channels, more than two in ten applicants were in contact with Service Canada 1 to 3 times (22%), 4 to 6 times (21%, -2 pts) or 10 or more times (23%), while one in ten (11%, +2 pts) were in contact 7 to 9 times. Results were consistent with Year 3. Applicants to OFPwD (57%), YESS (49%), CSC (43%), SDG (39%) and AWAH (37%) were more likely to report contacting Service Canada 10 or more times, while NHSP were less likely (16%), and were more likely to report contacting Service Canada 1-3 times (27%).
- Applicants who went to a SC office in person were much more likely to have only done so once (51%), and to a lesser extent those who called 1800 O-Canada (31%), called a SC office directly (27%), or emailed a SC office (25%). Applicants who utilized the GCOS web portal were much more likely to have done so five or more times (47%), and to a lesser extent those who went online to the GoC website (24%) or emailed a program officer directly (21%).

Applicants continued to have relatively limited awareness of service standards, and results were largely consistent with Year 3. Those who were aware of each service standard continued to have more positive impressions of their experience, including the timeliness of service and clarity of process.

- Nearly half of applicants were aware of the time to issue payment once a payment statement claim has been submitted (45%, +1 pt), followed by roughly four in ten for the time to acknowledge the submission of a funding application (36%, -1 pt) and one-third for the time issue a funding decision notification (33%, unchanged). Applicants' awareness of all service standards remained consistent compared to Year 3.
- NHSP applicants were more likely to be aware of the service standards for the time to acknowledge a submission and to issue a funding decision. EAF, YESS, and SDG applicants were less likely to be aware of the service standard for the time to issue payment, while YESS applicants were also less likely to be aware of the time to issue a funding decision. Compared to Year 3, awareness of the service standard for the time to acknowledge submission and issue payment declined among EAF applicants.

Key Findings (8/11) – Learning about the program



Applicants continued to rely most heavily on email outreach from Service Canada or the program, the GoC website, and the applicant guide when learning about the program they applied for. Finding information on the GoC website continued to be easy for the vast majority, except for determining how long each phase is anticipated to take, which was the change applicants felt would have improved their experience the most. Applicants to CSC and SDG, and to a lesser extent EAF, NHSP, AWAH, and YESS, experienced more difficulty.

- When learning about the program, applicants were most likely (59%) to have received an email from the GoC, ESDC or the program directly, followed by just over half (52%) who went online to the GoC website for the program and just under half (46%) who used the applicant guide. Roughly one-quarter talked to peers/community network (27%), followed by two in ten who went to the GoC website (22%). Compared to Year 3, more applicants received an email from the GoC, ESDC, or the program directly, went online to the GoC website for the program, or participated in a GoC information session or webinar, while fewer used social media.
- Among those who used the GoC website when learning about the program, ratings were highest for the ease of determining if their organization was eligible for funding (86%), when the application period takes place (85%), and finding general information about the program (84%), followed by determining the steps to apply (80%), finding out what information they need to provide when applying (79%), and understanding the information about program (79%). Ratings continued to be lowest for the ease of determining the amount of time each phase of the process was anticipated to take (58%). Compared to Year 3, ratings increased for the ease of determining eligibility and when the application period takes place.
- CSC and SDG applicants were less likely to feel it was easy to find nearly all types of information. EAF, NHSP, and AWAH applicants were less likely to say it was easy to determine if their organization was eligible for funding. NHSP applicants were also less likely to feel it was easy to determine when the application period takes place, the steps to apply for funding, and what information they need to provide, and more likely to feel it was easy to determine the amount of time each phase is anticipated to take. YESS applicants were less likely to feel it was easy to find general information about the program or determine the amount of time each phase is anticipated to take.
- Compared to Year 3, CSJ applicants were more likely to feel it was easy to determine if their organization was eligible for funding, and when the application period takes place. EAF applicants were more likely to feel it was easy to understand the program information, while NHSP applicants were less likely. SDG applicants were more likely to feel it was easy to determine if their organization was eligible for funding, to find general information, understand information about the program, and determine the amount of time each phase of the process is anticipated to take.
- At almost four in ten (39%), applicants were most likely to indicate that if it were easier to determine the amount of time each phase of the application process takes it would have improved their experience the most, followed by being able to find out what information they needed to provide when applying for program (18%).

Key Findings (9/11) - Populations served by funding and project close-out



Well over ninety percent of applicants sought funding that would be targeted at supporting diverse communities, higher than in Year 3. The highest proportion of funding would be targeted at youth, women, and those belonging to a racial or ethnic minority group.

- More than nine in ten applicants (93%) indicated the funding they applied for would support at least one of the communities outlined, higher than in Year 3 (90%). Seven in ten (71%) said the funding would support those identifying as youth (71%), followed by women (59%), those belonging to a minority racial or ethnic background (54%), low socio-economic status (47%), Indigenous (43%) and those who identify as Black Canadians (42%). Compared to Year 3, more applicants indicated funding would support those belonging to nearly all groups.
- Results were largely consistent when comparing satisfaction among applicants who assist GBA+ communities with those who do not. Notably, satisfaction has increased among applicants who assist GBA+ communities, compared to Year 3, and has declined directionally among those who do not, resulting in nearly identical overall results. Ratings across most aspects of service were also consistent between groups.

Tasks associated with funding agreement close-out continued to be easy to complete for the vast majority of funding recipients, and impressions have improved compared to Year 3, driven by recipients of CSJ funding. Recipients of NHSP, EAF, AWAH, YESS, and OFPwD funding had more difficulty, and fewer recipients of NHSP funding felt the tasks were easy compared to Year 3.

- Among applicants approved for funding, more felt it was easy to complete nearly all aspects of the funding agreement closeout compared to Year 3. Three-quarters felt it was easy to complete and submit the final report (both 75%), followed closely by complete the final budget/final claim (73%) and submit the final budget (73%). Fewer continued to feel that resolving any outstanding issues with funding (55%) were easy to complete, though ratings have improved compared to Year 3.
- CSJ applicants were more likely to feel it was easy to complete nearly all aspects of the funding agreement closeout, while applicants to NHSP, EAF, AWAH, YESS and OFPwD experienced more difficulty. Compared to Year 3, EAF and CSJ applicants were more likely to feel all aspects of the funding agreement closeout were easier to complete, while NHSP applicants were less likely.

Key Findings (10/11) – Qualitative



Top-Of-Mind Highlights

Qualitative participants praised ESDC's streamlined application process and comprehensive applicant guides, with many noting continuous improvements over time and appreciating the support from Program Officers. However, extended decision wait times emerged as the most significant frustration, creating substantial planning challenges for organizations, while unsuccessful applicants expressed frustration over the lack of substantive feedback on their applications—findings that align with quantitative results showing timeliness as the primary driver of dissatisfaction across programs.

Programmatic Nuances

The small sample sizes involved in qualitative research present challenges to teasing out programmatic differences, especially when considering that other factors may be at play in driving differences. Still, qualitative analysis by program revealed that those most pleased with the process were applicants to the NHSP. Many of these participants were representing larger organizations with a solid employee base. Those least pleased with the process were applicants to SDG, most of them coming from smaller organizations.

Information and Awareness About Programs

Most organizations successfully discovered funding opportunities through ESDC's multi-faceted approach including professional networks, direct email notifications, and program websites, with particular satisfaction expressed by NHSP applicants. However, smaller organizations and those outside established networks felt disadvantaged in accessing information, expressing concern that the heavy reliance on existing networks favoured more established entities over grassroots groups—a pattern reinforcing quantitative findings that showed experienced applicants navigated the system more easily.

Completing the Program Applications

Experienced grant-writers from larger organizations felt well-equipped to complete applications, appreciating the clarity of questions and guidelines while benefiting from information sessions. Conversely, smaller organizations and first-time applicants, particularly those applying to Contributions Programs, felt overwhelmed by the process, noting it required significant time investment and struggled with complex aspects like detailed budget itemization. On GCOs specifically, NHSP participants expressed higher levels of satisfaction, particularly around the system's reliability. Conversely, SDG participants appeared to be less satisfied highlighting issues with logging in, saving work, and submitting applications.

Key Findings (11/11) – Qualitative



Receiving a Decision & Interest in Future Funding Opportunities

Organizations experienced significant delays ranging from 4-5 months to over a year beyond communicated timelines, with Canada Summer Jobs applicants being most impacted as delays created cascading problems for student hiring. The vast majority of participants indicated they would reapply for ESDC grants due to critical financial need, there was only a handful of instances of unsuccessful participants expressing a lack of interest in reapplying as a result of being unsuccessful and receiving only generic rejection emails without specific feedback on their application.

Agreement Negotiation, Preparation, and Management

The post-approval process proved labour-intensive with multiple rounds of revisions, particularly for OFPwD participants who had to repeatedly reformat information already provided in initial applications. Insufficient administrative cost caps and a significant, unclear reporting burden created major challenges for some participants.

Impact of Funding Decisions

Receiving funding had transformative effects on communities, enabling organizations to hire staff, launch vital initiatives, and broaden service offerings. Not receiving funding led to widespread project cancellations, staff layoffs, and disrupted services particularly affecting smaller organizations serving marginalized groups, with some organizations covering operational costs out of pocket to maintain basic operations.

Diversity, Equity and Inclusion

The application process was perceived to favour larger, established organizations with dedicated grant-writing resources, creating an uneven playing field that disadvantaged smaller and Indigenous or Black-led organizations. Accessibility concerns included lack of screen reader compatibility and complex language that created barriers for organizations serving people with disabilities, contradicting the inclusivity principles many funding programs aim to promote.

Conclusions (1/3)



While overall impressions were positive and stable, significant variations and challenges exist within specific programs.

- Applicants to CSJ consistently reported a better experience. They were more likely to find the application process easy, to feel the timeline was reasonable, to have their issues resolved satisfactorily, and to trust Service Canada.
- Conversely, applicants to programs like the YESS, SDG, OFPwD, AWAH, and CSC consistently reported a more difficult client journey. They were less likely to be satisfied, more likely to have extensive contact with Service Canada, less likely to find problem resolution easy, and expressed lower trust.

The two most powerful drivers of an applicant's perception of the client journey and the most significant opportunities for improvement are the timeliness of service and the ease of follow-up.

- Only six in ten (60%) applicants felt the time from gathering information to receiving a decision was reasonable, and the single biggest improvement suggested by applicants (31%) was a more reasonable amount of time from the start of the application to the final decision.
- While the ease of follow-up improved significantly from Year 3 (63% found it easy, an 11-point increase), it remains a critical interaction point. Applicants from programs like AWAH, CSC, YESS, OFPwD, and SDG were much less likely to find this process easy, directly impacting their overall satisfaction.

The ultimate outcome of the application—approval or denial—creates the widest gap in satisfaction, while those who have yet to receive a decision also reported lower satisfaction. Working to improve the ability of applicants to check the status of their submission and provide more unsuccessful applicants with practical feedback on the reasons why will help to reduce this gap.

- More than eight in ten (82%) applicants who received funding approval were satisfied with their experience, compared to roughly four in ten (43%) of those who did not receive approval, and nearly six in ten who had yet to receive a decision (56%).
- Compounding the issue for denied applicants, only 30% were given an explanation for the decision. Of those who received an explanation, few were satisfied with it (29%).

Conclusions (2/3)



Familiarity with the application process creates a profound divide in the applicant experience. Organizations that apply "annually" or have applied "several times before" consistently reported the most positive experiences, while first-time applicants and those who have applied only once or twice before faced the steepest learning curve.

- Those who apply "annually" or have applied "several times before" found it significantly easier to navigate the GoC website, understand the requirements of the application, and compile the necessary documents. Their experience translated directly into higher satisfaction, and repeated exposure to the process helped them to overcome potential challenges that may impede other less experienced applicants.
- First-time applicants and those who have applied only once or twice before were far more likely to experience problems, find the website and application process difficult, and provide lower ratings on nearly all aspects of service. This difficulty leads them to contact Service Canada more frequently, indicating a greater need for support and guidance.

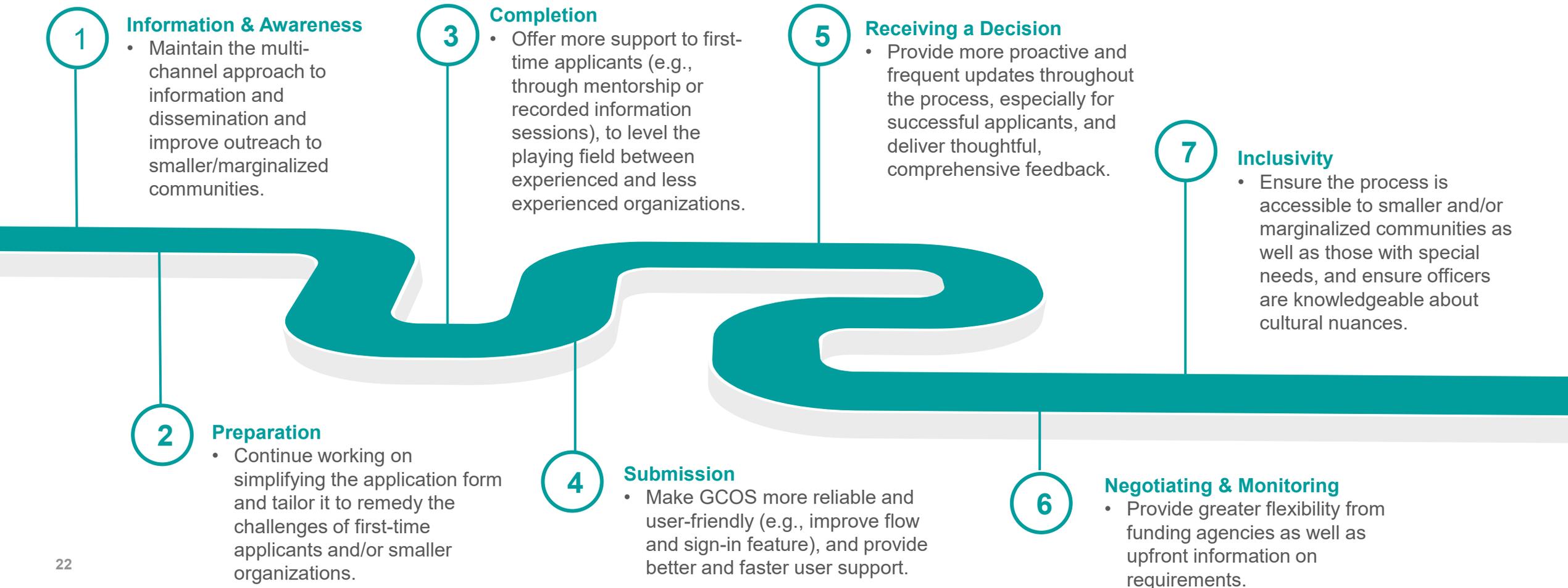
Program design and complexity also had a significant influence on the applicant experience. Programs that are lower in complexity and more streamlined were found to be more user-friendly and resulted in a smoother experience for applicants.

- Applicants for grants and low-complexity programs reported high satisfaction (75% and 78%, respectively), while the experience for applicants to moderate-complexity programs was considerably more challenging, and only 45% were satisfied. Those applying to moderate-complexity programs were more likely to experience problems, find all aspects of the application difficult, and require extensive contact with Service Canada.
- Interestingly, applicants to "high complexity" programs were more satisfied (69%) and found the process easier than those applying to moderate-complexity programs. These applicants were also far more likely to be experienced, annual applicants, which, as highlighted above, tends to lead to higher satisfaction given their greater familiarity with the application process.

The primary drivers of dissatisfaction are process-related issues, specifically the long duration of the application process, a lack of clarity on next steps, and difficulties in resolving problems. Certain programs consistently underperform in these areas, indicating a need for targeted interventions for these specific applicant groups. Improving satisfaction hinges on reducing the amount of time the process takes, simplifying the ability to follow up, improving the clarity of the process, and ensuring clear and empathetic communication for denied applications.

Conclusions (3/3)

Consistent with the quantitative findings, the qualitative research found that many of the opportunities lie in better supporting first-time and/or lower capacity applicants. For applicants who are more experienced and/or better resourced with G&Cs programs, they have grown accustomed to the current process and the main opportunities are improving timeliness of decisions and, if mode-shift is a priority, more awareness of the benefits of utilizing GCOS. Based on qualitative participants' testimonies, the ideal journey has been mapped below.



OBJECTIVES AND METHODOLOGY

2

Background: Gs&Cs Client Experience Research



The Program Operations Branch (POB) within Employment and Social Development Canada (ESDC) handles the operation and coordination of most Grants and Contributions (Gs&Cs) programs across the Department. The Branch actively works to improve the design, administration and delivery of Grants and Contributions programs. This notably includes making the process of applying for funding accessible, efficient and effective through quick and easy online services and standardized forms and agreements.

To comply with the Treasury Board Policy on Service and Digital and the Employment and Social Development Canada (ESDC) Service Strategy, POB requires the gathering of information on the client experience (CX) to assist in effectively managing service delivery and program design, where client feedback informs decision-making and practices on the ground. To meet these requirements, POB continues its multi-year Gs&Cs CX research program and continues to use and refine a Gs&Cs Client Experience (CX) Measurement Model, which guides CX research on the Gs&Cs business line and provides key insights on the client journey. The data collected with the framework, which includes qualitative and quantitative dimensions, will provide key insights to help:

- Better understand the needs and expectations of organizations, including organizations of different types and serving different client groups;
- Identify obstacles and challenges from the perspective of the organization;
- Identify strengths and opportunities to improve CX, including opportunities to implement changes and test new approaches related to program design and delivery;
- Assess the extent to which clients' expectations are being met;
- Identify and prioritize resources and opportunities tied to CX improvements;
- Assess the impact of improvements made to the CX over time; and
- Explore how ESDC's leadership at all levels can play an important role in creating a positive CX.

This represents Year 4 of POB's Client Experience Research Program and will build on previous years of research to continue to support the systematic and integrated approach to measure and improve CX in Gs&Cs. POB's Gs&Cs CX research program provides the department the ability to track consistent and comparable CX indicators over time and produce a data-driven narrative on CX in Gs&Cs and service transformation. At the same time, the ability to identify opportunities for improvement and make rapid service delivery enhancements is possible with the rigorous, systematic, and integrated approach in this work.

Research Objectives



The Client Experience Research Project is carried out in two phases, a quantitative phase and a qualitative phase.

The primary objectives of Year Four are to:

- Monitor selected POB Gs&Cs programs that were previously studied;
- Capture CX insights and establish a baseline for newly included programs in Year Four; and
- Increase awareness of organizational characteristics and diversity considerations in the CX space.

Quantitative research objectives

- Measure CX through the Gs&Cs lifecycle, including overall service satisfaction, ease and effectiveness, service channel experiences, and organizational characteristics;
- Report CX insights across a spectrum of Gs&Cs programs, and establish a baseline for newly included programs in Year Four;
- Assess year-to-year changes in CX by offering appropriate trend analyses at the aggregate level (e.g., results for the Branch) and program level (e.g., results by Gs&Cs program);
- Provide diagnostic insights regarding the strengths and opportunities for improvement in program design and service delivery;
- Provide an analysis of key drivers of satisfaction, ease, and effectiveness in Gs&Cs for POB and at the program level; and
- Explore how past and future changes in service delivery and program design might affect CX.

The quantitative findings will be used to:

- Identify and measure trends in CX across respondents;
- Identify and measure trends in CX at key points in the Gs&Cs journey (e.g., finding information, applying, getting a decision, follow-up, service channel experiences, etc.); and
- Identify program-specific trends in service satisfaction, ease, and effectiveness of the end-to-end client experience.

Methodology – Quantitative Research (1/3)



An online survey was conducted with 5,520 Service Canada applicants across 13 Grants and Contributions programs. The survey was fielded from January 30 to March 10, 2025. The survey sample size has a margin of error of +/-1.28%.

Applicants were defined as organizations that applied for grants and contributions funding (including funded, unfunded, and TBD status) within the last two intake years (FY 2022/23 and 2023/24). A random sampling of organizations that applied to CSJ or NHSP were included, while all organizations that applied for the remaining programs were invited to complete the survey. ESDC distributed the survey links to participating organizations.

Programs included in Year 4, Year 3, Year 2 and Year 1:

- Canada Summer Jobs (CSJ)
- Enabling Accessibility Fund (EAF)
- New Horizons for Seniors Program (NHSP)*
- Social Development Partnerships Program (SDPP)**

Other programs included in Year 4:

- Indigenous Early Learning and Child Care (IELCC) Quality Improvement Projects First Nations (*also included in Year 2*)
- Opportunities Fund for Persons with Disabilities (OFPwD) (*also included in Year 1*)
- Canada Apprenticeship Strategy (CAS) - Women Skilled Trades
- Canada Service Corps (CSC) (*also included in Year 1*)
- Youth Employment and Skills Strategy (YESS) (*also included in Year 1 and Year 2*)
- Foreign Credential Recognition – CRF (*also included in Year 2*)
- Age Well at Home (AWAH)
- Sustainable Development Goals (SDG) (*also included in Year 2*)
- Workplace Harassment and Violence Prevention Fund (WHVPF)

**The surveys conducted in Years 2 and 3 focused exclusively on the NHSP Community-Based Grant Program, whereas the Year 4 survey encompassed both the NHSP Community-Based Grant Program and the Pan-Canadian Contribution Program.*

***Year 3 results for SDPP have been updated to reflect results for the Disability stream to ensure comparability to Year 4.*

Methodology – Quantitative Research (3/3)



Of the 17,698 organizations that were invited to participate, a total of 5,520 organizations completed the survey. The response rate for the survey was 31% which is considered strong compared to industry standards for a survey of this nature.

PROGRAM	INVITED	COMPLETED	RESPONSE RATE
Canada Summer Jobs (CSJ)	6628	2349	35%
New Horizons for Seniors Program (NHSP)	4803	1705	35%
Enabling Accessibility Fund (EAF)	2149	574	27%
Youth Employment and Skills Strategy (YESS)	1094	303	28%
Sustainable Development Goals (SDG)	1010	173	17%
Canada Service Corps (CSC)	671	127	19%
Age Well at Home (AWAH)	511	116	23%
Opportunities Fund for Persons with Disabilities (OF)	353	76	22%
Social Development Partnerships Program (SDPP)	188	33	18%
Canada Apprenticeship Strategy (CAS)	78	22	28%
Foreign Credential Recognition (FCR)	120	18	15%
Indigenous Early Learning and Child Care (IELCC)	66	15	23%
Workplace Harassment and Violence Prevention Fund (WHVPPF)	30	9	30%
Total	17701	5520	31%

Note: “n=” represents the number of respondents to a question, it is known in statistical language as the size of the sample. Sample sizes below n=30 are considered small and below n=10 considered very small. Results of small and very small sample sizes should be interpreted with caution and findings viewed as directional in nature.

The quantitative survey also served as a recruitment tool for the qualitative research, by asking if organizations would be interested in voluntarily participating in focus groups or in-depth interviews at a later date.

Only those organizations with email contact information on file were invited to participate, which does not represent the total volume of applicants.

Calibration of the Data – Quantitative Approach



Weighting adjustments were made to bring the sample into proportion with the universe by program volume (depending on the most recent intake for the particular program).

The final data was weighted by the number of respondents in each program in proportion to the total number of applicants as detailed below. The universe proportions used to develop the targets were based on figures provided by ESDC.

PROGRAM	# OF APPLICANTS	% OF APPLICANTS
Canada Summer Jobs (CSJ)	62778	78.1%
New Horizons for Seniors Program (NHSP)	11177	13.9%
Enabling Accessibility Fund (EAF)	2251	2.8%
Youth Employment and Skills Strategy (YESS)	1105	1.4%
Sustainable Development Goals (SDG)	1040	1.3%
Canada Service Corps (CSC)	681	0.8%
Age Well at Home (AWAH)	533	0.7%
Opportunities Fund for Persons with Disabilities (OF)	381	0.5%
Social Development Partnerships Program (SDPP)	202	0.3%
Canada Apprenticeship Strategy (CAS)	79	0.1%
Foreign Credential Recognition (FCR)	126	0.2%
Indigenous Early Learning and Child Care (IELCC)	75	0.1%
Workplace Harassment and Violence Prevention Fund (WHVPF)	30	0.04%

Note Regarding Program Complexity



For the purpose of this study, program complexity is defined as grants, low, moderate and high as outlined in the table below and is based on whether the program is a grant or contribution and the length of time to complete the review of an application. These service standard clusters are informed by departmental reporting in the Performance Measurement and Management Framework .

PROGRAM COMPLEXITY LEVEL	PROGRAMS INCLUDED
Grants	<p><i>Grant programs in the 112 days/16 week review period</i></p> <ul style="list-style-type: none"> • Enabling Accessibility Fund (grants) - New Horizons for Seniors Program (grants) - Social Development Partnerships Program (SDPP) – Disability (grants) - Social Development Partnerships Program (SDPP) - Sustainable Development Goals (SDG) - Grant
Low complexity	<p><i>Contribution streams in the 112 days/16 week review period</i></p> <ul style="list-style-type: none"> • Workplace Harassment and Violence Prevention Fund (WHVVPF) • Early Learning and Child Care (ELCC) <p><i>Contribution streams in the 84 days / 12 weeks</i></p> <ul style="list-style-type: none"> • Canada Summer Jobs (CSJ)
Moderate complexity	<p><i>Contribution streams in the 126 days/18 week review period</i></p> <ul style="list-style-type: none"> • Canada Service Corps (CSC) - Enabling Accessibility Fund (EAF) Mid-sized component (contribution) - Foreign Credential Recognition Program (FCRP) - Social Development Partnerships Program (SDPP) – Disability (contribution) - Social Development Partnerships Program (SDPP) - New Horizons for Seniors Program (NHSP) - Pan-Canadian (contribution) - Youth Employment and Skills Strategy Program (YESS) - Canadian Apprenticeship Strategy (CAS) - Age Well at Home (AWAH)
High complexity	<p><i>Contribution streams in the 154 days/22 week review period</i></p> <ul style="list-style-type: none"> • Opportunities Fund for Persons with Disabilities (OF) –

Note on Reporting Conventions – Quantitative Data



Throughout the report, subgroup results have been compared to average of all applicants (i.e., total) and statistically significant differences at the 95% confidence level noted using green and red boxes.

Where subgroup results are statistically higher than the total a green box has been used and where results are statistically lower than the total a red box has been used.

Additionally, where results in Year 4 were statistically higher than Year 3, a green arrow has been used and where results in Year 4 were statistically lower than Year 3, a red arrow has been used.



Significantly higher/lower than total



Significantly higher/lower than Year 3

For the purposes of legibility, values of less than 3% have not been labelled in charts throughout the report.

Bases marked with a * indicate a small sample size and with ** indicate very small sample size, so results should be interpreted with caution and findings viewed as directional in nature.

As part of the analysis, a key drivers' analysis was conducted to identify the factors which have the greatest impact on overall satisfaction. Throughout the report, the top 5 drivers have been identified using a yellow box.



Top 5 driver of satisfaction

Methodology – Qualitative Research (1/4)



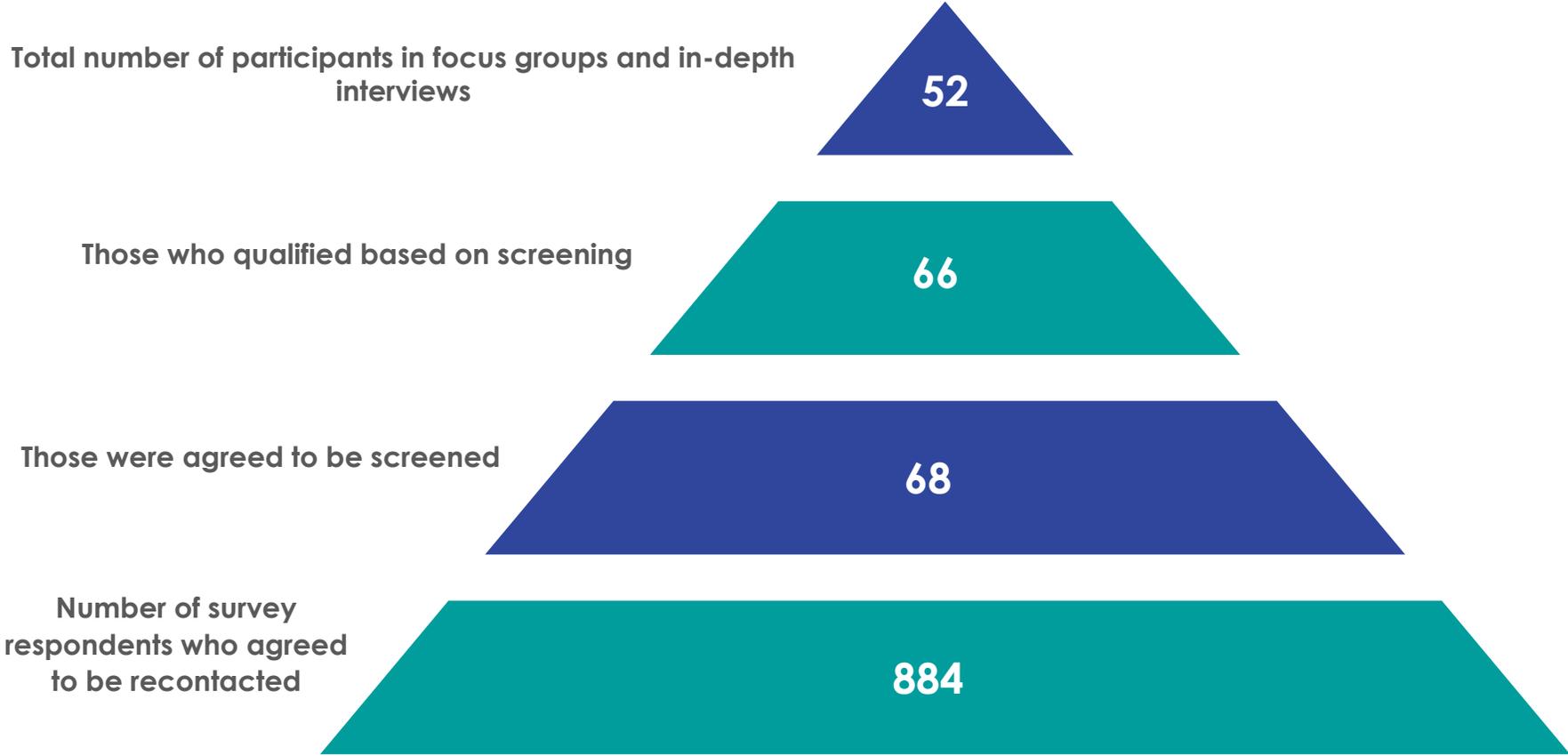
The qualitative research was structured around the following:

- Top-of-Mind Client Needs: What impressed and what frustrated applicants
- Client Journey: From initial awareness of the program through the application process (including GCOS), decision notification, and—where applicable—agreement negotiation, management, and close-out
- Agreement Negotiation / Preparation and Management
- Inclusion and Diversity: Organizational capacity to effectively and efficiently complete the application process, and the extent to which the process is inclusive
- Impact of Funding and Non-Funding Decisions
- Future Interest in Funding Opportunities

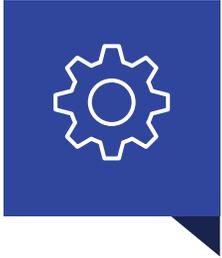
Methodology – Qualitative Research (2/4)



Respondents from the Gs&Cs client experience survey were asked a question whether they would be interested in taking part in follow-up qualitative research. After conducting an analysis of the sample that opted-in to ensure a mix of programs, regions, and to ensure inclusion of applicants in both official languages, potential applicants were contacted randomly and asked if they would like to be taken through the screening questionnaire to confirm their eligibility for an in-depth interview or online focus group.



Methodology – Qualitative Research (3/4)

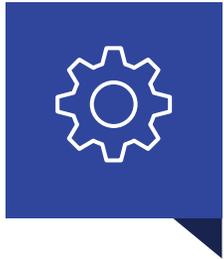


As presented in the following tables, 5 focus groups and 25 in-depth interviews were conducted, for a total of 52 participants.

Focus Groups Breakdown

Group	Program Type and Stream	Funding Status	Region & Language	Date & Number of Participants
1	Contribution – Canada Summer Jobs (CSJ)	Funded	National - English	June 26 at 10AM ET 6 Participants
2	Grant – New Horizons for Seniors Program	Funded	Quebec - French	July 24 at 10AM ET 4 Participants
3	Contribution – New Horizons for Seniors Program (NHSP) Contribution - Youth Employment and Skills Strategy (YESS) Community-Based – Age Well at Home (AWAH)	Unfunded	Quebec and Francophone Communities (FMC) - French	July 24 at 3PM ET 4 Participants
4	Grant – Sustainable Development Goals (SDG) Contribution - Enabling Accessibility Fund (EAF)	Unfunded	National - English	June 26 at 3PM ET 8 Participants
5	Contribution – New Horizons for Seniors Program (NHSP) Contribution – Age Well at Home (AWAH)	Unfunded	National - English	July 21 at 3PM ET 5 Participants

Methodology – Qualitative Research (4/4)



In-depth Interviews Breakdown

Program	Type	Stream	Number of Participants
Canadian Apprenticeship Strategy (CAS)	Contribution		2
Foreign Credential Recognition (FCR)	Contribution		3
Opportunities Fund for Persons with Disabilities	Contribution	National	2
		Regional	2
Indigenous Early Learning and Child Care	Contribution		2
Canada Services Corps	Contribution		4
Age Well at Home (AWAH)	Contribution		4
Social Development Partnerships Program (SDPP)	Grant	National	3
		Organizational	1
Sustainable Development Goals (SDG)	Contribution		2

Methodology – Qualitative Research Data Collection and Analysis



Data Collection

With participants' consent, all qualitative research sessions are both audio and videotaped. Each interview and focus group recording is transcribed verbatim and later analyzed in-depth to create the report. The moderator always ensures that names and any personal identifying details are either not captured or are scrubbed/redacted to protect participants' privacy.

Moderators also capture high-level findings on each topic based on their own observations – what the overall reaction was, any nuances, and any non-verbal cues on body language or tone. Because our transcripts are anonymous, it is not possible to comment on any variations by group or audience, if they have not been placed in separate groups – for example, moderators cannot provide a sense of different opinions by older vs. younger participants, or males vs. females, depending on the topic.

Data Analysis

We identify some basic elements for qualitative analysis:

- **Universal agreement** where participants all agree, or there is agreement across different groups of stakeholders
- **Consensus perspectives** that reflect the view of most participants; areas of wide agreement without much counter point (Many, most, several)
- **Conflicting or polarized perspectives** where views are much more divided, or if there is a spectrum or variety of views (Some vs. others)
- **Minority perspectives**, often expressed by one or two participants as a counterpoint to a consensus viewpoint, or if they have an individual take or example/story (a few, a couple, mention)
- **Verbatim commentary**, providing examples of what participants actually said during a discussion (direct unattributed quotes)
- **External context**, for this project is the results of quantitative research that provided a foundation for the qualitative research conducted and the discussion questions posed.

Note on Interpretation of Qualitative Findings



The value of qualitative research is in exploring the issues and experiences of research participants in depth, free from the constraints of a structured quantitative questionnaire.

Qualitative evidence is rich and allows researchers to hear first-hand the underlying factors shaping experiences and opinions, as well as the interplay between factors.

Qualitative findings should not be extrapolated to the broader population, as they are not statistically projectable.

Notable nuances that emerged in the interviews have been highlighted where relevant and these should be treated as strictly directional.

The qualitative findings should thus be viewed as complementary to the quantitative survey findings in terms of building a more complete understanding of the Gs&Cs client experience.

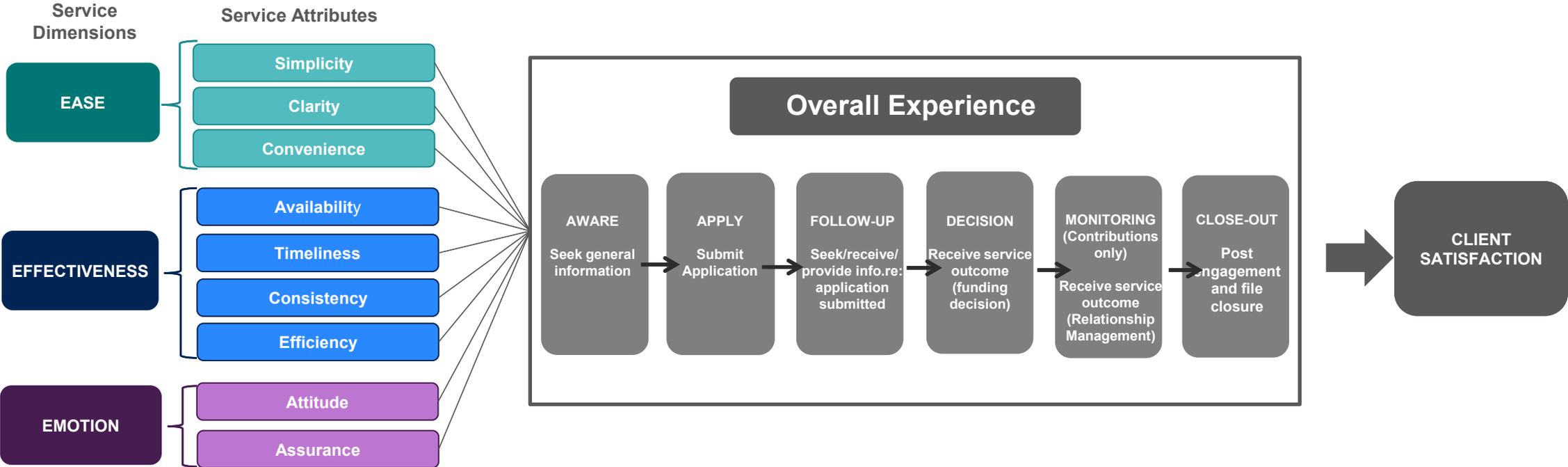
While the quotes do highlight whether the participant was a first-time or repeat applicant as well as the size of their organization, verbatim comments must not be attributed to individual participants

**SERVICE CANADA'S
GRANTS &
CONTRIBUTIONS
CLIENT EXPERIENCE
SURVEY MODEL**

3

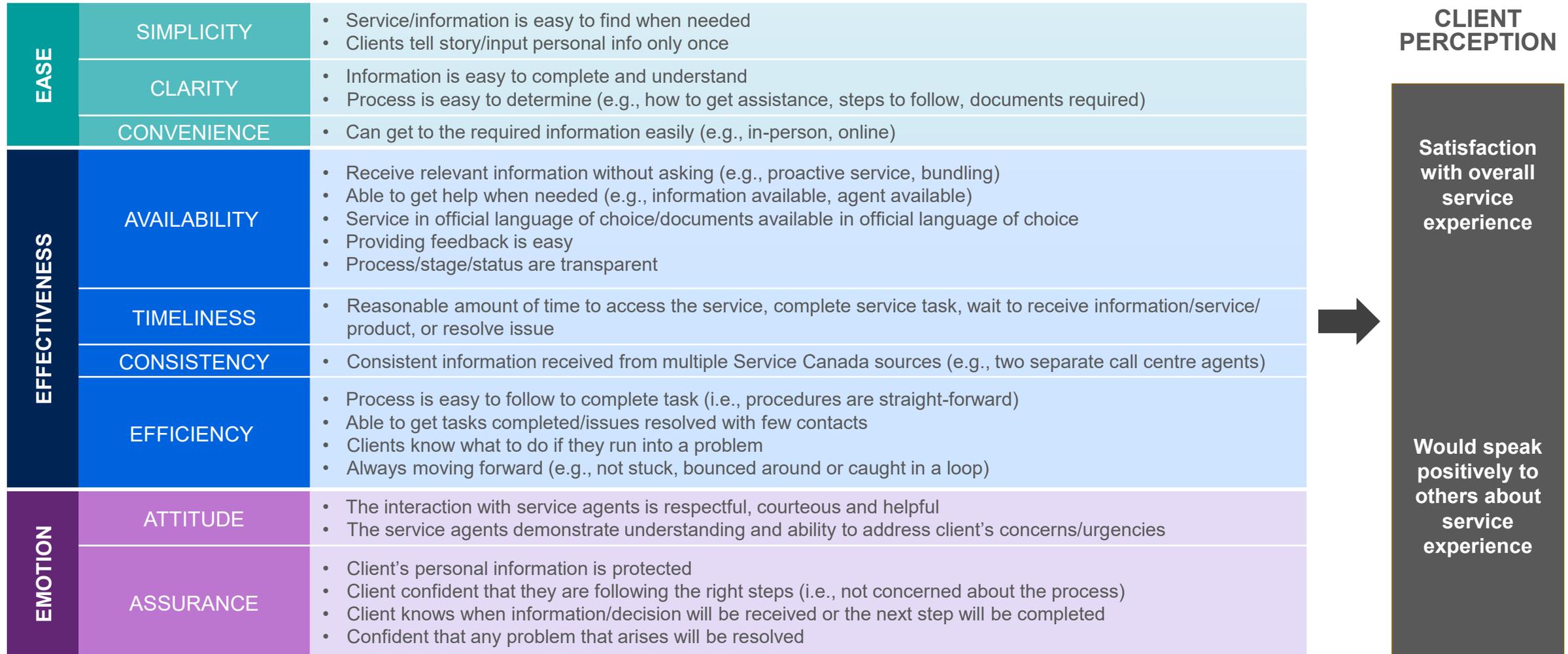
ESDC's Gs&Cs CX Survey Measurement Model

ESDC's Gs&Cs model is inspired by the CX measurement model developed by the ESDC's Citizen Services Branch. It details the service dimensions, service attributes and the client journey that are assessed to evaluate the overall client experience and satisfaction.



Service Canada CX Survey Measurement Model: Service Attributes

The following was the full set of detailed service attributes in the model that guided the development of the survey questionnaire.



DETAILED QUANTITATIVE FINDINGS

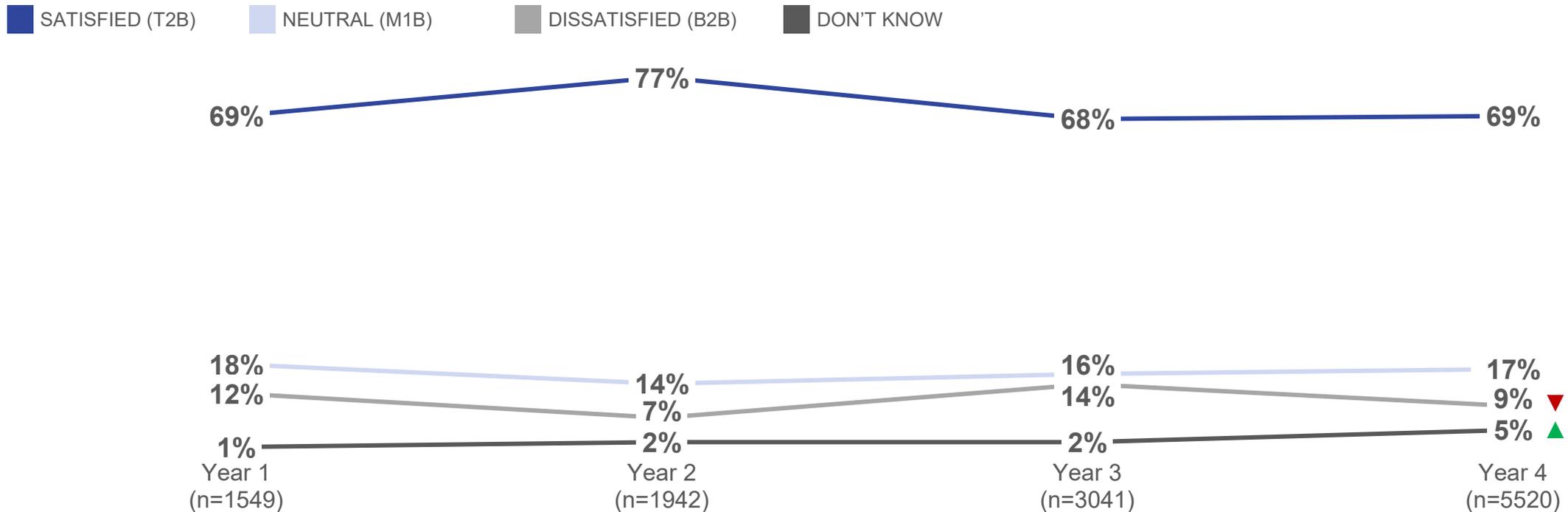
OVERALL PERFORMANCE

4

Overall Satisfaction with Service Experience

- The proportion of applicants satisfied with their service experience remained stable compared to Year 3. Overall, roughly seven in ten (69%, +1 point versus Year 3) applicants were satisfied (4 or 5 on a 5-point scale). Close to two in ten (17%, +1 point) provided a neutral rating, while one in ten (9%, -5 points) were dissatisfied (1 or 2 on a 5-point scale).
- Applicants to NHSP and EAF were more likely to be satisfied with the service experience compared to all clients, while applicants to AWAH, CSC, YESS, OFPwD, and SDG were less likely to be satisfied. Compared to Year 3, satisfaction has declined among NHSP applicants (76%, -6 points). Satisfaction has also declined among YESS applicants compared to Year 2 results (which was the most recent year YESS applicants were included).

How satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [PROGRAM] to receiving a funding decision?



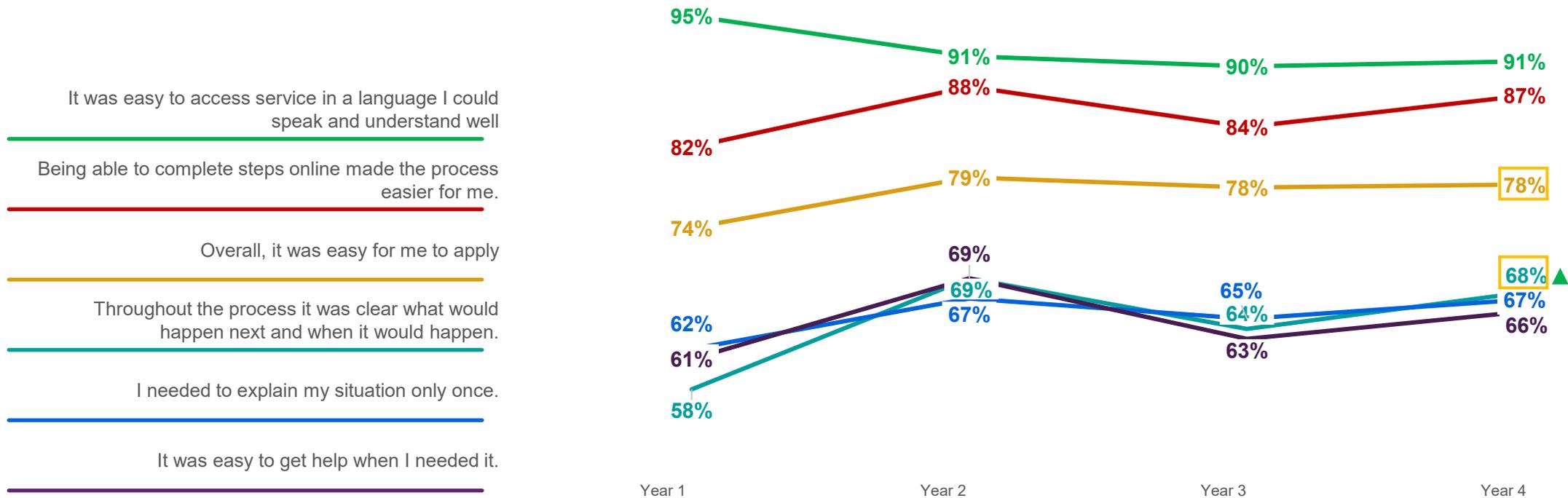
Q31. On a scale from 1 to 5, where 1 means 'very dissatisfied', and 5 means 'very satisfied', how dissatisfied or satisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision?

Base: All respondents n=5520

Ease of End-to-End Journey – Agree

- More applicants agreed (4 or 5 on a 5-point scale) that throughout the process it was clear what would happen next and when compared to Year 3 (68%, +4 pts). Roughly nine in ten (91%, +1 pt) found it easy to access service in a language they could understand, while slightly fewer felt being able to apply online made it easier for them (87%, +3 pts). Nearly eight in ten (78%) felt overall it was easy to apply, while two thirds said they needed to explain their situation only once (67%, +2 pts) and that it was easy to get help when they needed it (66%, +3 pts).

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements? (% rated 4 or 5)



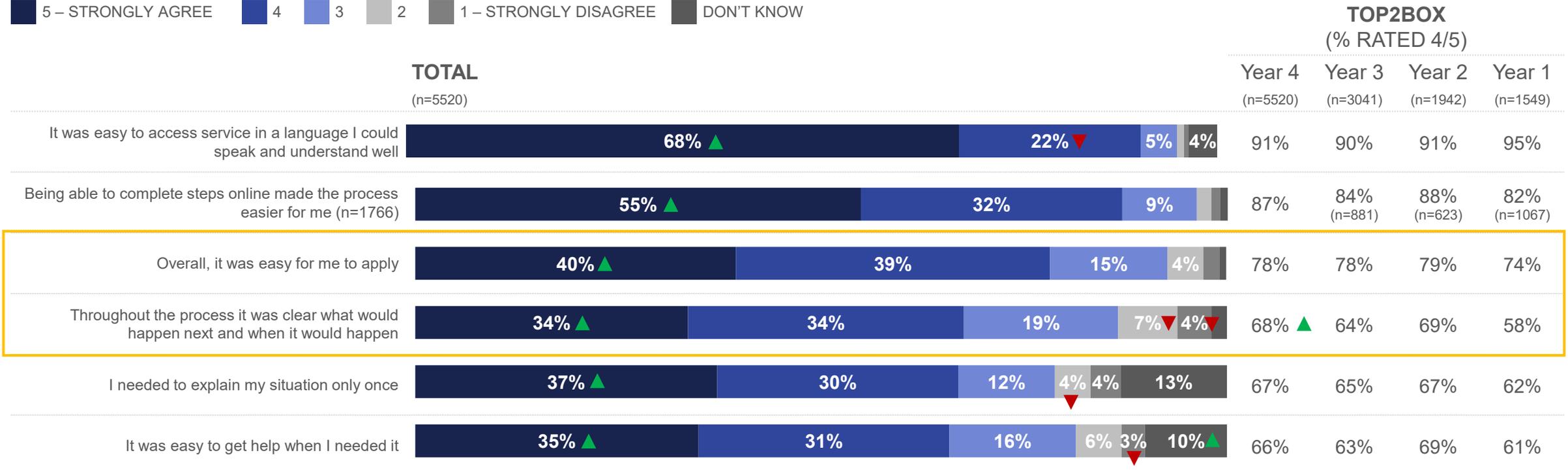
Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Ease of End-to-End Journey

More applicants strongly agreed (5 on a 5-point scale) to all statements related to the ease of the end-to-end service experience compared to Year 3: being able to complete steps online made the process easier for me (55%, +8 pts), throughout the process it was clear what would happen next and when it would happen (34%, +5 pts), it was easy to get help when I needed it (35%, +5 pts), it was easy to access service in a language I could speak and understand well (68% +4 pts), overall it was easy for me to apply (40%, +4 pts), and I needed to explain my situation only once (37%, +3 pts).

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

5 – STRONGLY AGREE 4 3 2 1 – STRONGLY DISAGREE DON'T KNOW

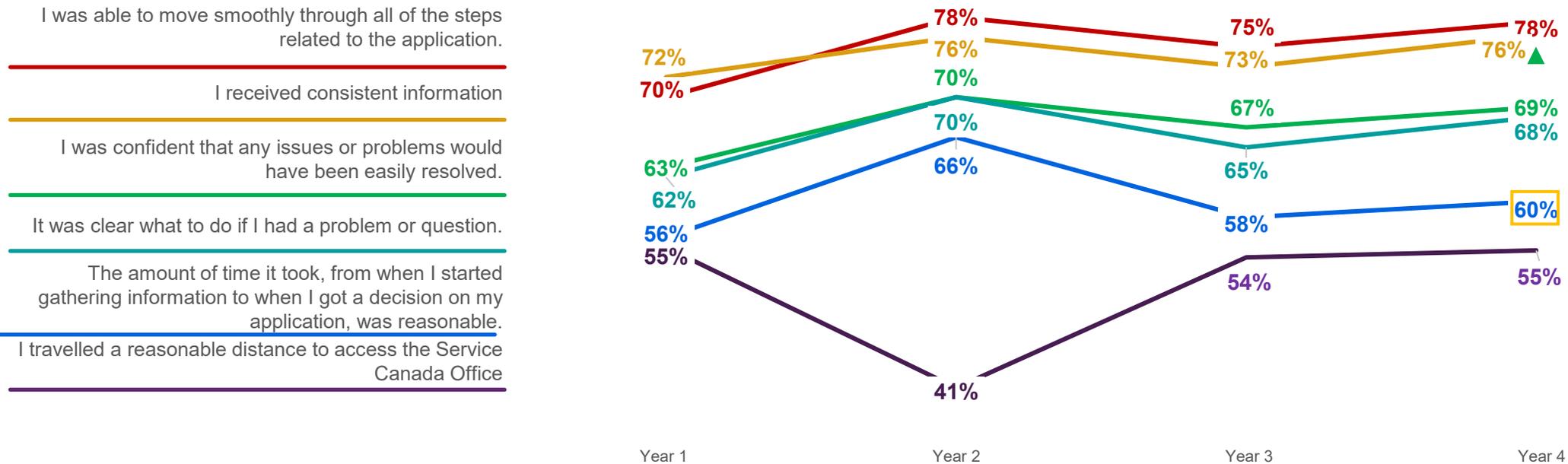


Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Effectiveness of End-to-End Journey – Agree

- More applicants agreed that they received consistent information (76%, +3 pts) compared to Year 3. Nearly eight in ten (78%, +3 pt) felt they were able to move smoothly through all application steps, while just over two-thirds were confident that any issues or problems would have been easily resolved (69%, +2 pts) and felt it was clear what to do if they had a problem or question (68%, +3 pts). Six in ten agreed the amount of time from gathering information to receiving the application decision (60%, +2 pts), while slightly fewer felt the distance they travelled to the Service Canada office was reasonable (55%, +1 pt).

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements? (Strongly agree/agree results)

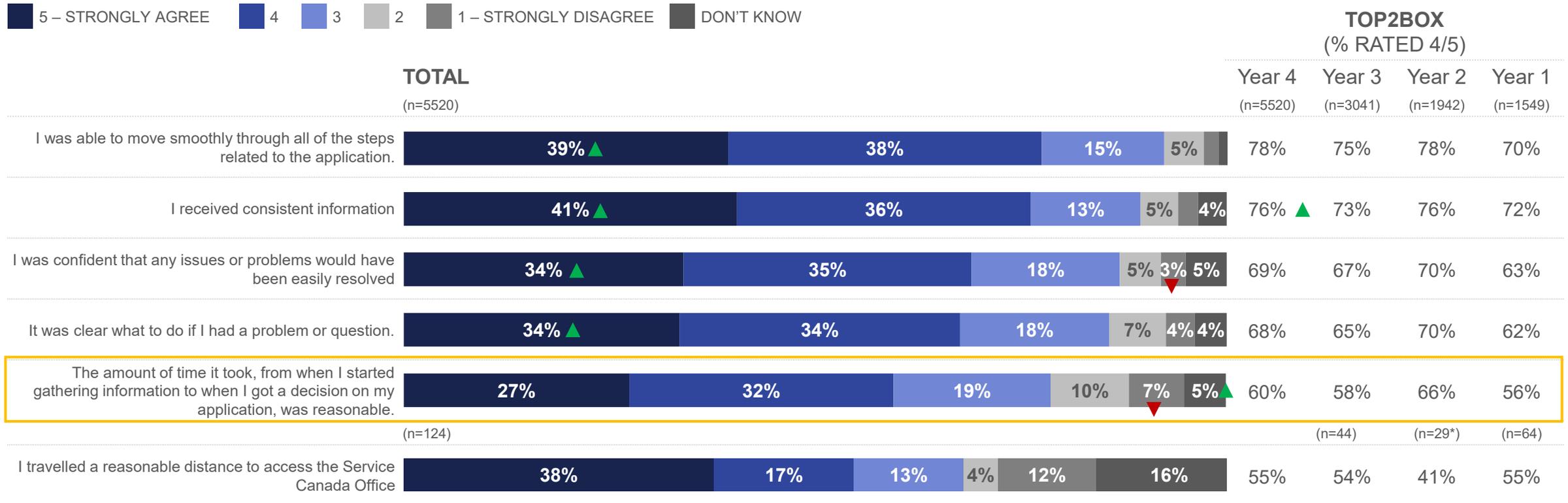


Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Effectiveness of End-to-End Journey

- More applicants strongly agreed (5 on a 5-point scale) that they received consistent information (41%, +4pts), were confident that any issues or problems would have been easily resolved (34%, +4pts), that it was clear what to do if they had a problem or question (34%, +4 pts), and that they were able to move smoothly through all steps (39%, +3pts) compared to Year 3.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

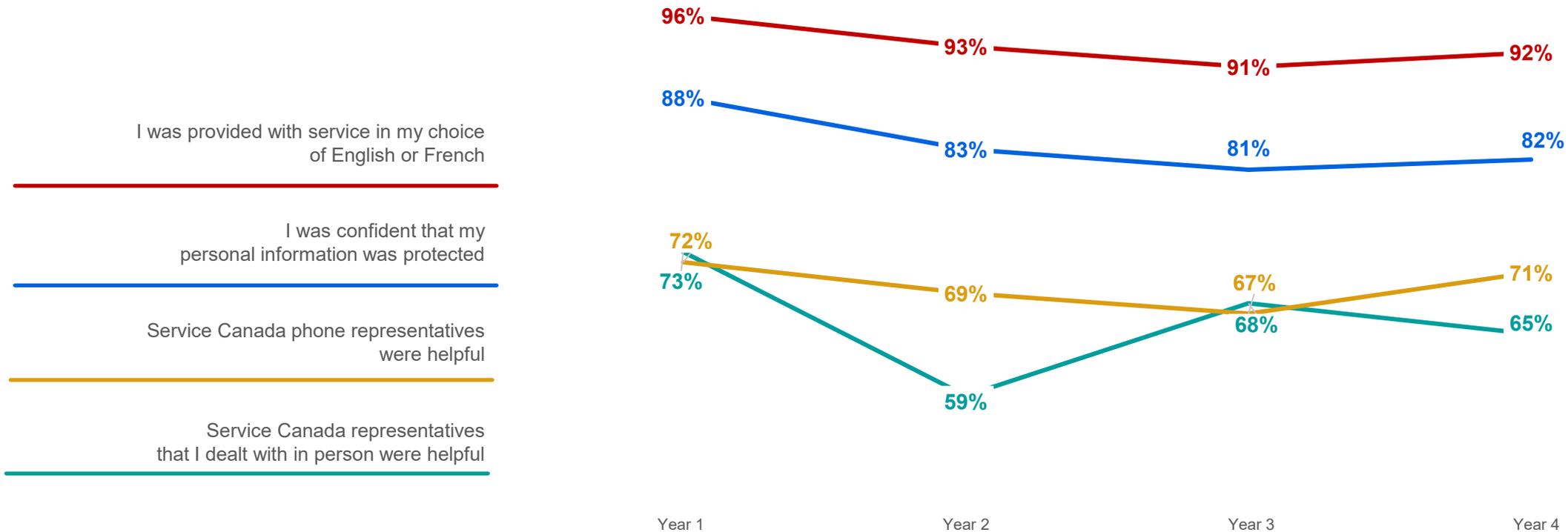


Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Emotion of End-to-End Journey – Agree

- Ratings across aspects of emotion of the end-to-end journey were stable compared to Year 3. More than nine in ten (92%, +1 pt) agreed they were provided service in their choice of English or French, followed by roughly eight in ten who were confident their personal information was protected (82%, +1 pts). Seven in ten of those who used the phone channel said the Service Canada representatives were helpful (71%, +4 pts), while two-thirds of those who used the in-person channel felt that the Service Canada representatives were helpful (65%, -3 pts).

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements? (Strongly agree/agree results)

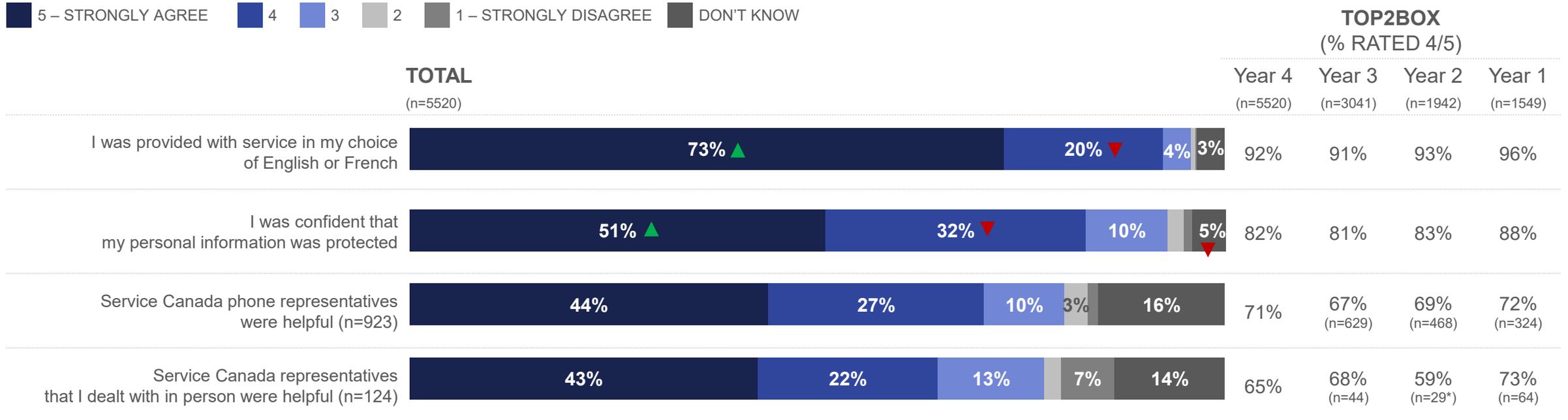


Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Emotion of End-to-End Journey

- More applicants strongly agreed (5 on a 5-point scale) that they were confident their personal information was protected (51%, +5 pts) and were provided service in their choice of English or French (73%, +4 pts) compared to Year 3.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

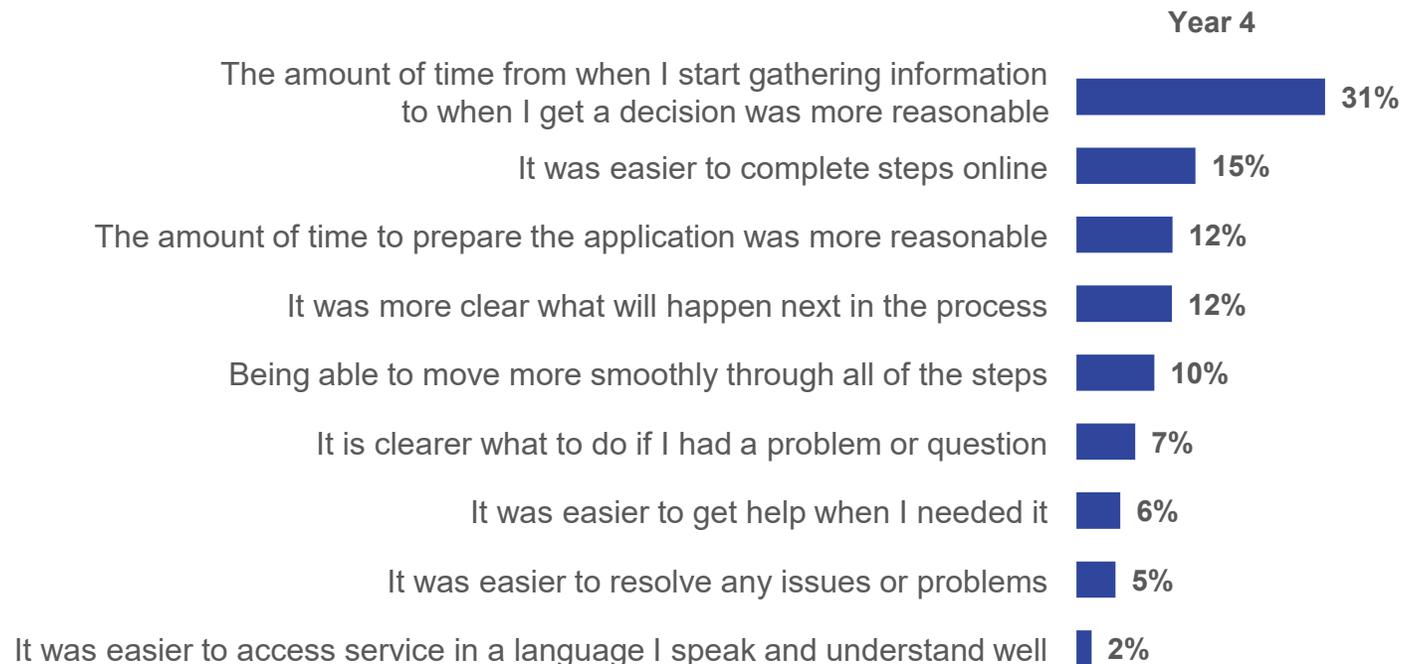


Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Most Impactful Changes to Improve Overall Experience

- When asked what change would have improved their overall experience the most, three in ten applicants (31%) indicated the biggest improvement would be a more reasonable amount of time from start to finish, followed by easier to complete steps online (15%), if the amount of time to prepare the application was more reasonable (12%), and if it was clearer what would happen next in the process (12%).
- Applicants to EAF were more likely to say if it was clearer what would happen next in the process and what to do if they had a problem or question. NHSP applicants were more likely to say if it was easier to complete steps online, the amount of time to prepare the application was more reasonable and being able to move more smoothly through all steps. SDPPD applicants were more likely to say if the amount of time to prepare the application was more reasonable. YESS and OFPwD applicants were more likely to indicate if the amount of time to prepare the application was more reasonable, while YESS applicants were also more likely to say if it was clearer what would happen next in the process.

Thinking about the entire process applying for [PROGRAM], which of the following changes would have improved your overall experience the most? – (Single select)



26a. And thinking about the entire process applying for [INSERT PROGRAM], which of the following changes would have improved your overall experience the most? Single punch

Base: All respondents (n=5520)

New question added in Year 3

Profile of Applicants Who Were Satisfied

OVERALL SATISFACTION (% RATED 4/5)

Year 1 (n=1086) Year 2 (n=1443) Year 3 (n=2139) Year 4 (n=3751)



- Compared to Year 3, the proportion of applicants who were satisfied with their experience remained consistent.
- Applicants who were satisfied were in contact with Service Canada fewer times, were less likely to encounter problems (and among those who did were more likely to say it was easy to resolve), were more likely to have been contacted by Service Canada to provide more information and less likely to have followed up before receiving a decision.
- They were more likely to have received funding approval, to operate in the Not-for-Profit sector, to operate and deliver project activities in Quebec, to have 1-4 volunteers (and no employees), and to serve those who speak French, and to prefer to receive service in and to provide services in French. They were also more likely to be aware of all service standards and to express trust in Service Canada, and were less likely to have felt discriminated against on the basis of identity.

PROMINENT DIFFERENCES AMONG THOSE SATISFIED

	Fewer number of contacts with Service Canada (average contacts)	6.4		More likely to be aware of all service standards:	
	Lower incidence of problems	15%		• Time to issue payment once claim is submitted	49%
	• Among those who experience a problem, more likely to feel it was easy to resolve	43%		• Time to acknowledge the submission	40%
	More likely to have been contacted by Service Canada to provide additional information on application	31%		• Time to issue a funding decision notification	38%
	Less likely to have followed up with Service Canada before receiving a decision (% who did not)	76%		More likely to operate (28%) and deliver project activities in Quebec (29%)	
	Received funding approval	64%		Less likely to have felt discriminated against on basis of identity	2%
	More likely to operate in the Not-for-profit sector	75%		More likely to have 1-4 volunteers (15%) and no employees (13%)	
	More likely to trust Service Canada	94%		More likely to serve those who speak French (20%), and to prefer to receive service in (27%) and to provide services in French (21%)	

Profile of Applicants Who Were Not Satisfied

OVERALL SATISFACTION (% RATED 1/2)

Year 1 (n=170) Year 2 (n=176) Year 3 (n=354) Year 4 (n=599)



- Compared to Year 3, fewer applicants were dissatisfied with their experience.
- Applicants who were dissatisfied were in contact with Service Canada a greater number of times, were more likely to encounter problems, to contact SC before receiving a decision, and to have been denied funding and not provided an explanation why –or– that the status of their application is still to be determined.
- They were more likely to operate and deliver services in Ontario or the West/ Territories, to be a first-time applicant, to have applied to a different Gs&Cs program in the past 5 years, to be a business with 5-9 employees, and to serve those who speak English, and to prefer to receive service in and to provide services in English. They were also less likely to be aware of all service standards and express trust in Service Canada, and were more likely to have felt discriminated against on the basis of identity.

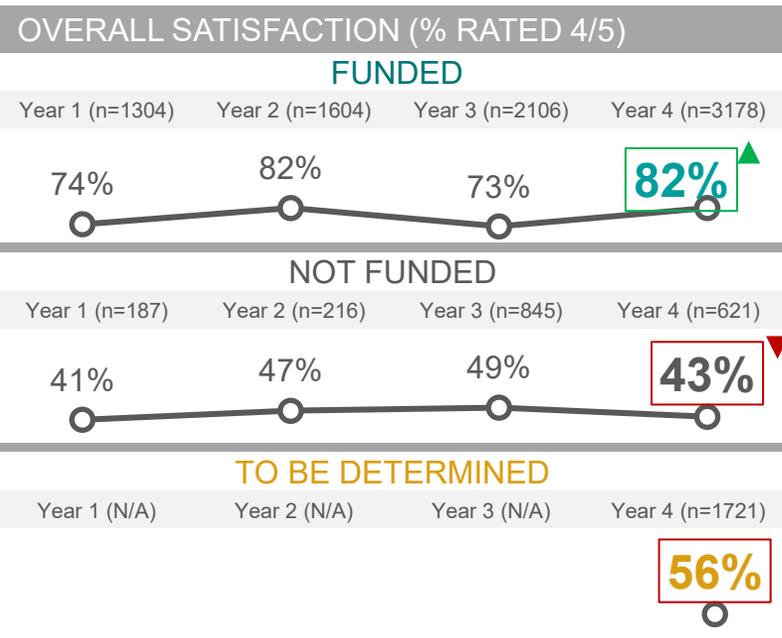
PROMINENT DIFFERENCES AMONG THOSE NOT SATISFIED

	Higher number of contacts with Service Canada (average contacts)	9.2		Less likely to be aware of all service standards:	
	Higher incidence of problems	62%		• Time to issue payment once claim is submitted	32%
	• More likely to say it took too long to receive a funding decision (62%), took too long to receive update on their application (43%), that program website information was confusing (28%), or that the application requirements were difficult to understand (16%)			• Time to acknowledge the submission	27%
	More likely to have contacted Service Canada to check on the status of their application (28%) or determine timelines for funding decision (18%).			• Time to issue a funding decision notification	18%
	Denied funding approval (30%) or funding status TBD (51%)			More likely to be first-time applicant	15%
	• Among those denied, not provided an explanation why	75%		More likely to have applied to a different Gs&Cs program in the past 5 years	51%
	More likely to operate and deliver project activities in Ontario (41%, 42%) and the West/ Territories (41%, 42%)			More likely to serve those who speak English (68%), and to prefer to receive service in (81%) and to provide services in English (72%)	
	Less likely to trust Service Canada	26%		More likely to be a business in the private sector	22%
	Felt discriminated against on basis of identity	9%		More likely to have 5-9 employees	25%

Top 5 driver of satisfaction

Profile of Applicants – Funded and Not Funded (1/4)

- Applicants who were approved were more likely to be satisfied overall compared to all clients, while those who were not or their status is still to be determined were less satisfied.
- Applicants who were not approved were more likely to say they experienced a problem or issue, were less satisfied with the service provided through nearly all Service Canada channels, and were less likely to have received an email from the funding program directly when learning about the program. Applicants whose application status is still to be determined were less satisfied with email support from a program officer and were more likely to say they received an email from the funding program directly.
- Compared to Year 3, applicants who were approved were more likely to be satisfied overall, with email support from a program officer or a SC office and with 1800 O-Canada, and to say they received an email from the funding program directly (but were less satisfied with service by mail). Applicants who were not approved were more likely to be satisfied with the service provided through 1800 O-Canada and to say they received an email from the funding program directly but were less likely to be satisfied with email support from a program officer or a SC office.



	FUNDED				NOT FUNDED				TBD
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 4
EXPERIENCED A PROBLEM OR ISSUE									
% Yes	34%	20%	23%	20% ▼	36%	39%	39%	35%	26%
SERVICE CHANNEL SATISFACTION									
Government of Canada website	67%	73%	70%	73%	52%	59%	52%	51%	66%
Email support from SC office	68%	72%	73%	73%	44%	47%	50%	38% ▼	65%
Email support from program officer	82%	81%	82%	87% ▲	58%	47%	60%	45% ▼	71%
1 800 O-Canada phone line	50%	51%	50%	65% ▲	49%	39%	18%	56% ▲	55%
Telephone support from a Service Canada office	62%	61%	64%	63%	51%	54%	52%	44%	61%
Mail	70%	62%	78%	60%	32%	20%	32%	50%	48%
GCOS web portal	68%	76%	75%	80% ▲	50%	61%	58%	62%	75%
CHANNEL USED TO LEARN ABOUT PROGRAM									
Received an email from the program directly	53%	59%	55%	58% ▲	36%	46%	42%	50% ▲	63%

Profile of Applicants – Funded and Not Funded (2/4)

- Applicants who were not approved for funding were less likely to provide high ratings across all service attributes, while those whose application status is still to be determined were less likely to provide high ratings across most areas. The largest gaps among those who were not approved compared to all clients were for confidence that any issues would be easily resolved, ease of getting help when needed, receiving consistent information, and that it was clear what do to if they had a problem or question. The largest gaps among those whose application status is still to be determined were that the amount of time it took was reasonable, ease of getting help when needed, that they needed to explain their situation only once, and that it was clear what would happen next and when.
- Compared to Year 3, applicants who were approved provided higher ratings for nearly all service attributes.

	FUNDED				NOT FUNDED				TBD
	Year 1 (n=1304)	Year 2 (n=1604)	Year 3 (n=2106)	Year 4 (n=3178)	Year 1 (n=187)	Year 2 (n=216)	Year 3 (n=845)	Year 4 (n=621)	Year 4 (n=1721)
WIDEST GAPS/ SHIFTS IN ATTRIBUTES (% RATED 4/5)									
I was able to move smoothly through all of the steps	72%	80%	80%	82% ▲	51%	65%	59%	60%	75%
It was clear what to do if I had a problem or question	65%	73%	69%	76% ▲	41%	43%	50%	48%	61%
It was clear what would happen next and when it would happen	61%	72%	69%	76% ▲	35%	46%	47%	51%	60%
Confident that any issues or problems would have been easily resolved	66%	73%	72%	77% ▲	39%	47%	48%	45%	63%
I needed to explain my situation only once	66%	70%	69%	75%	38%	44%	51%	52%	59%
It was easy to get help when I needed it	65%	73%	69%	76% ▲	36%	40%	43%	43%	57%
Overall, it was easy for me to apply	77%	83%	82%	84%	49%	56%	63%	59%	76%
Provided with service in my choice of English or French.	96%	94%	92%	94% ▲	91%	86%	88%	88%	91%
Confident that my personal information was protected	89%	84%	83%	86% ▲	82%	73%	74%	77%	79%
I received consistent information	75%	79%	77%	84% ▲	45%	52%	57%	55%	71%
Easy to access service in a language I could understand	95%	92%	91%	93% ▲	88%	80%	86%	83%	89%
The amount of time it took was reasonable	60%	70%	63%	70% ▲	31%	41%	42%	43%	48%

Profile of Applicants – Funded and Not Funded (3/4)

- Applicants who were not approved were less likely to provide high ratings for all aspects of the ease of navigating the Government of Canada website and the application process. They were also more likely to have contacted Service Canada before receiving a decision and less likely to have felt it was easy to do so. Applicants whose status is still to be determined were less likely to have contacted Service Canada before receiving a decision and among those who did, to have felt it was easy to do so.
- Compared to Year 3, applicants who were approved were more likely to feel it was easy to determine if their organization was eligible for funding, when the application period takes place, and the amount of time each phase is anticipated to take. They were also more likely to feel it was easy to complete the project timeline and put together the information needed to apply, that the application took a reasonable amount of time to complete, and among those who followed-up with Service Canada that it was easy to do so. Applicants who were not approved were less likely to feel it was easy to meet the requirements of the application.

	FUNDED				NOT FUNDED				TBD
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 4
EASE OF NAVIGATING GoC WEBSITE (% RATED 4/5)									
Find general information	83%	84%	86%	87%	70%	63%	70%	74%	82%
Understand the information	77%	82%	80%	82%	64%	58%	68%	68%	77%
Determine if your organization is eligible for funding	86%	86%	84%	88%	64%	62%	68%	69%	86%
Determine the steps to apply for funding	79%	83%	83%	83%	67%	68%	73%	67%	80%
Find out what information you need to provide	80%	81%	82%	81%	67%	54%	68%	68%	79%
Determine the amount of time each phase of the application process is anticipated to take		61%	57%	61%		35%	50%	45%	57%
Determine when the application period takes place		85%	81%	86%		71%	72%	76%	86%

	FUNDED				NOT FUNDED				TBD
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 4
EASE OF APPLICATION PROCESS (% RATED 4/5)									
Understanding the requirements of the application	76%	78%	78%	80%	53%	56%	60%	57%	75%
Putting together the information you needed to apply	71%	77%	75%	78%	51%	54%	61%	58%	75%
Completing the narrative questions	65%	73%	73%	75%	47%	54%	59%	54%	72%
Completing the budget document	69%	69%	71%	69%	52%	55%	51%	52%	66%
Completing the project timeline	76%	76%	78%	81%	64%	55%	64%	61%	76%
Meeting the requirements of the application process	80%	82%	80%	82%	50%	59%	64%	57%	76%
Application took reasonable amount of time to complete	66%	71%	71%	74%	55%	54%	57%	60%	72%
% Contacted SC (for any reason)									
			32%	30%			42%	39%	20%
Felt it was 'easy' to follow-up	66%	69%	57%	73%	36%	43%	39%	39%	53%

Profile of Applicants – Funded and Not Funded (4/4)

- Applicants who were approved were more likely compared to all clients to operate in the not-for-profit sector and to have been a first-time applicant.
- Applicants who were not approved were more likely to report operating in the private sector, to have been a first-time applicant or applied once or twice before, and to have felt discriminated against on the basis of identity.
- Applicants whose status is still to be determined were more likely to report operating in the private sector, to have applied for the same program on an annual basis, to have applied to a different Grants & Contributions program within the past 5 years, and to have felt discriminated against on the basis of identity.
- Compared to Year 3, applicants who were approved were more likely to operate in the not-for-profit sector and to have been a first-time applicant.

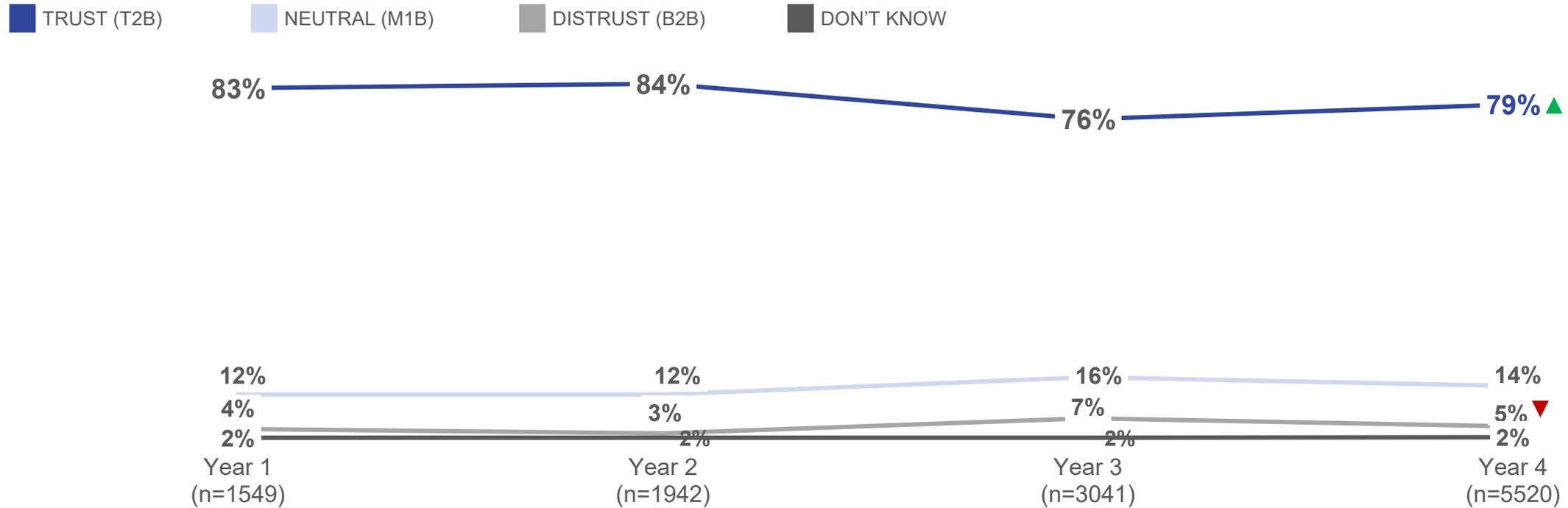
	FUNDED				NOT FUNDED				TBD
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 4
SECTOR									
Not-for-profit	79%	83%	72%	76%▲	71%	80%	64%	64%	69%
Public	18%	14%	15%	15%	25%	18%	16%	17%	29%
Private	14%	14%	25%	23%	18%	19%	36%	32%	18%
APPLICATION FREQUENCY									
First application	12%	17%	8%	14%▲	24%	47%	16%	19%	7%
Applied once or twice before	19%	19%	22%	21%	25%	21%	30%	25%	19%
Applied several times before	27%	26%	27%	29%	18%	14%	25%	28%	29%
Apply for the same program on an annual basis	42%	37%	42%	34%▼	34%	14%	27%	27%	43%
EXPERIENCE WITH SUBMITTING APPLCIATIONS TO OTHER PROGRAMS IN THE PAST 5 YEARS									
Applied to different Gs&Cs program (among first time applicants)		40%	30%	29%		53%	54%	38%▼	59%
FELT DISCRIMINATED AGAINST ON BASIS OF IDENTITY									
% Yes	1%	3%	1%	1%	7%	9%	6%	6%	3%

Trust in Service Canada

- More applicants (79%, +3 pts) were trusting of Service Canada to deliver services effectively to Canadians compared to Year 3, while fewer were distrusting (5%, -2 pts). This measure continues to be strongly correlated to overall satisfaction.
- Applicants to NHSP were more likely to express trust in Service Canada compared to all clients, while applicants to AWAH, CSC, YESS and SDG were less likely.
- Compared to Year 3, applicants to CSJ were more likely to express trust in Service Canada, while those applying to NHSP were less likely. YESS applicants were also less likely to express trust compared to Year 2 results.

How much would you say you trust or distrust Service Canada to deliver services effectively to Canadians?

Trust in Service Canada remains strongly correlated to overall satisfaction (0.66).



Q32. On a scale from 1 to 5, where 1 means 'do not trust' at all and 5 means 'trust a great deal', how much do you trust or distrust Service Canada to deliver services effectively to Canadians?

Base: All respondents

PROGRAM LEVEL HIGHLIGHTS*

5

Impact of Service Changes on the Client Experience by Program (1/2)

	EAF	NHSP	CSJ	SDPP-D	AWAH	CAS
 <p>STRENGTHS TO MAINTAIN</p>	<ul style="list-style-type: none"> Find general information Determine when the application period takes place Confident that my personal information was protected Determine if your organization is eligible for funding Determine the steps to apply for funding 	<ul style="list-style-type: none"> Find general information Determine if your organization is eligible for funding Determine the steps to apply for funding Received consistent information 	<ul style="list-style-type: none"> Being able to complete steps online made the process easier for me Determine if your organization is eligible for funding Determine when the application takes place Determine the steps to apply for funding Understand the information 	<ul style="list-style-type: none"> Understand the information Determine when the application period takes place Confident that my personal information was protected 	<ul style="list-style-type: none"> Determine when the application period takes place I was confident that my personal information was protected Being able to complete steps online made the process easier for me Determine the steps to apply for funding 	<ul style="list-style-type: none"> Determine if the organization is eligible for funding Determine the steps to apply for funding Determine when the application period takes place
 <p>AREAS FOR IMPROVEMENT</p>	<ul style="list-style-type: none"> Ease of follow-up It was easy to get help when I needed it Completing the budget document The amount of time it took was reasonable 	<ul style="list-style-type: none"> Completing the budget document Completing the narrative questions Ease of follow-up The amount of time it took was reasonable It was easy to get help when I needed it Meeting the requirements of the application 	<ul style="list-style-type: none"> Determine amount of time each phase is anticipated to take The amount of time it took was reasonable Ease of follow-up Throughout the process it was clear what would happen next and when 	<ul style="list-style-type: none"> Completing the budget document I was confident that any issues or problems would have been easily resolved Understanding the requirements of the application It was clear what to do if I had a problem or question 	<ul style="list-style-type: none"> The amount of time it took was reasonable Ease of follow-up Completing the budget document It was easy to get help when I needed it 	<ul style="list-style-type: none"> The amount of time it took was reasonable Completing the budget document Meeting the requirements of the application process It was easy to get help when I needed it

Impact of Service Changes on the Client Experience by Program (2/2)

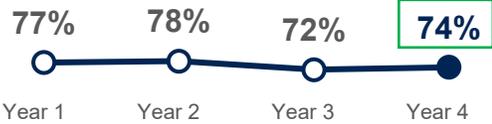
	FCR	IELCC	CSC	YESS	WHVP	OFPwD	SDG
 <p>STRENGTHS TO MAINTAIN</p>	<ul style="list-style-type: none"> Determine if your organization is eligible for funding Confident that my personal information was protected Find general information 	<ul style="list-style-type: none"> Determine the steps to apply for funding Find out what information you need to provide when applying Determine when the application period takes place Confident that my personal information was protected 	<ul style="list-style-type: none"> Being able to complete steps online made the process easier for me Determine if your organization is eligible for funding Confident that my personal information was protected 	<ul style="list-style-type: none"> Provided with service in English or French Determine if your organization is eligible for funding Easy to access service in a language I could speak and understand well Determine when the application period takes place 	<ul style="list-style-type: none"> Confident that my personal information was protected It was clear what would happen next and when Meeting the requirements Received consistent information The amount of time it took was reasonable 	<ul style="list-style-type: none"> Determine if your organization is eligible for funding Determine when the application period takes place Find general information Being able to complete steps online made the process easier for me 	<ul style="list-style-type: none"> Being able to complete steps online made the process easier for me Find general information Confident that my personal information was protected Determine if your organization is eligible for funding
 <p>AREAS FOR IMPROVEMENT</p>	<ul style="list-style-type: none"> Needed to explain my situation only once Determine the amount of time each phase is anticipated to take It was clear what would happen next and when Confident that any issues or problems would have been easily resolved Determine the steps to apply for funding 	<ul style="list-style-type: none"> Determine the amount of time each phase is anticipated to take Completing the budget document Understanding the requirements Needed to explain my situation only once Received consistent information Confident that any issues or problems would have been easily resolved 	<ul style="list-style-type: none"> The amount of time it took was reasonable Ease of follow-up Determine the amount of time each phase is anticipated to take It was clear what would happen next and when Completing the budget document 	<ul style="list-style-type: none"> The amount of time it took was reasonable Ease of follow-up Completing the budget document It was clear what would happen next and when It was easy to get help when I needed it 	<ul style="list-style-type: none"> Completing the budget document Putting together the information Understanding the requirements Determine if your organization is eligible for funding Determine the steps to apply Determine the amount of time each phase is anticipated to take 	<ul style="list-style-type: none"> The amount of time it took was reasonable Ease of follow-up Completing the budget document It was easy to get help when I needed it Needed to explain my situation only once 	<ul style="list-style-type: none"> The amount of time it took was reasonable It was easy to get help when I needed it Ease of follow-up It was clear what would happen next and when

PROGRAM LEVEL-HIGHLIGHTS

ENABLING ACCESSIBILITY FUND (EAF)

Top 5 driver of satisfaction

FUNDING APPROVAL



Satisfaction

OVERALL SERVICE EXPERIENCE



Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

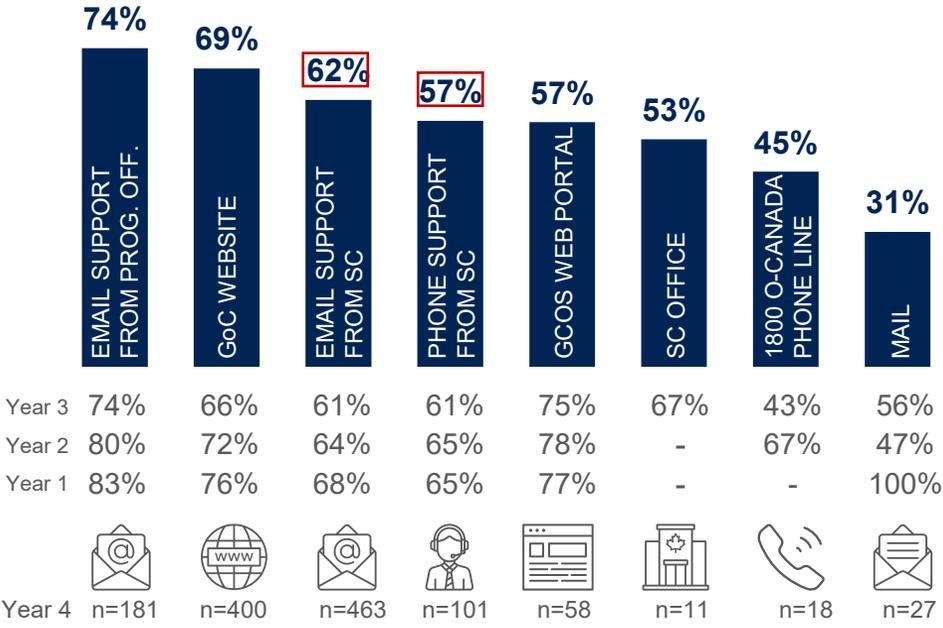


Effectiveness

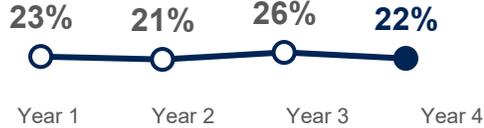
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



COMPLETE APPLICATION IN REASONABLE TIME

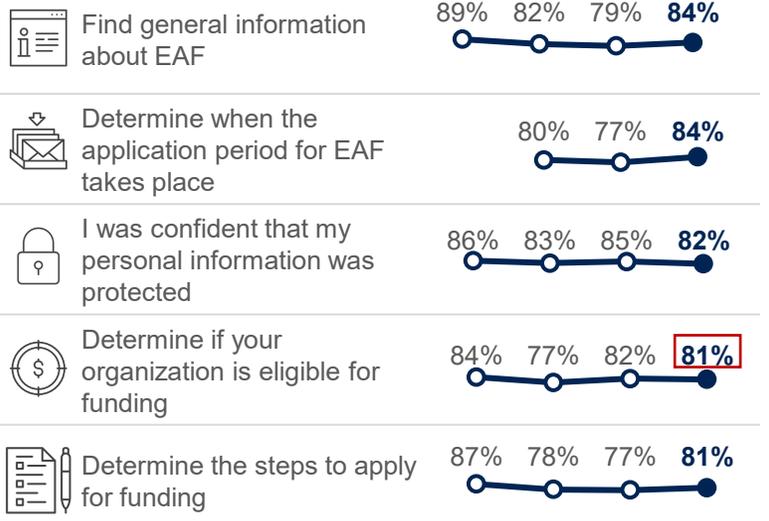


EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

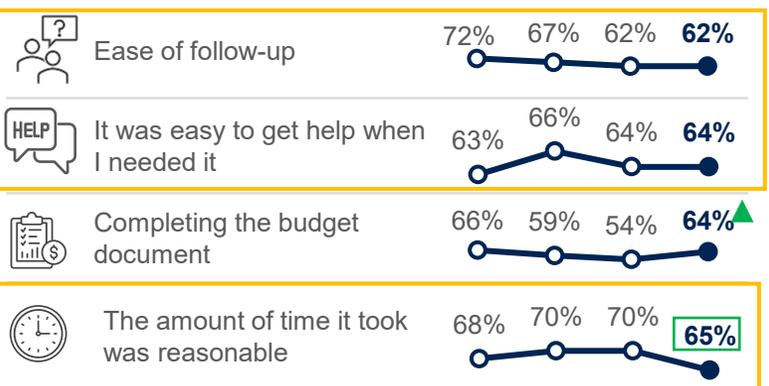
STRENGTHS

Year 1 Year 2 Year 3 Year 4



AREAS FOR IMPROVEMENT

Year 1 Year 2 Year 3 Year 4



PROGRAM STREAM LEVEL-HIGHLIGHTS

ENABLING ACCESSIBILITY FUND (EAF)

SMALL PROJECT

Top 5 driver of satisfaction

FUNDING APPROVAL



80%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE



80%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY



79%

Year 4

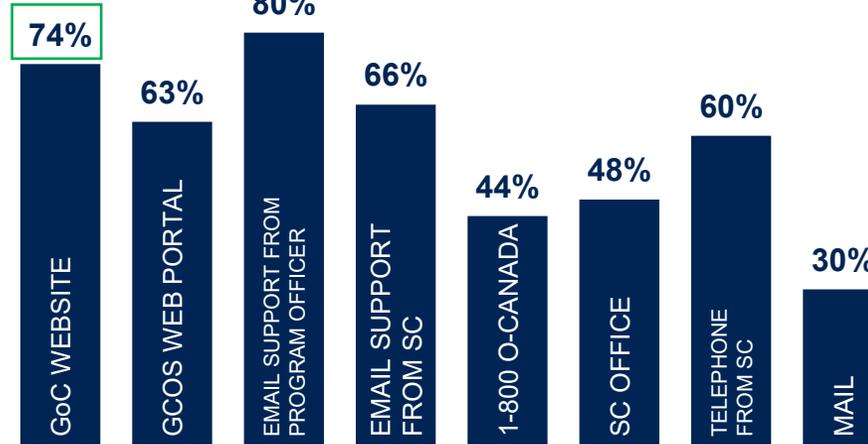
Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS



SATISFACTION WITH SERVICE CHANNELS

Year 4



74%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME



17%

Year 4

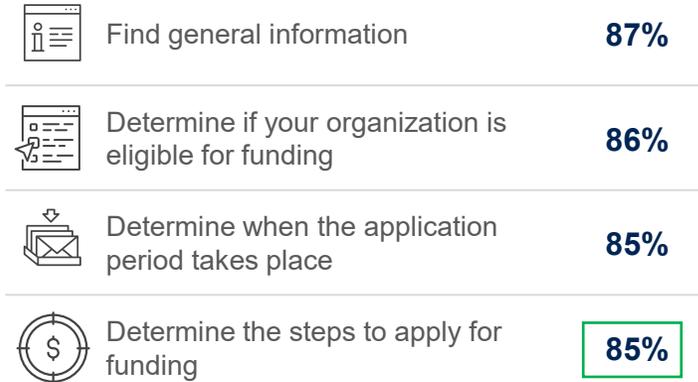
EXPERIENCED A PROBLEM



SERVICE ATTRIBUTE PERFORMANCE

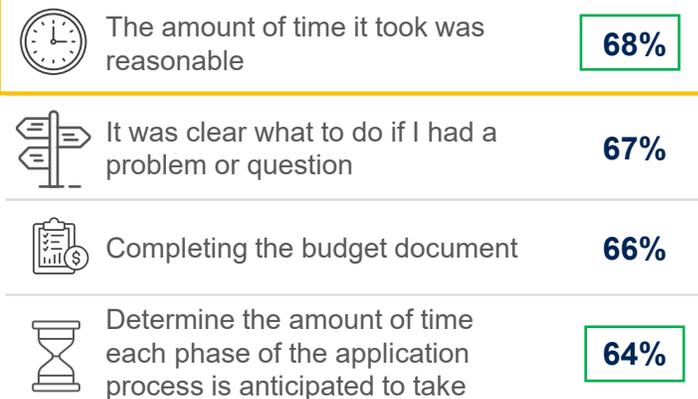
STRENGTHS

Year 4



AREAS FOR IMPROVEMENT

Year 4



PROGRAM STREAM LEVEL-HIGHLIGHTS

ENABLING ACCESSIBILITY FUND (EAF)

YOUTH INNOVATION

Top 5 driver of satisfaction

FUNDING APPROVAL



72%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

82%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

76%

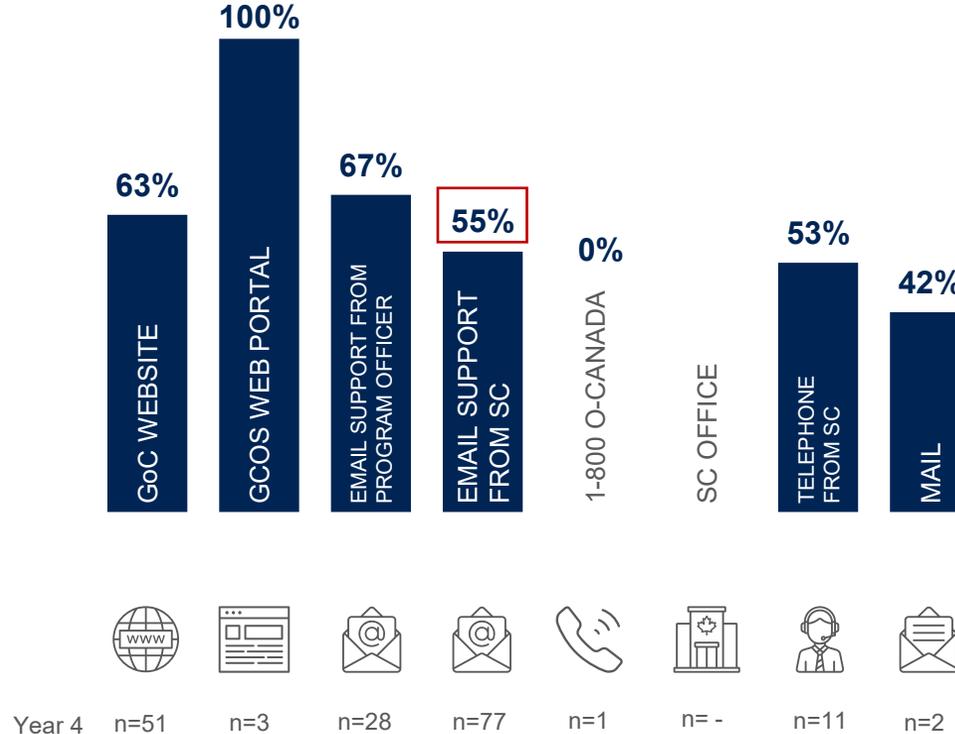
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



72%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

21%

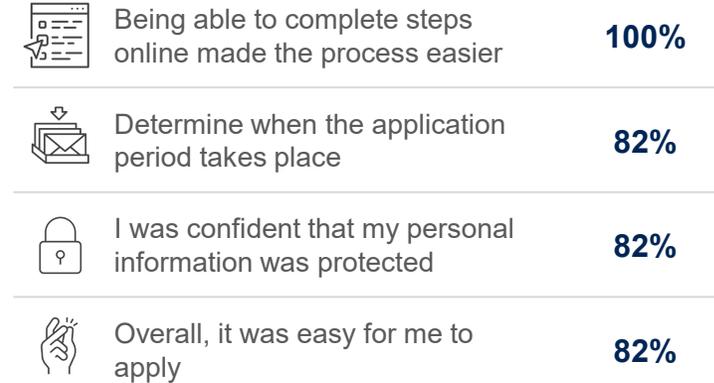
Year 4

EXPERIENCED A PROBLEM

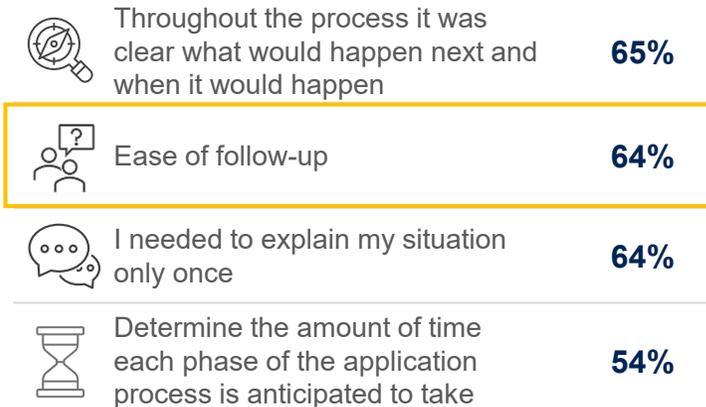
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



PROGRAM STREAM LEVEL-HIGHLIGHTS

ENABLING ACCESSIBILITY FUND (EAF)

MID-SIZED COMPONENT

Top 5 driver of satisfaction

FUNDING APPROVAL



32%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

45%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

40%

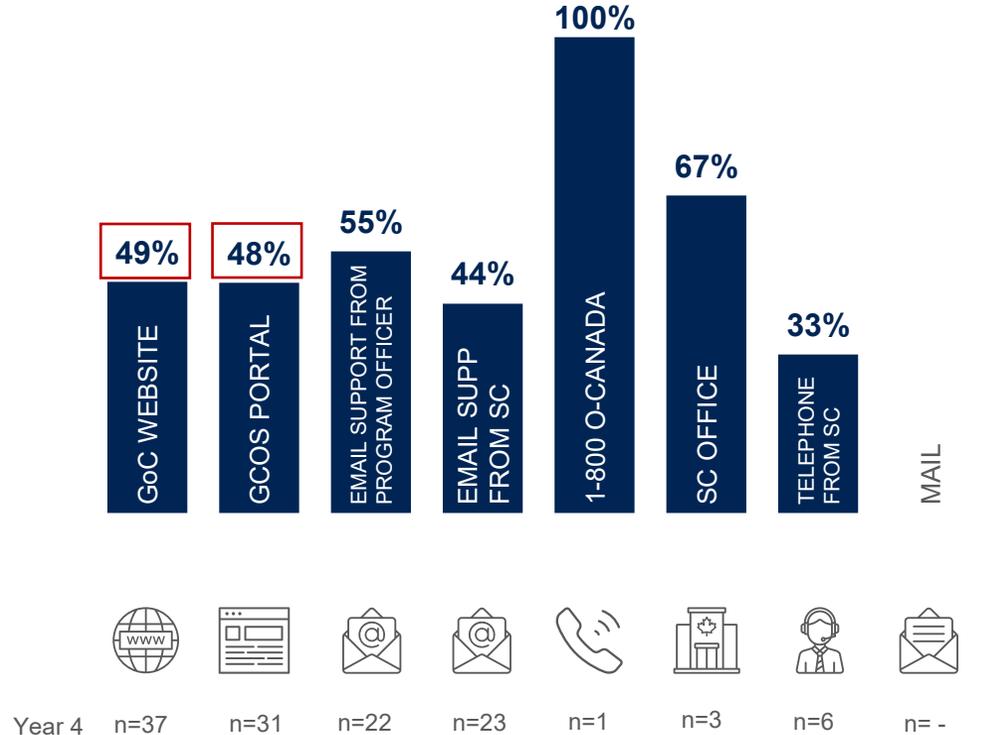
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4

34%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

57%

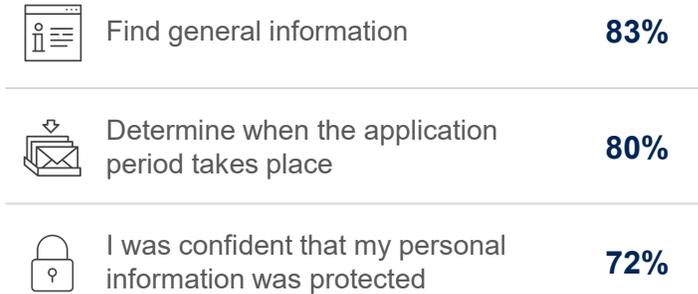
Year 4

EXPERIENCED A PROBLEM

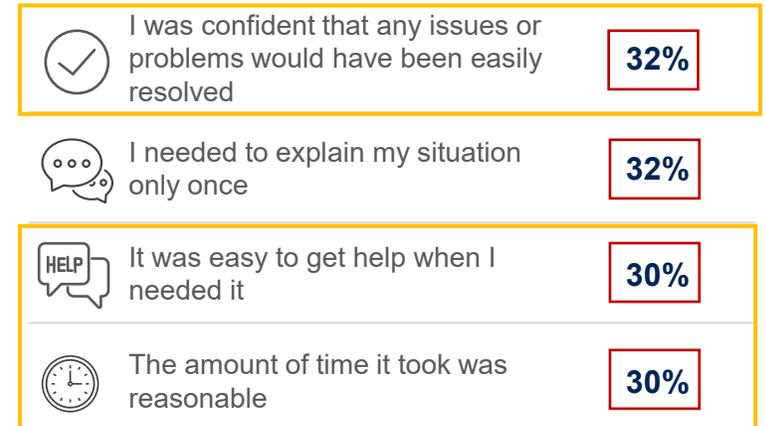
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT





QUALITATIVE HIGHLIGHTS

ENABLING ACCESSIBILITY FUND (EAF)

STRENGTHS TO MAINTAIN

- Participants who had applied to Enabling Accessibility Fund were very satisfied with ESDC's approach to information dissemination, specifically the variety of channels used to raise awareness of existing programs.

AREAS FOR IMPROVEMENT

- They were among those most concerns about diversity and inclusion. Many felt that the application process inherently favoured larger, more established organizations with dedicated grant-writing resources.
- Some also observed cultural understanding shortcomings during interactions with ESDC officers, such as their designated officer lacking understanding of the organization's cultural specificities as they related to their needs.



"I don't know if any kind of training or support is done for the people who are the monitors. [For example] prior to an Indigenous-specific fund that you're going to be working with, and Indigenous agencies. Sometimes I just wonder about any like cultural safety training that they might receive or any additional supports in terms of entering Indigenous spaces virtually or physically."

"[Smaller organizations] get so intimidated by just reading the guidelines. There's no way we can succeed. And then, they know sometimes ESDC application or guideline will say the grant application is competitive. So, competitive alone takes away the edge for applying. It puts the fear of God in them."

PROGRAM LEVEL-HIGHLIGHTS

Top 5 driver of satisfaction

NEW HORIZONS FOR SENIORS PROGRAM (NHSP)

FUNDING APPROVAL



Satisfaction

OVERALL SERVICE EXPERIENCE



Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

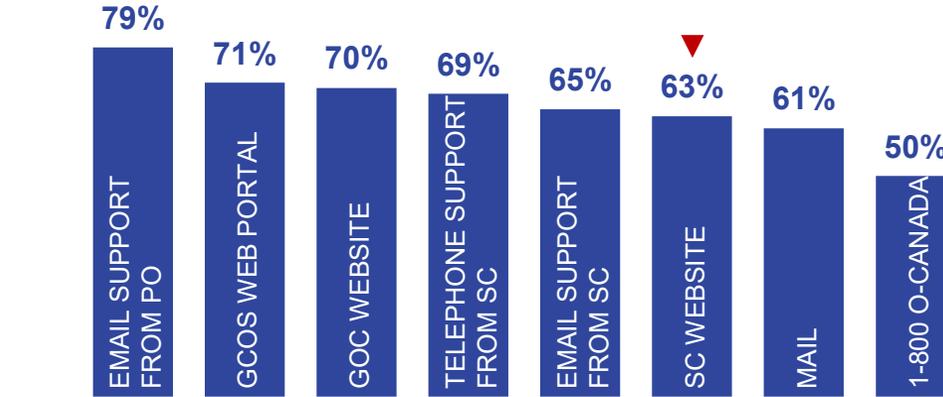


Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 3	83%	73%	72%	72%	73%	70%	69%	57%
Year 2	80%	73%	74%	68%	76%	75%	56%	50%
Year 1	81%	67%	70%	68%	72%	71%	56%	68%



COMPLETE APPLICATION IN REASONABLE TIME

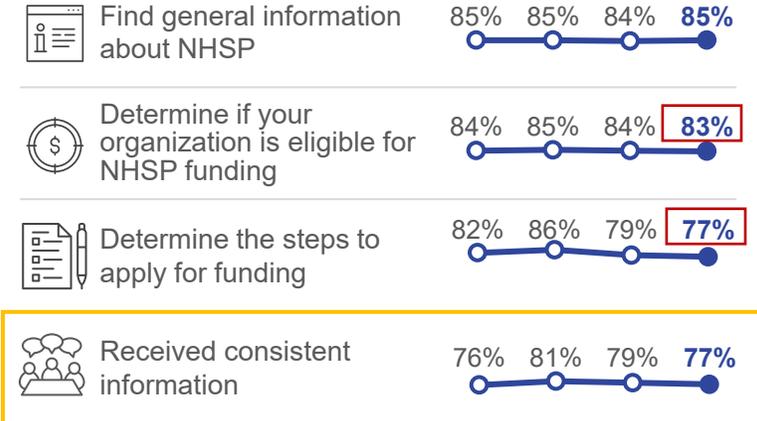


EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

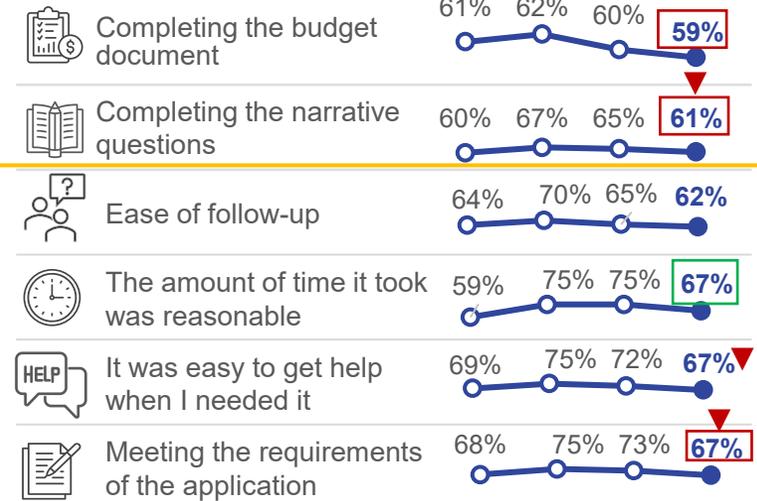
STRENGTHS

Year 1 Year 2 Year 3 Year 4



AREAS FOR IMPROVEMENT

Year 1 Year 2 Year 3 Year 4



Base: NHSP applicants –Year 4 (n=1705); Year 3 (n=1296); Year 2 (n=384); Year 1 (n=431)
 Note: Figures for '[PROGRAM] web portal' is reported in Year 1 and compared with 'GCOS web portal' in Year 2.

PROGRAM STREAM LEVEL-HIGHLIGHTS

NEW HORIZONS FOR SENIORS PROGRAM (NHSP)

COMMUNITY BASED STREAM (GRANT)

Top 5 driver of satisfaction

FUNDING APPROVAL

✓ **78%** ✗ **13%** **9%**
 APPROVED DENIED TBD

77%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE 

71%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY 

70%

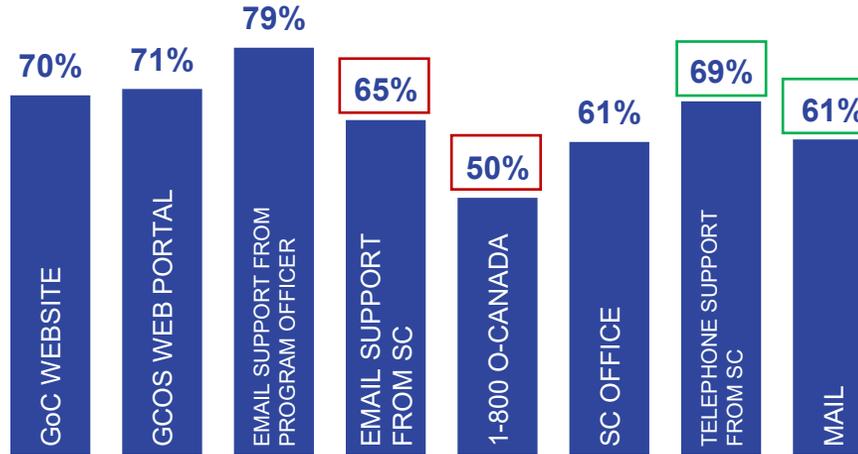
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS 

SATISFACTION WITH SERVICE CHANNELS

Year 4



61%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME 

27%

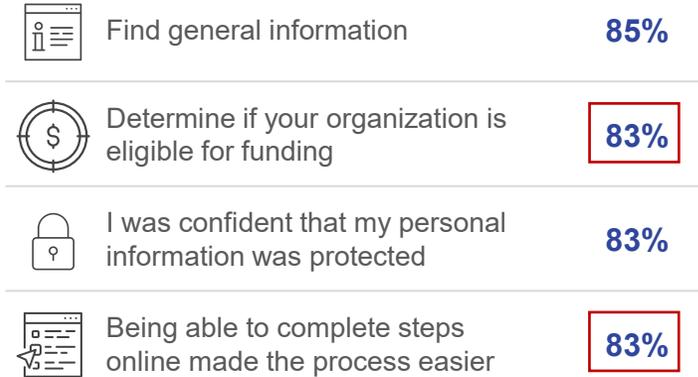
Year 4

EXPERIENCED A PROBLEM 

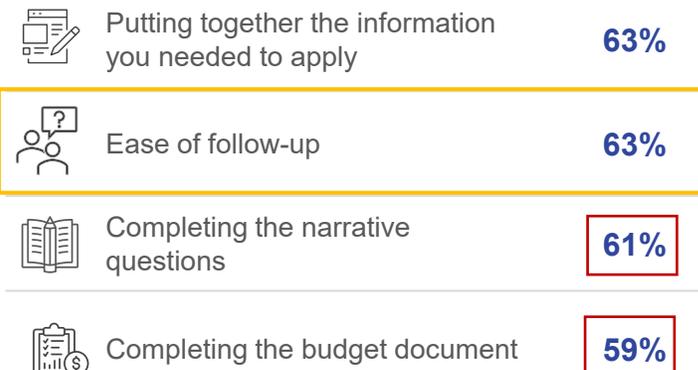
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



PROGRAM STREAM LEVEL-HIGHLIGHTS

NEW HORIZONS FOR SENIORS PROGRAM (NHSP)

PAN-CANADIAN CONTRIBUTIONS (CONTRIBUTION)

Top 5 driver of satisfaction

FUNDING APPROVAL



51%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

64%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

65%

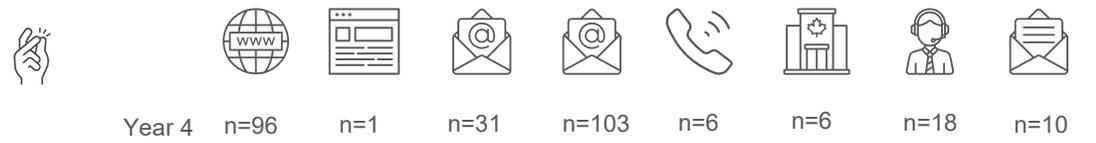
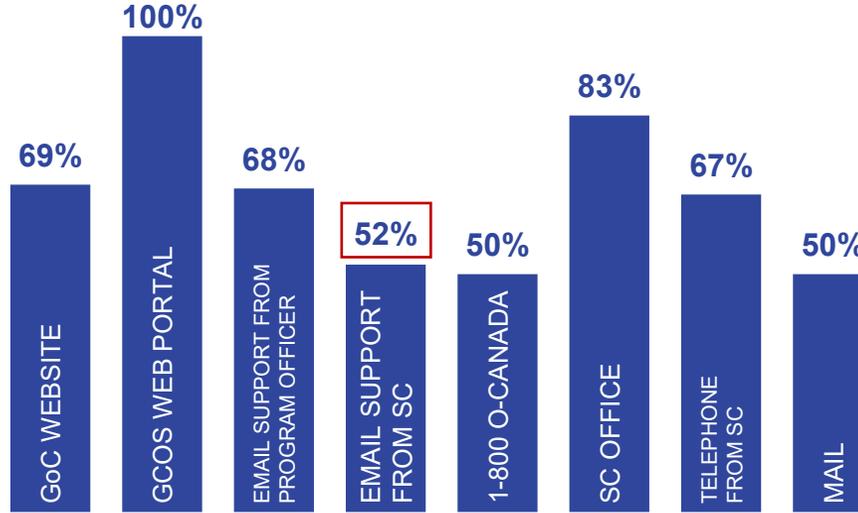
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



58%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

32%

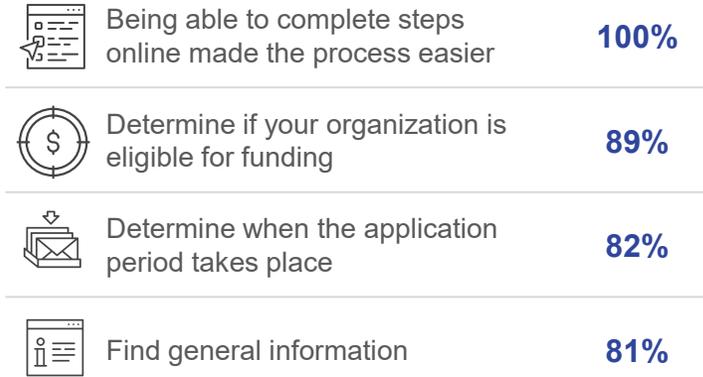
Year 4

EXPERIENCED A PROBLEM

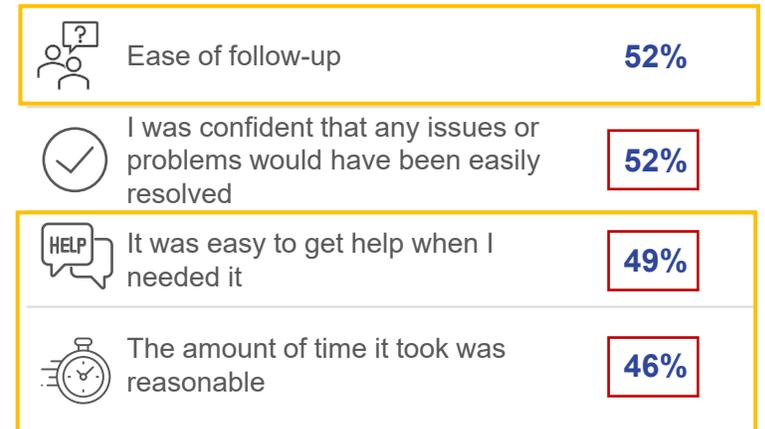
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



Significantly higher/lower than total



QUALITATIVE HIGHLIGHTS

NEW HORIZONS FOR SENIORS PROGRAM (NHSP)

STRENGTHS TO MAINTAIN

- Applicants to the New Horizons for Seniors Program (specifically the Contributions stream) were the most pleased with the overall application process compared to all other programs surveyed.
- They were also very pleased with the various ways ESDC provided information about the program. They felt that this multi-faceted approach made it easy for organizations to discover funding opportunities.
- They were also the most satisfied with the GCOS online portal. They specifically praised the system for its reliability, with participants noting that they had never lost any documents or information while using it.



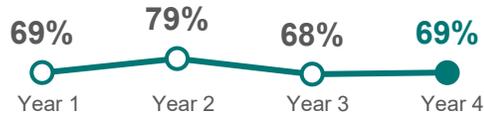
“I really like [GCOS]. I think it is set up really well. I'm a 'list' person. No matter what I'm doing in my life, I like a list. So going in and applying online through the portal and it's showing 'you've completed this'. There's a check mark and then you go to the next section.”

“It's objectively clear. And I think if there are any questions, there is ample opportunity to contact ESDC for clarification. And in my experience, in the past I found responses to be quite quick and very well-explained.”

PROGRAM LEVEL-HIGHLIGHTS

CANADA SUMMER JOBS (CSJ)

FUNDING APPROVAL



Satisfaction

OVERALL SERVICE EXPERIENCE



Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

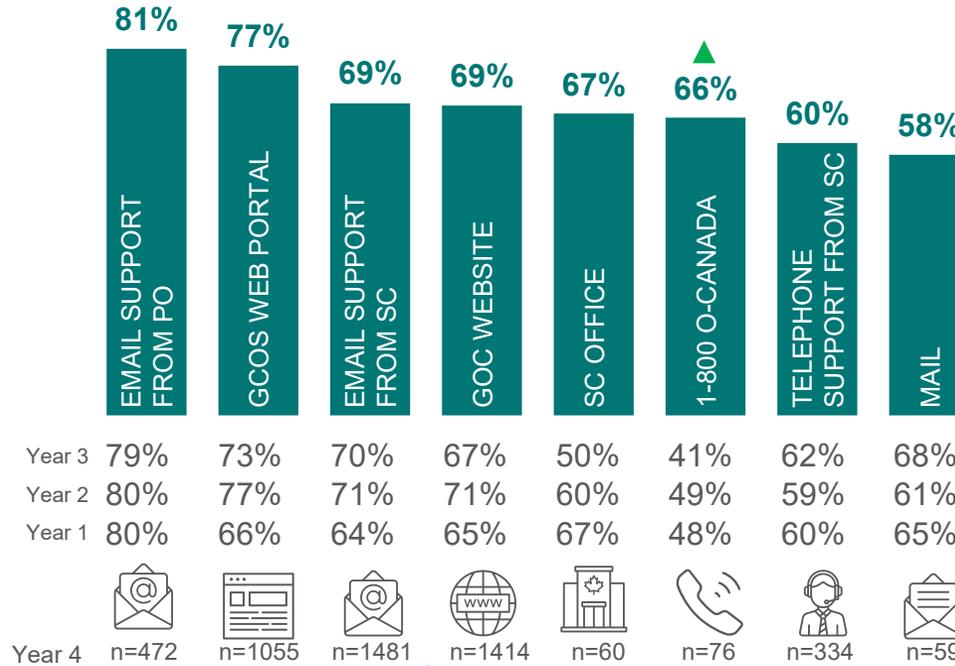


Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Channel	Year 3	Year 2	Year 1
EMAIL SUPPORT FROM PO	79%	80%	80%
GCOS WEB PORTAL	73%	77%	66%
EMAIL SUPPORT FROM SC	70%	71%	64%
GOC WEBSITE	67%	71%	65%
SC OFFICE	50%	60%	67%
1-800 O-CANADA	41%	49%	48%
TELEPHONE SUPPORT FROM SC	62%	59%	60%
MAIL	68%	61%	65%



COMPLETE APPLICATION IN REASONABLE TIME

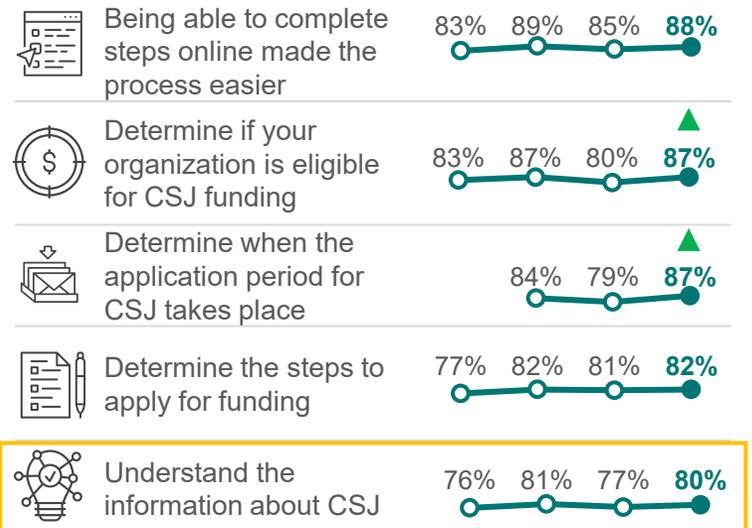


EXPERIENCED A PROBLEM

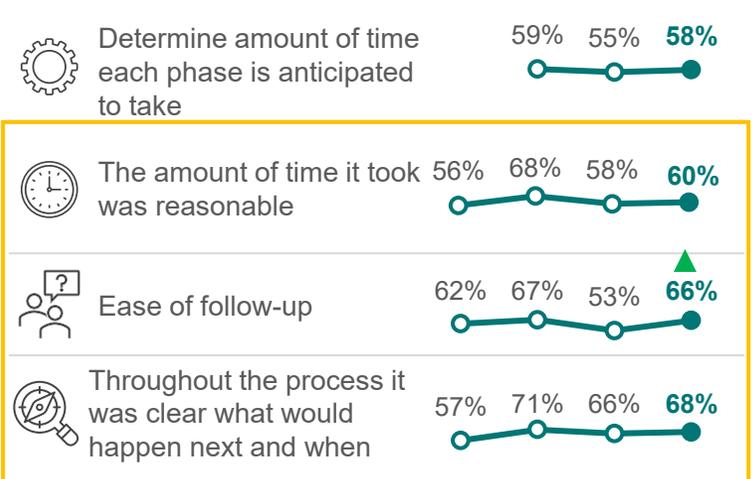
Top 5 driver of satisfaction

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS



AREAS FOR IMPROVEMENT



Base: CSJ applicants – Year 4 (n=2349); Year 3 (n=1004); Year 2 (n=865); Year 1 (n=942)
 Note: Figures for '[PROGRAM] web portal' is reported in Year 1 and compared with 'GCOS web portal' in Year 2.

Significantly higher/lower than total
 Significantly higher/lower than Year 3



QUALITATIVE HIGHLIGHTS

CANADA SUMMER JOBS (CSJ)

STRENGTHS TO MAINTAIN

- Applicants to the Canada Summer Jobs program were among the most likely to use the GCOS online application portal, discussing their general familiarity and willingness to engage with the online system.

AREAS FOR IMPROVEMENT

- They were the most vocal about the impact of delays on their organizational capacities, as being in limbo meant they may not be able to hire students after all.
- This also affected students who, not knowing whether they would get a job at this specific organization, would be left scrambling to find another opportunity elsewhere.



"The timelines on hearing back were a big challenge, especially in the second year. The first year they were behind in letting us know whether we were successful or not. And that led to kind of a cascade of challenges, because then they wanted the program to start immediately without any lead time for us to get things up and off the ground, based on the timeline of the proposal that we put forth."

"I wish that the end process looked the same. Here's what you need, and here's the form you need to sign with your student, here's the thing you need to sign, and having that in a checklist form after the fact, would be awesome."

SOCIAL DEVELOPMENT PARTNERSHIPS PROGRAM (SDPPD)

FUNDING APPROVAL



Satisfaction

OVERALL SERVICE EXPERIENCE



Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

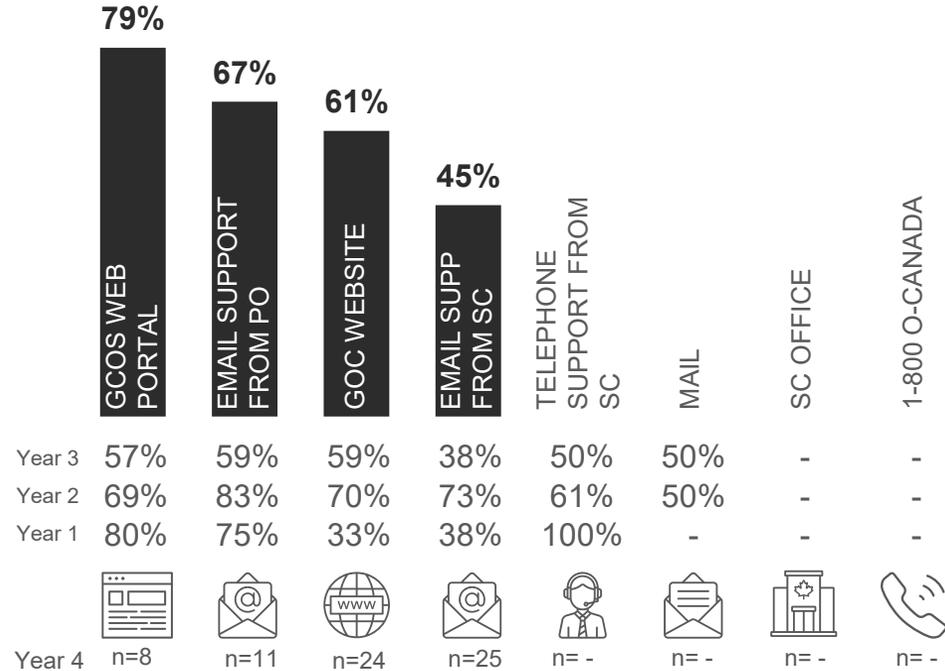


Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



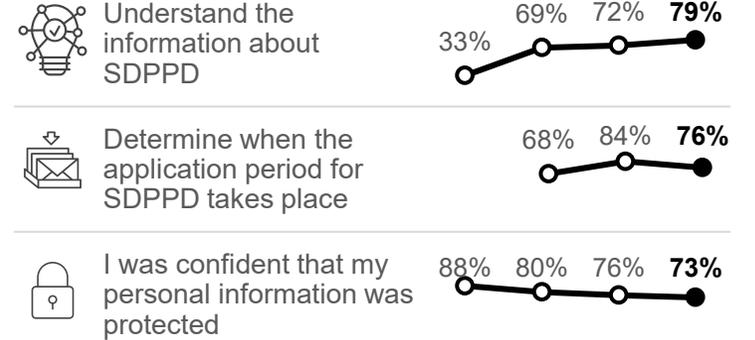
COMPLETE APPLICATION IN REASONABLE TIME



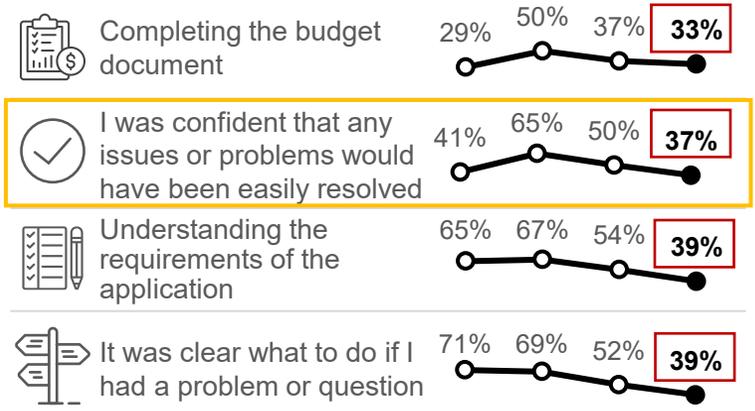
EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS



AREAS FOR IMPROVEMENT





STRENGTHS TO MAINTAIN

- Applicants to the Social Development Partnerships Program (specifically the National Stream) were among the most likely to use the GCOS online application portal, with the majority saying they felt generally comfortable and familiar with submitting applications through the online system.

AREAS FOR IMPROVEMENT

- Alongside many other programs, applicants to SDPPD felt left in the dark about their application once submitted, which led to frustration and a feeling of hopelessness.
- Another challenge for SDPP applicants revolved around a lack of communication and transparency during the decision-making process. This meant that organizations often could not plan appropriately, having no knowledge of whether they would be accepted or not, and were left confused about next steps.



« Mais quand les gens attendent trois à six mois pour recevoir la réponse et qu'en plus elle est négative, l'impact est très, très lourd. »

"It's not even the amount of time that it takes. It's when you find out you receive it to when your project has to start. That's where we had difficulty."

"If there's an application process, have a reasonable amount of time to respond. Have a reasonable amount of time to do a negotiation and make the guidelines clearer and tied to the actual call. It would make the negotiation process, and the monitoring process, even easier."

Program Levels Highlights- Other Programs in Year 4



The following other programs were **included in Year 4** but were not asked in Year 3. However, some programs were included in Year 2 or Year 1 and relevant comparisons have been included.

- **Age Well at Home (AWAH)** – (n=116)
- **The Canadian Apprenticeship Strategy (CAS)** – (n=22*)
- **The Foreign Credential Recognition (FCR)** - (n=18*) (also included in Year 2)
- **Indigenous Early Learning and Child Care (IELCC)** - (n=15*) (also included in Year 2)
- **Canada Service Corps (CSC)** – (n=127) (also included in Year 1)
- **The Youth Employment and Skills Strategy Program (YESS)** – (n=303) (also included in Year 1 and Year 2)
- **Workplace Harassment and Violence Prevention (WHVP)** – (n=9**)
- **Opportunities Fund For Persons with Disabilities (OFPWD)** - (n=76) (also included in Year 1)
- **Sustainable Development Goals (SDG)** – (n=173) (also included in Year 2)

*small sample size **very small sample size

PROGRAM LEVEL-HIGHLIGHTS

AGE WELL AT HOME (AWAH)

 Top 5 driver of satisfaction

FUNDING APPROVAL



50%

Satisfaction

OVERALL SERVICE EXPERIENCE

55%

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

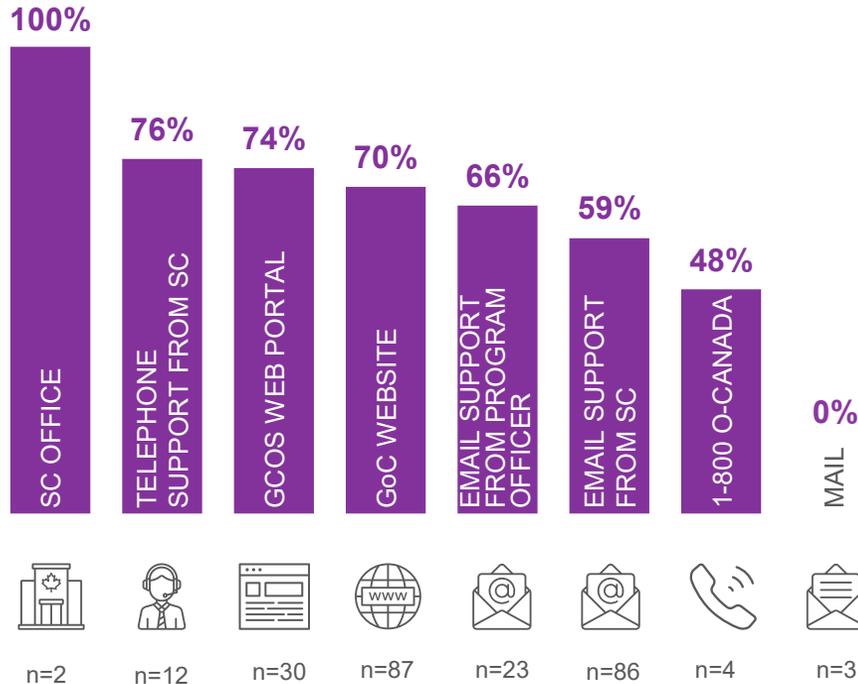
60%

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



52%

COMPLETE APPLICATION IN REASONABLE TIME

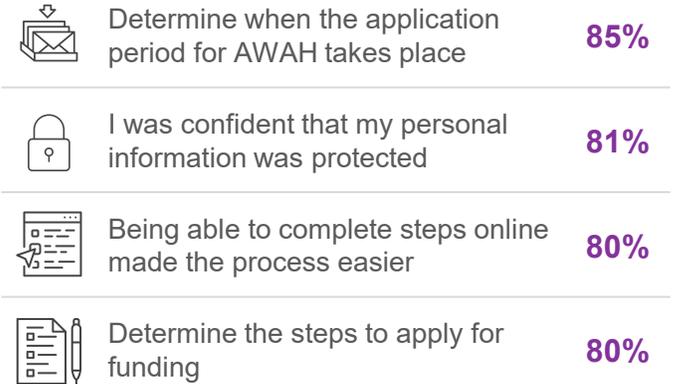
40%

EXPERIENCED A PROBLEM

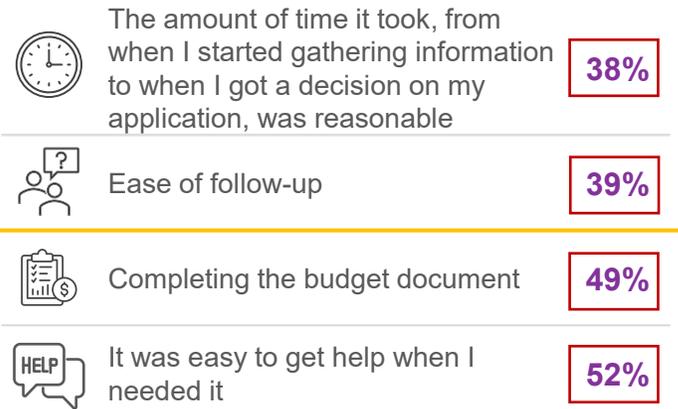
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



 Significantly higher/lower than total

PROGRAM STREAM LEVEL-HIGHLIGHTS

AGE WELL AT HOME (AWAH) IN-HOME SUPPORT (CONTRIBUTION)

Top 5 driver of satisfaction

FUNDING APPROVAL



44%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

55%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

58%

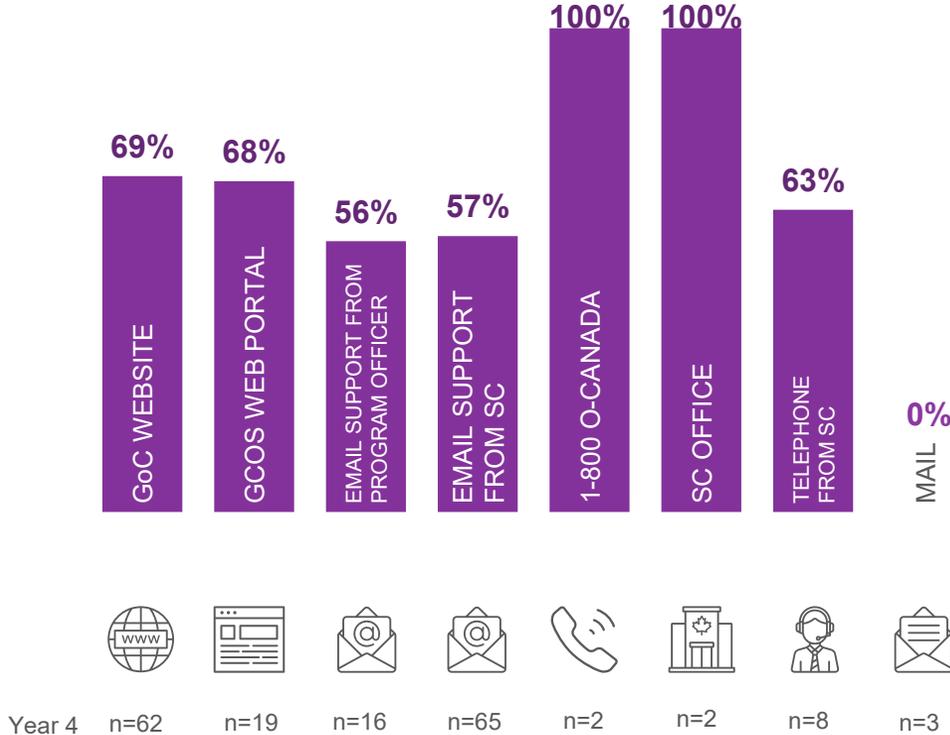
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4

48%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

42%

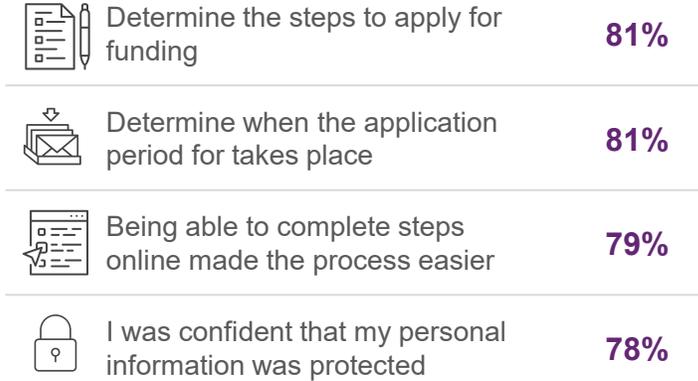
Year 4

EXPERIENCED A PROBLEM

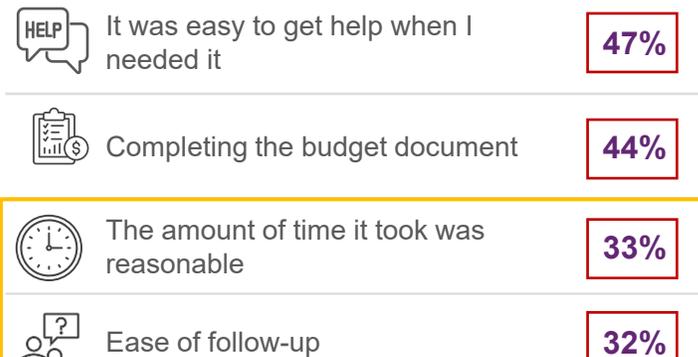
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT





QUALITATIVE HIGHLIGHTS

AGE WELL AT HOME (AWAH)

AREAS FOR IMPROVEMENT

- A key issue for Age Well at Home applicants was the cap on administrative costs, with many finding the 15% cap to be insufficient for their operational needs.
- They were also among the most likely to favor using alternatives to the GCOS online application portal, mainly due to technological shortcomings. Instead, they used alternatives such as working collaboratively with colleagues off a word document or favoring a paper-based application.
- Applicants to AWAH were among some of the most vocal about the impact of funding decisions on their ability to carry out their mission. One participant from an AWAH initiative in Alberta noted that many services on were shutting down, leaving a vulnerable clientele without necessary services. The participant highlighted the difficulty of explaining to vulnerable people who rely on these services that they will no longer be available due to government processes.



« Pour notre initiative 'Age Well at Home' en Alberta, la plupart des organisations [ferment] tout en novembre. Dans moins de six mois, il n'y a plus rien. On ne sait pas où on va. Nous avons une clientèle et c'est difficile de leur dire que nous ne pourrons plus les servir à cause du gouvernement. Ces personnes vulnérables ont besoin du service, elles n'attendent pas d'explications sur les processus gouvernementaux. »

“There are always issues with using the portal. Sometimes it doesn't gather the information properly. Sometimes it cuts off sentences when the word count runs out. And then, you've got to redo, redo, redo. There are always issues with no matter which portal, provincial, federal, any portal. They are unforgiving in terms of ease of use.”

THE CANADIAN APPRENTICESHIP STRATEGY (CAS)

FUNDING APPROVAL



59%

Satisfaction

OVERALL SERVICE EXPERIENCE

55%

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

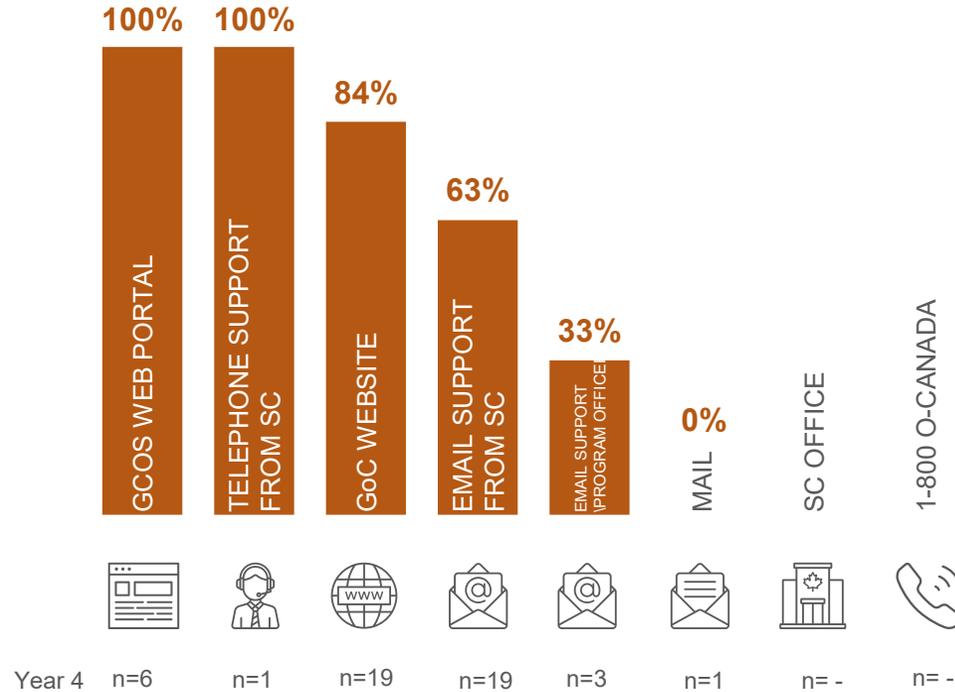
55%

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4 n=6 n=1 n=19 n=19 n=3 n=1 n=- n=-

55%

COMPLETE APPLICATION IN REASONABLE TIME

14%

EXPERIENCED A PROBLEM

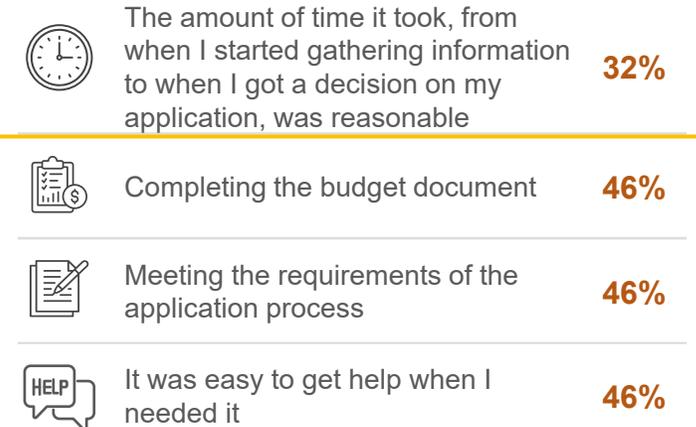
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT





STRENGTHS TO MAINTAIN

- Applicants to the Canadian Apprenticeship Strategy valued the support and assistance offered during the application process. The emphasis was on the practical usefulness of guidance and the appreciable support during and after application submission.

AREAS FOR IMPROVEMENT

- Despite the efficient pre-submission preparation, they found the "actual" application process challenging and intimidating, in large part due to the overwhelming nature of the requirements.
- The budget section was also a pain point, with participants detailing frustrations around meticulous calculations and adjustments required, which contributed to the process's complexity.



"The application period was ample. The application guide was thorough. There's a section for each question. It gives you a breakdown of what exactly is being looked for."

"There's a lot of back and forth, moving descriptions, moving money in this template, and then it'll get moved two or three more times before we're done. It seems [...] a bit nitpicky."

PROGRAM LEVEL-HIGHLIGHTS

THE FOREIGN CREDENTIAL RECOGNITION (FCR)

Top 5 driver of satisfaction

FUNDING APPROVAL



Satisfaction
OVERALL SERVICE EXPERIENCE

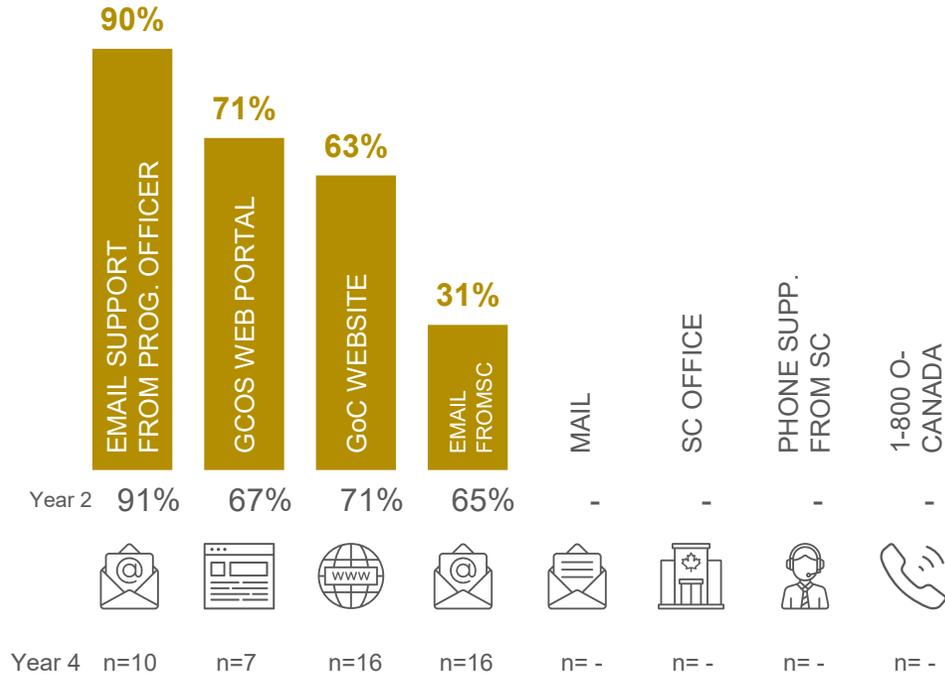


Ease
OVERALL, IT WAS EASY FOR ME TO APPLY



Effectiveness
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



COMPLETE APPLICATION IN REASONABLE TIME



EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

	Year 2	Year 4
Determine if your organization is eligible for FCR funding	75%	85%
I was confident that my personal information was protected	90%	83%
Find general information	58%	77%

AREAS FOR IMPROVEMENT

	Year 2	Year 4
I needed to explain my situation only once	45%	28%
Determine the amount of time each phase of the application process is anticipated to take	42%	31%
Throughout the process it was clear what would happen next and when it would happen	50%	44%
I was confident that any issues or problems would have been easily resolved	55%	44%
Determine the steps to apply for funding	67%	46%



QUALITATIVE HIGHLIGHTS

FOREIGN CREDENTIAL RECOGNITION

STRENGTHS TO MAINTAIN

- Participants consistently valued having direct contact with program personnel, highlighting this as a crucial element in reducing stress and streamlining processes. They felt this aspect led to a more personalized and supportive experience.

AREAS FOR IMPROVEMENT

- There was a noticeable frustration regarding technical issues with the GCOS portal and timelines, with participants finding the portal not "user-friendly" and experiencing lags.
- Uncertainty around timelines and financial strain was also discussed. Participants complained about vague timelines affecting staffing, as well as delays in receiving funds.
- Like for many other programs, participants also struggled with the budget components of the application process.



"I felt like they paid more attention to assigning somebody to me. So I had a direct contact if I had a question if I needed clarification... Having that direct contact has been really my favorite part. So I don't feel like I have to log in every day to double check or not double check, but you know. Just less stress on me having that person."

"I find the portal either works super awesome or not at all. [chuckles] There's no in between."

"The one challenge is we are facing on the budget... in this one, we have to go line by line. That is something I believe will help most of the organizations to have a 15% for their administration cost... Because there was no line item clearly on the budget."

PROGRAM LEVEL-HIGHLIGHTS

INDIGENOUS EARLY LEARNING AND CHILD CARE (IELCC)

 Top 5 driver of satisfaction

FUNDING APPROVAL



Satisfaction
OVERALL SERVICE EXPERIENCE



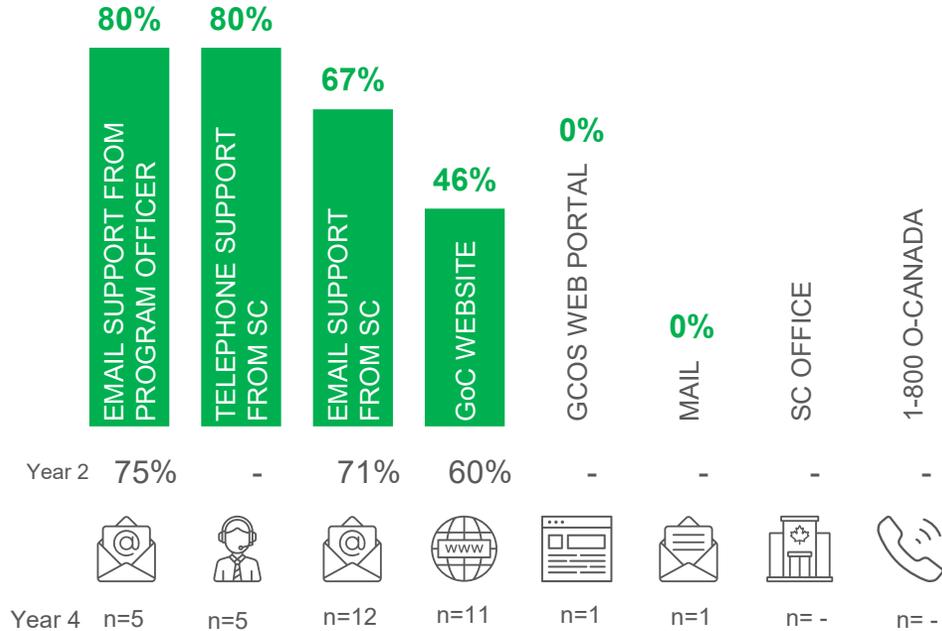
Ease
OVERALL, IT WAS EASY FOR ME TO APPLY



Effectiveness
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



COMPLETE APPLICATION IN REASONABLE TIME



EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

	Year 2	Year 4
Determine the steps to apply for funding	33%	82%
Find out what information you need to provide when applying for IELCC	67%	82%
Determine when the application period for IELCC takes place	67%	82%
I was confident that my personal information was protected	75%	80%

AREAS FOR IMPROVEMENT

	Year 2	Year 4
Determine the amount of time each phase of the application process is anticipated to take	33%	27%
Completing the budget document	25%	47%
Understanding the requirements of the application	50%	53%
I needed to explain my situation only once	38%	53%
I received consistent information	50%	53%
✓ I was confident that any issues or problems would have been easily resolved	63%	53%



STRENGTHS TO MAINTAIN

- A major point of agreement was the quality and accessibility of support throughout the process. They emphasized how important the support was, explaining that they had received great and efficient support and that their ESDC officers were "phenomenal."
- A major highlight was the ability to carry forward unspent funds to the next fiscal year, which, according to participants, was not always the case with other grants.

AREAS FOR IMPROVEMENT

- A shared point of frustration involved the timing of the project's launch, with significant misalignment between the expected start dates and the actual kickoff. This created challenges for the participants, as the timeline provided was either too compressed after approval or was subject to major, unexpected delays.
- Diversity was also an issue for many, with some feeling that organizations led by and/or working with and for Indigenous peoples were not being taken as seriously as other organizations.



"I did go to the website and it was clear... Everything about that was accessible and easy to manage."

"The touch bases are really great. It doesn't seem overly [cumbersome], because sometimes the monitoring is just 10 minutes... I don't feel that it's micromanagement at all."

"For me, that was the biggest frustration that I lost that time. And yet, I was expected to spend this amount of money in a shorter time, when it wasn't my fault that the program started after in 2024."

PROGRAM LEVEL-HIGHLIGHTS

CANADA SERVICE CORPS (CSC)

Top 5 driver of satisfaction

FUNDING APPROVAL

4% **0%** **96%**

APPROVED DENIED TBD

60% **41%**

Year 1 Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

64% **58%**

Year 1 Year 4

Ease

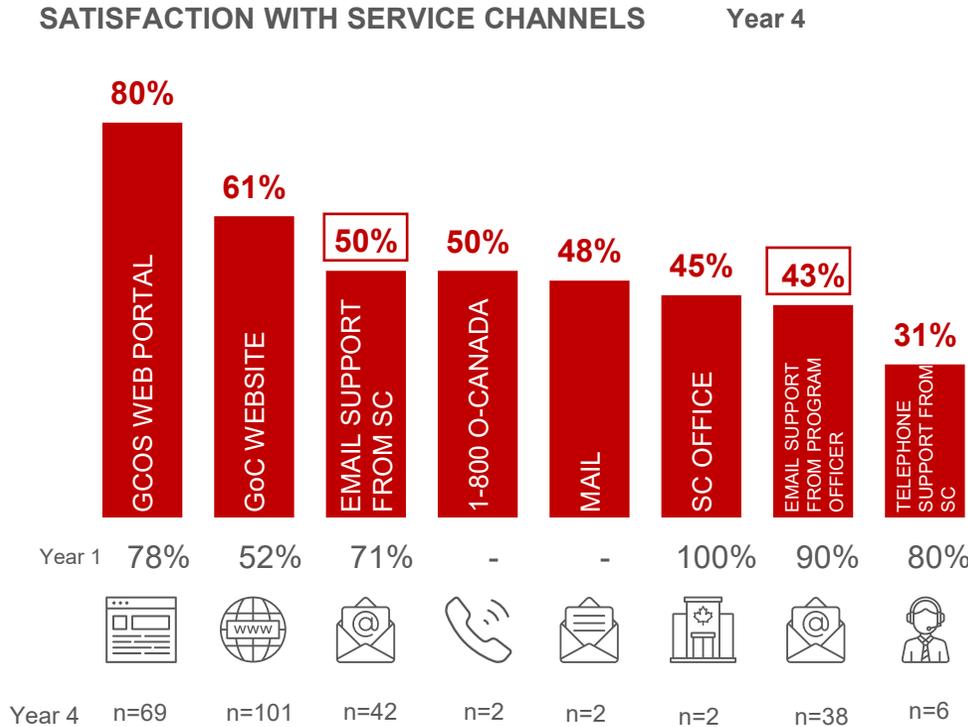
OVERALL, IT WAS EASY FOR ME TO APPLY

60% **61%**

Year 1 Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS



56% **52%**

Year 1 Year 4

COMPLETE APPLICATION IN REASONABLE TIME

32% **34%**

Year 1 Year 4

EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

	Year 1	Year 4
Being able to complete steps online made the process easier	67%	82%
Determine if the organization is eligible for CSC funding	72%	79%
I was confident that my personal information was protected	88%	77%

AREAS FOR IMPROVEMENT

	Year 1	Year 4
The amount of time it took was reasonable	56%	33%
Ease of follow-up	35%	35%
Determine the amount of time each phase is anticipated to take	n/a	37%
Throughout the process it was clear what would happen next and when it would happen	44%	39%

Completing the budget document	40%	41%
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Significantly higher/lower than total

PROGRAM STREAM LEVEL-HIGHLIGHTS

CANADA SERVICE CORPS (CSC) GRANTS - CSC

Top 5 driver of satisfaction

FUNDING APPROVAL



46%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

60%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

60%

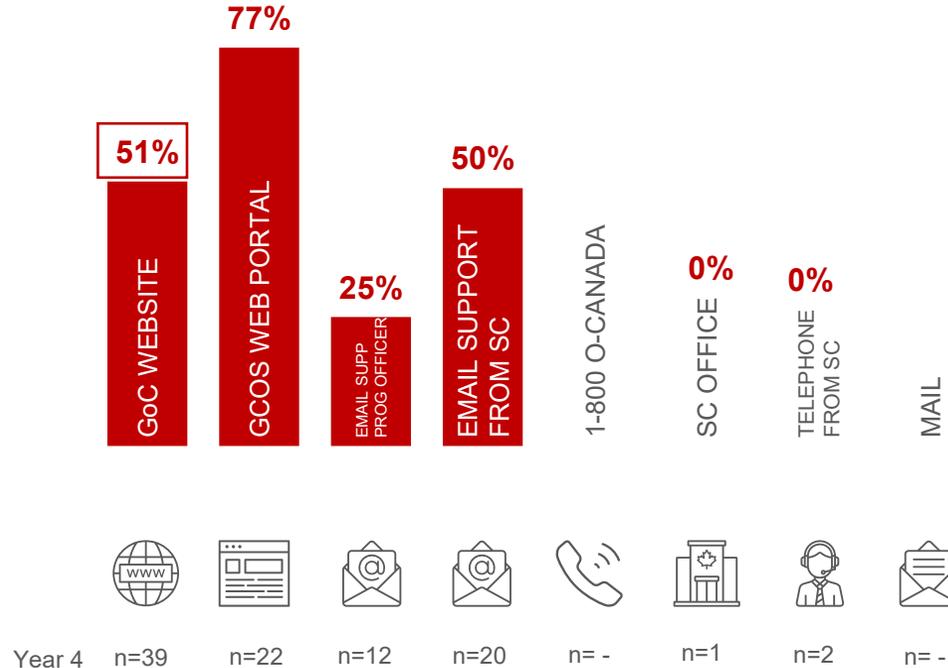
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4



n=39



n=22



n=12



n=20



n=-



n=1



n=2



n=-

54%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

35%

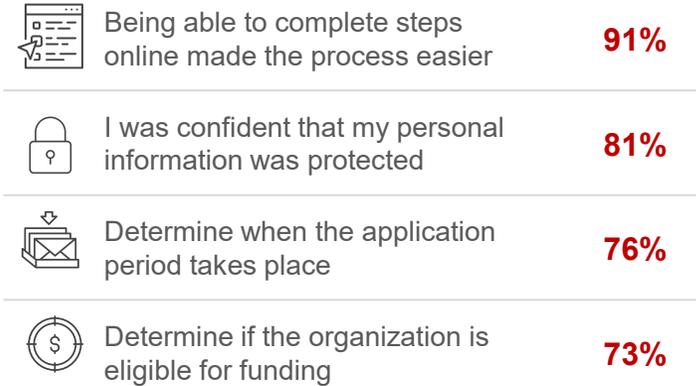
Year 4

EXPERIENCED A PROBLEM

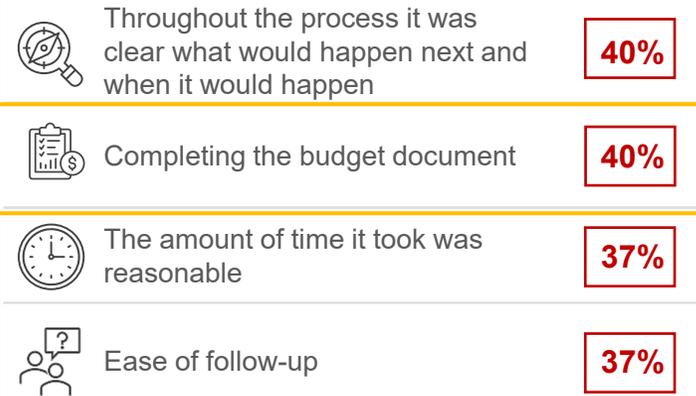
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



PROGRAM STREAM LEVEL-HIGHLIGHTS

CANADA SERVICE CORPS (CSC) SERVICE PLACEMENT REGIONAL

Top 5 driver of satisfaction

FUNDING APPROVAL



40%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

59%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

62%

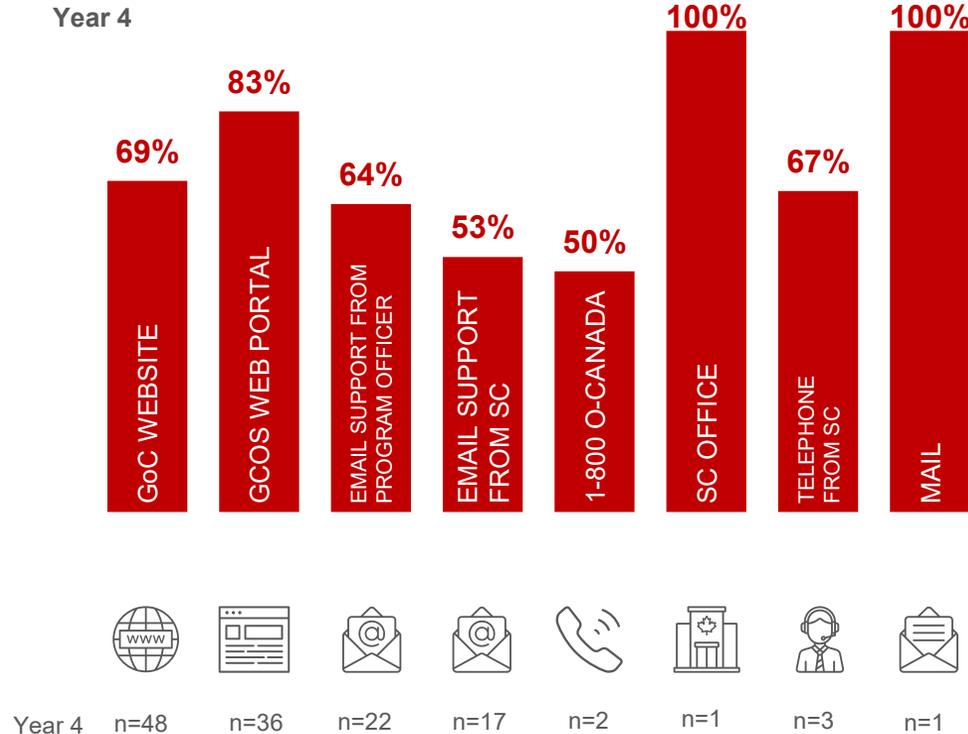
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4



n=48



n=36



n=22



n=17



n=2



n=1



n=3



n=1

52%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

33%

Year 4

EXPERIENCED A PROBLEM

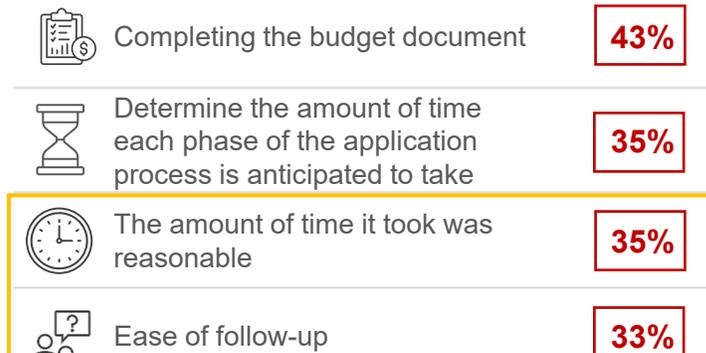
SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



AREAS FOR IMPROVEMENT



Significantly higher/lower than total

PROGRAM STREAM LEVEL-HIGHLIGHTS

CANADA SERVICE CORPS (CSC) SERVICE PLACEMENT (REGIONAL & NATIONAL)

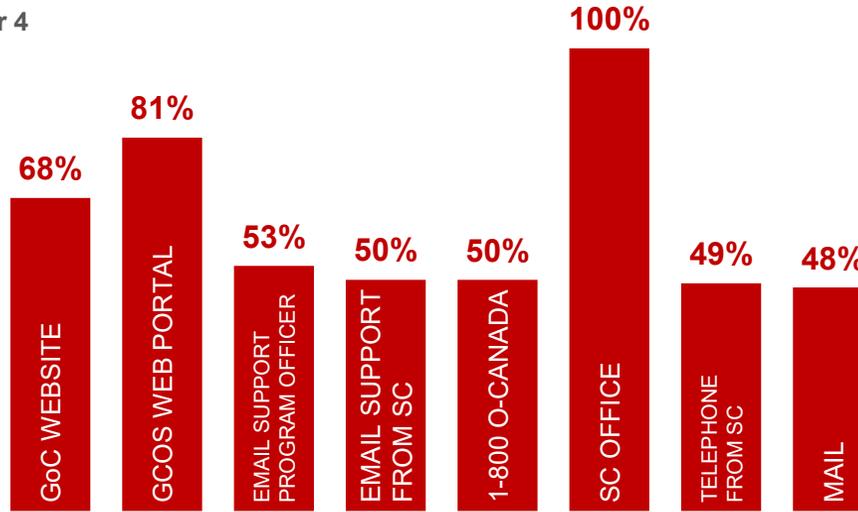
Top 5 driver of satisfaction

FUNDING APPROVAL

✓ **0%** ✗ **0%** **100%**
 APPROVED DENIED TBD

SATISFACTION WITH SERVICE CHANNELS

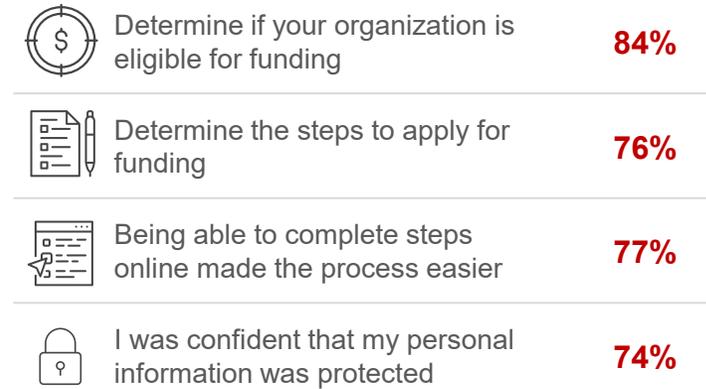
Year 4



SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4



36%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

57%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

61%

Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

51%

Year 4

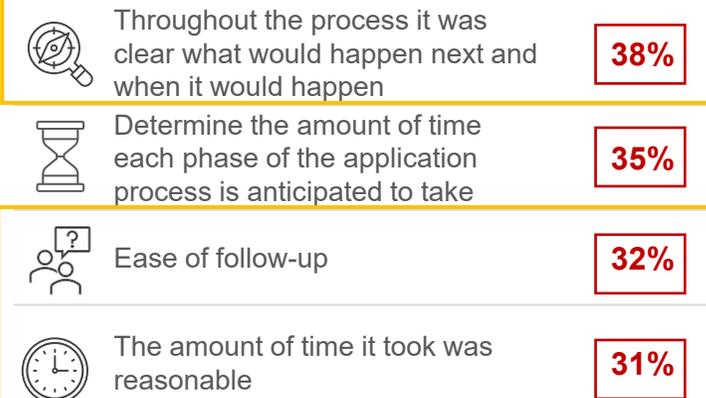
COMPLETE APPLICATION IN REASONABLE TIME

33%

Year 4

EXPERIENCED A PROBLEM

AREAS FOR IMPROVEMENT



Significantly higher/lower than total



QUALITATIVE HIGHLIGHTS CANADA SERVICE CORPS (CSC)

STRENGTHS TO MAINTAIN

- Participants agreed that the applicant guides and information sessions provided were helpful resources. They found the guides clarified requirements, and the live sessions were valuable for providing clear, concise answers to their questions.

AREAS FOR IMPROVEMENT

- They indicated that the grant process presented considerable barriers for smaller, less-resourced, or newer organizations. The process was described as intimidating and feeling like a "guessing game" with unclear rules, putting organizations that are unfamiliar with grants at a distinct disadvantage.
- Similarly to many other programs, they found the wait time to hear back about a decision too long.
- They also found the budget portion confusing and difficult to complete, expressing anxiety and uncertainty about how to categorize costs and determine the appropriate amount to request.



"Everything was very clear. It was easy to find. It was easy to know if we were eligible or not. The difference between the two streams was very clear in terms of micro grants versus the placements."

"That delay and uncertainty in funding is a big deal for a nonprofit organization in terms of operational budget, in terms of operational, just even just planning for the year. Are we going to run this program? Are we not going to run this program? When you're dealing with small organizations, that uncertainty is debilitating."

"The first thing is knowing how much is enough, right? Or whether it's too little, too little or too much of an ask, of the ask... I find it difficult to know if I've asked for too much or too little, or just the right amount."

PROGRAM LEVEL-HIGHLIGHTS

THE YOUTH EMPLOYMENT AND SKILLS STRATEGY PROGRAM (YESS)

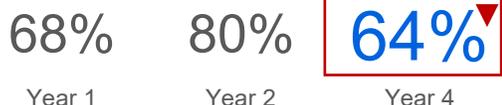
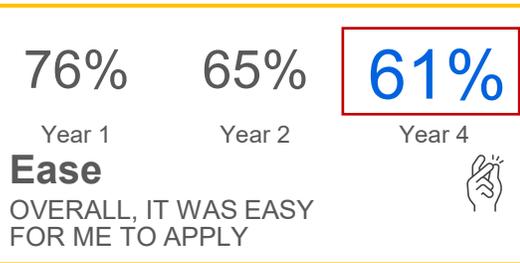
Top 5 driver of satisfaction

FUNDING APPROVAL



Satisfaction

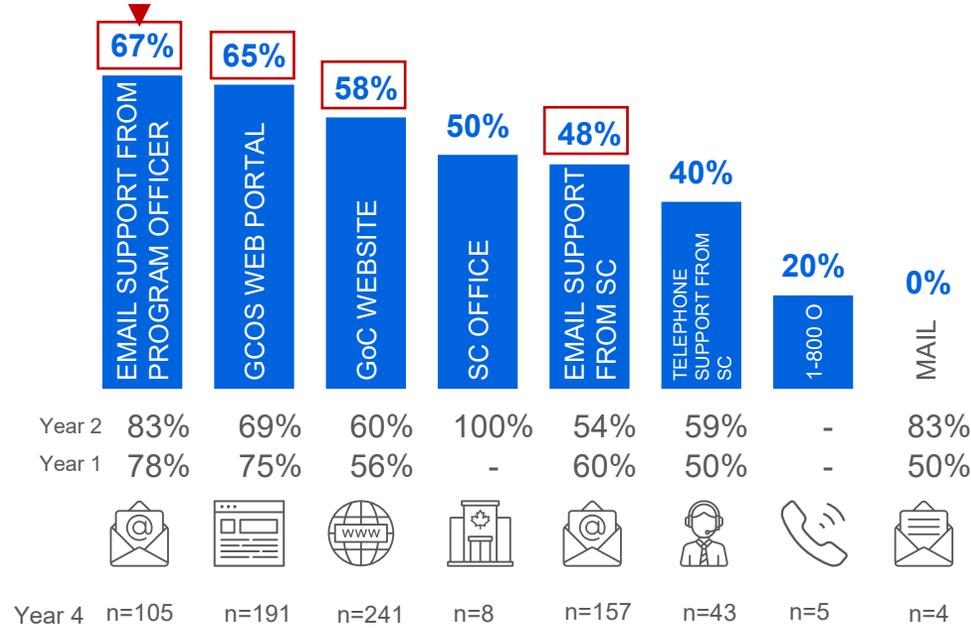
OVERALL SERVICE EXPERIENCE



Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

	Year 1	Year 2	Year 4
I was provided with service in my choice of English or French	96%	96%	88%
Determine if the organization is eligible for YESS funding	80%	89%	86%
It was easy to access service in a language I could speak and understand well	96%	90%	85%
Determine when the application period for YESS takes place	n/a	81%	81%

AREAS FOR IMPROVEMENT

	Year 1	Year 2	Year 4
The amount of time it took was reasonable	48%	43%	28%
Ease of follow-up	57%	52%	36%
Completing the budget document	60%	41%	41%
Throughout the process it was clear what would happen next and when it would happen	52%	45%	43%
It was easy to get help when I needed it	60%	60%	49%

Significantly higher/lower than total



STRENGTHS TO MAINTAIN

- Participants found the information sessions very useful, particularly for putting a face to the people in charge and establishing initial contact.

AREAS FOR IMPROVEMENT

- A major point of frustration was the repetitive nature of the forms, with questions sometimes described as redundant. This forced applicants to rephrase the same information, creating a sense of being "tested".
- This administrative burden was compounded by technical difficulties with the online submission portal, which participants said was complicated and sometimes required workarounds like submitting by email.



"Ce qui est décevant, c'est lorsqu'on met tous ces efforts-là et à la fin de la journée, on n'a rien."

"On a besoin de cette approche humaine, l'approche humaine des des personnes qui sont au service Canada et que l'on les connaisse, qu'on connaisse leurs noms."

"Les questions sont souvent redondantes, c'est toujours les mêmes questions. Je ne sais pas qui a formulé les questions mais je pense qu'il y a des choses à faire à ce niveau-là au niveau du gouvernement."

WORKPLACE HARASSMENT AND VIOLENCE PREVENTION (WHVP)

Top 5 driver of satisfaction

FUNDING APPROVAL



78%

Satisfaction

OVERALL SERVICE EXPERIENCE

78%

Ease

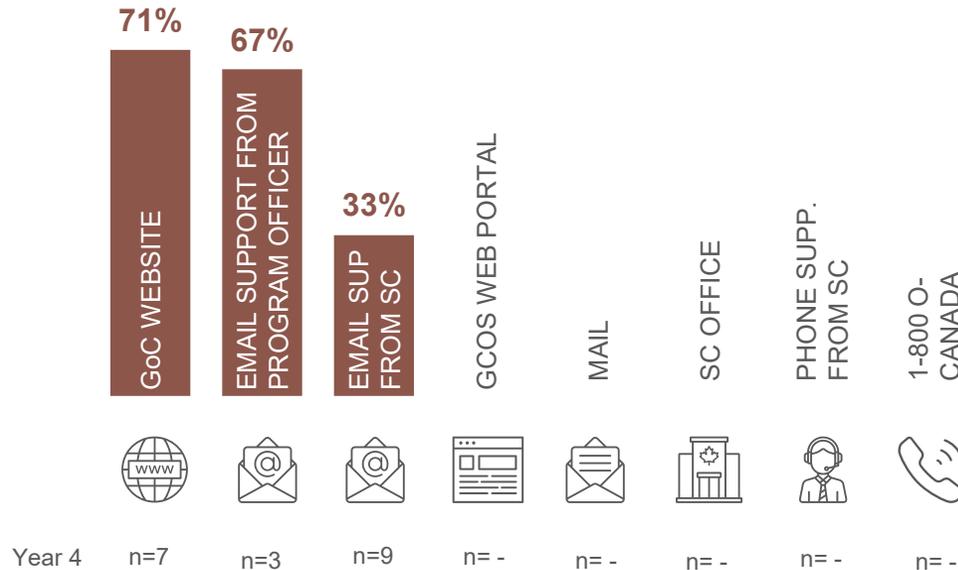
OVERALL, IT WAS EASY FOR ME TO APPLY

89%

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



100%

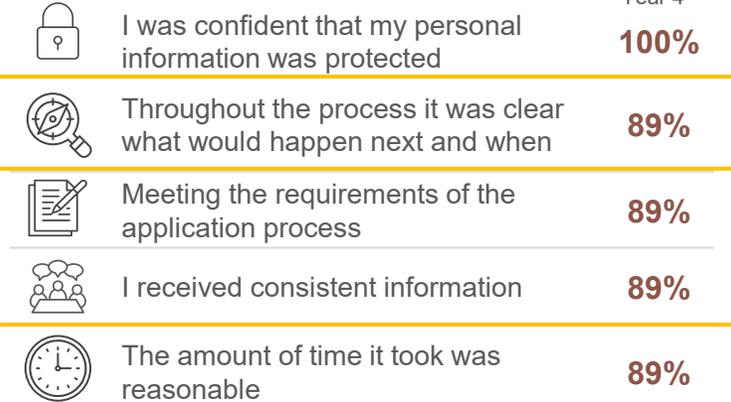
COMPLETE APPLICATION IN REASONABLE TIME

11%

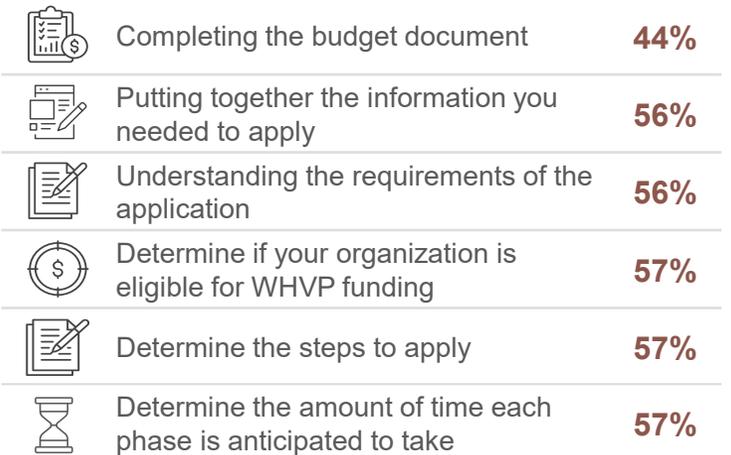
EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS



AREAS FOR IMPROVEMENT



PROGRAM LEVEL-HIGHLIGHTS

Top 5 driver of satisfaction

OPPORTUNITIES FUND FOR PERSONS WITH DISABILITIES (OFPWD)

FUNDING APPROVAL



Satisfaction
OVERALL SERVICE EXPERIENCE

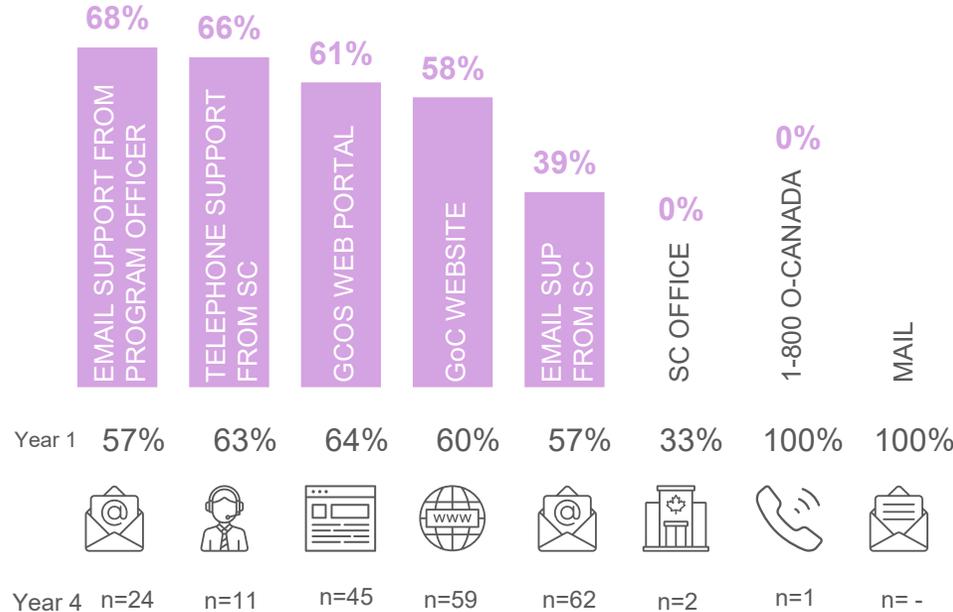


Ease
OVERALL, IT WAS EASY FOR ME TO APPLY



Effectiveness
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



COMPLETE APPLICATION IN REASONABLE TIME



EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

Attribute	Year 1	Year 4
Determine if your organization is eligible for OFPwD funding	67%	84%
Determine when the application period for OFPwD takes place	n/a	84%
Find general information about OFPwD	50%	83%
Being able to complete steps online made the process easier	91%	80%

Attribute	Year 1	Year 4
The amount of time it took was reasonable	36%	27%
Ease of follow-up	50%	37%

Completing the budget document	41%	37%
It was easy to get help when I needed it	55%	41%
I needed to explain my situation only once	50%	41%

PROGRAM STREAM LEVEL-HIGHLIGHTS

OPPORTUNITIES FUND FOR PERSONS WITH DISABILITIES (OFPWD) REGIONAL PROJECT

Top 5 driver of satisfaction

FUNDING APPROVAL

✓ **61%** ✗ **29%** **10%**
 APPROVED DENIED TBD

48%

Year 4

Satisfaction

OVERALL SERVICE EXPERIENCE

57%

Year 4

Ease

OVERALL, IT WAS EASY FOR ME TO APPLY

65%

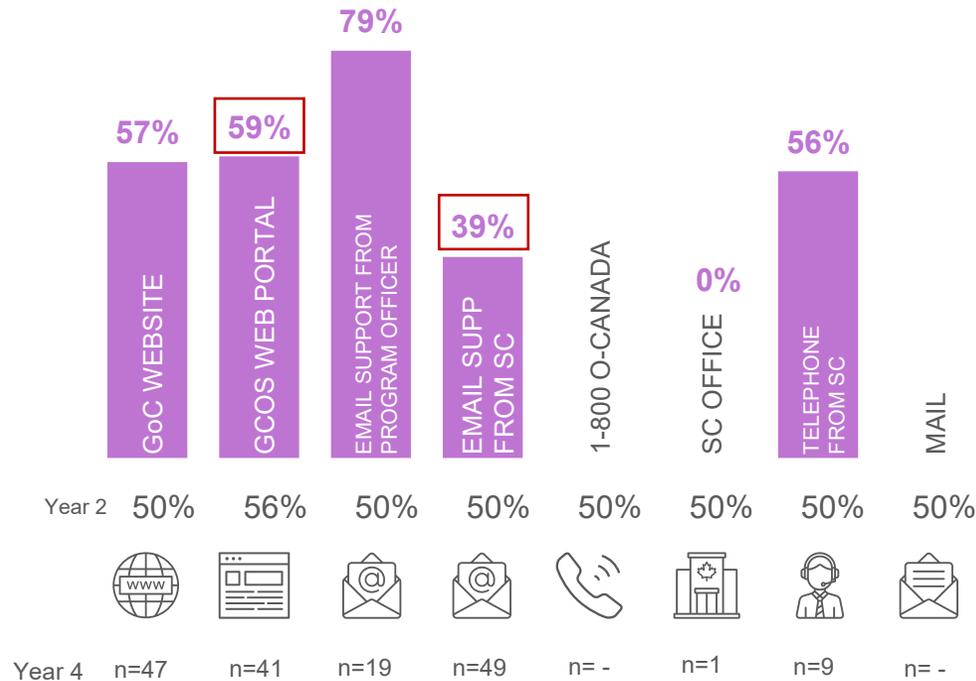
Year 4

Effectiveness

I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



57%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

29%

Year 4

EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4

	Determine when the application period takes place	91%
	Determine if your organization is eligible for funding	91%
	I was confident that my personal information was protected	86%
	Find general information	86%

AREAS FOR IMPROVEMENT

	Completing the budget document	37%
	Ease of follow-up	36%
	It was easy to get help when I needed it	36%
	The amount of time it took was reasonable	26%

Significantly higher/lower than total



STRENGTHS TO MAINTAIN

- The most significant positive highlighted for this fund was the profound impact it had.

AREAS FOR IMPROVEMENT

- Applicants to this fund (both national and regional streams) specifically reported that the post-approval negotiation process was challenging and "labour-intensive," requiring them to go through multiple rounds of revisions, which in turn impacted their ability to plan and organize programs effectively.
- Applicants were also among the most vocal in expressing concerns that the application process was not equitable. Participants mentioned a lack of screen reader compatibility, which presented significant challenges for blind, deaf-blind, or partially sighted individuals trying to complete the application.



"We are all blind, deaf, blind or partially sighted, so most of us use screen readers. And if a Word form is created without accessibility in mind, things don't work, like checkboxes don't work, or you can't read where the information is supposed to go."

"I clearly remember having a meeting in December with everybody who would be involved... But then the funding started in January. And then, come the end of the fiscal year, they're like, "okay, what are all your financials?" But we haven't even hired people yet! That timeframe just wasn't enough."

SUSTAINABLE DEVELOPMENT GOALS (SDG)

FUNDING APPROVAL



Satisfaction
OVERALL SERVICE EXPERIENCE

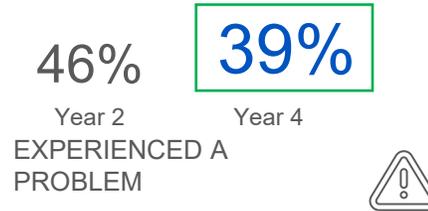
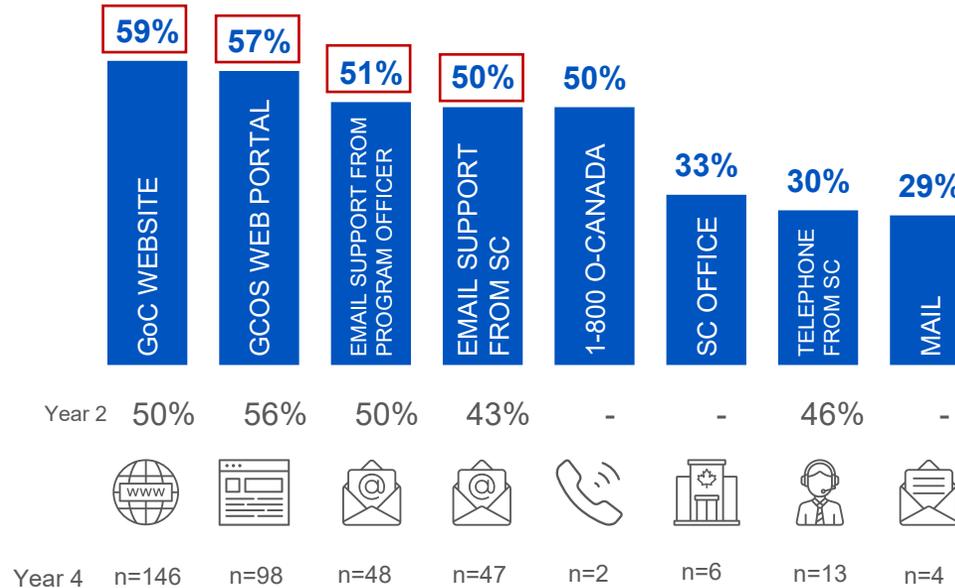


Ease
OVERALL, IT WAS EASY FOR ME TO APPLY



Effectiveness
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

	Year 2	Year 4
Being able to complete steps online made the process easier	78%	82%
Find general information about SDG	57%	76%
I was confident that my personal information was protected	64%	75%
Determine if your organization is eligible for SDG funding	39%	75%

AREAS FOR IMPROVEMENT

	Year 2	Year 4
The amount of time it took was reasonable	23%	37%
It was easy to get help when I needed it	46%	39%
Ease of follow-up	36%	41%
Throughout the process it was clear what would happen next and when it would happen	26%	43%

PROGRAM STREAM LEVEL-HIGHLIGHTS
SUSTAINABLE DEVELOPMENT GOALS (SDG)
GRANT STREAM

Top 5 driver of satisfaction

FUNDING APPROVAL

5% **2%** **92%**

APPROVED DENIED TBD

43%

Year 4

Satisfaction
 OVERALL SERVICE EXPERIENCE

64%

Year 4

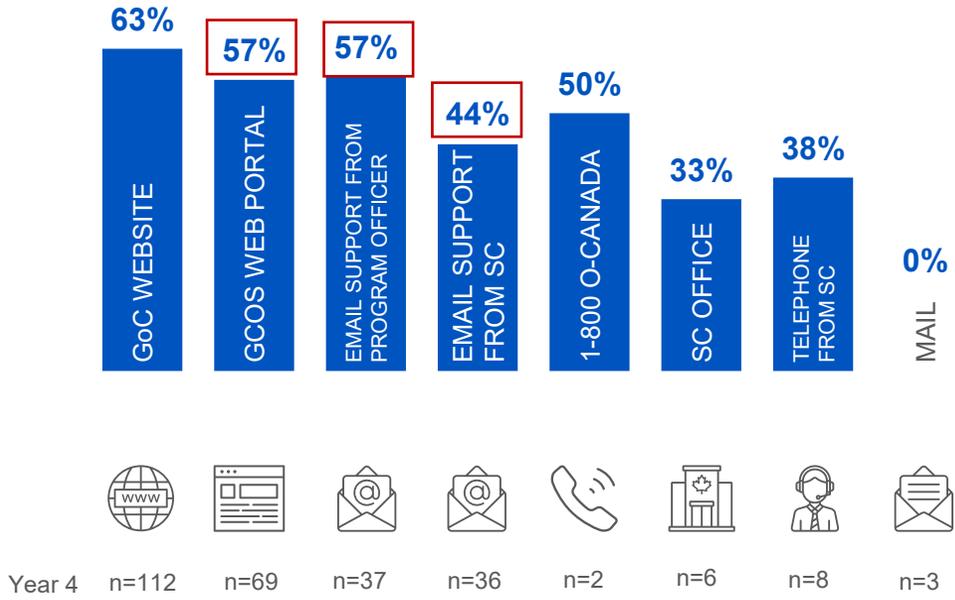
Ease
 OVERALL, IT WAS EASY FOR ME TO APPLY

66%

Year 4

Effectiveness
 I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS Year 4



55%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

35%

Year 4

EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS Year 4

Being able to complete steps online made the process easier	86%
I was confident that my personal information was protected	79%
Determine if your organization is eligible for funding	74%
Find general information	73%

AREAS FOR IMPROVEMENT

It was easy to get help when I needed it	45%
Determine the amount of time each phase of the application process is anticipated to take	44%
The amount of time it took was reasonable	39%
Ease of follow-up	35%

Significantly higher/lower than total

PROGRAM STREAM LEVEL-HIGHLIGHTS

SUSTAINABLE DEVELOPMENT GOALS (SDG) CONTRIBUTION STREAM

Top 5 driver of satisfaction

FUNDING APPROVAL

✓ **7%** ✗ **9%** **84%**
 APPROVED DENIED TBD

33%

Year 4

Satisfaction
OVERALL SERVICE EXPERIENCE

42%

Year 4

Ease
OVERALL, IT WAS EASY FOR ME TO APPLY

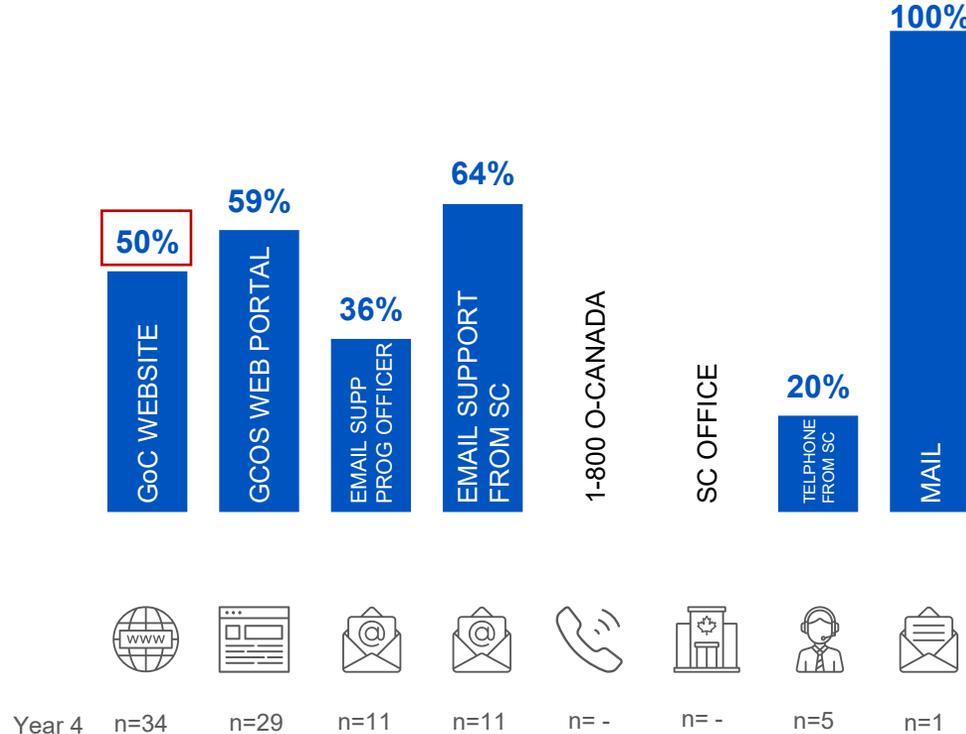
51%

Year 4

Effectiveness
I WAS ABLE TO MOVE SMOOTHLY THROUGH ALL OF THE STEPS

SATISFACTION WITH SERVICE CHANNELS

Year 4



Year 4 n=34 n=29 n=11 n=11 n= - n= - n=5 n=1

51%

Year 4

COMPLETE APPLICATION IN REASONABLE TIME

49%

Year 4

EXPERIENCED A PROBLEM

SERVICE ATTRIBUTE PERFORMANCE

STRENGTHS

Year 4

	Find general information	84%
	Understand the information about the program	84%
	Being able to complete steps online made the process easier	76%
	Determine if your organization is eligible for funding	75%

AREAS FOR IMPROVEMENT

	The amount of time it took was reasonable	33%
	Throughout the process it was clear what would happen next and when it would happen	30%
	I was confident that any issues or problems would have been easily resolved	30%
	It was easy to get help when I needed it	26%

Significantly higher/lower than total



STRENGTHS TO MAINTAIN

- Alongside applicants to New Horizons for Seniors Program and Enabling Accessibility Fund, applicants to Sustainable Development Goals were pleased with ESDC's multi-faceted approach to sharing information about funding opportunities.

AREAS FOR IMPROVEMENT

- Overall, they were the least pleased with the process.
- They were among the most likely to favor using alternatives to GCOS for their submissions.
- Applicants specifically felt that the selection process lacked fairness, which, in a small number of cases resulted in reconsidering whether or not to apply in future. This feeling reinforced their desire for more transparent feedback on decisions.



"GCOS, I've used it for other organizations, and it's not easy to use... it's difficult to add all your activities. It's extremely time consuming to upload everything into GCOS. And you have to save it as you go, and it crashes, or you experience internet, and your whole thing is kaput and you're starting all over again. It is extremely stressful when you're already working to a timeline to then try and put it into a platform that's not super user friendly."

"I have the impression in talking to people that [grants and contributions programs are] catered to more sophisticated, well-established mainstream dominant culture group than groups that are racialized. And that is my impression of the department overall. I could be wrong, but that's my impression."

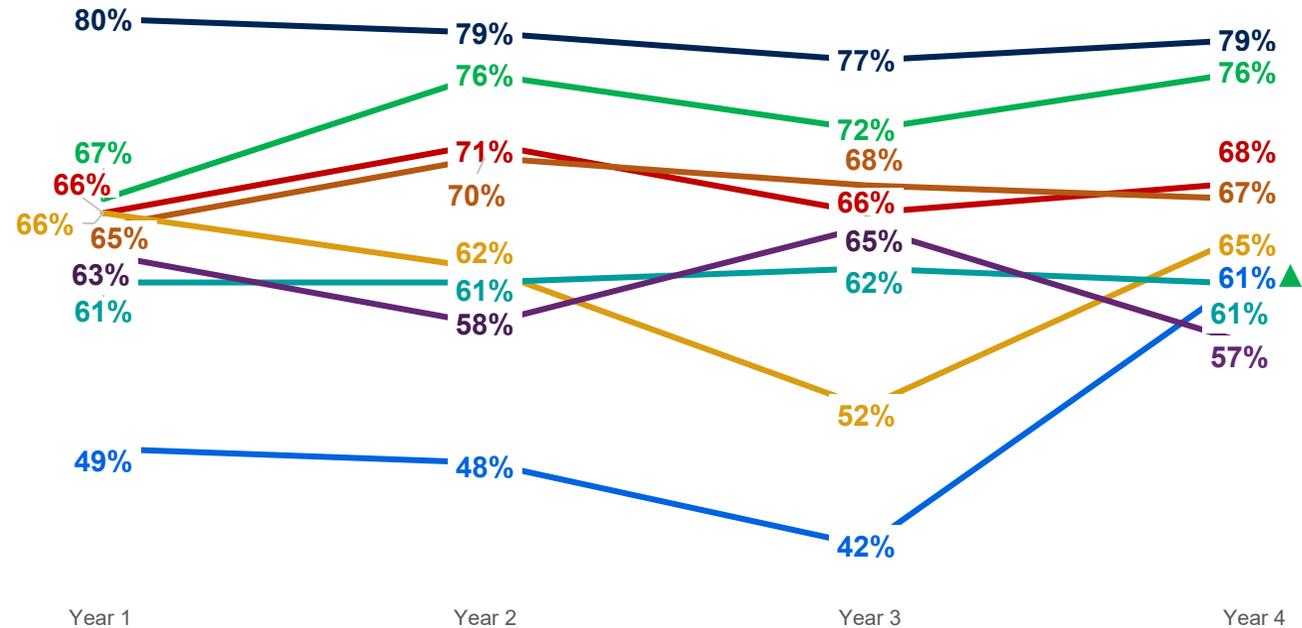
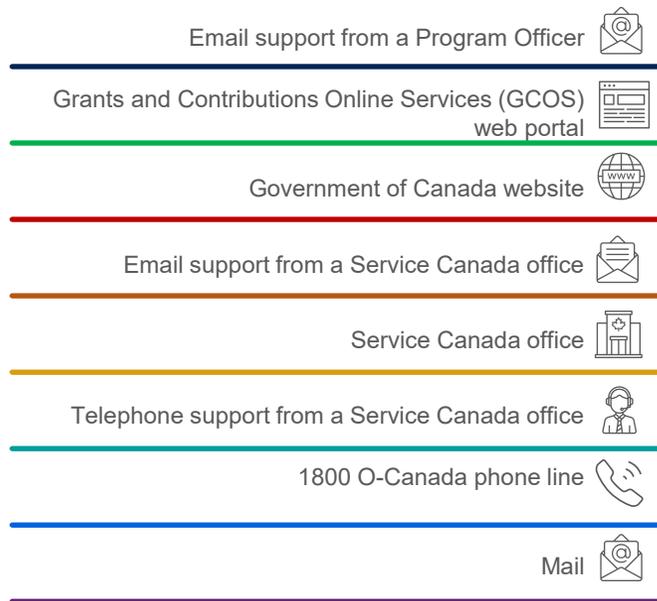
SERVICE CHANNEL ASSESSMENTS

6

Satisfaction with Service Channels – Satisfied (T2B)

- Satisfaction with the quality of service increased among those using the 1800 O-Canada phone line (61%, +19 pts) compared to Year 3. Roughly eight in ten (79%, +2 pts) applicants were satisfied with the email support from a program officer, the highest level for any channel, followed by three quarters (76%, +4 pts) who were satisfied with the GCOS web portal. About two thirds were satisfied with the service they received from the Government of Canada website (68%, +2 pts), through email support from a Service Canada office (67%, -1 pt) or in-person at a Service Canada office (65%, +13 pts). Six in ten were satisfied with telephone support from a Service Canada office (61%, -1 pt) or by mail (57%, -8 pts).

How satisfied or dissatisfied were you with the overall quality of service you received from each of the following?

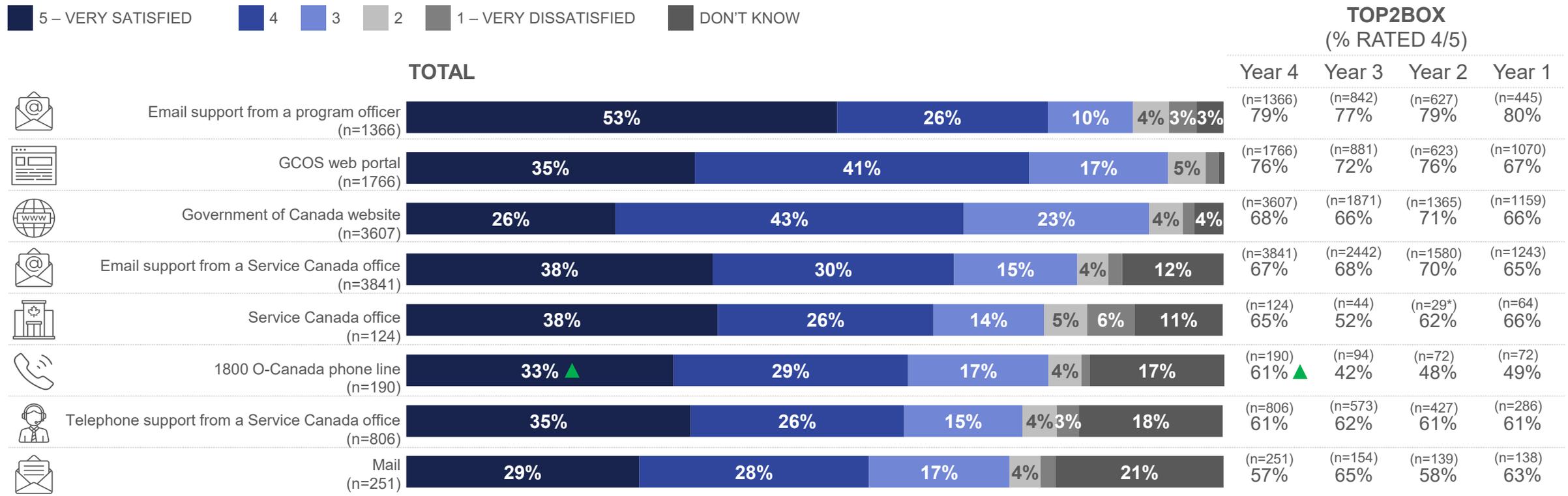


Q26. On a scale from 1 to 5, where 1 means "very dissatisfied", and 5 means "very satisfied". How dissatisfied or satisfied were you with the overall quality of service you received from each of the following?
 Base: Used channel at aware, apply or follow-up stage. Note: Figures for '[PROGRAM] web portal' is reported in Year 1 and compared with 'GCOS web portal' in Year 2 and Year 3.

Satisfaction with Service Channels

- Satisfaction with the quality of service increased among those using the 1800 O-Canada phone line (61%, +19 pts) compared to Year 3, and more applicants were very satisfied (33%, +16 pts).
- There has also been a directional increase in satisfaction with the quality of service received at a Service Canada office (65%, +13 pts) compared to Year 3, and a directional decrease in satisfaction for mail (57%, -8 pts). However, due to relatively low sample sizes among those who used each service, the shifts were not statistically significant.

How satisfied or dissatisfied were you with the overall quality of service you received from each of the following?

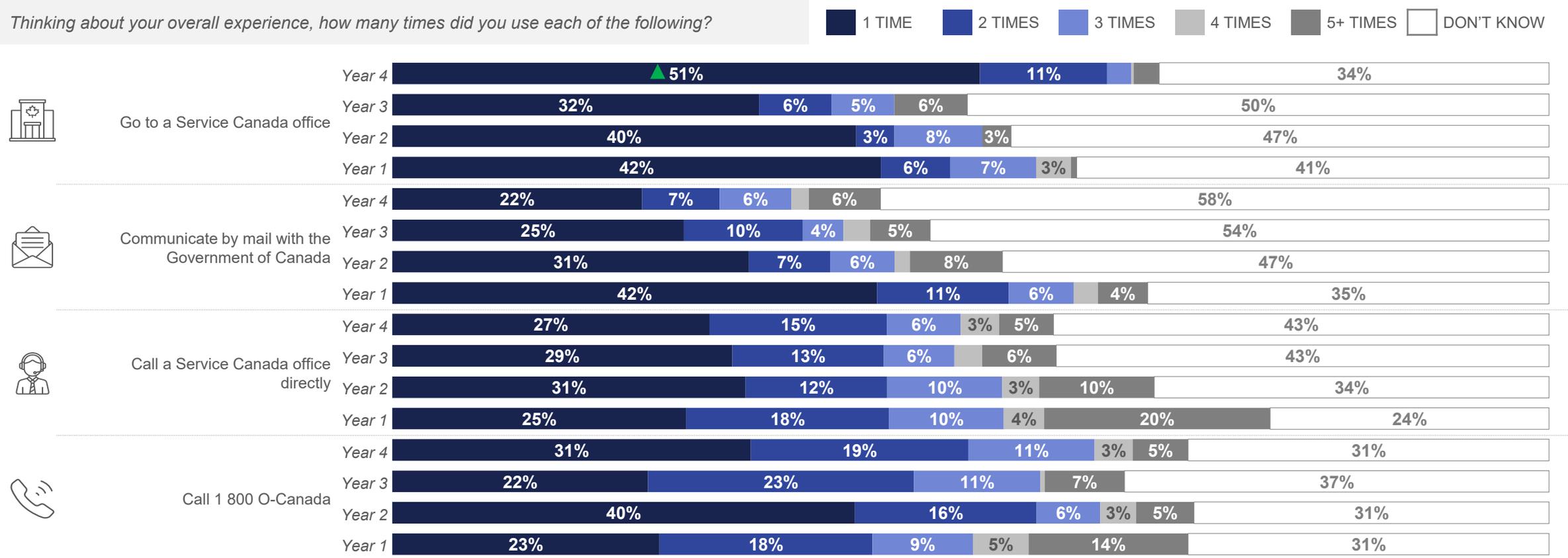


Q26. On a scale from 1 to 5, where 1 means "very dissatisfied", and 5 means "very satisfied". How dissatisfied or satisfied were you with the overall quality of service you received from each of the following?

Base: Used channel at aware, apply or follow-up stage. Note: Figures for '[PROGRAM] web portal' is reported in Year 1 and compared with 'GCOS web portal' in Year 2 and Year 3.

Number of Contacts with Service Channels (1/2)

- The number of times applicants contacted Service Canada continues to vary considerably depending on the channel used. Applicants who went to a SC office in person were much more likely to have only done so once (51%), and to a lesser extent those who called 1800 O-Canada (31%), called a SC office directly (27%), or emailed a SC office (25%). Conversely, applicants who used the GCOS web portal were much more likely to indicate that they used the channel five or more times (47%), and to a lesser extent those who went online to the GoC website (24%) or emailed a program officer directly (21%).
- Compared to Year 3, more applicants went to a Service Canada office (51%, +19 pts) or went online to the GoC website once (17%, +3 pts), while fewer went to the GoC website 5+ times (24%, -3 pts). Fewer applicants emailed a SC office once (25%, -3 pts) or emailed a Program Officer directly (21%, -6 pts) 5+ times.



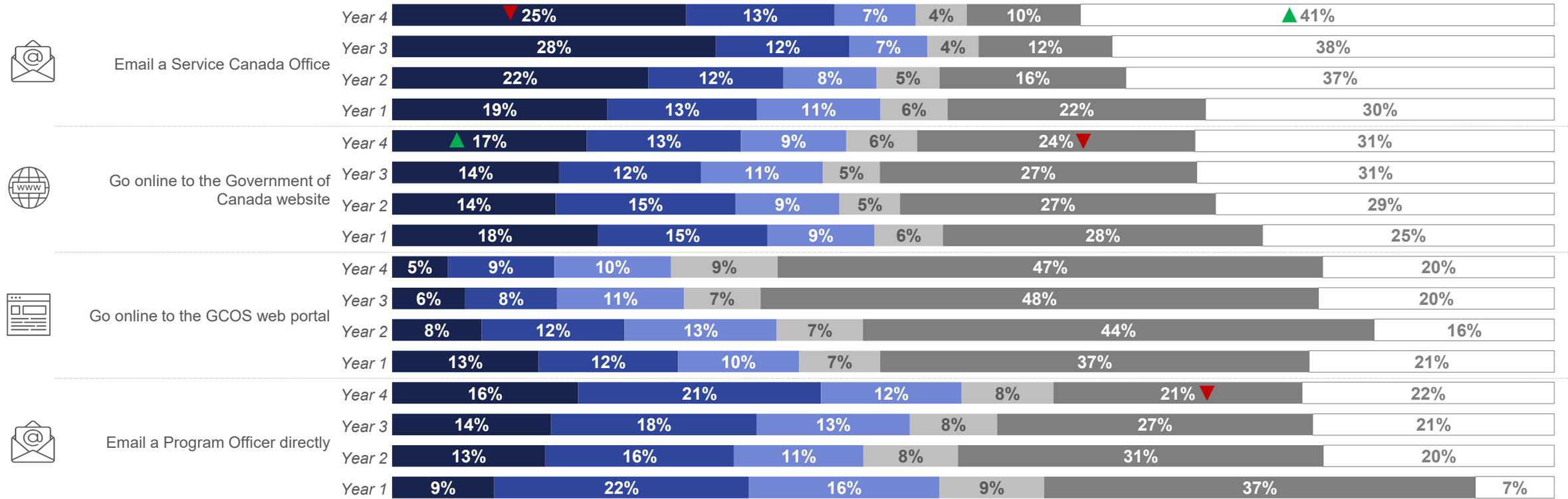
Q25. Thinking about your overall experience, how many times did you [IF MULTIPLE SOURCES 'use each of the following' IF ONLY ONE SOURCE 'use the following']? Please provide one response per item.

Base: Used channel at aware, apply or follow-up stage n= Base Varies

Number of Contacts with Service Channels (2/2)

Thinking about your overall experience, how many times did you use each of the following?

1 TIME
 2 TIMES
 3 TIMES
 4 TIMES
 5+ TIMES
 DON'T KNOW



Q25. Thinking about your overall experience, how many times did you [IF MULTIPLE SOURCES 'use each of the following' IF ONLY ONE SOURCE 'use the following']? Please provide one response per item.
 Base: Used channel at aware, apply or follow-up stage n= Base Varies

Overall Number of Contacts

- Across all service channels, the number of times applicants were in contact with Service Canada remained consistent with Year 3. More than two in ten applicants were in contact with Service Canada 1 to 3 times (22%), 4 to 6 times (21%, -2 pts) or 10 or more times (23%), while one in ten (11%, +2 pts) were in contact 7 to 9 times.
- As seen in previous years, satisfaction with the service experience declined with the number of times the client contacted Service Canada and continued to be lower among those who had 10 or more contacts through any channel during the client journey.
- Compared to Year 3, those who had 10 or more contacts through any channel during the client journey were more likely to be satisfied, while those who had 1 to 3 contacts were less satisfied.

Thinking about your overall experience, how many times did you use each of the following?

	NUMBER OF CONTACTS BY PROGRAM							
	TOTAL # OF TIMES				OVERALL SATISFACTION (% T2B)			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5276	2948	1905	1547	5276	3041	1905	1547
1-3 times	22%	22%	19%	12%	72% ▼	79%	83%	79%
4-6 times	21%	23%	21%	19%	73%	72%	82%	75%
7-9 times	11%	9%	13%	15%	75%	76%	76%	75%
10+ times	23%	23%	28%	41%	66% ▲	59%	73%	62%
Don't know	24%	22%	20%	13%	67%	67%	76%	69%

Q25. Thinking about your overall experience, how many times did you [IF MULTIPLE SOURCES 'use each of the following' IF ONLY ONE SOURCE 'use the following']? Please provide one response per item.

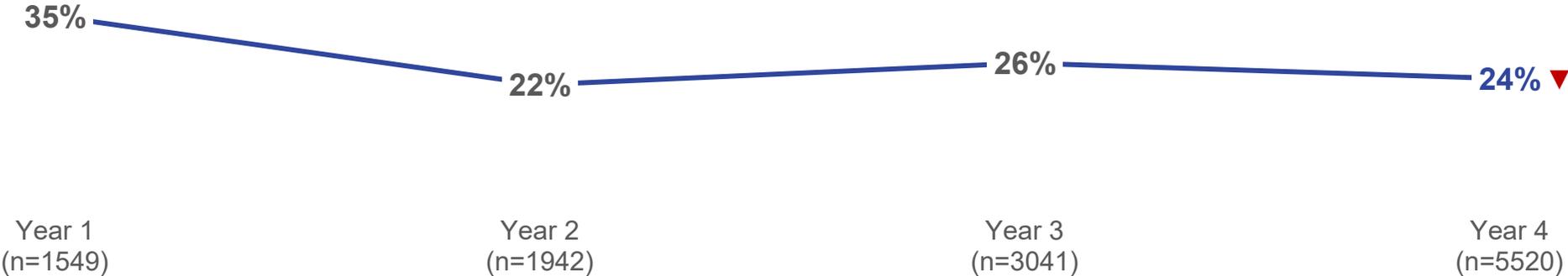
BARRIERS AND ISSUE RESOLUTION

7

Encountered a Problem - Overall - % Yes

- One quarter (24%) of applicants encountered a problem or issue during the application process, which is lower than in Year 3 (-2 pts).

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



Q27. Thinking about your overall experience getting information and applying for [INSERT PROGRAM], did you experience any problems or issues during this process?
 Base: All respondents n=5520

*small sample size **very small sample size

Significantly higher/lower than total
 Significantly higher/lower than Year 3

Explanation of Problem or Issue

- The most common problems or issues continued to be that it took too long to receive a funding decision (37%, -7 pts), technical difficulties (27%, +3 pts) and took too long to receive an update on their application (25%, -6 pts).
- Compared to Year 3, more applicants said the online account creation was confusing, the online application process was confusing, or the application form was complicated. Fewer felt it took too long to receive a funding decision or took too long to receive an update on their application.

How would you describe the problem or issue you experienced?

	TOTAL- Year 4 (n=1414)	Year 3 (n=800)	Year 2 (n=482)	Year 1 (n=517)
Took too long to receive a funding decision	37% ▼	44%	34%	43%
Technical difficulties	27%	24%	27%	n/a
Took too long to receive an update on my application	25% ▼	31%	23%	37%
Online account creation was confusing	21% ▲	13%	18%	n/a
Completing the budget document was complicated	20%	n/a	n/a	n/a
Online application process was confusing	19% ▲	14%	19%	n/a
Application form was too long	18%	15%	21%	n/a
Application form was complicated	18% ▲	12%	19%	n/a
Website information was confusing	17%	13%	19%	15%
Application requirements were difficult to understand	15%	14%	13%	16%
Government of Canada website information was confusing	12%	10%	11%	n/a
I received different answers from different Program Officers	12%	9%	16%	22%
Information on the program was difficult to understand	9%	7%	11%	16%
Staff were not knowledgeable / could not answer my questions	8%	10%	10%	13%
Telephone lines were busy	7%	10%	11%	16%
The information session was confusing	3%	2%	n/a	n/a

Note: Only responses of 3% or more for Year 2 are shown.

Q28. How would you describe the problem or issue you experienced? Select all that apply.

Base: Experienced problem or issue (n=1414)

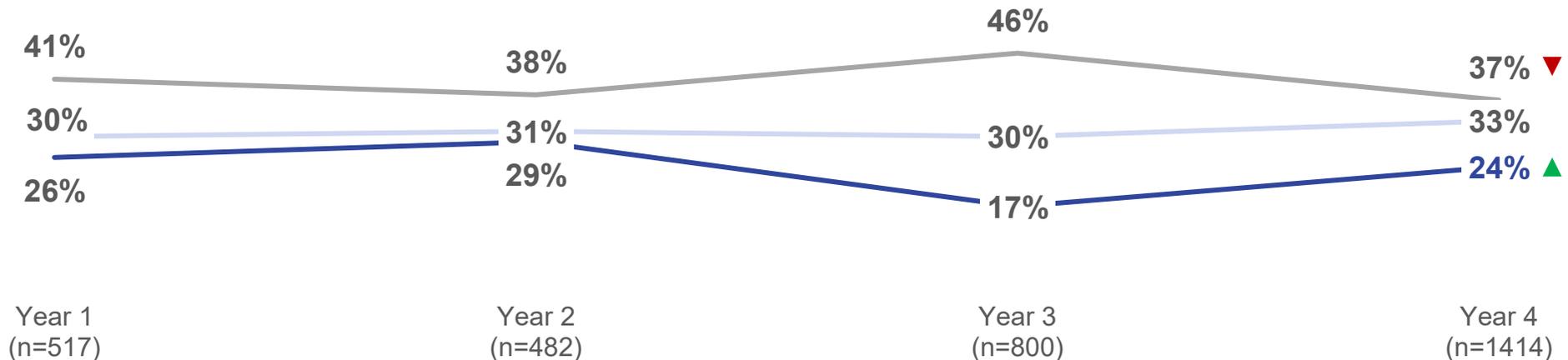
▲ ▼ Significantly higher/lower than Year 3

Overall Ease of Issue Resolution (% rated 4 or 5)

- One quarter (24%) of those who experienced a problem felt that it was easily resolved, an increase of 7 points compared to Year 3 though still below the highest level, reached in Year 2 (29%). Close to four in ten (37%) disagree that the problem was easily resolved, a 9-point decline and the lowest level recorded during the four years of the study.
- Those who applied to YESS and experienced a problem or issue were less likely to say it was easily resolved.
- Compared to Year 3, applicants to CSJ were more likely to feel their problem was easily resolved. YESS applicants were less likely to feel their problem was easily resolved compared to Year 2 results.

The problem or issue was easily resolved.

■ AGREE (T2B)
 ■ NEUTRAL (M1B)
 ■ DISAGREE (B2B)



Q29. On a scale from 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree", how much would you agree or disagree that the problem or issue was easily resolved?
 Base: Experienced problem or issue (n=1414)

DRIVERS OF SATISFACTION

8

Drivers of Satisfaction- Overall



The primary drivers of satisfaction in the service experience were the amount of time it took from start to finish was reasonable and the ease of follow-up (before receiving a decision).

- Other prominent drivers included that it was clear what would happen next and when, overall ease of applying, whether the applicant received funding approval, and confidence that any issues or problems would have been easily resolved.

When comparing the drivers of satisfaction between Year 3 and Year 4, timeliness of service and ease of follow-up remain the top two-drivers of satisfaction.

- The clarity of process (i.e. what would happen next and when) and overall ease of applying have increased in importance, while confidence in issue resolution and the ease of completing steps online have decreased in importance.

The greatest opportunities to improve the service experience overall continue to be improving the timeliness of service and ease of follow-up before receiving a decision.

- In order to summarize what potential changes could result in an increase in overall satisfaction, the service attributes that most strongly drive satisfaction for Service Canada clients are determined and compared to Service Canada's performance against these attributes.
- The resulting analysis found that common areas for potential improvement include improving the timeliness of service and ease of follow-up (before receiving a decision). The most prominent secondary areas for improvement include overall clarity of the process, confidence in the issue resolution process, needing to explain their situation only once, and the ease of getting help when needed.
- The ease of determining eligibility for funding, confidence in their personal information being protected, ease of determining the steps to apply and understanding information about the program, and overall ease of applying are relative strengths and areas that should be maintained.

Drivers of Satisfaction- CSJ



Among CSJ applicants, the primary driver of satisfaction in the service experience was the ease of follow-up (before receiving a decision), followed by the amount of time it took was reasonable.

- Other prominent drivers include that it was clear what would happen next and when, the ease of understanding information about the program, overall ease of applying, ease of determining the steps to apply, and the ease of determining if their organization is eligible for funding.

The greatest opportunities to improve the service experience among CSJ applicants are improving the ease of follow-up and timeliness of service.

- In order to summarize what potential changes could result in an increase in overall satisfaction, the service attributes that most strongly drive satisfaction for Service Canada clients are determined and compared to Service Canada's performance against these attributes.
- The resulting analysis found that common areas for potential improvement include improving the ease of follow-up before receiving a decision and timeliness of service. The most prominent secondary areas for improvement include overall clarity of the process, needing to explain their situation only once, and confidence in the issue resolution process.
- The ease of determining eligibility for funding, finding general information about the program, determining the steps to apply, understanding information about the program, and overall ease of applying are relative strengths and areas that should be maintained.

Drivers of Satisfaction- NHSP



Among NHSP applicants, the primary driver of satisfaction in the service experience was the ease of follow-up (before receiving a decision), followed by the amount of time it took was reasonable.

- Other prominent drivers include receiving consistent information, the ease of meeting the requirements of the applications, and the ease of getting help when needed.

The greatest opportunities to improve the service experience among NHSP applicants are improving the ease of follow-up and timeliness of service.

- In order to summarize what potential changes could result in an increase in overall satisfaction, the service attributes that most strongly drive satisfaction for Service Canada clients are determined and compared to Service Canada's performance against these attributes.
- The resulting analysis found that common areas for potential improvement include improving the ease of follow-up before receiving a decision and timeliness of service. The most prominent secondary areas for improvement include the ease of meeting the requirements of the application, ease of getting help when needed, ease of completing the budget document, and that the application took a reasonable time to complete.
- The ease of determining eligibility for funding, determining the steps to apply, receiving consistent information, and understanding information about the program are relative strengths and areas that should be maintained.

Drivers of Satisfaction- EAF



Among EAF applicants, the primary driver of satisfaction in the service experience was the amount of time it took was reasonable, followed by the ease of follow-up (before receiving a decision) and ease of getting help when needed.

- Other prominent drivers include confidence that any issues or problems would have been easily resolved, receiving consistent information, and clarity of the issue resolution process.

The greatest opportunities to improve the service experience among EAF applicants are improving the timeliness of service and ease of follow-up.

- In order to summarize what potential changes could result in an increase in overall satisfaction, the service attributes that most strongly drive satisfaction for Service Canada clients are determined and compared to Service Canada's performance against these attributes.
- The resulting analysis found that common areas for potential improvement include improving the timeliness of service and ease of follow-up (before receiving a decision). The most prominent secondary areas for improvement include ease of getting help when needed, and clarity of and confidence in the issue resolution process.
- The ease of accessing service in a language applicants could speak and understand well, provision of service in either Official Language, and overall ease of applying are relative strengths and areas that should be maintained.

Drivers of Satisfaction- YESS



Among YESS applicants, the primary driver of satisfaction in the service experience was by far the amount of time it took from start to finish was reasonable.

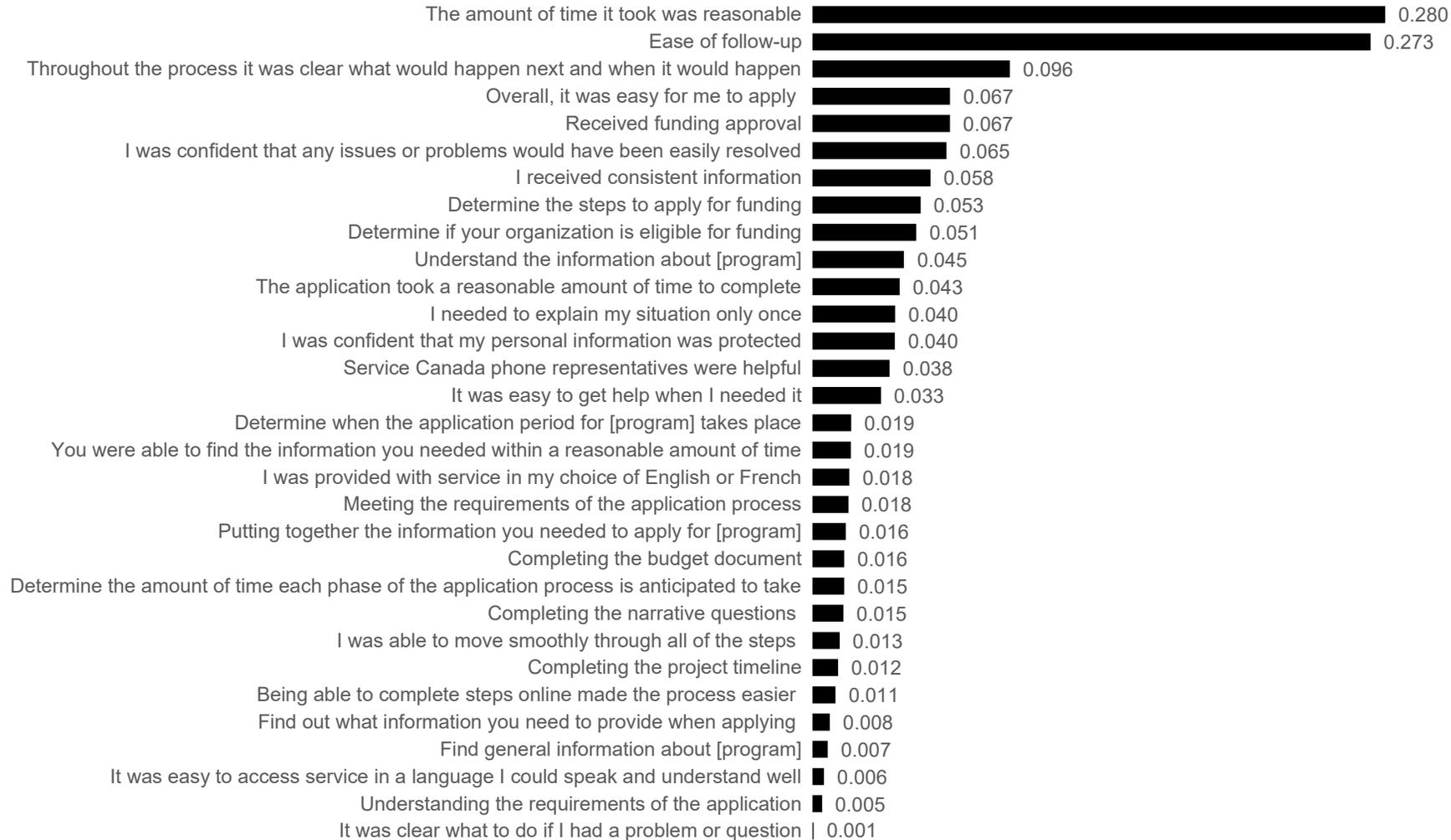
- Other prominent drivers include the ease of getting help when needed, ease of accessing service in a language they could speak and understand well, being provided service in their choice of English or French, and overall ease of applying.

The greatest opportunities to improve the service experience among YESS applicants is in improving the timeliness of service.

- In order to summarize what potential changes could result in an increase in overall satisfaction, the service attributes that most strongly drive satisfaction for Service Canada clients are determined and compared to Service Canada's performance against these attributes.
- The resulting analysis found that common areas for potential improvement include improving the timeliness of service. The most prominent secondary areas for improvement include ease of getting help when needed, confidence in the issue resolution process, receiving consistent information, and overall ease of applying.
- The ease of accessing service in a language applicants could speak and understand well and provision of service in either Official Language are relative strengths and areas that should be maintained.

Drivers of Satisfaction- Overall

- In Year 4, the primary drivers of satisfaction in the service experience were the amount of time it took from start to finish was reasonable and the ease of follow-up (before receiving a decision), followed by that it was clear what would happen next and when, overall ease of applying, whether the applicant received funding approval, and confidence that any issues or problems would have been easily resolved.
- The strength of the drivers' analysis was strong and had an R² of 0.63 (consistent with Year 3, 0.62).



R² = 0.63

Top 5 Drivers of Satisfaction - Overall Trending

- When comparing the drivers of satisfaction between Year 4 and Year 3, timeliness of service and ease of follow-up remain the top two-drivers. The clarity of process (i.e., what would happen next and when) and overall ease of applying have increased in importance, while confidence in issue resolution and the ease of completing steps online have decreased in importance.

Year 4	Year 3	Year 2	Year 1
 The amount of time it took was reasonable	 The amount of time it took was reasonable	 Service Canada phone representatives were helpful	 The amount of time it took was reasonable
 Ease of follow-up	 Ease of follow-up	 The amount of time it took was reasonable	 Service Canada phone representatives were helpful
 It was clear what would happen next and when	 I was confident that any issues or problems would have been easily resolved	 It was easy to get help when I needed it	 Overall, it was easy to apply
 Overall, it was easy to apply	 Received funding approval	 It was clear what would happen next and when	 Find general information about [program]
 Received funding approval	 It was clear what would happen next and when	 Find general information about [program]	 I needed to explain my situation only once

Priority Matrix – Overview

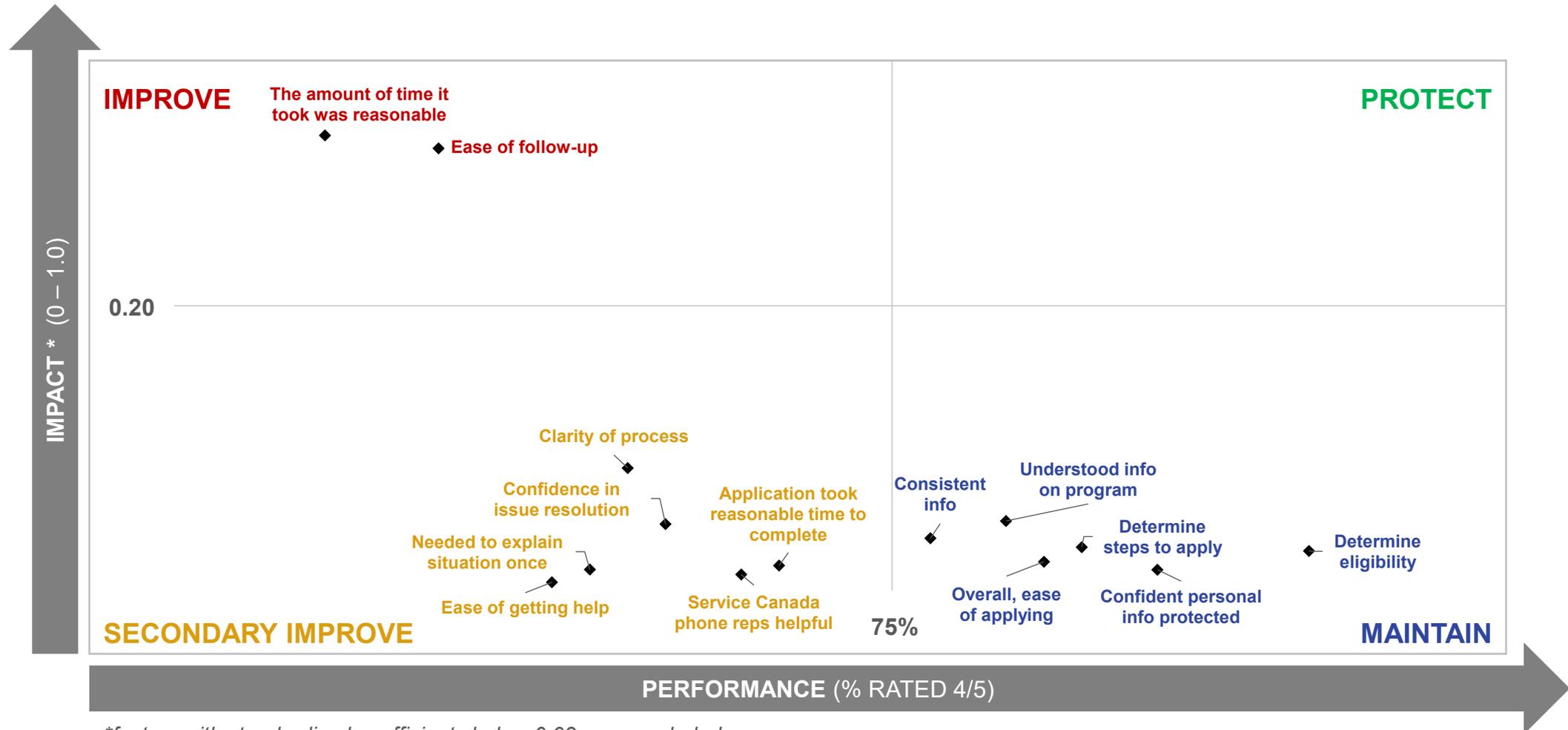
READER’S NOTE: This slide was intended to assist the reader in interpreting data shown in a priority matrix. A priority matrix has been used to identify priority improvement areas with respect to service interactions with applicants.

A priority matrix allows for decision makers to identify priorities for improvement by comparing how well applicants feel you have performed in an area with how much impact that area has on applicants’ overall satisfaction. It helps to answer the question ‘what can we do to improve satisfaction’. Each driver or component will fall into one of the quadrants explained below, depending on its impact on overall satisfaction and its performance score (provided by survey respondents).



Overall Priority Matrix – Impact vs. Performance

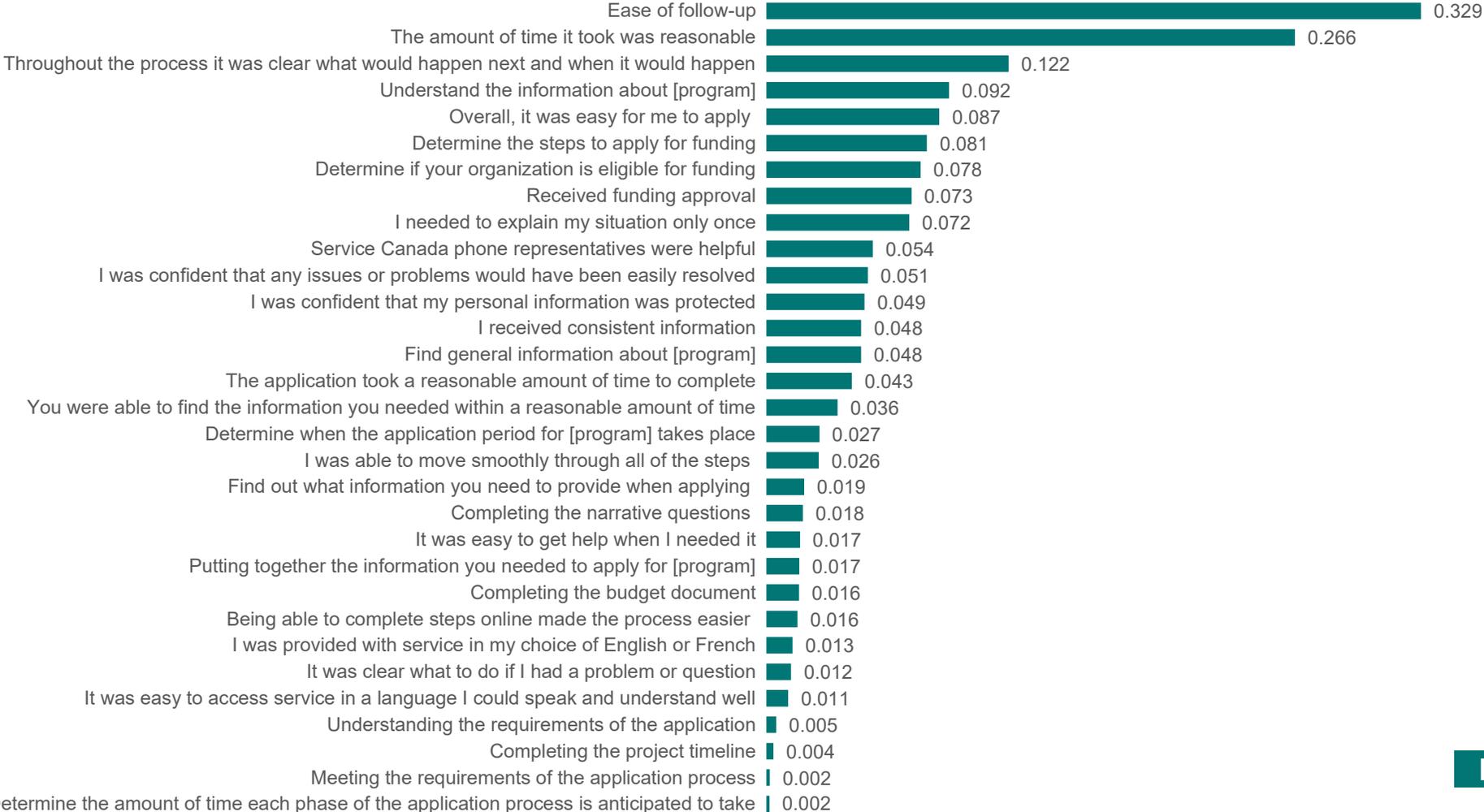
- The greatest opportunities to improve the service experience are in improving the timeliness of service and ease of follow-up before receiving a decision. The most prominent secondary areas for improvement include overall clarity of the process, confidence in the issue resolution process, needing to explain their situation only once, and the ease of getting help when needed.
- The ease of determining eligibility for funding, confidence in their personal information being protected, ease of determining the steps to apply and understanding information about the program, and overall ease of applying are relative strengths and areas that should be maintained.



*factors with standardized coefficients below 0.03 were excluded

Drivers of Satisfaction- Canada Summer Jobs (CSJ)

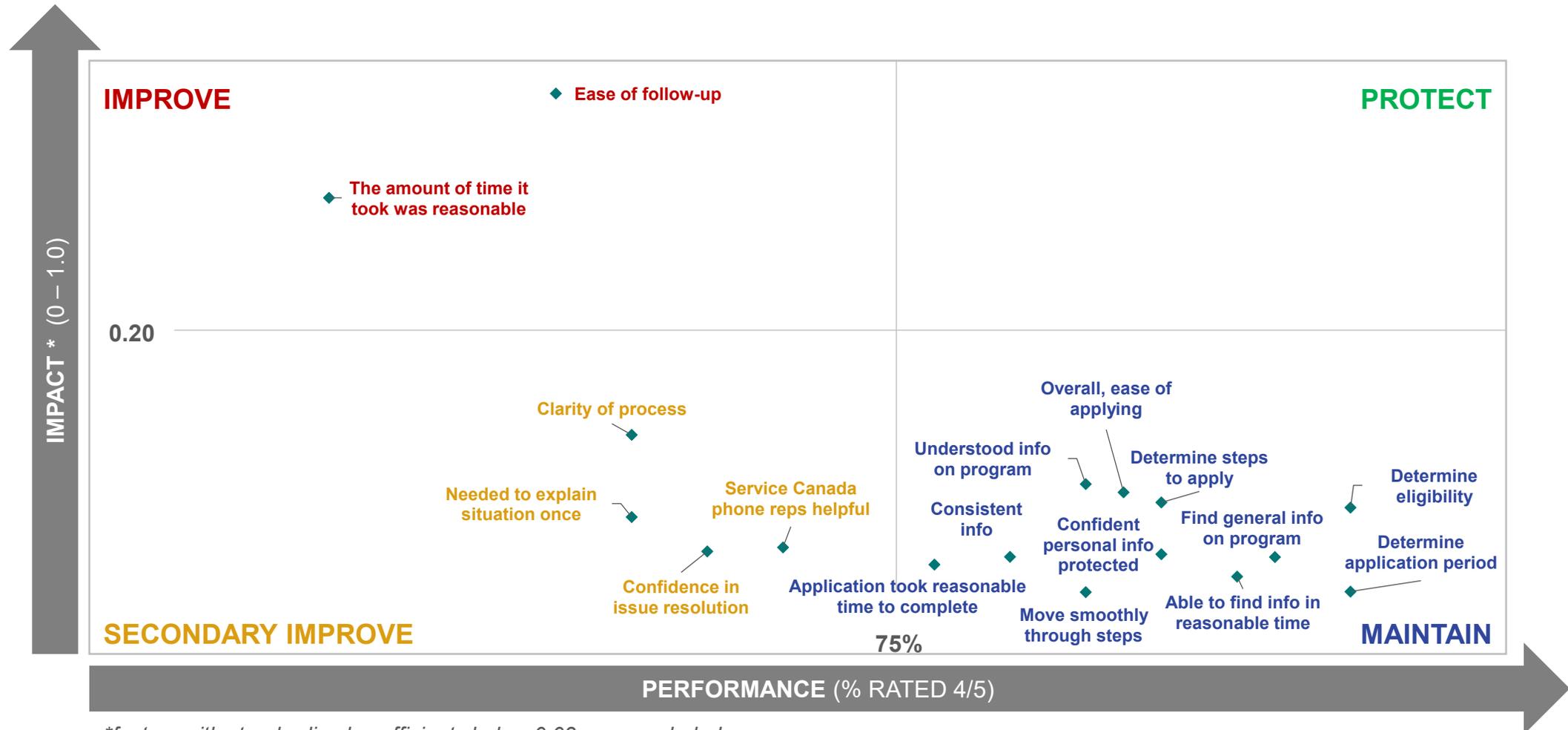
- Among CSJ applicants, the primary driver of satisfaction in the service experience was the ease of follow-up (before receiving a decision), followed by the amount of time it took was reasonable. Other prominent drivers include that it was clear what would happen next and when, the ease of understanding information about the program, overall ease of applying, ease of determining the steps to apply, and the ease of determining if their organization is eligible for funding.
- The strength of the drivers' analysis was strong and had an R² of 0.62.



R² = 0.62

Priority Matrix – Impact vs. Performance: Canada Summer Jobs (CSJ)

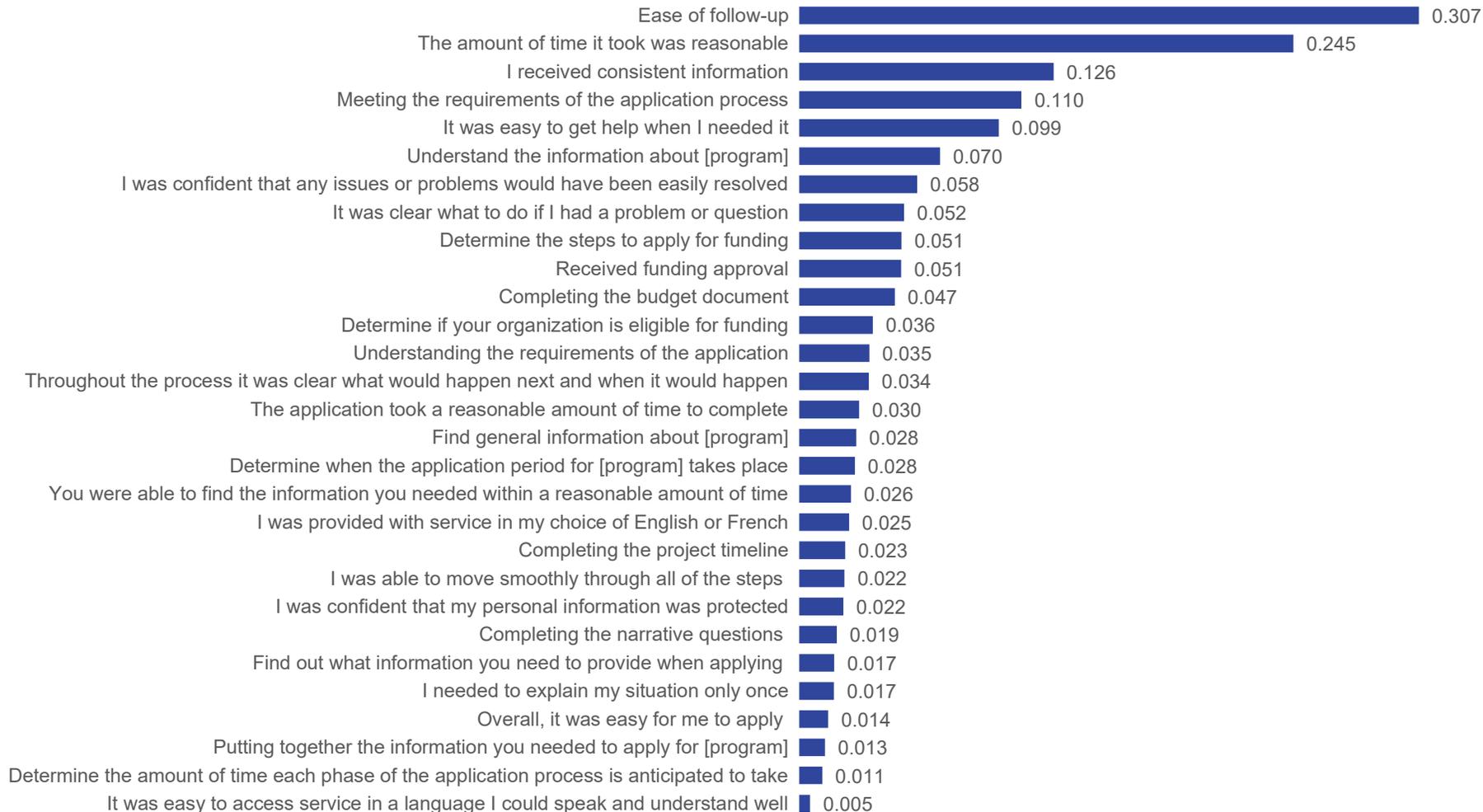
- The greatest opportunities to improve the service experience are in improving the ease of follow-up before receiving a decision and timeliness of service. The most prominent secondary areas for improvement include overall clarity of the process, needing to explain their situation only once, and confidence in the issue resolution process.
- The ease of determining eligibility for funding, finding general information about the program, determining the steps to apply, understanding information about the program, and overall ease of applying are relative strengths and areas that should be maintained.



*factors with standardized coefficients below 0.03 were excluded

Drivers of Satisfaction- New Horizons for Seniors Program (NHSP)

- Among NHSP applicants, the primary driver of satisfaction in the service experience was the ease of follow-up (before receiving a decision), followed by the amount of time it took was reasonable. Other prominent drivers include receiving consistent information, the ease of meeting the requirements of the applications, and the ease of getting help when needed.
- The strength of the drivers' analysis was strong and had an R² of 0.64.



R² = 0.64

Priority Matrix – Impact vs. Performance: NHSP

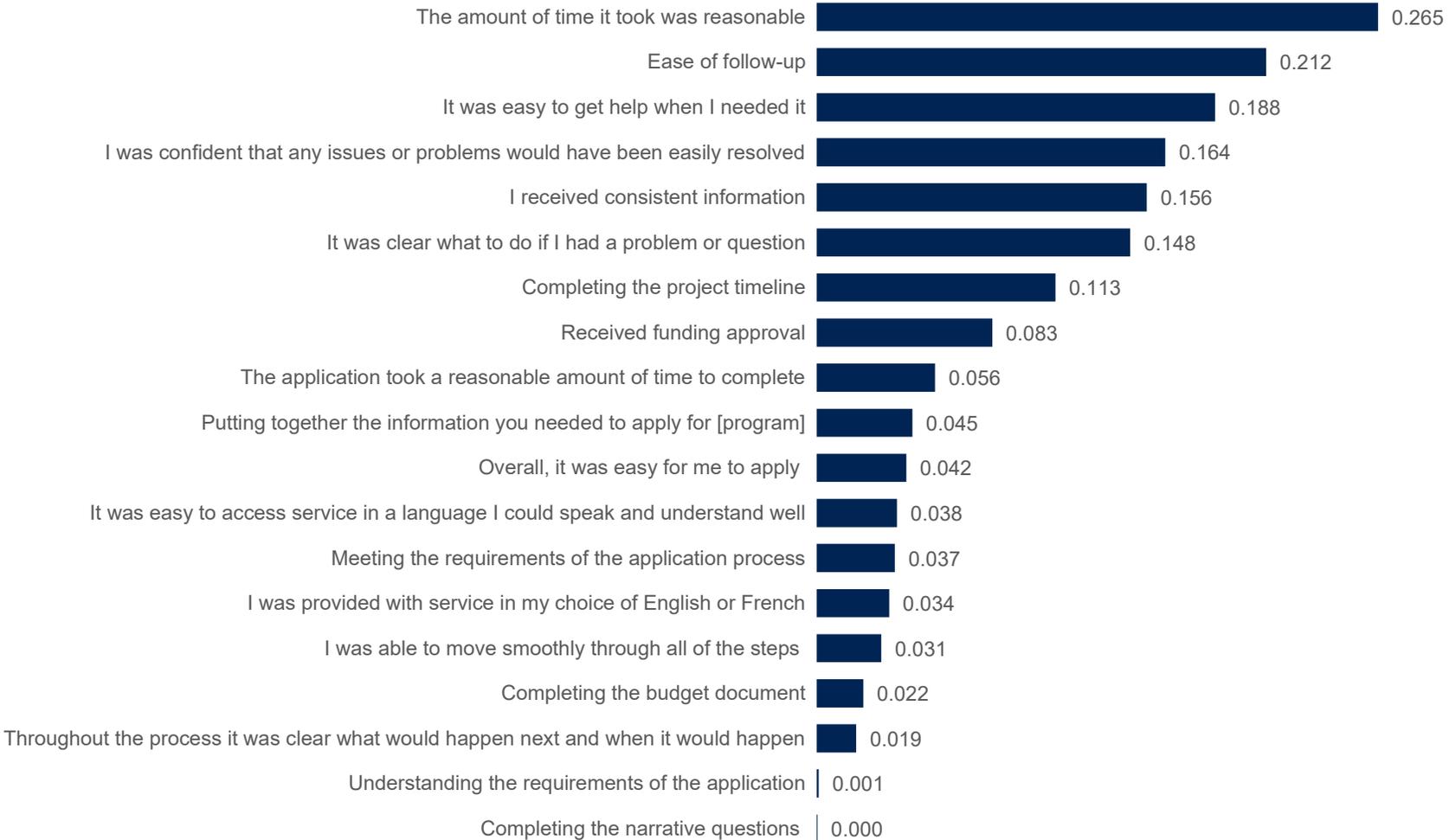
- The greatest opportunities to improve the service experience are in improving the ease of follow-up before receiving a decision and timeliness of service. The most prominent secondary areas for improvement include the ease of meeting the requirements of the application, ease of getting help when needed, ease of completing the budget document, and that the application took a reasonable time to complete.
- The ease of determining eligibility for funding, determining the steps to apply, receiving consistent information, and understanding information about the program are relative strengths and areas that should be maintained.



*factors with standardized coefficients below 0.03 were excluded

Drivers of Satisfaction- Enabling Accessibility Fund (EAF)

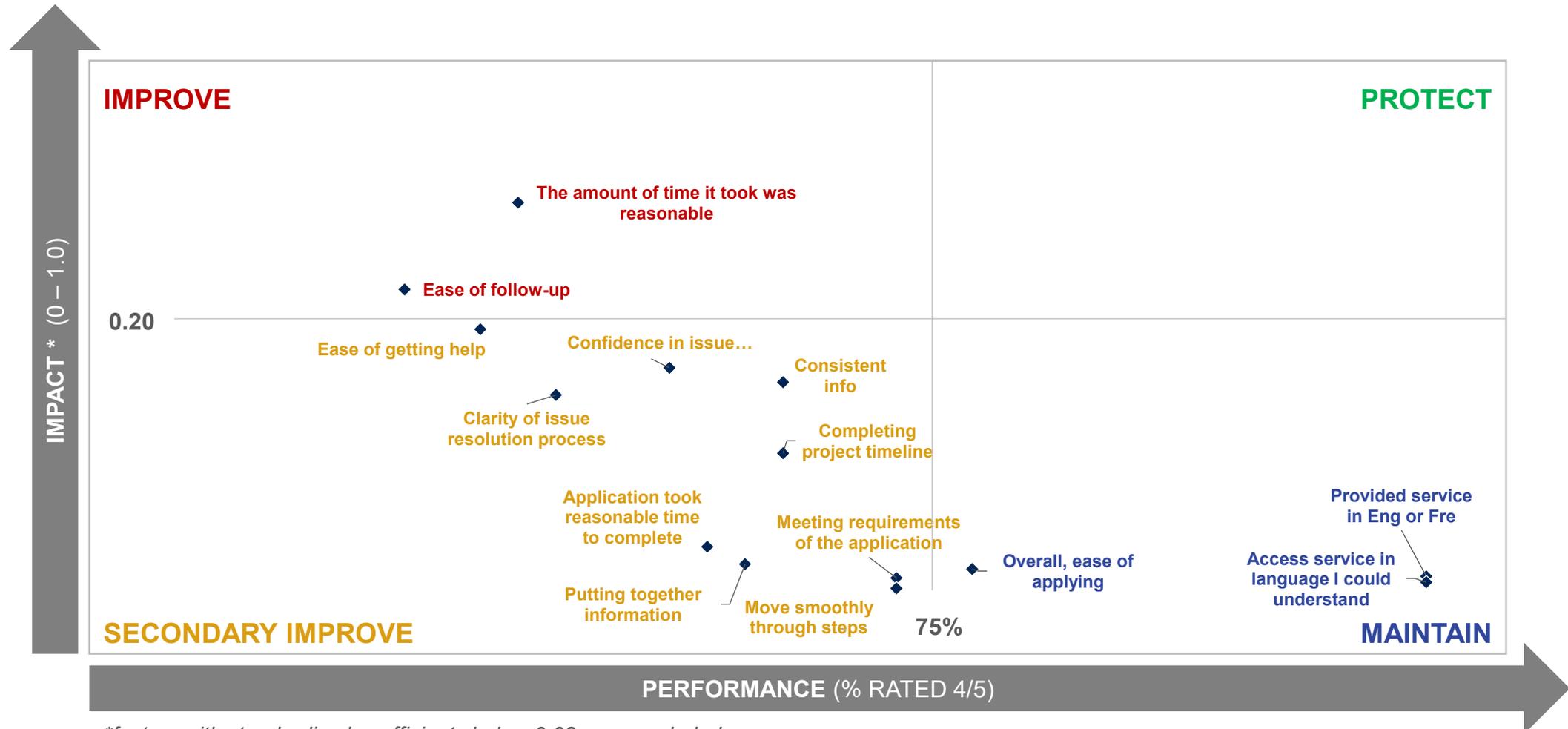
- Among EAF applicants, the primary driver of satisfaction in the service experience was the amount of time it took from start to finish was reasonable, followed by the ease of follow-up (before receiving a decision) and ease of getting help when needed. Other prominent drivers include confidence that any issues or problems would have been easily resolved, receiving consistent information, and clarity of the issue resolution process.
- The strength of the drivers' analysis was strong and had an R² of 0.67.



R² = 0.67

Priority Matrix – Impact vs. Performance: EAF

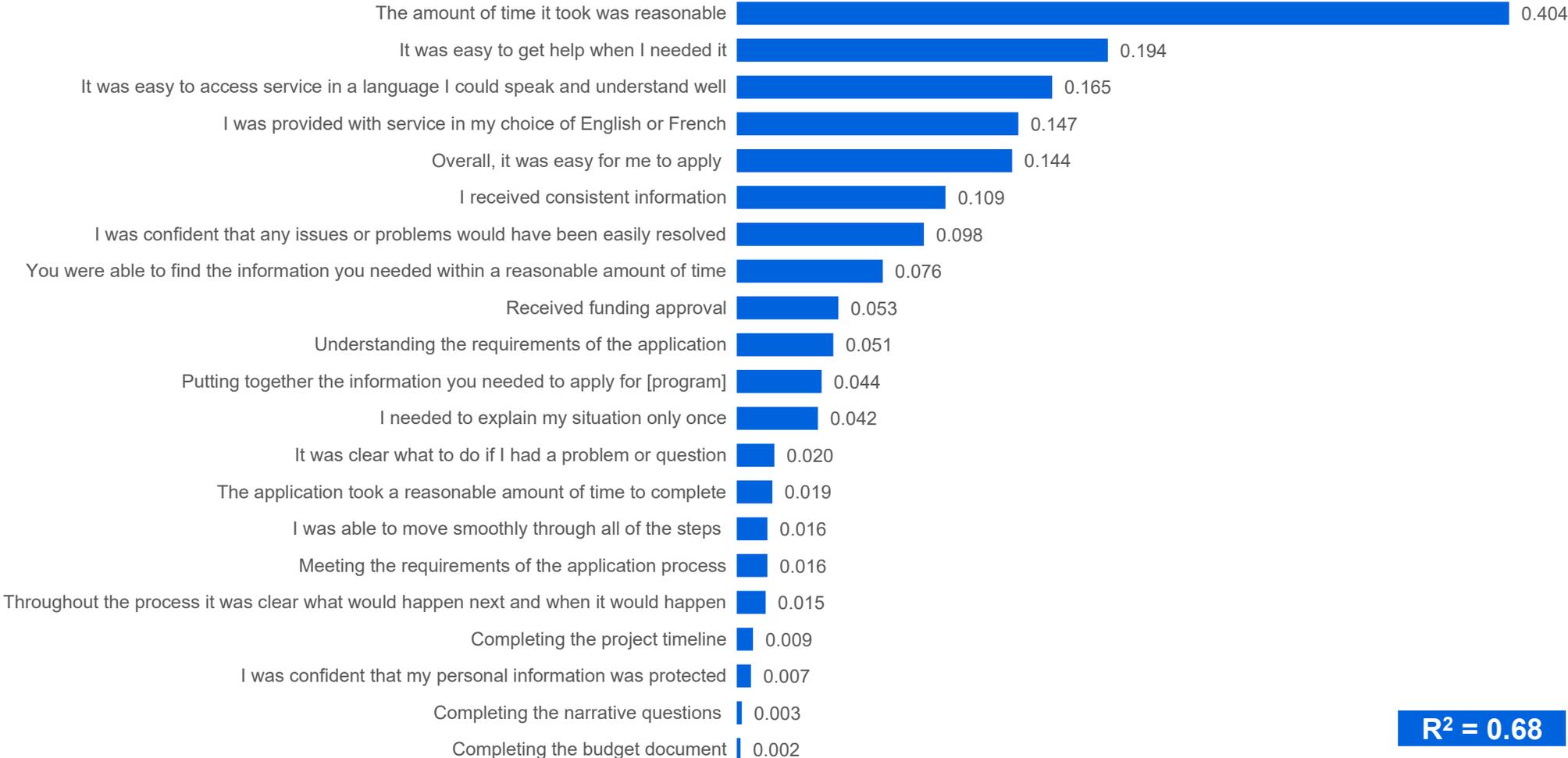
- The greatest opportunities to improve the service experience are in improving the timeliness of service and ease of follow-up before receiving a decision. The most prominent secondary areas for improvement include ease of getting help when needed, and clarity of and confidence in the issue resolution process.
- The ease of accessing service in a language applicants could speak and understand well, provision of service in either Official Language, and overall ease of applying are relative strengths and areas that should be maintained.



*factors with standardized coefficients below 0.03 were excluded

Drivers of Satisfaction- Youth Employment and Skills Strategy (YESS)

- Among YESS applicants, the primary driver of satisfaction in the service experience was by far the amount of time it took from start to finish was reasonable. Other prominent drivers include the ease of getting help when needed, ease of accessing service in a language they could speak and understand well, being provided service in their choice of English or French, and overall ease of applying.
- The strength of the drivers' analysis was strong and had an R² of 0.68.



Priority Matrix – Impact vs. Performance: YESS

- The greatest opportunities to improve the service experience are in improving the timeliness of service. The most prominent secondary areas for improvement include ease of getting help when needed, confidence in the issue resolution process, receiving consistent information, and overall ease of applying.
- The ease of accessing service in a language applicants could speak and understand well and provision of service in either Official Language are relative strengths and areas that should be maintained.



*factors with standardized coefficients below 0.03 were excluded

STAGES OF THE CLIENT JOURNEY

PRE-APPLICATION

9

Information Gathering about the Program

Channel Use Pre-Application to Learn About the Program

- Applicants were most likely (59%, +7 pts) to have received an email from the Government of Canada, ESDC or the program directly during the aware stage, followed by just over half (52%, +4 pts) who went online to the GoC website for the program and just under half (46%, +1 pt) who used the applicant guide. Roughly one-quarter talked to peers/community network (27%, no change), followed by closer to two in ten who went to the GoC website (22%, +2 pts).
- Compared to Year 3, more applicants received an email from the GoC, ESDC or the program directly, went online to the GoC website for the program, or participated in a Government of Canada information session or webinar, while fewer used social media.

Which of the following did you use to find out about [PROGRAM] before you applied?

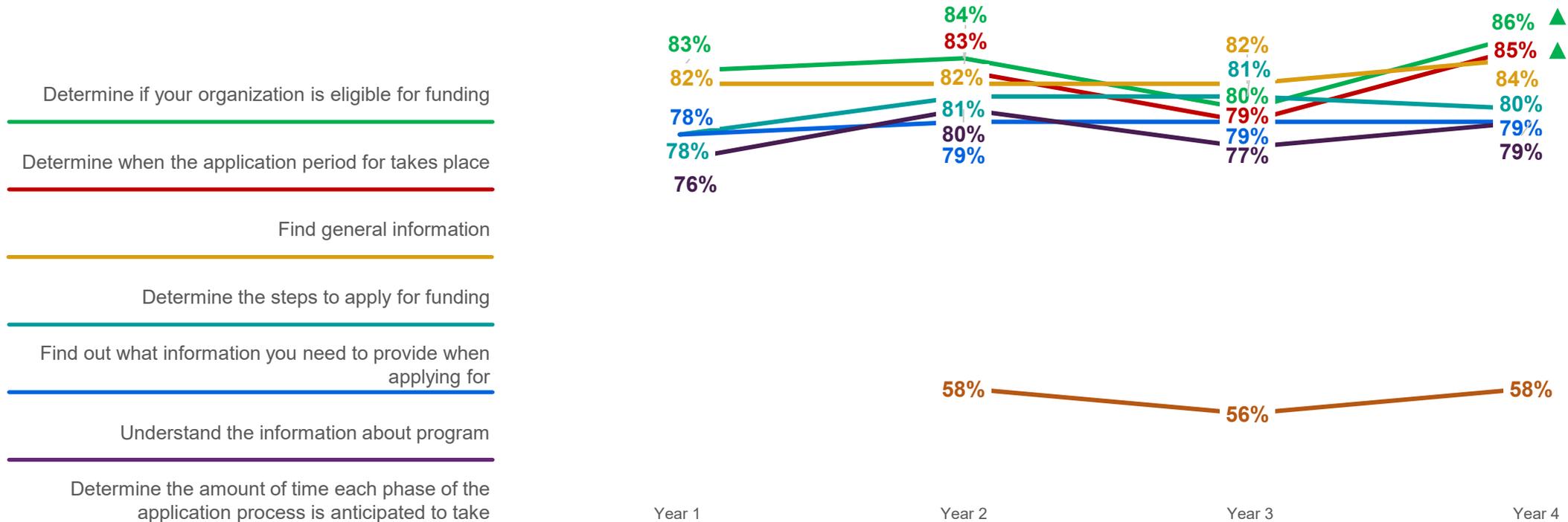
	Year 4 TOTAL (n=5520)	Year 3 (n=3041)	Year 2 (n=1942)	Year 1 (n=1549)
Received an email from the Government of Canada, ESDC or Program directly	59% ▲	52%	57%	51%
Went online to the Government of Canada website for Program	52% ▲	48%	48%	n/a
Used the applicant guide for Program	46%	45%	n/a	n/a
Talked to my peers / community network	27%	27%	23%	29%
Went online to the Government of Canada website	22%	20%	25%	60%
Participated in a Government of Canada information session or webinar	12% ▲	10%	12%	10%
Talked to my local Member of Parliament (MP)	11%	9%	15%	18%
Emailed a Program Officer for Program directly	10%	10%	11%	10%
Went online to websites for other levels of government (provincial, territorial or...	5%	4%	5%	8%
Used social media to get information	4% ▼	5%	5%	5%
Went online to other websites	4%	3%	3%	4%
Emailed a Service Canada office	3%	3%	4%	5%
Called a Service Canada office directly	2%	2%	3%	5%
Called 1800 O Canada phone line	2%	1%	2%	2%
Went to a Service Canada office	1%	0%	1%	1%
NONE OF THESE	3%	3%	4%	4%

Q2. Which of the following did you use to find out about [INSERT PROGRAM] before you applied? Consider all the methods you used to learn about the program before filling out the application. Please select all that apply. Base: All respondents. Note: In Year 3 the response option "Used the applicant guide for [program]" was added. In Year 1 the following answer choice wording did not mention the specific program applied to: "Emailed a program officer directly" and "Received an email from the funding program directly".

Ease of Use of Government of Canada Website – Easy (T2B)

- The vast majority of those using the Government of Canada website during the aware stage felt nearly all aspects of learning about the program were easy. Applicants were most likely to feel it was easy to determine if their organization was eligible for funding (86%, +6 pts), determine when the application period takes place (85%, +6 pts), and find general information about the program (84%, +2 pts), followed by determine the steps to apply for funding (80%, -1 pt), find out what information you need to provide when applying for the program (79%, unchanged) and understand the information about program (79%, +2 pts). Ratings continued to be lowest for the determining the amount of time each phase of the application process was anticipated to take (58%, +2 pts).
- Compared to Year 3, applicants were more likely to feel it was easy to determine if their organization was eligible for funding (86%, +6 pts) and when the application period takes place (85%, +6 pts).

How difficult or easy was it to find the following information about [PROGRAM] on the Government of Canada website?



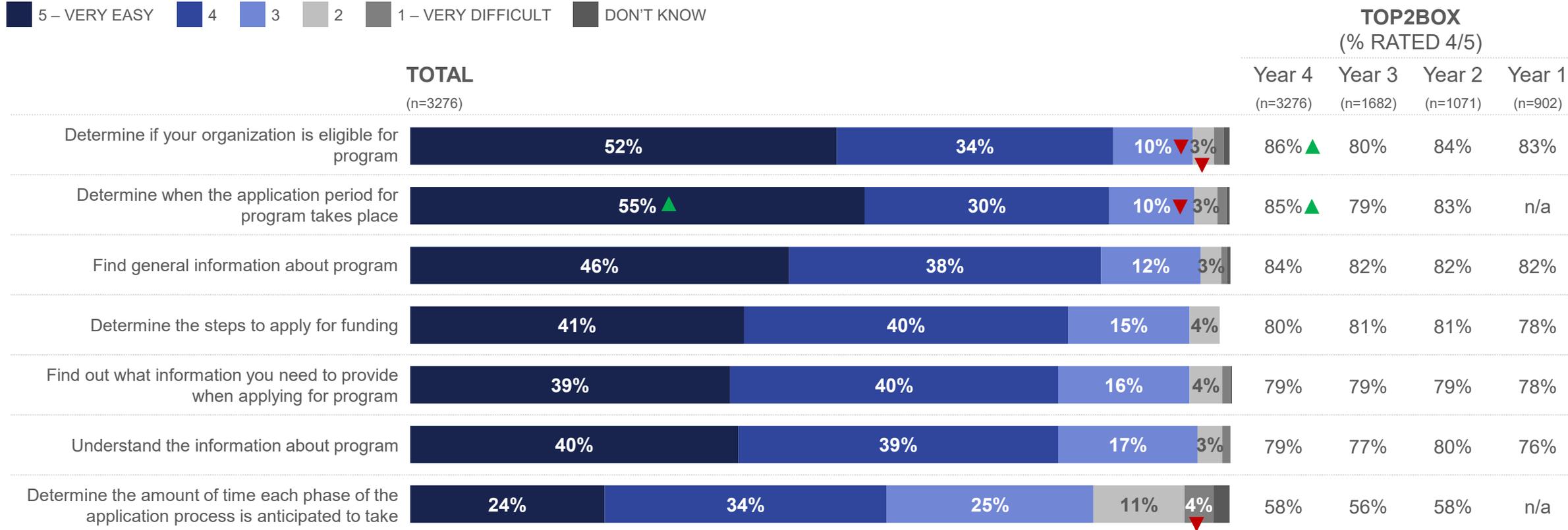
Q5. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.
Base: Used Government of Canada website (n=3276)

Ease of Use of Government of Canada Website

- More applicants felt it was very easy (5 out of 5) to determine when the applicant period for the program takes place (55%, +5 pts) compared to Year 3.

How difficult or easy was it to find the following information about [PROGRAM] on the Government of Canada website?

5 – VERY EASY 4 3 2 1 – VERY DIFFICULT DON'T KNOW



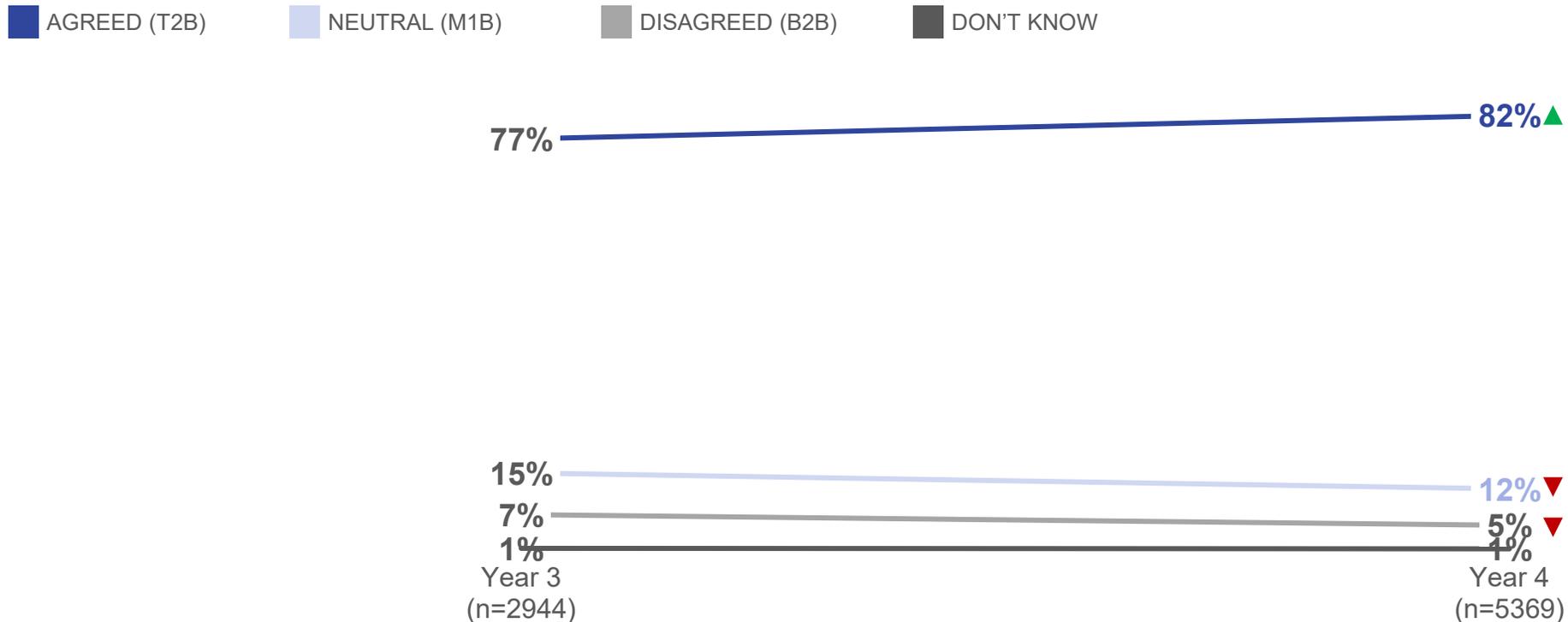
Q5. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.

Base: Used Government of Canada website (n=3276)

Able to Find Information in Reasonable Amount of Time

- More than eight in ten (82%, +5 pts) applicants said they were able to find the information needed (online, in person, or by phone) within a reasonable amount of time, higher than in Year 3.
- NHSP, SDPPD, AWAH, CSC, YESS and SDG applicants were less likely to say they could find the information they needed in a reasonable amount of time.
- Compared to Year 3, CSJ applicants were more likely to say they could find the information in a reasonable amount of time, while NHSP applicants were less likely.

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?



5b. How much do you agree or disagree that you were able to find the information you needed (online, in person, or by phone) within a reasonable amount of time? Please use a scale of 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree".

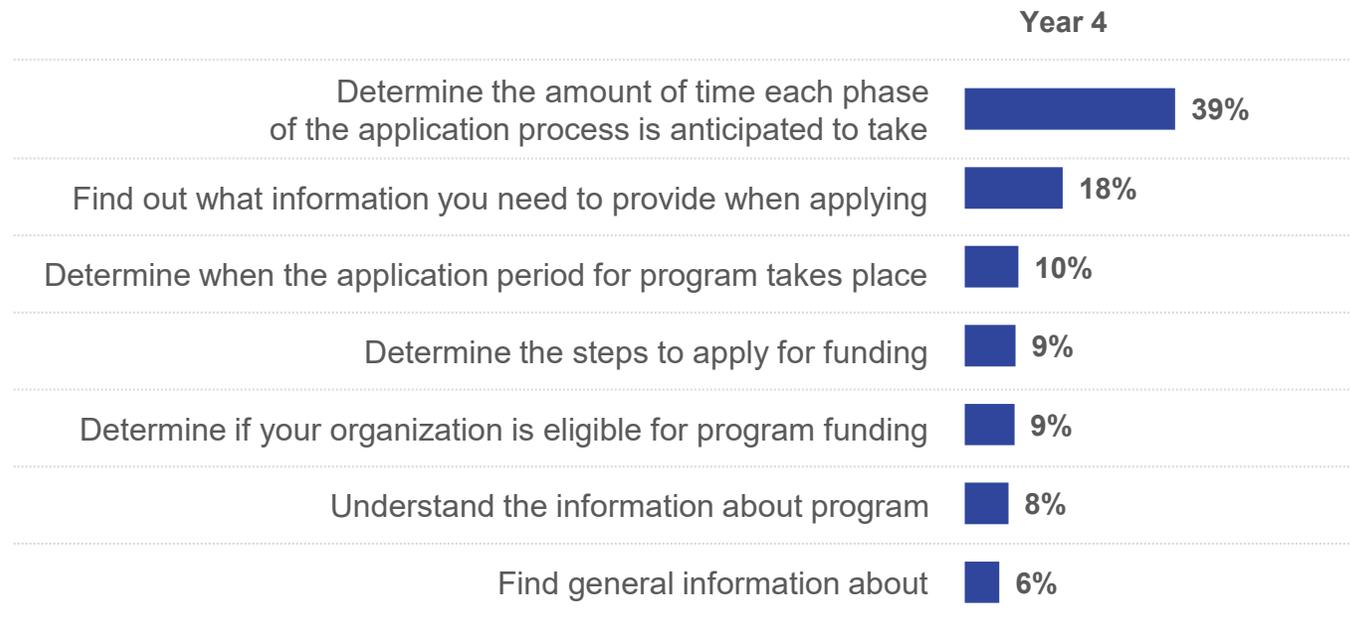
Base: Used at least one channel during aware stage (n=5369)

New question added in Year 3

Most Impactful Changes to Improve Ease of GoC Website

- At almost four in ten (39%), applicants were most likely to indicate that if it were easier to determine the amount of time each phase of the application process takes, it would have improved their experience the most, followed by being able to find out what information they needed to provide when applying for program (18%).

When learning about [INSERT PROGRAM] on the Government of Canada website, which of the following changes would have improved your experience the most? If it were easier to...



5c. When learning about [INSERT PROGRAM] on the Government of Canada website, which of the following changes would have improved your experience the most? If it were easier to... SINGLE SELECT

Base: Used Government of Canada website (n=3276)

New question added in Year 3

APPLICATION PROCESS

Applying for Funding

10

Channel Use for Application Preparation

- Applicants were most likely to use the applicant guide for the program to prepare and complete their application (63%, +4 pts), followed by going online to the GoC website for the program (48%, +3 pts). Roughly one-quarter talked to their peers/community network (24%, +2 pts), followed by around two in ten who went online to the GoC website (19%, unchanged), or emailed a program officer directly (17%, -1 pt). Just over one in ten (13%, -1 pt) used none of the channels outlined.
- Compared to Year 3, more applicants reported using the applicant guide or going to a Service Canada office.

To prepare and complete your application (up until when you submitted) did you consult with any of the following?

	Year 4 TOTAL (n=5520)	Year 3 (n=3041)	Year 2 (n=1942)	Year 1 (n=1549)
Used the applicant guide for program	63% ▲	59%	n/a	n/a
Went online to the Government of Canada website for program	48%	45%	n/a	n/a
Talked to my peers / community network	24%	22%	24%	26%
Went online to the Government of Canada website	19%	19%	43%	49%
Emailed a Program Officer for program directly	17%	18%	24%	23%
Participated in a Government of Canada information session or...	14%	12%	17%	11%
Went online to other websites for information	8%	6%	11%	11%
Talked to my local Member of Parliament (MP)	7%	6%	11%	15%
Called a Service Canada office directly	4%	5%	8%	11%
Emailed a Service Canada office	4%	4%	5%	11%
Called 1800 OCanada phone line	2%	2%	3%	4%
Worked with a private consultant	2%	1%	2%	n/a
Used social media to get information	1%	2%	3%	3%
Went to a Service Canada office	1% ▲	0%	0%	1%
NONE OF THESE	13%	14%	21%	19%

Q6. To prepare and complete your application (up until when you submitted) did you consult with any of the following? Please select all that apply.

Base: All respondents. Note: In Year 3 the response options "Used the applicant guide for [program]" and "Went online to the GoC website for [program]" were added. Year 1 wave had the following answer choice wording that did

not mention the specific program applied to: "Emailed a program officer directly". N/A means the response option was not included in the questionnaire.

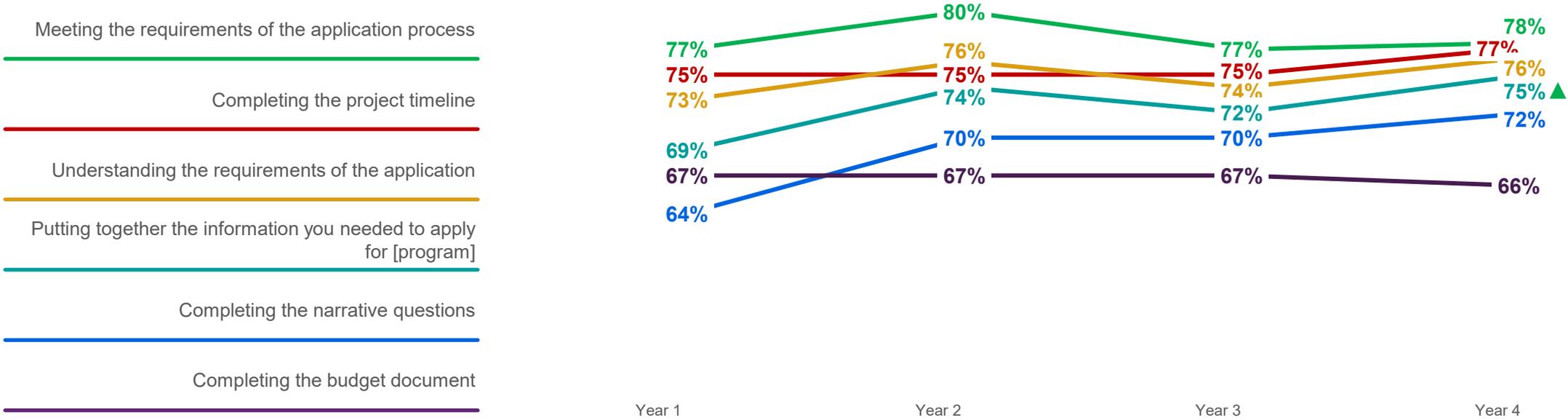
▲ ▼ Significantly higher/lower than Year 3



Ease of Application Process – Easy (T2B)

- More applicants felt it was easy to put together the information they needed to apply (75%, +3 pts) compared to Year 3. At nearly eight in ten, applicants were most likely to feel it was easy to meet the requirements of the application process (78%, +1 pt), followed by complete the project timeline (77%, +2 pts) and understand the requirements of the application (76%, +2 pts). Just over seven in ten said it was easy to complete the narrative questions (72%, +2 pts), and two thirds (66%, -1 pt) felt it was easy to complete the budget document.

How would you rate the following elements of the application for [PROGRAM]?



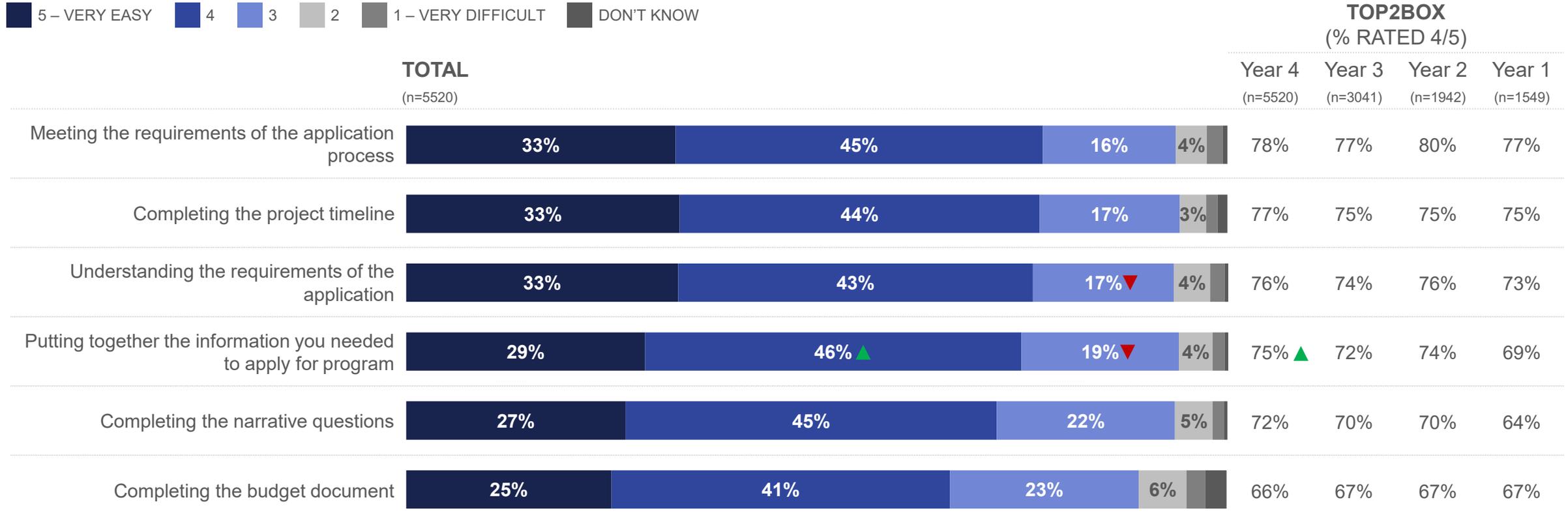
Q7. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following elements of the application for [INSERT PROGRAM]? Select one response per item. Base: All respondents

Ease of Application Process

- More applicants provided a rating of 4 out of 5 for the ease of putting together the information needed to apply, while fewer provided a rating of 3. Fewer applicants also provided a rating of 3 for the ease of understanding the requirements of the application.

How would you rate the following elements of the application for [PROGRAM]?

5 – VERY EASY 4 3 2 1 – VERY DIFFICULT DON'T KNOW



Q7. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following elements of the application for [INSERT PROGRAM]? Select one response per item.
Base: All respondents

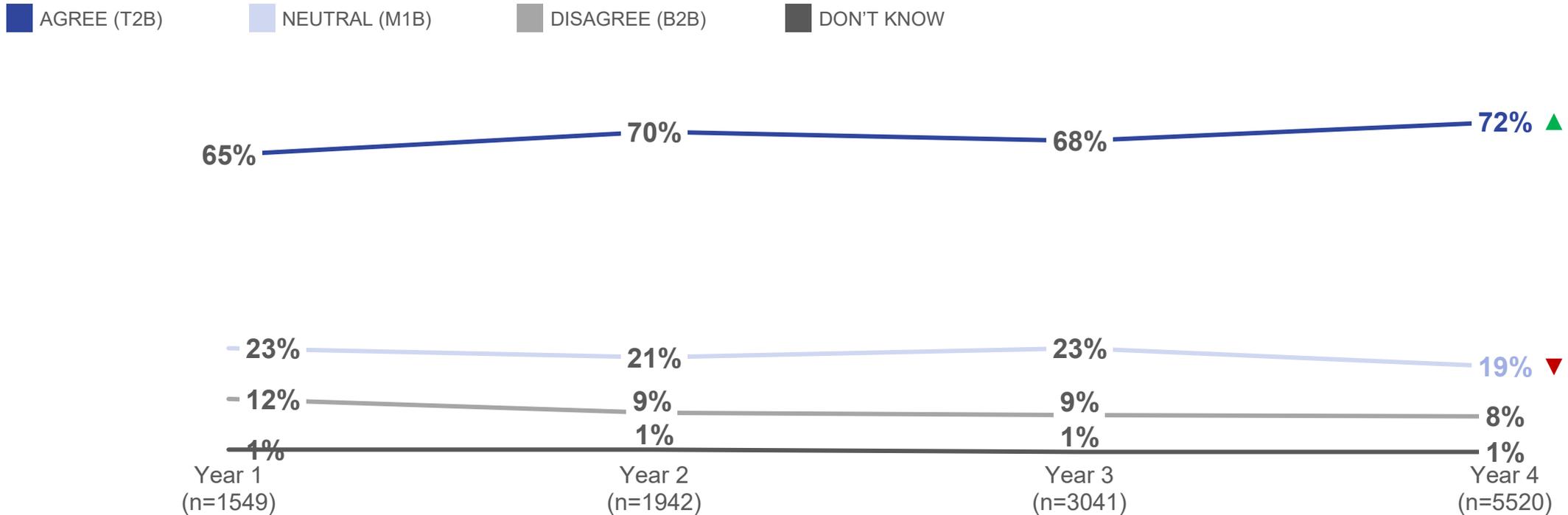
Note: values less than 3% not labelled

▲ ▼ Significantly higher/lower than Year 3

Time it Took to Complete Application was Reasonable

- Just over seven in ten (72%, +4 pts) applicants felt the application took a reasonable amount of time to complete, higher than Year 3.
- CSJ applicants were more likely to feel the application took a reasonable amount of time to complete, while those applying to NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG were less likely.
- Compared to Year 3, CSJ applicants were more likely to feel the application took a reasonable amount of time to complete.

Please rate the following statement: *The application took a reasonable amount of time to complete.*



Q9. On a scale from 1 to 5, where 1 is 'strongly disagree' and 5 is 'strongly agree', please rate the following statement: The application took a reasonable amount of time to complete.
Base: All respondents

Channel Use for Application Submission by Program

- Just over half of applicants (53%, -6 pts) submitted their application using the online fillable form, lower than in Year 3, followed by nearly four in ten (37%, +3 pts) who used the GCOS web portal, higher than in Year 3. Considerably fewer downloaded the application documents and submitted by email (6%, -1 pt).
- Applicants to EAF and NHSP were more likely to have used an online fillable form and to a lesser extent to have submitted their application by email, while applicants to CSJ, CSC, YESS, OFPwD and SDG were more likely to have used the GCOS web portal. Applicants to SDPPD were more likely to have submitted their application by email, while those applying to AWAH, CSC, YESS, OFPwD and SDG were also more likely to have relied on this channel compared to all clients.
- Compared to Year 3, EAF and NHSP were more likely to have used the online fillable form, and less likely to have used the GCOS account. EAF applicants were also less likely to have submitted their application by email, while CSJ applicants were less likely to have used the online fillable form. SDG applicants were more likely to have used GCOS and less likely to have downloaded and submitted by email compared to Year 2.

Which of the following methods did you use to submit your application?

	Year 4 TOTAL (n=5520)	Year 3 (n=3041)	Year 2 (n=1942)	Year 1 (n=1549)
Submitted an application using the online fillable form	53% ▼	59%	51%	n/a
Submitted an application using the GCOS account/web portal	37% ▲	34%	35%	n/a
Downloaded the application documents and then submitted by email	6%	5%	10%	13%
Downloaded the application documents and then submitted by mail	1%	1%	3%	4%
Submitted application documents to a Service Canada office	1%	1%	1%	2%
Submitted on my behalf by my local Member of Parliament	0%	0%	0%	0%
Other	1%	0%	0%	n/a
None of these	1%	0%	0%	1%

Q10. Which of the following methods did you use to submit your application? Please select only one.

Reasons for Submission Method by Method

- Across nearly all methods, the largest proportion of applicants said they used the method they did because it was the easiest way to apply / the one they were most familiar with. Among those who downloaded the application and submitted by mail the most common reason was because they felt confident that the application would be submitted properly.
- Those who submitted their application using the online fillable form were more likely to do so because it was the easiest way to apply. Those who submitted using their GCOS account were more likely to say it was the method they were directed to use, while those who downloaded the application and applied by email or mail were more likely to cite that they felt more confident it would be submitted properly, and that it was the only method available. Those who submitted to a SC office were more likely to that it was the only method available.

Why did you choose this method to submit your application?

	TOTAL			Submitted using online fillable form			Submitted using GCOS web portal			Downloaded then submitted by email			Downloaded then submitted by mail			Submitted to SC office			Submitted by MP		
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
Base: Excluding 'None of the above' at Q10 – n=	5475	3031	1929	2974	1662	890	1630	826	585	706	443	362	61	44	63	33	21*	16*	17*	8**	3**
It was the easiest/most familiar way to apply	51%	53%	51%	56%▼	59%	56%	47%	44%	46%	51%	51%	45%	34%	30%	41%	39%	36%	46%	-	68%	78%
I felt more confident my application would be submitted properly	18%	18%	21%	17%	16%	18%	16%▼	20%	22%	24%	23%	23%	38%	39%	31%	17%	4%	19%	85%	24%	22%
It was the method I was directed to use	16%	15%	16%	13%▲	11%	13%	23%	23%	22%	10%	9%	12%	1%	10%	-	16%	25%	33%	3%	-	-
I did not know any other way to apply	9%	9%	6%	9%	10%	7%	10%	9%	5%	6%	7%	10%	8%	1%	2%	5%	1%	-	13%	-	-
It was the only method available	4%	3%	4%	4%	3%	5%	3%	3%	3%	6%	5%	6%	9%	9%	6%	14%	22%	-	-	8%	-
Other	1%	2%	2%	1%	1%	2%	1%	1%	2%	3%	5%	4%	10%	10%	20%	9%	12%	2%	-	-	-

Q11. Why did you choose this method to submit your application? Please select one reason only.

Reasons for Submission Method by Program

- The most common reason for submitting an application through the method used remained that it was the easiest/most familiar way to apply (51%, -2 pts), followed by that they felt more confident their application would be submitted properly (18%, unchanged) or that it was the method they were directed to use (16%, +1 pt).
- CSJ applicants were more likely to say the way they applied was the easiest/most familiar method, while NHSP, AWAH and CSC applicants were more likely to say that they felt more confident their application would be submitted properly. YESS applicants were more likely to say it was the method they were directed to use, EAF, NHSP and SDG applicants that it was the only method available, while EAF applicants were also more likely to say they did not know of any other way to apply.

Why did you choose this method to submit your application?

	Year 4 TOTAL (n=5475)	Year 3 (n=3031)	Year 2 (n=1929)	Year 1 (n=1539)
It was the easiest / most familiar way to apply	51%	53%	51%	47%
I felt more confident my application would be submitted properly	18%	18%	21%	18%
It was the method I was directed to use	16%	15%	16%	21%
I did not know any other way to apply	9%	9%	6%	9%
It was the only method available	4%	3%	4%	5%
Other	1%	2%	2%	2%

Q11. Why did you choose this method to submit your application? Please select one reason only.

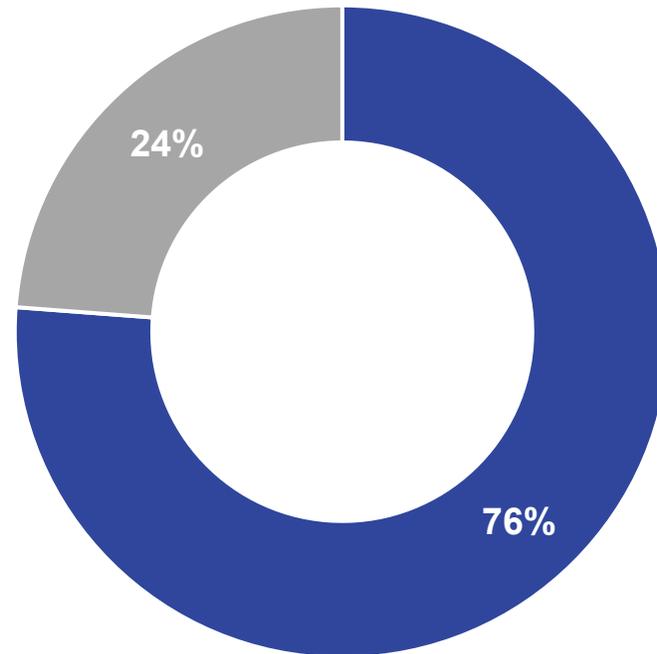
Awareness of GCOS web portal

- Three-quarters (76%) of applicants who did not submit their application using the GCOS web portal were aware of it.

Were you aware of the GCOS secure portal? (N=3845)

■ YES

■ NO

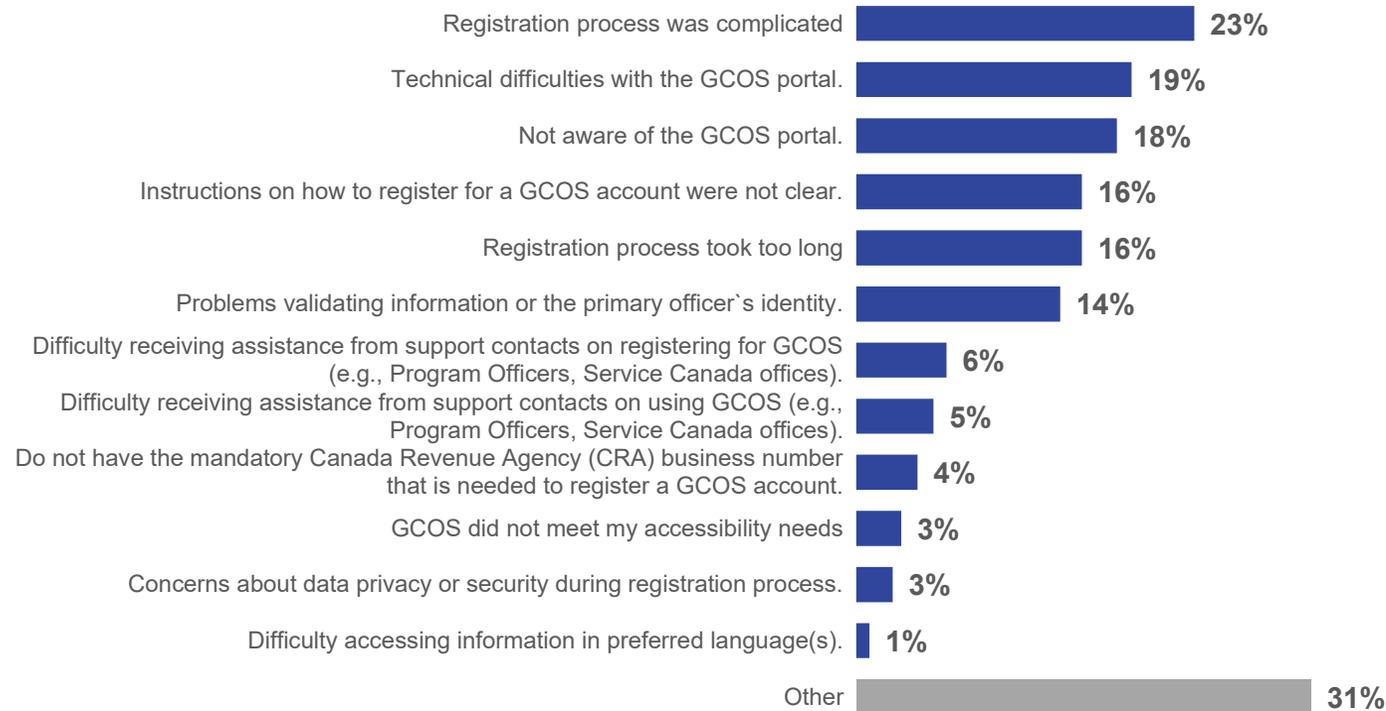


Q11B. Before today, were you aware of the GCOS secure portal that allows you to apply online, track your application status, and manage grant and contribution project(s)?

Reasons for not submitting application through GCOS portal

- Among applicants who did not submit their application using the GCOS web portal, the most common reasons were that registration process was complicated (23%), technical difficulties with the portal (20%) and that they were not aware of the portal (18%). Other more frequently mentioned reasons included that the instructions on how to register were not clear (16%), that the registration process took too long (16%), and that they had problems validating information (14%).

Why did you not submit your application using the GCOS portal? (N=3845)

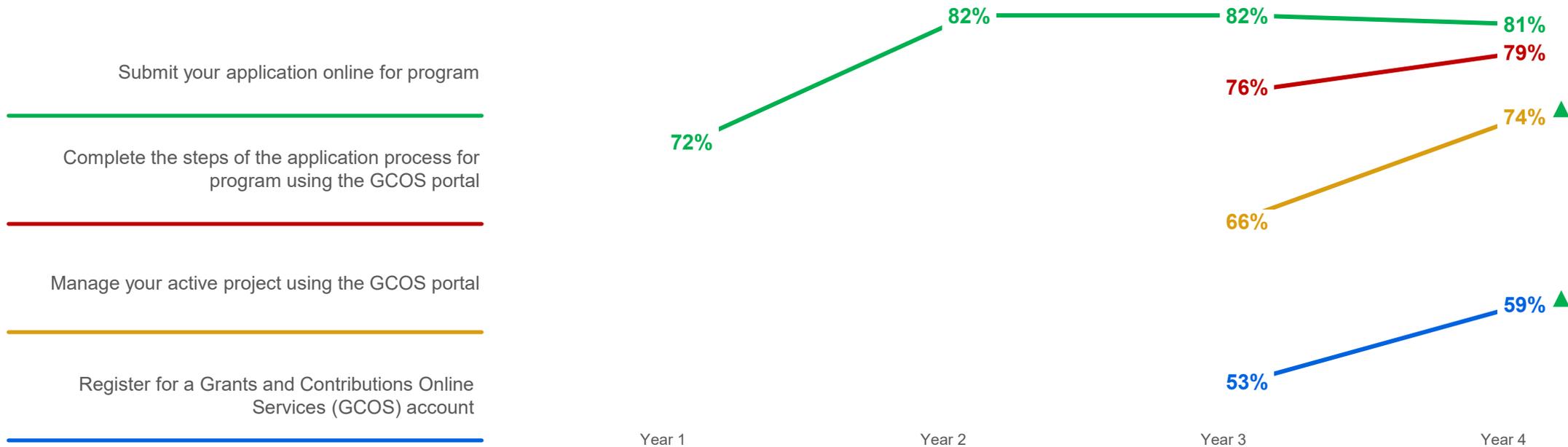


Q11C. Why did you not submit your application using the GCOS portal?

Ease of Submitting Application Using GCOS Web Portal – Easy (T2B)

- Eight in ten (81%, -1 pt) applicants who used the GCOS portal found it easy to submit their application online or complete the steps of the application process using the GCOS portal (79%, -3 pts), while three-quarters found it easy to manage their active project using the portal (74%, +8 pts). Fewer felt it was easy to register for a GCOS account (59%, -6 pts).
- Compared to Year 3, a higher proportion said it was easy to manage their active project using the portal or register for a GCOS account.

How difficult or easy was it to...

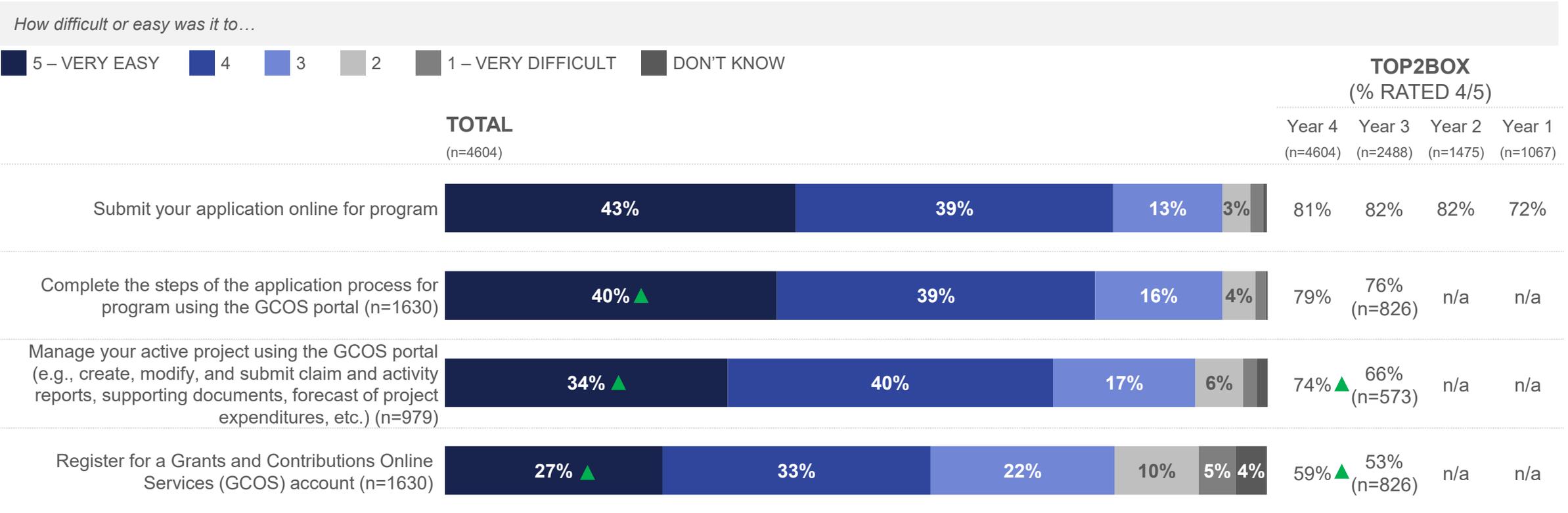


Q12. On a scale from 1 to 5, where 1 means “very difficult” and 5 means “very easy”, how difficult or easy was it to...

Base: Submitted application using online fillable form or using the Grants and Contributions Online Services (GCOS) online web portal

Ease of Submitting Application Using GCOS Web Portal

- More applicants who submitted their application using the GCOS web portal found it very easy (5 out of 5) to complete the steps of the process and to register for a GCOS account compared to Year 3. Those who submitted their application using the web portal and were approved for funding were more likely to find it very easy to manage their active projects using the GCOS portal.

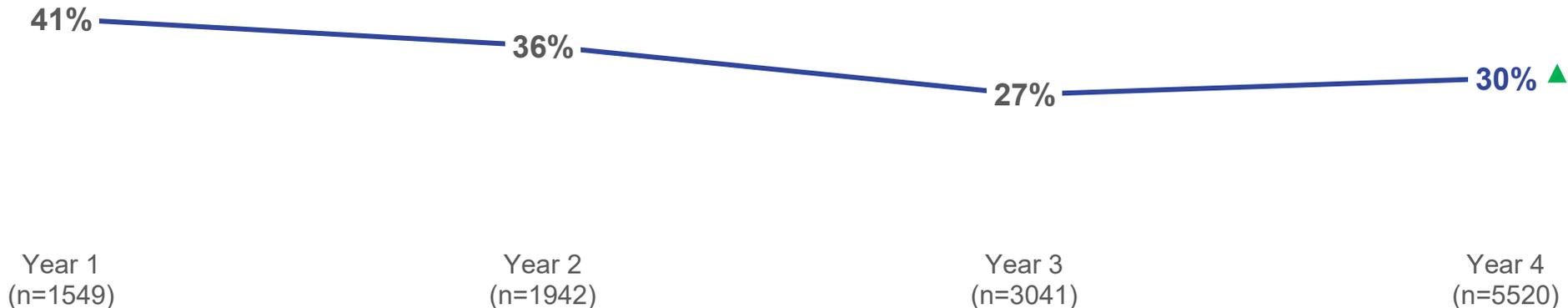


Q12. On a scale from 1 to 5, where 1 means "very difficult" and 5 means "very easy", how difficult or easy was it to...
 Base: Submitted application using online fillable form or using the Grants and Contributions Online Services (GCOS) online web portal

Contacted by Service Canada to Provide Additional Information – % Yes

- Three in ten (30%, +3 pts) applicants were contacted by Service Canada to provide additional information to support their application, higher than in Year 3 (27%).
- EAF and NHSP applicants were more likely to have been contacted.
- Compared to Year 3, more CSJ and SDPPD applicants were contacted by Service Canada, while fewer NHSP and EAF applicants were. YESS applicants were less likely to have been contacted by Service Canada compared to Year 2.

After you submitted your application, were you contacted by Service Canada to provide additional information to support your application? – % Yes



Q13. After you submitted your application, were you contacted by Service Canada to provide additional information to support your application?

Base: All respondents

Reason for Contact by Service Canada

- Among those contacted by Service Canada, more applicants mentioned that it was due to missing documents or information compared to Year 3. By far the most common reason continued to be to clarify information on their application (56%, -1 pt), followed by missing documents or information (28%, +10 pts) or that the budget template needed modifications (10%, -3 pts).
- EAF, NHSP, AWAH, YESS and SDG applicants were more likely to report their budget template needed modifications, while NHSP applicants were more likely to mention missing documents or information.
- Compared to Year 3, NHSP and CSJ applicants were more likely to mention missing documents or information in their application.

Why were you contacted by Service Canada?

	Year 4 TOTAL (n=1773)	Year 3 (n=1094)	Year 2 (n=776)	Year 1 (n=721)
Clarify information in my application	56%	57%	55%	52%
Missing documents or information in my application	28% ▲	18%	23%	21%
Budget template needed modifications	10%	13%	15%	7%
An outstanding issue with a previous application	2%	2%	2%	1%
My organization or project was not eligible	1%	1%	1%	2%
Other reason	14%	17%	12%	30%
Don't know	6% ▼	9%	4%	3%

Q14. Why were you contacted by Service Canada? Select all that apply.
Base: Those who were contacted by Service Canada to provide additional information

▲ ▼ Significantly higher/lower than Year 3

POST- APPLICATION

Decision

11

Channel Use for Follow-up Before Receiving Decision

- Fewer applicants contacted Service Canada before receiving their funding decision compared to Year 3 (73% vs. 66%). The most common reason was the check the status of an application (13%, -8 pts), followed by to find the timeline to receive a funding decision (9%, -5 pts) and to modify an application (6%, -2 pts). All reasons were less likely to have been mentioned than in Year 3.
- Those applying to AWAH, CSC, YESS, OFPwD, and SDG were more likely to have contacted Service Canada to check the status of their application or find out timelines for receiving a funding decision, while applicants to EAF were more likely to have followed-up to find out timelines for a funding decision.
- Compared to Year 3, CSJ applicants were less likely to have contacted Service Canada to check the status of their application or find out timelines for a decision. SDG applicants were less likely to have contacted SC to check the status of their application, find out timelines for a decision, or for another reason compared to Year 2.

Did you contact Service Canada for any of the following reasons before receiving your funding decision?

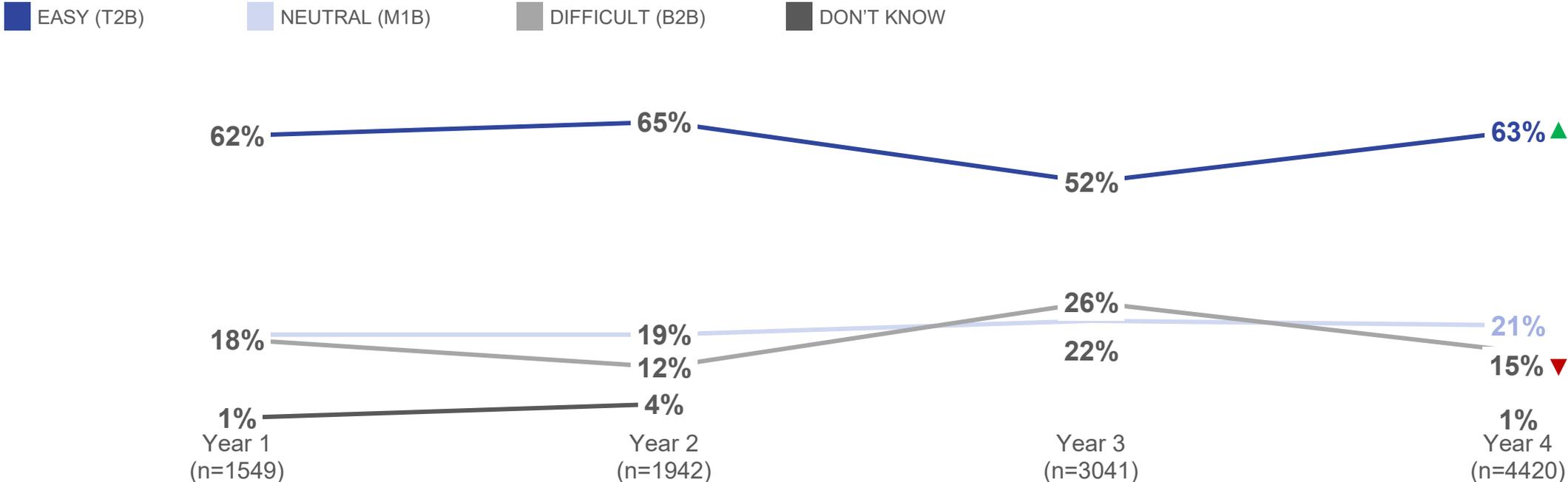
	Year 4 TOTAL (n=5520)	Year 3 (n=3041)	Year 2 (n=1942)	Year 1 (n=1549)
To check the status of your application	13% ▼	21%	24%	36%
To find out timelines for receiving a funding decision	9% ▼	14%	14%	25%
To modify your application	6% ▼	8%	9%	18%
To withdraw your application	1%	1%	1%	1%
Other reason	4%	4%	13%	13%
Don't know	3%	2%	51%	34%
Did not contact Service Canada	73% ▲	66%	n/a	n/a

Q15. Did you contact Service Canada for any of the following reasons before receiving your funding decision? Select all that apply.
Base: All respondents

Ease of Follow-up

- Of those who followed up with Service Canada before receiving a funding decision, nearly two-thirds (63%, +11 pts) said they found it easy to do, which is significantly higher than in Year 3 and a return to levels observed in Year 2 (65%) and Year 1 (62%).
- Applicants to AWAH, CSC, YESS, OFPwD and SDG were less likely to have found follow-up to be easy.
- Compared to Year 3, CSJ applicants were more likely to have found it easy to follow-up. YESS applicants were less likely to have found it easy to follow-up compared to Year 2 results.

How was your experience following up with Service Canada about your application?

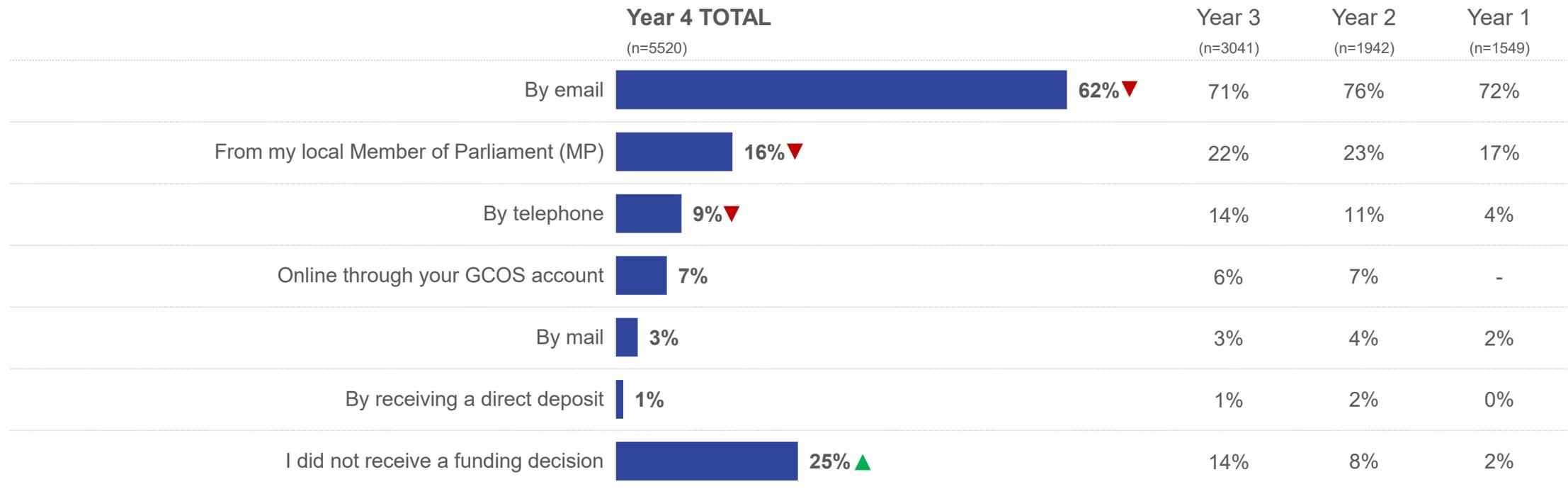


Q16. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how was your experience following up with Service Canada about your application?
 Base: Followed-up with Service Canada before receiving funding decision

Method of Funding Decision Notification

- More applicants reported that they have not received a funding decision compared to Year 3 (25%, +11 pts). At six in ten (62%, -9 pts), most were notified by email, followed by from their MP (16%, -6 pts) and by telephone (9%, -5 pts), however all of these methods were mentioned by fewer applicants than in Year 3.
- Applicants to OFPwD, NHSP and EAF were more likely to have received their funding decision notification by email, while applicants to CSC, SDG, SDPPD and YESS were less likely to have received a funding decision.
- Compared to Year 3, applicants to all programs that are tracked were more likely to have not received a funding decision, in particular SDPPD applicants. YESS and SDG applicants were also more likely to have not received a funding decision compared to Year 2 results.

Which of the following methods did you use to submit your application?

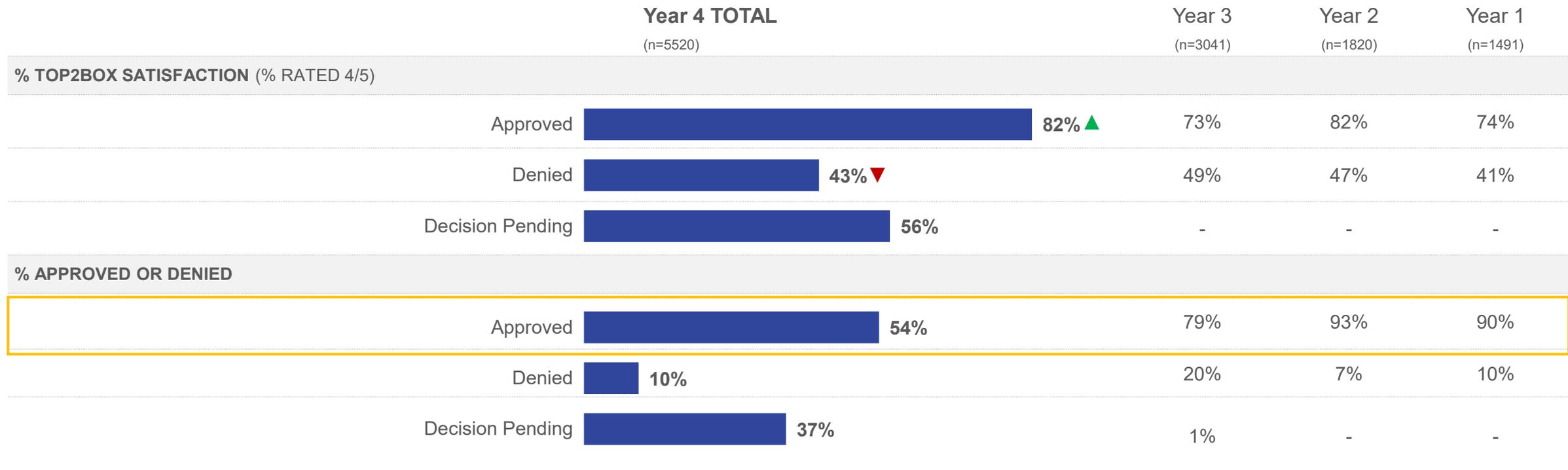


Q17. How were you notified of the funding decision about your application for [INSERT PROGRAM]? Please select all that apply.

Note: "Online through [PROGRAM] web portal in 2020 has been changed to "Online through your GCOS account". *Comparisons to Year 1 cannot be made due to a change in question logic to select all that apply from select one.

Funding Approval and Satisfaction

- Over eight in ten (82%, +9 pts) applicants who received funding approval were satisfied with their experience, compared to just over four in ten (43%, -6 pts) of those who did not receive approval, and nearly six in ten who had yet to receive a decision (56%). Compared to Year 3, satisfaction has increased among those who received approval for funding and decreased among those who did not.
- Overall, just over half of survey respondents received approval for funding (54%), one in ten did not (10%), and nearly four in ten had yet to receive a decision (37%). *Note: 'decision pending' was a new response option added in Year 4. Comparisons to previous years' results should be interpreted with caution, and stat testing has not been applied year-over-year as results are not directly comparable.*

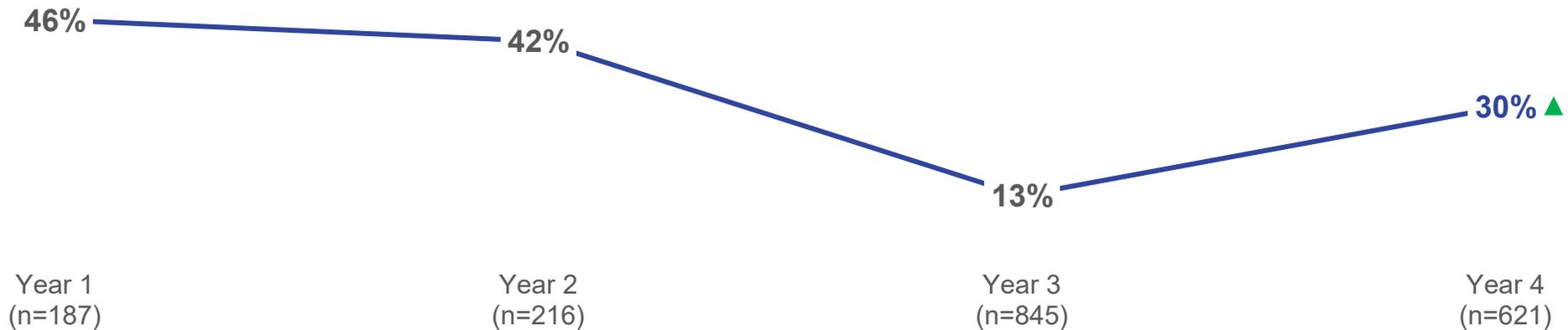


Q31. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision? *Note: 'decision pending' was a new response option added in Year 4. Comparisons to previous years' results should be interpreted with caution, and stat testing has not been applied year-over-year as results are not directly comparable.*

Explanation Provided for Not Receiving Funding Approval – % Yes

- Among those who did not receive an approval, three in ten (30%, +17 pts) were provided with an explanation why. This is statistically higher compared to Year 3, but considerably lower than the 46% recorded in Year 1.
- EAF and NHSP applicants were more likely to have received an explanation
- Compared to Year 3, applicants to NHSP and CSJ were more likely to have received an explanation.

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



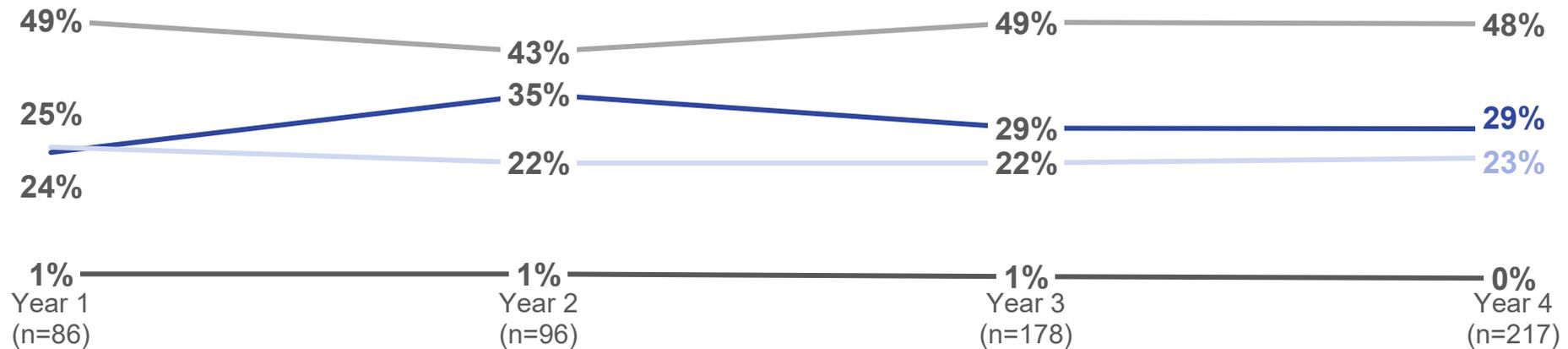
[IF FUNDING STATUS = DENIED] Q19. Did your organization receive an explanation why you did not receive an approval for funding?
Base: Did not receive funding approval

Satisfaction with Explanation Provided

- Among those who were provided an explanation for why their organization did not receive funding, three in ten (29%, unchanged) were satisfied with the explanation, identical to Year 3.
- Due to small sample sizes, there were no statistically significant differences in satisfaction by program or shifts compared to Year 3.

How dissatisfied or satisfied were you with the explanation of the decision?

■ SATISFIED (T2B)
 ■ NEUTRAL (M1B)
 ■ DISSATISFIED (B2B)
 ■ DON'T KNOW

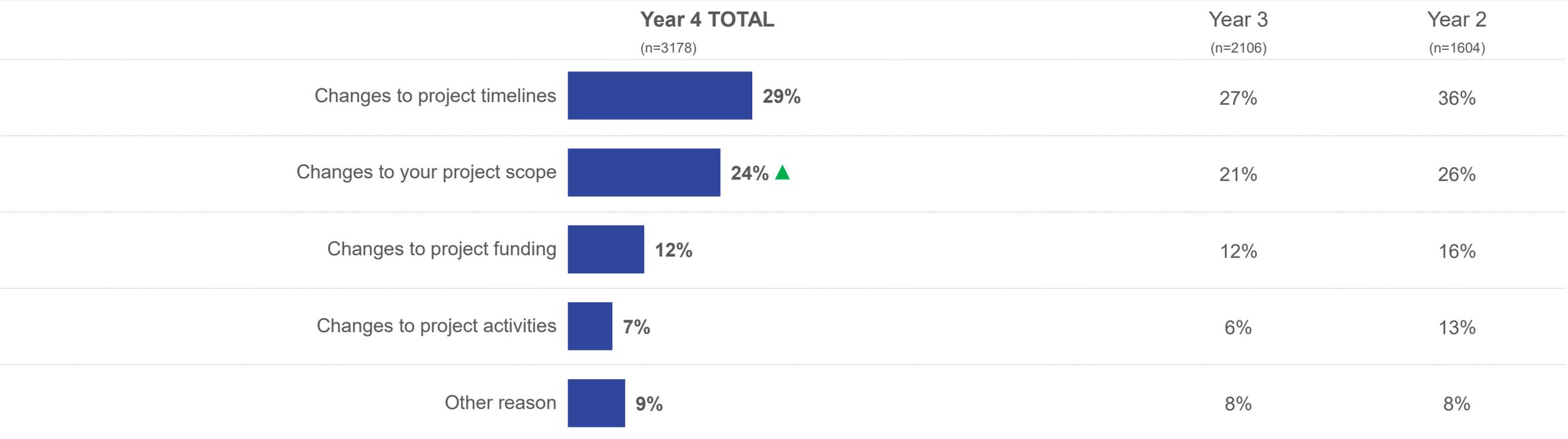


Q20. On a scale from 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the explanation of the decision?
 Base: Did not receive funding approval and received an explanation why

Changes Made During Negotiation of Funding Agreement

- Of those receiving funding approval, three in ten (29%, +2 pts) had to make changes to their project timelines, followed by one-quarter (24%, +3 pts) for changes to their project scope. Fewer applicants had to make changes to project funding (12%, unchanged), changes to project activities (7%, +1 pt) or for other reasons (9%, +1 pt). Compared to Year 3, more applicants who received approval reported having to changes to their project scope.
- YESS and OFPwD applicants were more likely to have had to make all types of changes, AWAH applicants changes to the scope, funding or project activities, and CSJ applicants changes to the project timelines. Applicants to EAF and NHSP were more likely to have had to make changes to project activities, but less likely to have had to make most other types of changes.
- Compared to Year 3, NHSP applicants were less likely to have had to make changes to project timelines.

Which of the following methods did you use to submit your application?



Q22. Once your project began and the details of the funding agreement were finalized with [INSERT PROGRAM], did you have to work with a Service Canada Program Officer to request changes to your project and/or submit an amendment to the funding agreement? Examples could include changes to project timelines, project description, budget, etc.

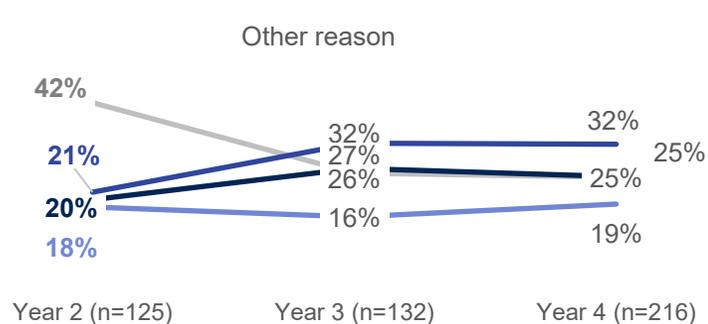
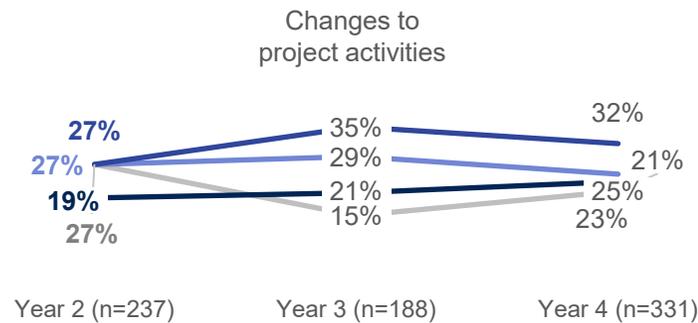
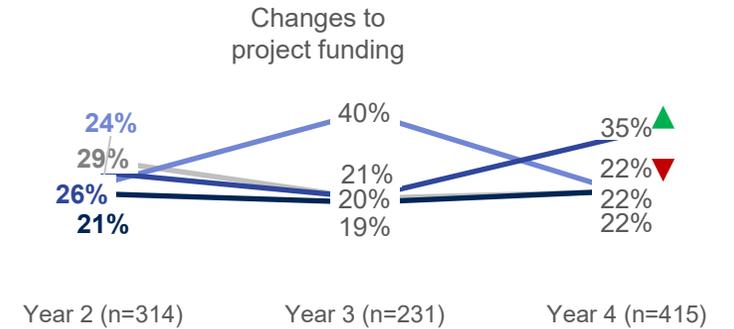
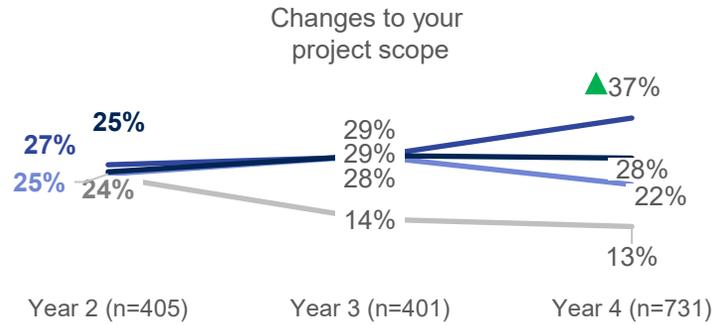
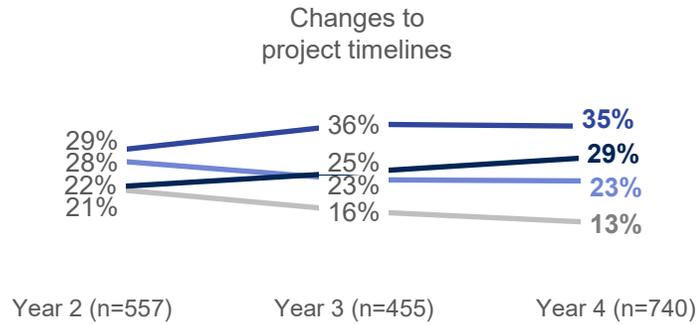
Base: Received approval for program funding (n=3178)

Amount of Time it Took to Make Changes

- The vast majority of applicants who had to make changes were able to complete them within a week (ranging from 75% for other reasons to as high as 87% for changes to project timelines and changes to project scope) and more than half were made in less than three days.
- Compared to year 3, more applicants who had to make changes to project scope or project funding were able to do so in two to three days.

How long did the following take to complete?

1 DAY 2 TO 3 DAYS 4 TO 7 DAYS / ONE WEEK MORE THAN 7 DAYS / MORE THAN ONE WEEK



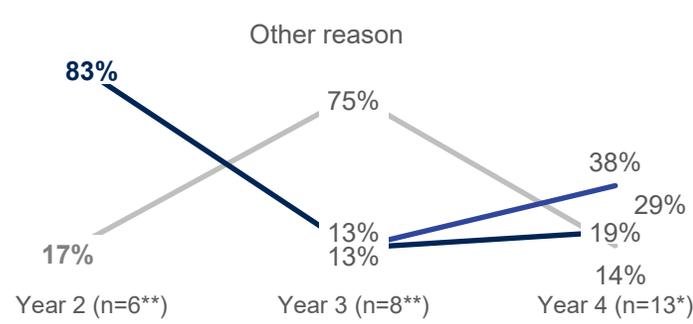
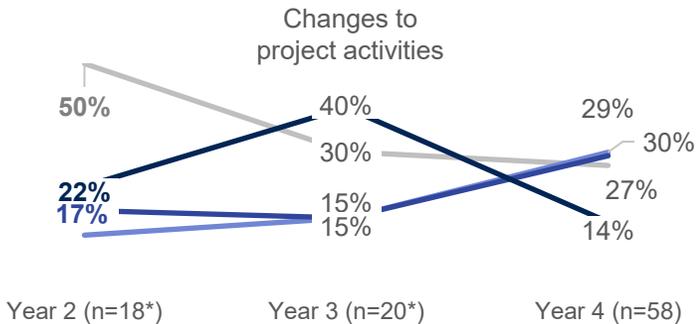
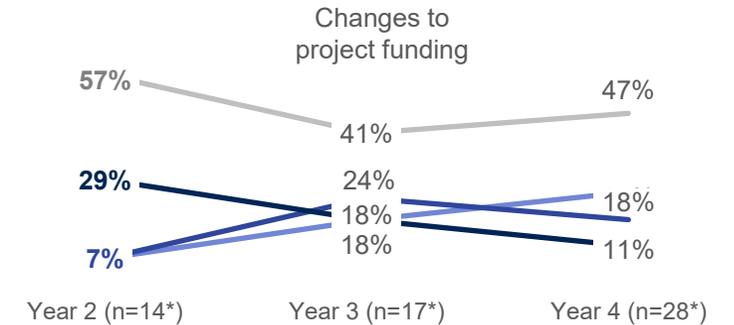
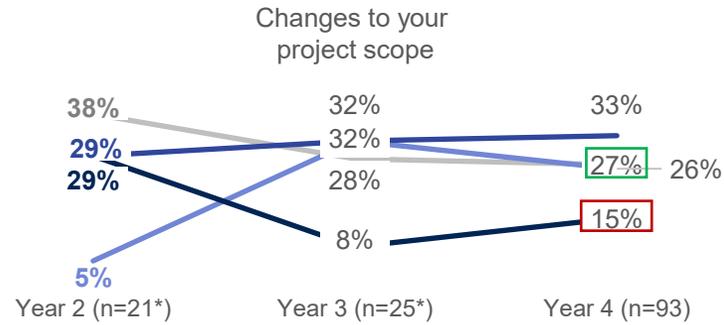
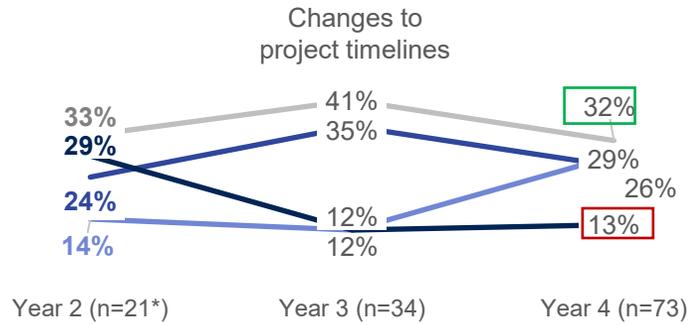
Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

Amount of Time it Took to Make Changes by Program – EAF

- Changes to EAF projects generally took more time for applicants to complete, in particular changes to project funding, timelines and scope.
- There were no significant shifts compared to Year 3.

How long did the following take to complete?

1 DAY
 2 TO 3 DAYS
 4 TO 7 DAYS / ONE WEEK
 MORE THAN 7 DAYS / MORE THAN ONE WEEK



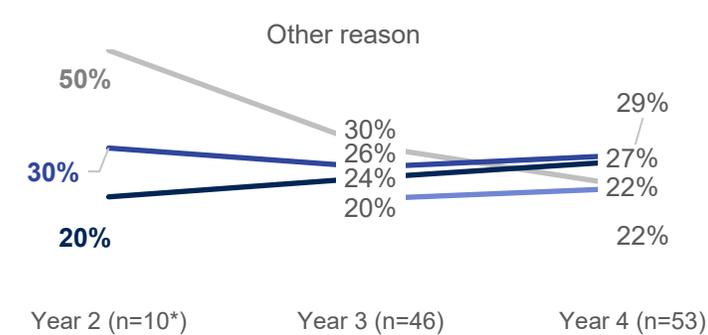
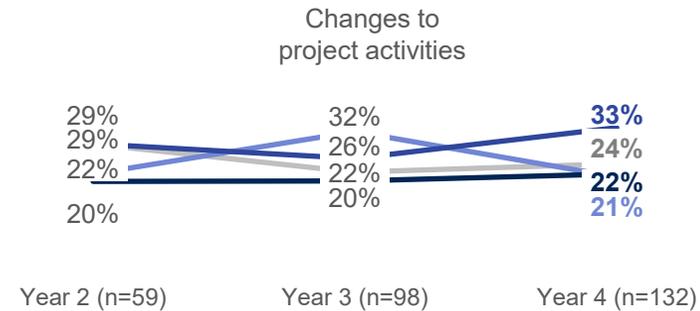
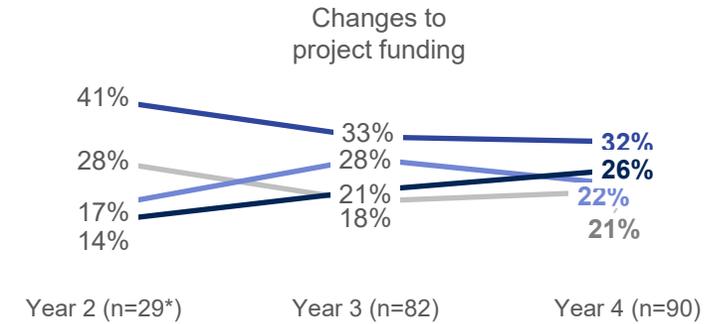
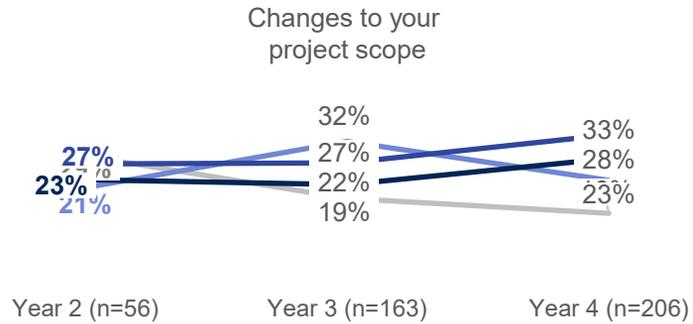
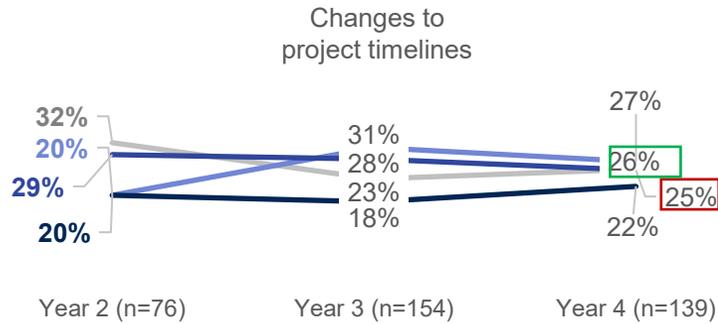
Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
 Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

Amount of Time it Took to Make Changes by Program – NHSP

- Similar to overall trends, the vast majority of changes to NHSP projects were resolved within a week and most were made within three days, however changes to project timelines took longer compared to all those who had to make these changes.
- There were no significant shifts compared to Year 3.

How long did the following take to complete?

1 DAY 2 TO 3 DAYS 4 TO 7 DAYS / ONE WEEK MORE THAN 7 DAYS / MORE THAN ONE WEEK

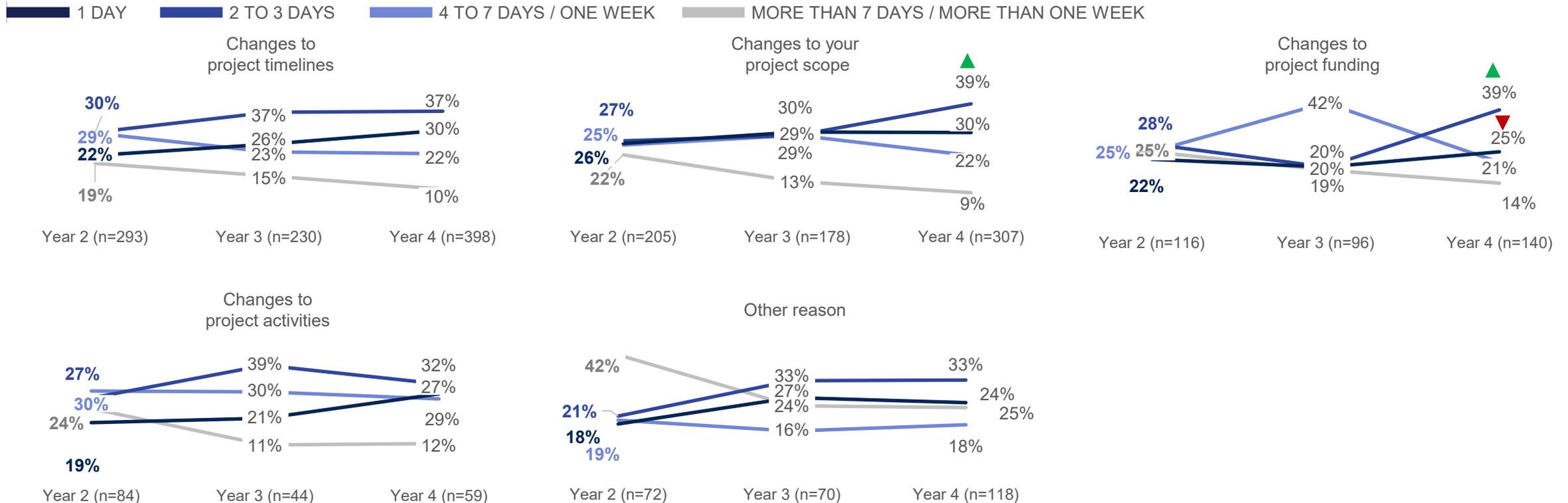


Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

Amount of Time it Took to Make Changes by Program – CSJ

- Changes to CSJ projects were generally resolved within one week and in a majority of cases were resolved within three days.
- Compared to year 3, more CSJ applicants who had to make changes to project scope or project funding were able to do so in two to three days.

How long did the following take to complete?

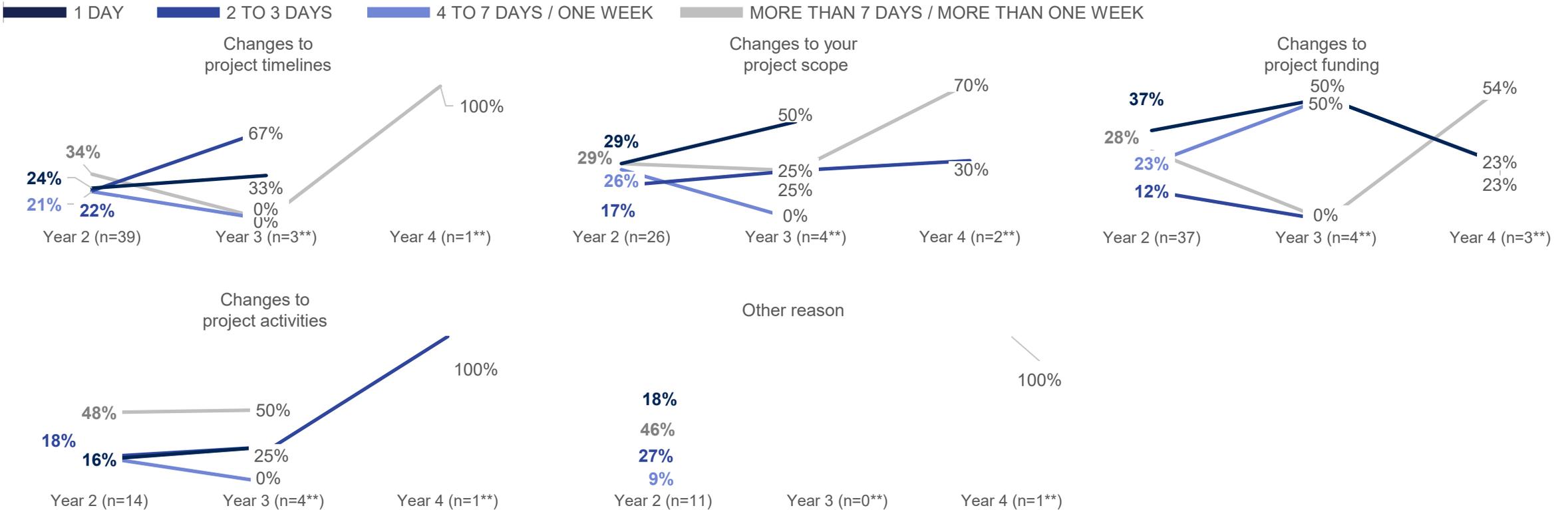


Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
 Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

Amount of Time it Took to Make Changes by Program – SDPPD

- While an extremely small number of SDPPD applicants reported making changes, most took over a week to resolve.
- There were no significant shifts compared to Year 3.

How long did the following take to complete?



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
 Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

POST- AGREEMENT

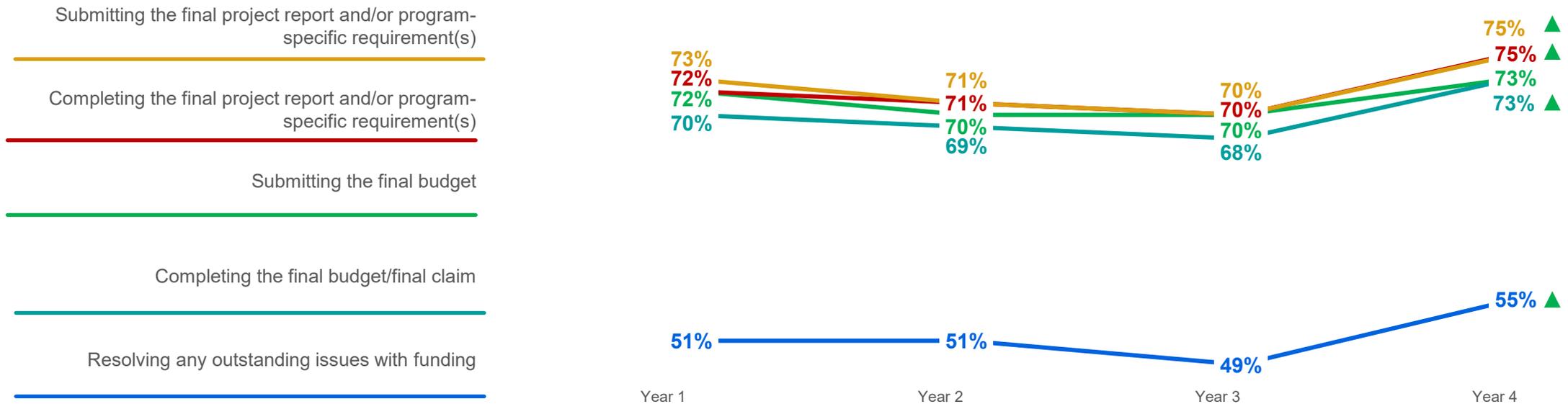
Monitoring, Follow-up, and Close-out

12

Ease of Funding Agreement Closeout – Easy (T2B)

- Among those approved for funding, more applicants felt nearly all aspects of the funding agreement closeout were easy to complete compared to Year 3.
- Three-quarters felt it was easy to complete and submit the final report (both 75%, +5 pts), followed closely by complete the final budget/final claim (73%, +5 pts) and submit the final budget (73%, +3 pts). Fewer continued to feel resolving any outstanding issues with funding (55%, +6 pts) were easy to complete, though ratings have improved compared to Year 3.

How would you rate the following tasks related to your funding agreement with [PROGRAM]?



Q24. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following tasks related to your funding agreement with [INSERT PROGRAM]? Select one response per item or select not applicable if you did not have to complete the task as part of your agreement.

Base: Received approval for program funding (n=3178)

Ease of Funding Agreement Closeout

- More applicants who were approved for funding felt it was very easy (5 out of 5) to complete all aspects of the funding agreement closeout compared to Year 3, while fewer found most very difficult (1 out of 1).

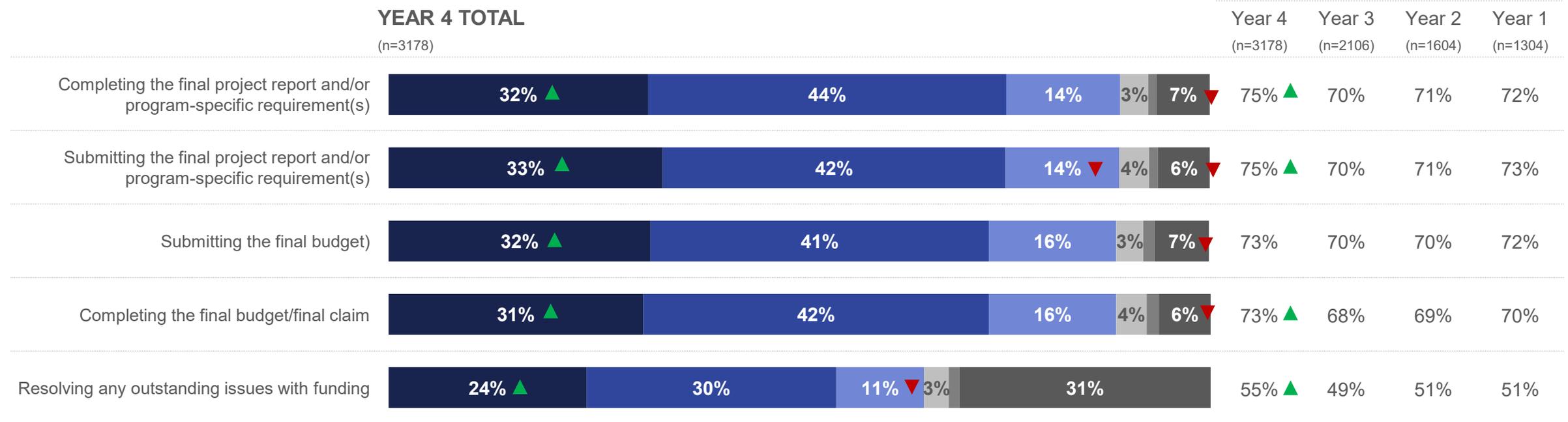
How would you rate the following tasks related to your funding agreement with [PROGRAM]?

5 – VERY EASY 4 3 2 1 – VERY DIFFICULT NOT APPLICABLE

YEAR 4 TOTAL

(n=3178)

TOP2BOX (% RATED 4/5)



Q24. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following tasks related to your funding agreement with [INSERT PROGRAM]? Select one response per item or select not applicable if you did not have to complete the task as part of your agreement.

Base: Received approval for program funding (n=3178)

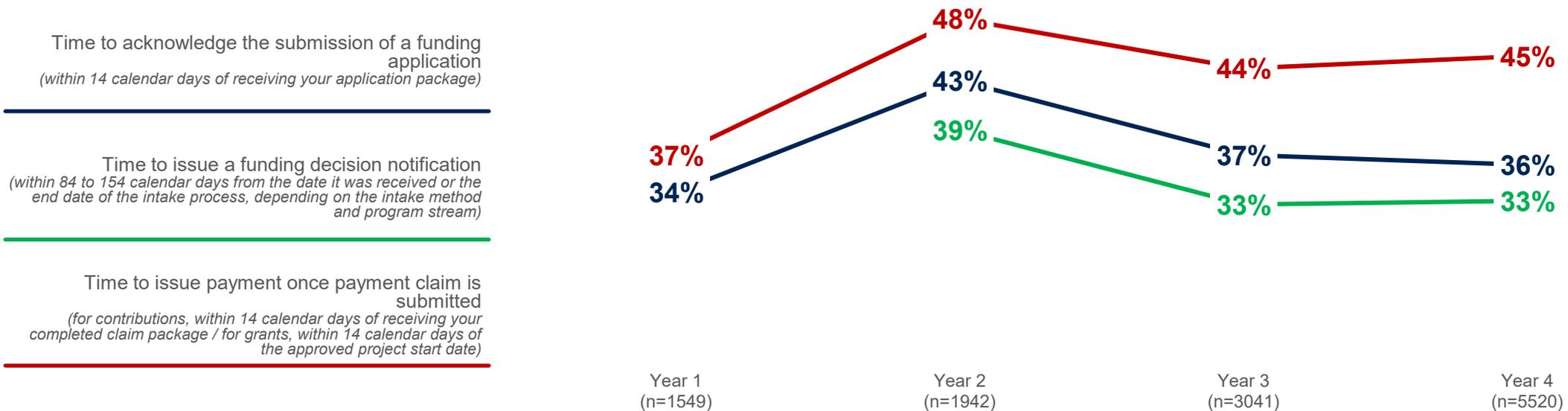
SERVICE STANDARDS

13

Awareness of Service Standards

- Applicants' awareness of all service standards remained consistent compared to Year 3. Nearly half of applicants were aware of the time to issue payment once a payment statement claim has been submitted (45%, +1 pt), followed by roughly four in ten for the time to acknowledge the submission of a funding application (36%, -1 pt) and one-third for the time issue a funding decision notification (33%, unchanged).
- NHSP applicants were more likely to be aware of the service standards for the time to acknowledge a submission and to issue a funding decision. EAF, YESS and SDG applicants were less likely to be aware of the service standard for the time to issue payment, while YESS applicants were also less likely to be aware of the time to issue a funding decision.
- Compared to Year 3, awareness of the service standard for the time to acknowledge submission and issue payment declined among EAF applicants. YESS applicants were less likely to be aware of the service standard for the time to issue payment compared to Year 2 results.

Before today, were you aware of each of these service standards? – % Yes



Q33. Before today, were you aware of each of these service standards?

Base: All respondents (n=5520). Note: Service Canada commits to meeting three (3) service standards 80% of the time (under normal circumstances). "Time to issue a funding decision notification" was new in fiscal year 2021/22 and may not have been in place when the organization applied.

Impact of Awareness of Service Standards – Acknowledge Proposal

- Applicants aware of the service standard for the time to acknowledge the submission continued to be more likely to be satisfied with their experience overall than those who were not. They were more likely to be satisfied with the service provided through nearly all channels and less likely to have experienced a problem.
- Those aware were also more likely to provide high ratings for several aspects of service, in particular for timeliness of service, clarity of the process, helpfulness of SC phone representatives, clarity and confidence in the issue resolution process, receiving consistent information and ease of getting help.
- Compared to Year 3, applicants who were aware were more likely to be satisfied with the GCOS web portal and less likely to be satisfied with telephone support from a Service Canada office. They were also more likely to agree that it was easy to get help when needed (74%, +4 pts). Applicants who were not aware were less likely to have experienced a problem or issue (26%, -4 pts) and more likely to agree that they received consistent information (73%, +5 pts), it was clear what to do if they had a problem or question (63%, +3 pts) and that it was clear what would happen next and when it would happen (62%, +3 pts).

OVERALL SATISFACTION (% RATED 4/5)							
Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
AWARE				NOT AWARE			
76%	76%	83%	80%	65%	64%	73%	64%

	AWARE				NOT AWARE			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
EXPERIENCED A PROBLEM								
% Yes	19%	20%	18%	26%	26%	30%	26%	39%

SERVICE CHANNEL SATISFACTION								
Email support from a Program Officer	83%	83%	83%	87%	75%	74%	83%	77%
GCOS web portal	85%	76%	78%	74%	72%	70%	78%	63%
Government of Canada website	74%	73%	74%	75%	65%	63%	74%	61%
Email support from a SC office	72%	71%	74%	74%	64%	67%	74%	60%
Telephone support from a SC office	65%	73%	67%	68%	59%	56%	67%	58%

	AWARE (YES)				NOT AWARE (NO)			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
WIDEST GAPS IN SERVICE ATTRIBUTES (% RATED 4/5 VS. TOTAL)								
The amount of time it took was reasonable	70%	69%	76%	71%	54%	52%	76%	49%
Throughout the process it was clear what would happen next and when it would happen	77%	74%	78%	74%	62%	59%	78%	50%
Service Canada phone representatives were helpful	80%	76%	72%	80%	65%	62%	66%	68%
It was clear what to do if I had a problem or question	76%	73%	78%	75%	63%	60%	64%	54%
I received consistent information	82%	80%	80%	81%	73%	68%	73%	67%
I was confident that any issues or problems would have been easily resolved	76%	74%	76%	75%	64%	63%	66%	57%
It was easy to get help when I needed it	74%	70%	75%	73%	61%	59%	65%	55%

Impact of Awareness of Service Standards – Decision Notification

- Applicants who were aware of the service standard for the time to issue a funding decision continued to be more likely to be satisfied with their experience overall than those who were not, however ratings among those aware have declined compared to Year 3. They were more likely to be satisfied with the service provided through the GCOS web portal, GoC website and email support from a SC office and less likely to have experienced a problem or issue.
- Those aware were also more likely to provide high ratings for several aspects of service, in particular for timeliness of service, clarity of the process, ease of getting help, confidence in and clarity of the issue resolution process and needing to explain their situation only once.
- Compared to Year 3, applicants who were not aware were more satisfied with email support from a Program Officer, the GCOS web portal, and the GoC website, and to provide high ratings across a number of service attributes including timelines of service (53%, +3 pts), clarity of process (61, +4 pts), easy of getting help (61%, +4 pts), and clarity of the issue resolution process (63%, +5 pts). Applicants who were aware were less satisfied with email support from a Program Officer and telephone support from a Service Canada office.

OVERALL SATISFACTION (% RATED 4/5)					
Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
AWARE			NOT AWARE		
78% ▼	81%	85%	64%	62%	73%

	AWARE			NOT AWARE		
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
EXPERIENCED A PROBLEM						
% Yes	19% ▲	16%	19%	26% ▼	31%	24%

SERVICE CHANNEL SATISFACTION						
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
Email support from a Program Officer	82% ▼	88%	84%	77% ▲	72%	74%
GCOS web portal	85%	81%	82%	72% ▲	68%	72%
Government of Canada website	75%	78%	75%	65% ▲	61%	68%
Email support from a Service Canada office	73%	73%	75%	64%	66%	66%
Telephone support from a SC office	64% ▼	73%	65%	59%	56%	58%

	AWARE (YES)			NOT AWARE (NO)		
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
WIDEST GAP IN SERVICE ATTRIBUTES (% RATED 4/5 VS. TOTAL)						
The amount of time it took was reasonable.	73%	75%	77%	53% ▲	50%	60%
Throughout the process it was clear what would happen next and when it would happen	80%	80%	80%	61% ▲	57%	63%
It was easy to get help when I needed it	75%	77%	80%	61% ▲	57%	65%
It was clear what to do if I had a problem or question	77%	78%	79%	63% ▲	58%	65%
I needed to explain my situation only once	75%	77%	73%	63%	60%	63%
I was confident that any issues or problems would have been easily resolved	77%	77%	78%	64%	62%	66%

New question added in Year 2 to measure awareness of service standard for decision notification.
 Note: Figures for '[PROGRAM] web portal' is reported in Year 1 and compared with 'GCOS web portal' in Year 2.

Impact of Awareness of Service Standards – Issue Payment

- Applicants who were aware of the service standard for the time to issue payment continued to be more likely to be satisfied with their experience overall than those who were not. They were more likely to be satisfied with the service provided through nearly all channels and less likely to have experienced a problem.
- Those aware were also more likely to provide high ratings for several aspects of service, in particular clarity of the process overall, timeliness of service, ease of getting help, confidence in and clarity of the issue resolution process and needing to explain their situation only once.
- Compared to Year 3, applicants who were not aware were less likely to have experienced a problem or issue (26%, -5 pts) and more likely to agree that it was clear what would happen next and when it would happen (61%, +5 pts), it was clear what to do if I had a problem or question (61%, +3 pts) and it was easy to get help when I needed it (59% +3 pts). Applicants who were aware were less likely to be satisfied with telephone support from a Service Canada office.

OVERALL SATISFACTION (% RATED 4/5)							
Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
AWARE				NOT AWARE			
75%	76%	84%	78%	64%	62%	71%	65%

	AWARE				NOT AWARE			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
EXPERIENCED A PROBLEM								
% Yes	20%	20%	17%	26%	26% ▼	31%	27%	40%

SERVICE CHANNEL SATISFACTION								
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
GCOS web portal	83%	78%	79%	73%	71%	68%	73%	63%
Email support from a Program Officer	83%	83%	83%	85%	74%	73%	73%	78%
Email support from a Service Canada office	73%	72%	77%	75%	62%	65%	64%	59%
Government of Canada website	72%	72%	75%	75%	65%	63%	67%	61%
Telephone support from a Service Canada office	63% ▼	71%	65%	66%	59%	55%	56%	59%

	AWARE (YES)				NOT AWARE (NO)			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
WIDEST GAPS IN SERVICE ATTRIBUTES (% RATED 4/5 VS. TOTAL)								
The amount of time it took, from when I started gathering information to when I got a decision on my application, was reasonable.	67%	68%	75%	69%	53%	51%	58%	49%
Throughout the process it was clear what would happen next and when it would happen.	76%	75%	77%	74%	61% ▲	56%	62%	50%
It was easy to get help when I needed it.	74%	73%	77%	74%	59% ▲	56%	62%	54%
It was clear what to do if I had a problem or question.	76%	74%	80%	76%	61% ▲	58%	62%	54%
I needed to explain my situation only once.	74%	74%	74%	74%	61%	59%	61%	56%
I was confident that any issues or problems would have been easily resolved.	76%	75%	79%	76%	63%	61%	63%	56%

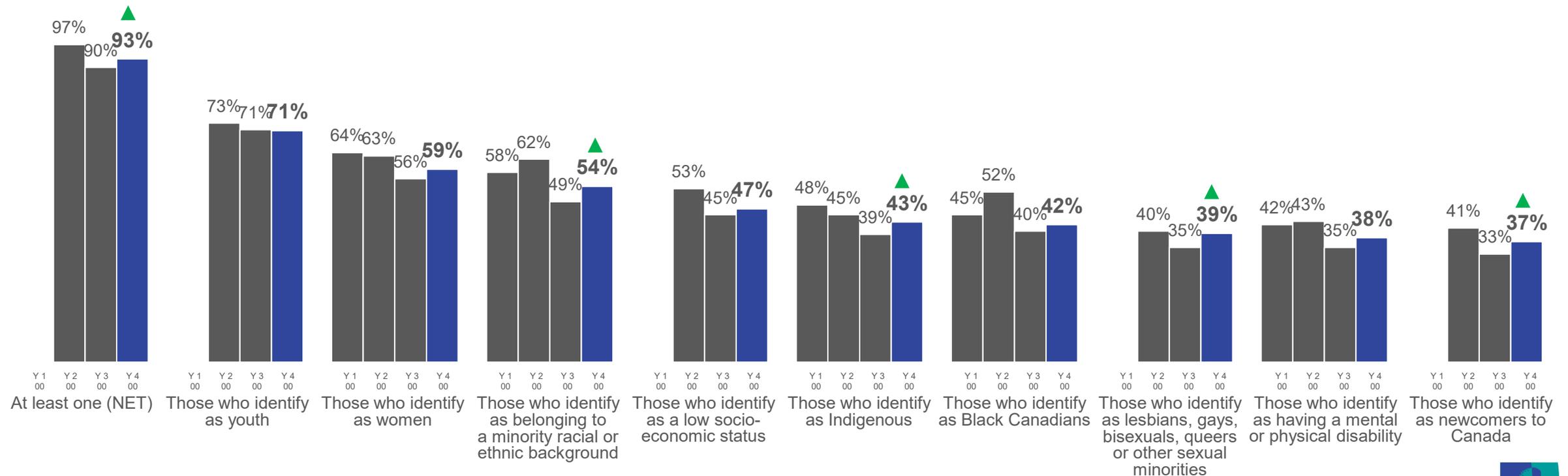
GBA+

14

Communities Supported by Funding Application (1/4)

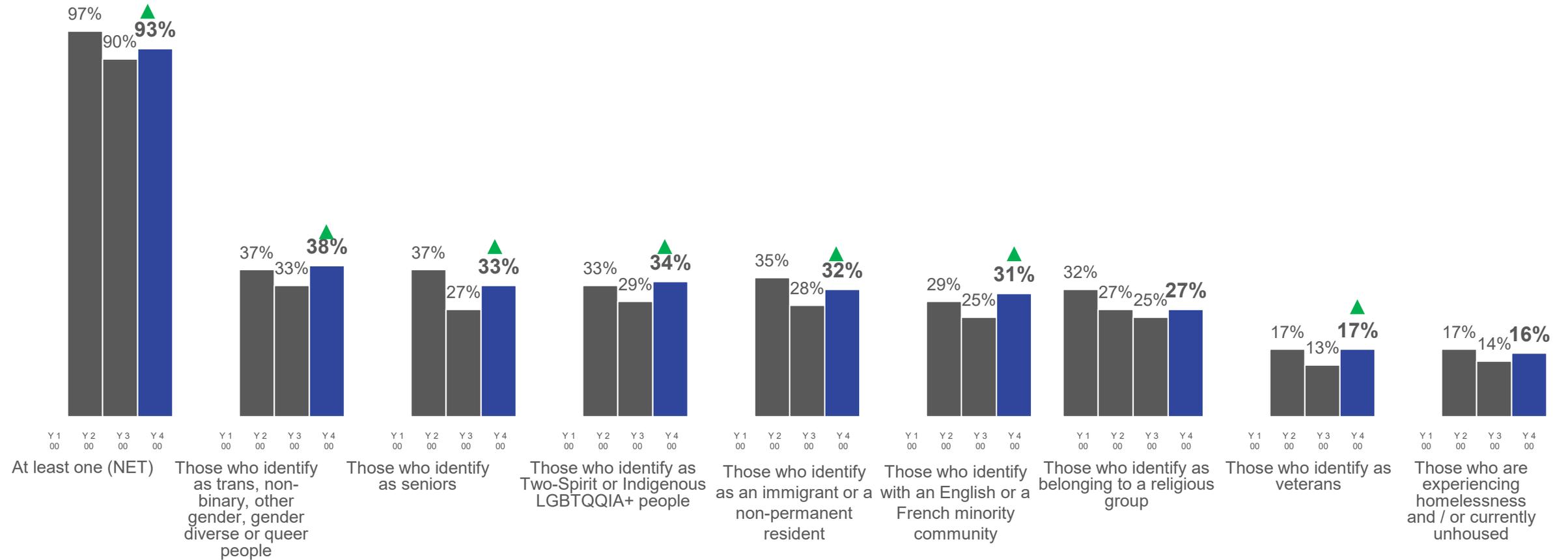
- More than nine in ten applicants (93%) indicated the funding they applied for would support at least one of the communities outlined, higher than in Year 3 (90%). The most frequently mentioned groups that the funding would support were those identifying as youth (71%), women (59%), those belonging to a minority racial or ethnic background (54%), low socio-economic status (47%), Indigenous (43%) and those who identify as Black Canadians (42%).
- Compared to Year 3, more applicant organizations indicated funding would support those belonging to nearly all of the identified groups.
- YESS, CSC, AWAH, EAF and NHSP applicants were more likely to say that funding would support at least one of the groups outlined, while CSJ applicants were less likely. Compared to Year 3, CSJ and EAF applicants were more likely to indicate the funding they applied for would support several of the communities outlined, while NHSP applicants were less likely.

Would the funding you applied for assist any of the following communities, clients or people?



Communities Supported by Funding Application (2/4)

Would the funding you applied for assist any of the following communities, clients or people?



Profile of Applicants Who Assist GBA+ Communities

OVERALL SATISFACTION (% RATED 4/5)							
Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
ASSIST GBA+				DO NOT			
69%	66%	77%	70%	68%	73%	73%	69%

PROMINENT DIFFERENCES AMONG WHO ASSIST GBA+ COMMUNITIES (VS. THOSE WHO DO NOT)

- More likely to use several government resources when learning about the program and competing their application, in particular the GoC website, program website, and GoC information session or webinar.
- More likely to provide high ratings for the ease of navigating the GoC website:
 - *Find general information about the program (85% vs. 77%)*
 - *Determine the steps to apply for funding (81% vs. 70%)*
- More likely to provide high ratings for the following service attributes:
 - *Being able to complete steps online made the process easier (88% vs. 77%)*
 - *Provided with service in their choice of English or French (93% vs. 85%)*
 - *Confident that their personal information was protected (83% vs. 77%)*
 - *Easy to access service in a language they could speak and understand well (91% vs. 81%)*
- More likely to operate in Alberta (12% vs. 5%), BC (12% vs. 5%) and Ontario (32% vs. 23%).
- More likely to be first time applicants (13% vs. 6%).
- More likely to be not-for-profit (74% vs. 59%) and less likely to be in the private (25% vs. 42%) or public (16% vs. 24%) sector.
- More likely to have 50 or more volunteers (16% vs. 6%)

- Overall satisfaction has increased among applicants who assist GBA+ communities and has declined directionally among those who do not.
- While ratings across most aspects of service were consistent between groups, there were some notable differences. Applicants who assist GBA+ communities relied more heavily on several government resources while learning about the program and completing their application and were more likely to rate the GoC website highly for the ease of finding general information and determining the steps to apply
- Applicants who assist GBA+ communities were also more likely to provide high ratings for the ease of the online process, choice of service in English or French, confidence their personal information was protected, and ease of accessing service in a language they were comfortable with. They were also more likely to operate in Alberta, BC or Ontario, to be in the not-for-profit sector, and have 50+ volunteers.

Experienced Discrimination in Application Process

- Overall, 3% of applicants reported having felt discriminated against on the basis of identity during their experience with Service Canada, consistent with Year 3 (2%). Among those who felt discriminated, the most common grounds were religion (41%, +6 pts) or race (37%, +10 pts).
- Applicants to SDG (13%), CSC (10%), OFPwD (9%), YESS (8%), and AWAH (8%) were more likely to have felt discriminated against on the basis of identity.

Thinking about your experience with Service Canada, throughout the entire application process, have you ever felt discriminated against on the basis of your identity?
On which grounds did you feel discriminated against?

	Year 4 (n=5520)	Year 3 (n=3041)	Year 2 (n=1942)	Year 1 (n=1549)
% Yes	3%	2%	3%	2%
Religion or Religious identity	41%	35%	9%	28%
Race	37%	27%	50%	30%
Colour	22%	13%	32%	-
National or ethnic origin	21%	14%	19%	19%
Language	16%	10%	21%	13%
Sex	14%	5%	11%	7%
Age	11%	7%	8%	8%
Ability / disability	7%	4%	5%	9%
Sexual Orientation	6%	5%	1%	-
Gender identity or expression	6%	6%	-	-
Marital status	4%	1%	3%	-
Genetic characteristics	4%	1%	0%	-
Family status	4%	6%	3%	-
A conviction for which a pardon or record suspension has.	1%	0%	1%	-
Other	20%	23%	16%	24%

Q43. Thinking about your experience with Service Canada, throughout the entire application process, have you ever felt discriminated against on the basis of your identity?

Q44. On which grounds did you feel discriminated against? Select all that apply.

Note: these questions were optional and applicants were not required to provide a response.

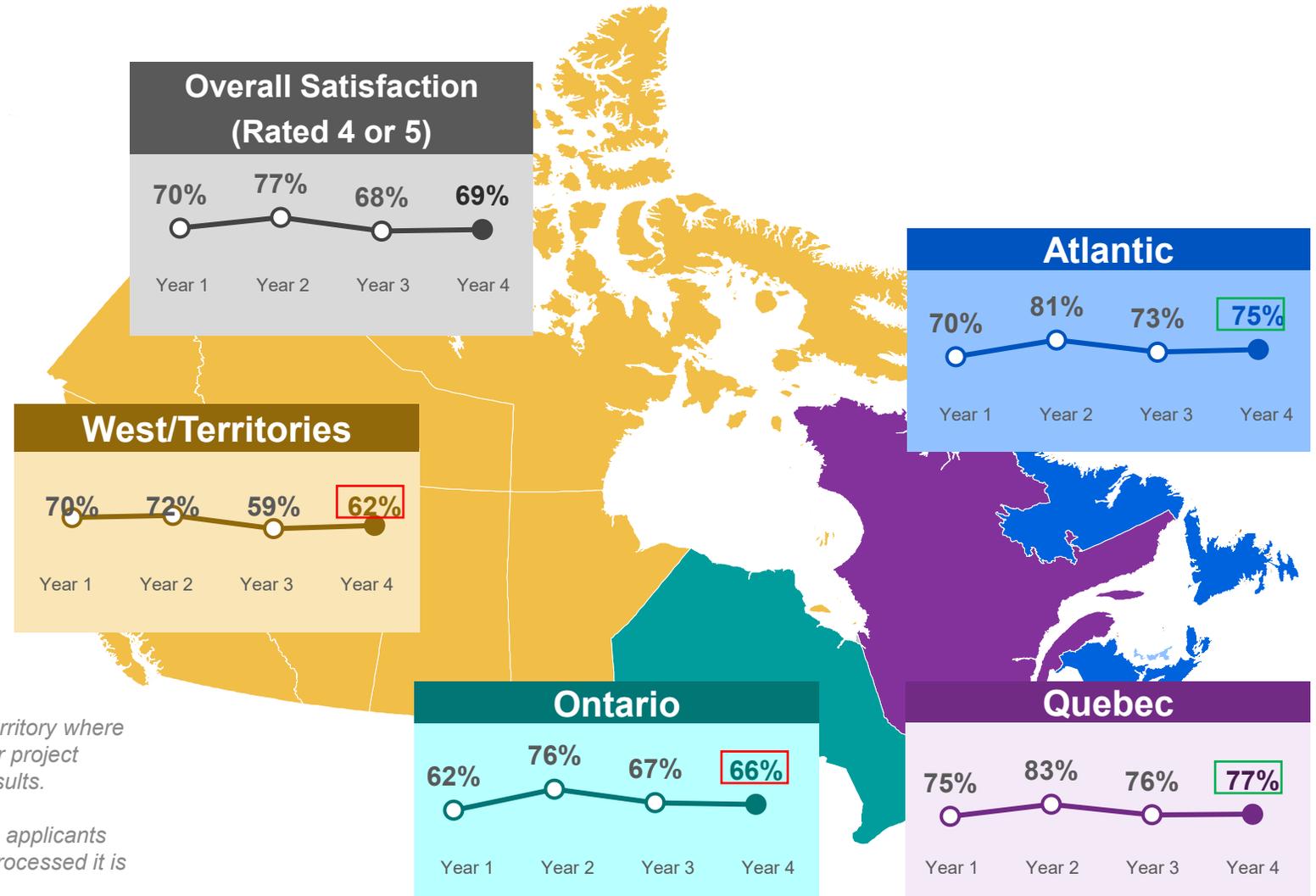
ANALYSIS BY APPLICANT GROUPS

15

Key differences by region, program complexity, application frequency, number of employees and industry sector

Overall Satisfaction by Region (Operate in)

- At roughly three-quarters, applicant organizations which operate in Quebec (77%, +1 pt) and Atlantic Canada (75%, +2 pts) reported the highest level of satisfaction with their experience and were more likely to be satisfied compared to all clients. Two-thirds (66%, -1 pt) of applicant organizations in Ontario and six in ten (62%, +3 pts) in the West or Territories were satisfied, which was lower compared to all clients.
- Compared to Year 3, satisfaction remained consistent across all regions.



Note: Applicants were asked about the province or territory where their organization operates and where it would deliver project activities to better understand regional variation in results.

Service Canada operates in 5 regions however given applicants would be unaware of where their applications were processed it is difficult to capture regional satisfaction at that level.

Q31. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision?

Base: All respondents

 Significantly higher/lower than total

▲ ▼ Significantly higher/lower than Year 3

Key Differences by Region (Operate in) (cont.)

- Applicants in the West/Territories and Ontario were less likely to have been approved for funding and those in Quebec more likely.
- Those in Ontario were more likely to have experienced a problem. Atlantic Canada applicants were more likely to be satisfied with the email support from a Program Officer and SC office.
- Applicants in Quebec were less likely to feel it was easy to understand information about the program, find out what they need to provide when applying, and determine when the application period takes place, while those in Atlantic Canada were more likely to feel it was easy to determine the amount of time each phase is anticipated to take.
- Compared to Year 3, fewer have received funding approval across all regions and fewer applicants in the West/Territories reported experiencing a problem. Atlantic Canada applicants were more likely to be satisfied with telephone support from a SC office.
- Applicants in the West/Territories were more likely to feel nearly all aspects of navigating the GoC website were easy, those in Ontario and Quebec were more likely to feel it was easy to determine eligibility. However, those in Quebec were less likely to feel it was easy to determine the steps to apply or the amount of time each phase is anticipate to take.

	TOTAL				WEST/ TERR				ONTARIO				QUEBEC				ATLANTIC			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Experienced a Problem																				
% Yes	24▼	26%	22%	35%	25▼	35%	25%	34%	26%	26%	22%	45%	23%	24%	21%	30%	21%	22%	19%	26%
Funding Approval																				
% Approved	54%	79%	93%	90%	51%	72%	91%	90%	49%	81%	95%	88%	59%	80%	95%	91%	56%	81%	92%	91%
Service Channel Satisfaction																				
GCOS web portal	76%	72%	76%	67%	74%	64%	73%	63%	76%	74%	75%	64%	77%	72%	80%	72%	80%	79%	82%	73%
Government of Canada website	68%	66%	71%	66%	66%	60%	70%	63%	69%	68%	69%	64%	66%	66%	71%	68%	72%	70%	74%	70%
Email support from SC office	67%	68%	70%	65%	66%	60%	66%	63%	64%	71%	69%	58%	65%	62%	71%	66%	75%	72%	71%	76%
Email support from a Program Officer	79%	77%	79%	80%	76%	79%	76%	84%	76%	71%	79%	74%	78%	76%	76%	80%	87%	86%	87%	87%
Telephone support from a Service Canada office	61%	62%	61%	61%	55%	63%	55%	59%	63%	58%	68%	59%	58%	63%	56%	53%	69▲	55%	58%	77%
Ease of Navigating GoC website (% Rated 4/5)																				
Understand the information about [program]	79%	77%	80%	76%	78▲	74%	76%	76%	81%	78%	81%	72%	75%	76%	78%	75%	82%	85%	75%	77%
Determine if your organization is eligible for funding	86%	80%	84%	83%	85▲	76%	83%	82%	86▲	82%	84%	82%	83▲	78%	84%	84%	88%	87%	80%	85%
Determine the steps to apply for funding	80%	81%	81%	78%	80%	76%	82%	80%	80%	82%	83%	76%	78▼	84%	81%	76%	83%	85%	74%	80%
Find out what information you need to provide when applying for [program]	79%	79%	79%	78%	80▲	76%	77%	77%	80%	81%	82%	77%	73%	77%	79%	79%	81%	85%	71%	80%
Determine the amount of time each phase of the process is anticipated to take	58%	56%	58%		55▲	45%	57%		56%	56%	57%		57▼	63%	59%		70%	67%	58%	
Determine when the application period for [program] takes place	85%	79%	83%		87▲	74%	82%		86%	83%	82%		82%	80%	81%		85%	84%	84%	

Key Differences by Region (Operate in) (cont.)

- Applicant organizations in the Atlantic region were more likely to feel it was easy to meet the requirements of the application and put together the information they needed to apply.
- Those in Quebec were more likely to have been in contact with Service Canada 1 to 3 times during the process and less likely 10+ times, along with those from Atlantic Canada, while those in Ontario were more likely to have been in contact 10+ times (and less likely 1-3 times).
- Applicants in Atlantic Canada were more likely to indicate they apply for the same program on an annual basis and less likely to have applied once or twice before. Those in Quebec were more likely to say that they had applied several times before and less likely on an annual basis. Applicant organizations in the West/Territories were more likely to indicate they had applied for the first time.
- Compared to Year 3, applicants in the West/territories were more likely to feel nearly all aspects application process were easy, while those in Ontario were less likely to feel it was easy to meet the requirements.
- Applicants in Atlantic Canada were more likely to indicate having contacted SC 7-9 times.
- Those in Quebec were more likely to say they have applied for the same program several times before or were a first-time applicant, and less likely to have applied for the same program on an annual basis, while those in the West/Territories were less likely to have applied once or twice before.

	TOTAL				WEST/TERR				ONTARIO				QUEBEC				ATLANTIC			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Ease of Application Process (% Rated 4/5)																				
Understanding the requirements of the application	76%	74%	76%	73%	76%▲	68%	76%	70%	75%	78%	78%	71%	75%	75%	73%	75%	79%	78%	80%	76%
Putting together the information you needed to apply for [program]	75%▲	72%	74%	69%	73%	67%	73%	64%	74%	73%	75%	66%	75%	74%	72%	78%	79%	76%	75%	68%
Completing the narrative questions	72%	70%	70%	64%	73%▲	67%	72%	61%	71%	72%	72%	65%	70%	69%	64%	68%	75%	75%	72%	60%
Completing the project budget	66%	67%	67%	67%	66%	63%	68%	64%	65%	67%	68%	64%	67%	68%	66%	72%	70%	68%	64%	70%
Meeting the requirements of the application process	78%	77%	80%	77%	78%▲	73%	79%	74%	76%▼	80%	81%	77%	76%	73%	77%	78%	81%	80%	84%	76%
Total Number of Times of Contacting SC																				
1-3 times	22%	22%	19%	12%	21%	20%	15%	10%	19%	17%	16%	10%	25%	27%	24%	17%	25%	26%	20%	11%
4-6 times	21%▼	23%	21%	19%	21%	24%	22%	16%	21%	21%	18%	15%	20%	25%	22%	24%	21%	20%	19%	23%
7-9 times	11%	9%	13%	15%	11%	9%	15%	18%	11%	10%	14%	15%	9%	8%	11%	12%	13%	7%	11%	15%
10+ times	23%	23%	28%	41%	25%	25%	30%	44%	28%	31%	34%	48%	19%	16%	23%	34%	16%	19%	28%	37%
Application Frequency																				
First application	12%	10%	19%	13%	14%	13%	23%	13%	13%	11%	20%	12%	11%	7%	18%	14%	10%	10%	14%	13%
Applied once or twice before	21%	24%	19%	20%	21%▼	25%	19%	20%	22%	24%	19%	22%	21%	24%	21%	17%	17%	20%	19%	18%
Applied several times before	29%	26%	25%	26%	27%	25%	25%	29%	29%	27%	24%	26%	33%	29%	27%	24%	26%	22%	21%	24%
Apply for the same program on an annual basis	37%	39%	35%	41%	36%	36%	32%	38%	35%	37%	34%	39%	33%▼	37%	35%	43%	46%	46%	45%	46%

Significantly higher/lower than total

Significantly higher/lower than Year 3



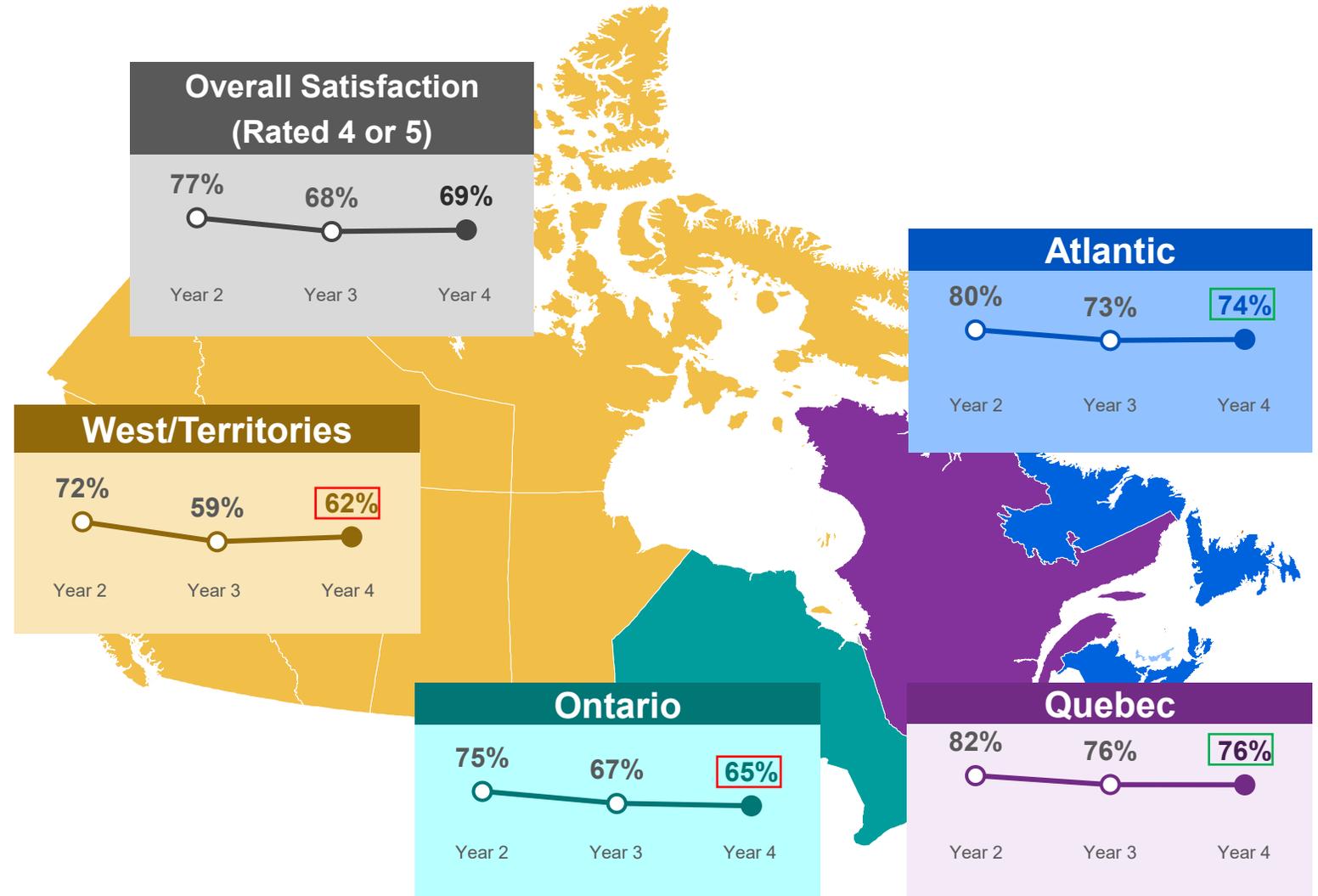
Key Differences by Region (Operate in) (cont.)

- Applicant organizations in Atlantic Canada and Quebec were more likely to provide high ratings across most aspects of service, while those in the West/Territories and Ontario were less likely.
- Compared to Year 3, applicant organizations in West/ Territories were more likely to provide high ratings on all aspects of service, rebounding from the declines observed in the previous wave. Those in Quebec were more likely to agree they were provided service in their choice of English or French and that they were confident their personal information was protected, while those in Ontario were less likely to agree it was easy to access service in a language they could speak and understand well.

	TOTAL				WEST/ TERR				ONTARIO				QUEBEC				ATLANTIC			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Widest Gap/ Shifts in Service Attributes (% Rated 4/5)																				
I was able to move smoothly through all of the steps	78%	75%	78%	70%	▲76%	70%	75%	69%	75%	75%	77%	68%	80%	79%	82%	71%	80%	79%	79%	72%
It was clear what to do if I had a problem or question.	68%	65%	70%	62%	▲63%	58%	67%	59%	64%	66%	68%	57%	▲72%	67%	73%	67%	76%	70%	75%	67%
Throughout the process it was clear what would happen next and when it would happen.	68%	64%	69%	58%	▲61%	51%	62%	53%	60%	62%	64%	51%	▲81%	77%	82%	66%	72%	70%	72%	64%
I was confident that any issues or problems would have been easily resolved.	69%	67%	70%	63%	▲65%	59%	65%	60%	66%	67%	68%	55%	71%	70%	74%	67%	75%	73%	74%	72%
I needed to explain my situation only once.	67%	65%	67%	62%	▲65%	57%	65%	63%	63%	64%	64%	54%	70%	71%	71%	69%	72%	71%	72%	70%
It was easy to get help when I needed it.	66%	63%	69%	61%	▲63%	55%	64%	59%	63%	65%	68%	53%	68%	64%	72%	70%	▲75%	67%	72%	68%
Overall, it was easy for me to apply for [program]	78%	78%	79%	74%	▲77%	70%	75%	71%	76%	79%	80%	71%	81%	81%	84%	78%	80%	81%	79%	71%
I was provided with service in my choice of English or French.	92%	91%	93%	96%	▲91%	88%	92%	94%	91%	93%	92%	94%	▲94%	90%	93%	99%	93%	95%	93%	97%
I was confident that my personal information was protected.	82%	81%	83%	88%	▲80%	76%	83%	85%	80%	83%	82%	90%	▲84%	80%	84%	89%	84%	87%	85%	89%
I received consistent information	76%	73%	76%	72%	▲73%	64%	72%	69%	72%	70%	73%	61%	83%	80%	82%	83%	79%	78%	79%	77%
It was easy to access service in a language I could speak and understand well	91%	90%	91%	95%	▲91%	87%	89%	95%	▼88%	91%	91%	93%	92%	90%	92%	96%	94%	95%	93%	96%
The amount of time it took was reasonable.	60%	58%	66%	56%	▲54%	50%	63%	54%	57%	57%	62%	52%	63%	61%	72%	59%	69%	67%	70%	65%

Overall Satisfaction by Region (Deliver Project Activities*)

- Organizations were also asked which provinces or territories they would deliver project activities in relation to the program they applied for.
- As in previous years, results were nearly identical to provinces or territories which organizations operate in and the same trends were observed across differences in the service experience as presented on the previous slides.
- Roughly three-quarters of applicant organizations delivering project activities in Quebec (76%, unchanged) and Atlantic Canada (74%, +1 pt) were satisfied, higher compared to all clients. Two-thirds of those in Ontario (65%, -2 pts) and six in ten in the West/Territories (62%, +3 pts) were satisfied, lower compared to all clients.
- Compared to Year 3, satisfaction remained consistent across all regions.



Q31. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision?

Base: All respondents

*classification question regarding which region organizations deliver project activities in was added in Year 2

 Significantly higher/lower than total

▲ ▼ Significantly higher/lower than Year 3

Key Differences by Program Complexity

- For the purpose of this study, program complexity follows the Gs&Cs service standard program complexity clusters. Program complexity is defined as grants, low, moderate and high as outlined in the table below and is based on whether the program is a grant or contribution and the length of time to complete the review of an application.
- Overall, roughly three-quarters of applicants to low complexity programs (78%) and grants (75%) expressed satisfaction, followed by high complexity programs (69%) and just under half for moderate complexity programs (45%). When compared to all clients, grant applicants were more likely to be satisfied and applicants to moderate complexity program less likely.

OVERALL SATISFACTION (% RATED 4/5)			
Grants	Low Complexity	Moderate Complexity	High Complexity
75%	78%	45%	69%
(n=2308)	(n=9**)	(n=763)	(n=2440)

PROGRAM COMPLEXITY LEVEL

PROGRAMS INCLUDED

Grants

Grant programs in the 112 days/16 week review period

- Enabling Accessibility Fund (grants) - New Horizons for Seniors Program (grants) - Social Development Partnerships Program (SDPP) – Disability (grants) - Social Development Partnerships Program (SDPP) - Sustainable Development Goals (SDG) - Grant

Low complexity

Contribution streams in the 112 days/16 week review period

- Workplace Harassment and Violence Prevention Fund (WHVPF)
- Early Learning and Child Care (ELCC)

Contribution streams in the 84 days / 12 weeks

- Canada Summer Jobs (CSJ)

Moderate complexity

Contribution streams in the 126 days/18 week review period

- Canada Service Corps (CSC) - Enabling Accessibility Fund (EAF) Mid-sized component (contribution) - Foreign Credential Recognition Program (FCRP) - Social Development Partnerships Program (SDPP) – Disability (contribution) - Social Development Partnerships Program (SDPP) - New Horizons for Seniors Program (NHSP) - Pan-Canadian (contribution) - Youth Employment and Skills Strategy Program (YESS) - Canadian Apprenticeship Strategy (CAS) - Age Well at Home (AWAH)

High complexity

Contribution streams in the 154 days/22 week review period

- Opportunities Fund for Persons with Disabilities (OF) –



Key Differences by Program Complexity (cont.)

- Applicants to moderate complexity programs were more likely to have experienced a problem, were less likely to rate nearly all service channels positively, and the ease of navigating all aspects of the GoC website.
- Grant applicants were also more likely to have experienced a problem and were less likely to rate email support from a Service Canada office and the GCOS web portal positively. While they were more likely to feel it was easy to determine the amount of time each phase of the application is anticipated to take, they were less likely to rate most other aspects regarding the ease of GoC website navigation positively.

	TOTAL	GRANTS	LOW**	MODERATE	HIGH
Experienced a Problem					
% Yes	24%	27%	11%	36%	22%
Service Channel Satisfaction					
Government of Canada website	68%	69%	71%	62%	68%
Email support from a Service Canada office	67%	64%	33%	51%	69%
Email support from a program officer	79%	76%	67%	62%	80%
GCOS web portal	76%	67%	-	69%	77%
Telephone support from a Service Canada office	61%	66%	-	50%	60%
Ease of Navigating GoC website (% Rated 4/5)					
Determine if your organization is eligible for funding	86%	82%	57%	81%	87%
Determine when the application period takes place	85%	80%	86%	80%	87%
Find general information	84%	84%	71%	76%	85%
Determine the steps to apply for funding	80%	76%	57%	74%	82%
Understand the information	79%	78%	71%	69%	80%
Find out what information you need to provide when applying	79%	75%	71%	71%	80%
Determine the amount of time each phase of the application process is anticipated to take	58%	62%	57%	44%	58%

*small sample size **very small sample size



Significantly higher/lower than total

Key Differences by Program Complexity (cont.)

- Applicants to moderate complexity programs were less likely to find it easy to complete all aspects of the application process and provided lower ratings across most service attributes. Grant applicants were also less likely to find it easy to complete all aspects of the application process and provided lower ratings for the overall ease of applying, moving smoothly through all steps, and that completing steps online made it easier.
- Conversely, applicants to high complexity program were more likely to rate all aspects of the application process positively, and were also more likely to agree that overall it was easy to apply and that they were able to move through the all steps of application process.

	TOTAL	GRANTS	LOW**	MODERATE	HIGH
Ease of Application Process (% Rated 4/5)					
Meeting the requirements of the application process	78%	68%	89%	63%	80%
Completing the project timeline	77%	68%	67%	61%	80%
Understanding the requirements of the application	76%	68%	56%	64%	79%
Putting together the information you needed to apply	75%	64%	56%	58%	78%
Completing the narrative questions	72%	63%	89%	60%	75%
Completing the budget document	66%	59%	44%	45%	69%
Widest Gap in Service Attributes (% Rated 4/5 vs. Total)					
I was provided with service in my choice of English or French	92%	92%	89%	89%	93%
It was easy to access service in a language I could speak and understand well	91%	90%	100%	85%	91%
Being able to complete steps online made the process easier for me	87%	82%	-	77%	88%
I was confident that my personal information was protected	82%	83%	100%	78%	82%
Overall, it was easy for me to apply	78%	71%	78%	59%	81%
I was able to move smoothly through all of the steps related to the application	78%	71%	89%	60%	80%
I received consistent information	76%	76%	89%	55%	77%
Service Canada phone representatives were helpful	71%	69%	-	56%	71%
I was confident that any issues or problems would have been easily resolved	69%	69%	78%	49%	69%
It was clear what to do if I had a problem or question	68%	67%	67%	51%	69%
Throughout the process it was clear what would happen next and when it would happen	68%	72%	89%	46%	68%
I needed to explain my situation only once	67%	68%	67%	51%	67%
It was easy to get help when I needed it	66%	65%	78%	48%	67%
Service Canada representatives that I dealt with in person were helpful	65%	60%	-	72%	65%
The amount of time it took was reasonable	60%	65%	89%	35%	60%
I travelled a reasonable distance to access the Service Canada Office	55%	45%	-	45%	57%

Key Differences by Program Complexity (cont.)

- Applicants to moderate complexity programs were more likely to have contacted Service Canada at least 10 times, while Grant applicants were less likely.
- Applicants to moderate complexity programs and grants were more likely to say that it was either their first time applying, or that they had applied once or twice before, while applicants to high complexity programs were more likely to indicate they have applied either several times before, or annually to the same program.
- Grant applicants were more likely to have their funding approved, while applicants to moderate complexity programs (and to a lesser extent high complexity) were less likely.
- Applicants to moderate complexity programs were more likely to have applied to a different Gs&Cs program within the past 5 years, while Grant applicants were less likely.

	TOTAL	GRANTS	LOW**	MODERATE	HIGH
Total Number of Times Contacting SC					
1-3 times	22%	25%	-	11%	22%
4-6 times	21%	19%	-	14%	22%
7-9 times	11%	10%	-	8%	11%
10+ times	23%	18%	33%	42%	23%
Application Frequency					
First application	12%	38%	89%	40%	5%
Applied once or twice before	21%	34%	11%	28%	18%
Applied several times before	29%	19%	-	22%	31%
Apply for the same program on an annual basis	37%	5%	-	5%	45%
Funding Approval					
% Approved	54%	73%	78%	31%	51%
Applied to a different Gs&Cs program in the past five years					
% Yes	37%	31%	63%	74%	32%

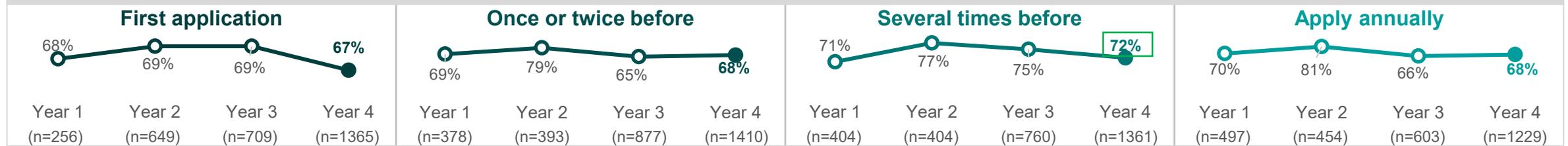
*small sample size **very small sample size

 Significantly higher/lower than total

Key Differences by Application Frequency

- Applicants who have applied to the program several times before continued to be more likely to be satisfied with their experience. Over seven in ten (72%) of those applying several times before were satisfied, followed by roughly two-thirds for those who had applied for the first time (67%), once or twice before (68%) or annually (68%). Ratings were consistent with Year 3.
- Those who applied for the first time or once or twice in the past were more likely to have experienced a problem. First-time applicants were more likely to have been approved for funding, while those who have applied annually to the same program were less likely.
- First time applicants, and those having applied once or twice before were less likely to be satisfied with the GCOS web portal, while first time applicants were also less satisfied with email support from a Service Canada office.

OVERALL SATISFACTION (% RATED 4/5)



	TOTAL				FIRST				ONCE OR TWICE				SEVERAL TIMES				ANNUALLY			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Experienced a Problem																				
% Yes	24%▼	26%	22%	35%	31%	29%	33%	31%	27%	29%	21%	34%	21%	21%	20%	33%	21%▼	27%	20%	37%
Funding Approval																				
% Approved	54%▼	79%	93%	90%	62%	64%	83%	82%	54%▼	74%	92%	87%	53%▼	80%	96%	93%	50%▼	86%	97%	92%
Service Channel Satisfaction																				
Government of Canada website	68%	66%	71%	66%	66%	66%	66%	62%	67%	63%	73%	66%	70%	72%	70%	62%	69%	65%	72%	69%
Email support from a Service Canada office	67%	68%	70%	65%	61%	60%	66%	63%	65%	68%	67%	64%	68%▼	73%	69%	66%	70%	68%	75%	66%
Email support from a Program Officer	79%	77%	79%	80%	75%	73%	67%	76%	80%	77%	84%	80%	80%	85%	79%	85%	78%	73%	82%	79%
GCOS web portal	76%	72%	76%	67%	67%	69%	65%	63%	70%	65%	84%	64%	80%▲	71%	75%	69%	79%	77%	77%	67%

Key Differences by Application Frequency (cont.)

- First-time applicants and those who have applied once or twice before were less likely to feel it was easy to find nearly all types of information on the GoC website navigation and to complete all aspects of the application process. Conversely, those who have applied annually were more likely to give positive ratings on virtually all elements of the ease of navigating the GoC website and the ease of the application process, while those who have applied several times before were more likely to feel it was easy to understand the requirements of the application, put together the information they needed to apply, and complete the budget document.
- Compared to Year 3, first-time applicants and those who have applied once or twice before were more likely to feel it was easy to determine when the application period takes place, while those who have applied once or twice before were also more likely to feel it was easy to understand information about the program, determine the amount of time each phase is anticipated to take, and complete the project timeline. Those who have applied several times before or annually were more likely to feel it was easy to determine eligibility, while those who have applied annually were also more likely to feel it was easy to put together the information they needed to apply. First-time applicants were less likely to feel it was easy to meet the requirements of the application.

	TOTAL				FIRST				ONCE OR TWICE				SEVERAL TIMES				ANNUALLY			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Ease of Navigating GoC website (% Rated 4/5)																				
Find general information about [program]	84%	82%	82%	82%	79%	74%	72%	76%	82%	78%	80%	84%	85%	88%	82%	79%	87%	83%	88%	84%
Understand the information about the program	79%	77%	80%	76%	71%	67%	72%	66%	75%	68%	77%	77%	79%	83%	81%	74%	85%	82%	85%	80%
Determine if your organization is eligible for funding	86%	80%	84%	83%	79%	77%	73%	75%	81%	73%	85%	82%	87%	82%	83%	82%	91%	84%	91%	87%
Determine the steps to apply for funding	80%	81%	81%	78%	74%	71%	75%	70%	75%	77%	81%	78%	82%	86%	77%	77%	85%	82%	87%	80%
Find out what information you need to provide when applying	79%	79%	79%	78%	71%	72%	71%	69%	75%	76%	77%	79%	80%	83%	78%	75%	83%	81%	84%	83%
Determine the amount of time each phase of the application process is anticipated to take	58%	56%	58%		57%	54%	49%		55%	48%	55%		61%	62%	56%		58%	57%	65%	
Determine when the application period takes place	85%	79%	83%		80%	75%	74%		83%	72%	83%		85%	87%	83%		90%	80%	87%	
Ease of Application Process (% Rated 4/5)																				
Understanding the requirements of the application	76%	74%	76%	73%	66%	69%	64%	60%	69%	66%	74%	76%	80%	79%	78%	72%	82%	79%	83%	76%
Putting together the information you needed to apply	75%	72%	74%	69%	62%	63%	62%	59%	69%	65%	76%	66%	79%	78%	76%	69%	80%	76%	80%	73%
Completing the narrative questions	72%	70%	70%	64%	64%	66%	63%	56%	68%	65%	69%	64%	74%	73%	72%	63%	76%	74%	74%	67%
Completing the budget document	66%	67%	67%	67%	58%	62%	56%	59%	60%	58%	67%	65%	70%	72%	69%	68%	71%	71%	72%	70%
Completing the project timeline	77%	75%	75%	75%	69%	69%	60%	67%	73%	66%	75%	74%	80%	83%	76%	73%	81%	78%	81%	80%
Meeting the requirements of the application process	78%	77%	80%	77%	68%	73%	69%	69%	72%	72%	81%	77%	80%	80%	80%	77%	83%	80%	85%	80%

 Significantly higher/lower than total

▲ ▼ Significantly higher/lower than Year 3

Key Differences by Application Frequency (cont.)

- First-time applicants were less likely to provide high ratings across nearly all aspects of service, while those who have applied once or twice before provided lower ratings for the overall ease of applying, moving smoothly through all steps, and receiving consistent information. Applicants who have applied annually and those who had applied several times before were more likely to agree that it was easy to apply overall, while those who have applied annually were also more likely to agree they moved smoothly through all steps and were provided with service in their choice of English and French.
- Compared to Year 3, those who have applied once or twice before provided higher ratings for nearly all service attributes. First-time applicants and those who have applied annually before were more likely to agree that they received consistent information, while first-time applicants were also more likely to agree that they were confident their personal information was protected.

	TOTAL				FIRST				ONCE OR TWICE				SEVERAL TIMES				ANNUALLY			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Widest Gap/ Shifts in Service Attributes (% Rated 4/5)																				
I was able to move smoothly through all of the steps related to the [program] application	78%	75%	78%	70%	69%	69%	68%	70%	▲74%	69%	77%	70%	80%	79%	78%	69%	82%	79%	83%	70%
It was clear what to do if I had a problem or question	68%	65%	70%	62%	63%	64%	62%	63%	▲65%	60%	71%	59%	70%	70%	70%	66%	69%	65%	74%	59%
Throughout the process it was clear what would happen next and when it would happen	▲68%	64%	69%	58%	64%	60%	59%	48%	▲66%	59%	67%	58%	70%	69%	69%	59%	68%	66%	77%	61%
I was confident that any issues or problems would have been easily resolved	69%	67%	70%	63%	65%	63%	63%	57%	▲67%	61%	72%	66%	71%	72%	71%	66%	70%	69%	73%	61%
I needed to explain my situation only once	67%	65%	67%	62%	64%	61%	61%	55%	65%	62%	69%	60%	70%	66%	66%	67%	68%	68%	70%	62%
It was easy to get help when I needed it	66%	63%	69%	61%	62%	62%	64%	60%	▲65%	58%	68%	57%	68%	67%	68%	64%	66%	65%	73%	62%
Overall, it was easy for me to apply for [program]	78%	78%	79%	74%	68%	69%	69%	68%	74%	71%	79%	74%	81%	80%	80%	75%	83%	83%	85%	74%
I was provided with service in my choice of English or French	92%	91%	93%	96%	91%	91%	92%	95%	▲93%	88%	92%	94%	91%	91%	92%	98%	94%	94%	95%	96%
I was confident that my personal information was protected	82%	81%	83%	88%	▲82%	77%	78%	86%	▲82%	76%	82%	90%	84%	83%	85%	87%	81%	84%	86%	88%
I received consistent information	▲76%	73%	76%	72%	▲73%	69%	67%	69%	72%	69%	75%	70%	78%	77%	76%	73%	▲79%	74%	82%	72%
It was easy to access service in a language I could speak and understand well	91%	90%	91%	95%	89%	90%	87%	92%	▲91%	88%	91%	96%	90%	90%	90%	95%	92%	93%	94%	94%
The amount of time it took was reasonable	60%	58%	66%	56%	59%	58%	60%	58%	▲61%	56%	65%	64%	61%	63%	66%	52%	59%	57%	71%	55%

Top 5 driver of satisfaction

Significantly higher/lower than total

Significantly higher/lower than Year 3



Key Differences by Application Frequency (cont.)

- First-time applicants were more likely to report contacting Service Canada 10+ times, while those who have applied several times before were less likely (and more likely 4-6 times).
- First time applicants were more likely to have no employees and less likely to report having no volunteers, those who have applied once or twice before were more likely to have no volunteers and were also more likely to report having no employees, those who have applied several times to have 1 to 4 employees, while annual applicants were less likely to report having no employees.
- Compared to Year 3, first-time applicants and those who have applied once or twice before were more likely to have no employees and to have 10-19 volunteers, while those who have applied once or twice before were also more likely to have 50+ volunteers. Those who have applied several times before were more likely to have 1-4 employees (and less likely to have 5-9 or 50+) and 1-4 volunteers, while those who have applied annually were more likely to report contacting Service Canada 7-9 times, and less likely to have 50+ employees or volunteers.

	TOTAL				FIRST				ONCE OR TWICE				SEVERAL TIMES				ANNUALLY			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Total Number of Times Contacting SC																				
1-3 times	22%	22%	19%	12%	19%	16%	17%	13%	21%	22%	14%	13%	23%	26%	19%	13%	23%	22%	22%	11%
4-6 times	21%▼	23%	21%	19%	16%	16%	19%	16%	20%	22%	26%	16%	25%	24%	20%	17%	21%	25%	19%	22%
7-9 times	11%▲	9%	13%	15%	9%	11%	11%	15%	12%	10%	11%	18%	10%	9%	14%	16%	11%▲	8%	13%	14%
10+ times	23%	23%	28%	41%	31%	27%	27%	39%	22%	25%	29%	42%	20%	19%	29%	42%	24%	25%	29%	41%
Number of employees																				
None	12%▲	8%	12%	10%	22%▲	11%	24%	16%	19%	8%	17%	13%	9%	7%	10%	10%	7%	8%	4%	8%
1-4	26%	26%	28%	31%	27%	29%	36%	37%	26%▼	30%	33%	32%	29%▲	24%	24%	31%	24%	24%	24%	30%
5-9	19%	20%	19%	18%	16%	16%	13%	19%	19%▼	18%	20%	16%	19%	23%	18%	19%	21%	20%	22%	16%
10-19	16%	16%	15%	17%	12%	21%	8%	16%	14%▼	18%	10%	17%	16%	15%	18%	18%	18%	15%	20%	16%
20-49	14%	15%	14%	13%	11%▼	12%	8%	7%	12%	14%	12%	12%	14%	16%	15%	11%	16%	14%	16%	16%
50+	12%▼	15%	12%	11%	12%	10%	10%	6%	10%	11%	9%	9%	11%▼	15%	15%	11%	14%▼	19%	13%	13%
Number of volunteers																				
None	24%	26%	14%	19%	18%▼	27%	13%	27%	28%▼	38%	13%	24%	25%	25%	17%	20%	23%	20%	14%	13%
1-4	14%	14%	16%	13%	15%	17%	21%	21%	14%	16%	18%	13%	16%▲	12%	16%	14%	14%	13%	14%	10%
5-9	15%	13%	15%	15%	16%	15%	13%	15%	15%	13%	18%	16%	15%	12%	13%	13%	15%	15%	16%	16%
10-19	15%	15%	18%	20%	17%▲	13%	19%	13%	16%▲	11%	20%	20%	14%	17%	14%	18%	15%	16%	19%	23%
20-49	14%	14%	16%	13%	16%	13%	18%	10%	12%	12%	16%	11%	14%	15%	14%	13%	14%	14%	16%	15%
50+	15%	16%	18%	19%	15%	12%	13%	13%	13%▲	8%	14%	15%	15%	17%	25%	21%	17%▼	21%	19%	21%

Key Differences by Number of Employees

- Applicant organizations with no employees were more likely to have been satisfied with their service experience. Three-quarters (76%) of organizations with no employees were satisfied, followed by roughly seven in ten for those with 1 to 9 (69%) or 10-49 (68%) employees and just over six in ten organizations (63%) with 50+ employees. Satisfaction was stable among all groups compared to Year 3.
- Those with no employees were more likely to have experienced a problem and to have their funding approved, while those with 50+ employees were less likely to have received funding approval.
- Compared to Year 3, fewer applicants with 10-49 employees experienced a problem and all groups were less likely to have received funding approval.

OVERALL SATISFACTION (% RATED 4/5)



	TOTAL				NONE				1-9				10-49				50+			
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4
Experienced a Problem																				
% Yes	35%	22%	26%	24%▼	33%	30%	33%	29%	33%	21%	27%	26%	35%	22%	22%	18%▼	43%	21%	29%	25%
Funding Approval																				
% Approved	90%	93%	79%	54%▼	90%	88%	81%	68%▼	90%	94%	79%	52%▼	90%	94%	80%	52%▼	90%	95%	77%	50%▼
Service Channel Satisfaction																				
Email support from a Program Officer	80%	79%	77%	79%	78%	78%	86%	83%	80%	78%	77%	78%	85%	80%	79%	78%	75%	79%	71%	79%
GCOS web portal	67%	76%	72%	76%	68%	73%	80%	78%	66%	77%	72%	75%	68%	78%	73%	77%	63%	69%	69%	79%
Email support from a Service Canada office	65%	70%	68%	67%	80%	71%	78%	70%	66%	70%	68%	67%	61%	69%	67%	67%	56%	70%	64%	64%
Government of Canada website	66%	71%	66%	68%	68%	66%	68%	68%	65%	72%	66%	69%	65%	70%	68%	67%	64%	73%	64%	70%
Mail	63%	58%	65%	57%	73%	56%	80%	59%	63%	53%	71%	64%	49%	71%	68%	51%	73%	67%	33%	31%
Telephone support from a Service Canada office	61%	61%	62%	61%	75%	65%	83%	64%	66%	62%	58%	65%	55%	58%	61%	55%	46%	59%	62%	56%
1 800 O-Canada phone line	49%	48%	42%	61%▲	52%	49%	44%	51%	57%	34%	23%	61%	46%	73%	52%	65%	22%	59%	100%	70%



Top 5 driver of satisfaction



Significantly higher/lower than total



Significantly higher/lower than Year 3

Key Differences by Number of Employees (cont.)

- Applicant organizations with no employees were more likely to be contacted by Service Canada 1-3 times, and less likely 10 times or more, while those with 50+ employees were more likely to contact Service Canada 10 or more times. Those with no employees were less likely to rate most aspects of the ease of navigating the GoC website and the application process positively, while those with 10-49 employees were more likely to feel it was easy to put together the information needed, complete the narrative document and complete the budget document.
- Compared to Year 3, applicant organizations with no employees were more likely to have contacted with Service Canada 10 or more times and were less likely to feel it was easy to determine the amount of time each phase of the process is anticipated to take. Applicant organizations with 10-49 employees were more likely to feel it was easy to determine if their organization was eligible for funding, find general information about the funding, determine when the application period takes place, understand the requirements of the application, put together the information needed, and complete the narrative questions.

	TOTAL				NONE				1-9				10-49				50+			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Total Number of Times Contacting SC																				
1-3 times	22%	22%	19%	12%	28%▼	38%	25%	14%	22%	22%	19%	13%	20%	23%	19%	10%	18%	15%	11%	12%
4-6 times	21%▼	23%	21%	19%	22%	18%	22%	30%	21%	26%	21%	19%	22%	22%	21%	17%	18%	20%	18%	16%
7-9 times	11%▲	9%	13%	15%	10%	10%	15%	14%	11%	9%	12%	14%	10%	10%	11%	18%	10%	8%	15%	15%
10+ times	23%	23%	28%	41%	17%▲	13%	20%	28%	23%	23%	28%	41%	23%	22%	30%	45%	31%	33%	33%	45%
Ease of Navigating GoC website (% Rated 4/5)																				
Find general information	84%	82%	82%	82%	82%	76%	79%	80%	85%	83%	83%	82%	85%▲	79%	80%	80%	85%	86%	84%	88%
Understand the information	79%	77%	80%	76%	77%	78%	74%	74%	79%	78%	81%	78%	78%	72%	80%	76%	80%	82%	82%	70%
Determine if your organization is eligible for funding	86%▲	80%	84%	83%	83%	77%	76%	89%	87%	80%	85%	84%	85%▲	78%	85%	83%	85%	86%	88%	79%
Determine the steps to apply for funding	80%	81%	81%	78%	78%	78%	75%	80%	81%	83%	80%	77%	80%	77%	84%	77%	81%	80%	83%	77%
Determine the amount of time each phase of the application process is anticipated to take	58%	56%	58%		62%▼	71%	49%		59%	55%	58%		55%	52%	59%		59%	57%	64%	
Determine when the application period takes place	85%▲	79%	83%		80%	77%	80%		86%	77%	81%		85%▲	79%	82%		87%	84%	90%	
Ease of Application Process (% Rated 4/5)																				
Understanding the requirements of the application	76%	74%	76%	73%	71%	73%	69%	71%	77%	76%	77%	75%	77%▲	71%	76%	72%	75%	77%	82%	66%
Putting together the information you needed to apply	75%▲	72%	74%	69%	67%	66%	65%	61%	76%	74%	77%	69%	78%▲	73%	76%	73%	72%	68%	72%	65%
Completing the narrative questions	72%	70%	70%	64%	63%	66%	62%	61%	73%	70%	71%	66%	75%▲	71%	72%	64%	70%	70%	73%	60%
Completing the budget document	66%	67%	67%	67%	59%	61%	57%	64%	67%	67%	67%	67%	70%	70%	70%	70%	64%	62%	72%	64%
Meeting the requirements of the application process	78%	77%	80%	77%	69%	72%	73%	72%	78%	77%	81%	78%	80%	77%	79%	78%	79%	79%	83%	77%

Key Differences by Number of Employees (cont.)

- Organizations with no employees were more likely to have applied once or twice before or be first-time applicants, while those with 10-49 or 50+ employees were more likely to apply annually. Organizations with no employees were more likely to say they have a team of volunteers completing the funding application, those with 1-9 employees to be the sole person responsible for applying, those 10-49 employees to have a dedicated in-house proposal writer, and those with 50+ employees to have a team of employees dedicated to applying. Those with no employees were more likely to say they operate in the non-profit sector, those with 10-49 employees the private sector, and those with 50+ employees the public sector.
- Compared to Year 3, those with no employees were more likely to say they have applied once or twice before, to have a team of volunteers completing the funding application (and less likely to say they were solely responsible), and to operate in the not-for-profit sector. Applicant organizations with 50+ employees were more likely to say they were solely responsible for the application and less likely to have a dedicated team, and more likely to say they operate in the private sector.

	TOTAL				NONE				1-9				10-49				50+			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Application frequency																				
First application	12%▲	10%	19%	13%	22%	14%	39%	20%	11%	10%	20%	15%	9%	11%	11%	10%	12%	7%	16%	7%
Applied once or twice before	21%▼	24%	19%	20%	33%▲	25%	26%	25%	21%	25%	21%	20%	18%	25%	15%	19%	17%	17%	13%	16%
Applied several times before	29%▲	26%	25%	26%	22%	23%	21%	24%	31%	27%	22%	26%	29%	27%	29%	26%	27%	26%	31%	26%
Apply for the same program on an annual basis	37%	39%	35%	41%	22%▼	37%	13%	32%	36%	37%	35%	39%	42%	36%	45%	45%	41%	48%	37%	50%
Role in application																				
I am solely responsible	69%▼	71%	62%		50%▼	68%	49%		73%	77%	67%		72%	72%	64%		66%▲	57%	49%	
A team of employees are dedicated to completing the funding application	15%▼	17%	20%		2%	3%	3%		12%	11%	15%		21%	21%	26%		28%▼	36%	41%	
A dedicated in-house proposal writer completes the funding application	2%	1%	2%		2%	1%	2%		1%	1%	2%		2%	1%	3%		3%	4%	3%	
A team of both employees and volunteers completes the funding application	3%	4%	5%		3%	1%	2%		5%	6%	7%		1%	2%	3%		1%	1%	2%	
A team of volunteers complete the funding application	8%▲	4%	9%		39%▲	26%	40%		6%	4%	7%		2%	1%	1%		0%	0%	0%	
Sector																				
Not-for-profit (NET)	72%	70%	83%	77%	98%▲	95%	96%	94%	74%	73%	86%	82%	63%	59%	77%	69%	64%▼	71%	72%	67%
Public Sector (NET)	17%	16%	15%	14%	10%	11%	10%	10%	14%	13%	11%	9%	17%	15%	18%	17%	30%	27%	25%	34%
Private Sector (NET)	26%	27%	14%	19%	9%▼	13%	10%	12%	27%	28%	15%	20%	34%	38%	16%	23%	19%▲	12%	12%	13%

Significantly higher/lower than total

Significantly higher/lower than Year 3

Key Differences by Number of Employees (cont.)

- Organizations with no employees were more likely to agree that throughout the process it was clear what would happen next and when, they were confident that any issues or problems would have been easily resolved, it was easy to get help and the amount of time it took was reasonable, but less likely to agree that they moved smoothly through all steps and that it was easy to apply overall. Organizations with 10-49 employees were more likely to agree that they moved smoothly through all steps and those with 50+ employees that they were confident their personal information was protected, while those with 1-9 employees were less likely to agree that the amount of time it took was reasonable.
- Compared to Year 3, organizations with 1-9 employees were more likely to provide high ratings for clarity of the issue resolution process and confidence personal information was protected, those with 10-49 that they moved smoothly through all steps, clarity of the overall process, and receiving consistent information, and those with 50+ for receiving consistent information and provision of service in English or French. Organizations with no employees were less likely to agree that they needed to explain their situation only once, it was easy to apply overall, and they were confident their personal information was protected.

	TOTAL				NONE				1-9				10-49				50+			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Widest Gaps/ Shifts in Service Attributes (% Rated 4/5)																				
I was able to move smoothly through all of the steps related to the [program] application	78%	75%	78%	70%	72%	75%	73%	69%	77%	75%	79%	70%	81%	76%	79%	70%	78%	75%	76%	65%
It was clear what to do if I had a problem or question	68%	65%	70%	62%	69%	74%	72%	70%	67%	62%	71%	62%	68%	66%	68%	61%	68%	65%	70%	53%
Throughout the process it was clear what would happen next and when it would happen	68%	64%	69%	58%	73%	72%	71%	61%	66%	63%	69%	59%	69%	65%	71%	59%	66%	63%	67%	51%
I was confident that any issues or problems would have been easily resolved	69%	67%	70%	63%	72%	75%	68%	73%	67%	66%	72%	64%	70%	67%	69%	59%	68%	66%	70%	58%
I needed to explain my situation only once	67%	65%	67%	62%	68%	76%	69%	70%	66%	64%	69%	63%	69%	65%	64%	60%	66%	63%	67%	56%
It was easy to get help when I needed it	66%	63%	69%	61%	69%	73%	68%	63%	64%	61%	69%	62%	66%	65%	70%	63%	66%	60%	70%	52%
Overall, it was easy for me to apply for [program]	78%	78%	79%	74%	72%	78%	70%	73%	79%	78%	80%	75%	81%	77%	83%	73%	77%	78%	80%	68%
I was confident that my personal information was protected	82%	81%	83%	88%	83%	88%	86%	93%	82%	79%	81%	87%	81%	80%	86%	88%	86%	84%	85%	89%
I received consistent information	76%	73%	76%	72%	79%	82%	74%	78%	75%	73%	77%	70%	77%	73%	77%	74%	75%	67%	74%	65%
It was easy to access service in a language I could speak and understand well	91%	90%	91%	95%	90%	92%	94%	95%	91%	89%	91%	95%	91%	90%	91%	94%	90%	92%	90%	95%
The amount of time it took was reasonable	60%	58%	66%	56%	68%	71%	63%	62%	57%	56%	66%	57%	61%	59%	68%	56%	60%	56%	64%	48%
I was provided with service in my choice of English or French	92%	91%	93%	96%	94%	96%	94%	98%	92%	91%	92%	96%	92%	93%	93%	95%	93%	88%	93%	94%

Top 5 driver of satisfaction

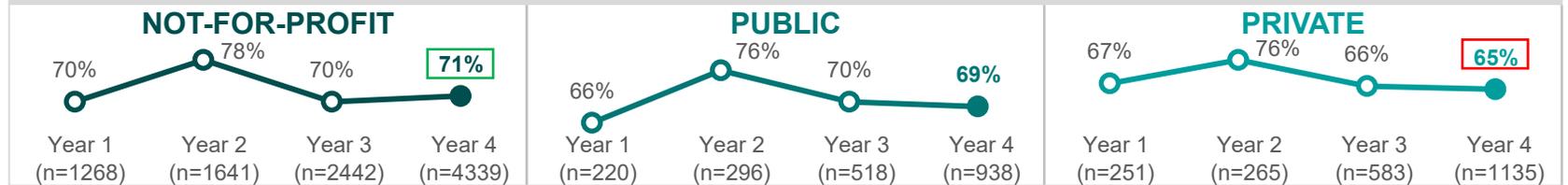
Significantly higher/lower than total

▲ ▼ Significantly higher/lower than Year 3

Key Differences by Sector

- At just over seven in ten, not-for-profit organizations (71%, +1 pt) were more likely to have been satisfied with their service experience, while those in the private sector (65%, -1 pt) were less likely. Seven in ten public sector organizations (69%, -1 pt) were satisfied with their overall experience, consistent with all clients.
- Not-for-profit organizations were more likely to have received funding approval, while those in the public or private sector were less likely. Not-for-profit organizations were more likely to feel it was easy to determine if their organization was eligible for funding, while private sector applicant organizations were less likely to feel it was easy to determine the steps to apply for funding and if their organization was eligible for funding.
- Compared to Year 3, applicant organizations in all sectors were less likely to have received funding approval. Private sector organizations were more likely to feel it was easy to navigate nearly all aspects of the GoC website, public sector organizations that it was easy to determine organization was eligible for funding and the amount of time each phase of the process is anticipated to take, while not-for-profit organizations were more likely to feel it was easy to determine organization was eligible for funding and when the application period takes place.

OVERALL SATISFACTION (% RATED 4/5)



	TOTAL				NOT-FOR-PROFIT				PUBLIC				PRIVATE			
	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4	Year 1	Year 2	Year 3	Year 4
Funding Approval																
% Approved	90%	93%	79%	54%	91%	93%	81%	57%	88%	91%	78%	49%	86%	91%	73%	47%
Ease of Navigating GoC website (% Rated 4/5)																
Find general information about [program]	82%	82%	82%	84%	83%	81%	83%	85%	77%	78%	78%	82%	78%	76%	74%	82%
Understand the information about [program]	76%	80%	77%	79%	77%	80%	80%	80%	65%	82%	75%	79%	73%	74%	65%	78%
Determine if your organization is eligible for [program] funding	83%	84%	80%	86%	85%	86%	82%	88%	74%	79%	70%	83%	76%	73%	73%	81%
Determine the steps to apply for funding	78%	81%	81%	80%	79%	82%	81%	81%	70%	80%	79%	79%	70%	76%	74%	75%
Determine the amount of time each phase of the application process is anticipated to take		58%	56%	58%		58%	57%	59%		62%	49%	59%		51%	49%	60%
Determine when the application period for [program] takes place		83%	79%	85%		82%	80%	86%		83%	83%	84%		81%	72%	84%

Key Differences by Sector (cont.)

- Private sector organizations were less likely to agree that it was easy to apply, they were able to move smoothly through all steps, received consistent information, and that it was clear what would happen next and when. Not-for-profit organizations were more likely to agree that it was clear what would happen next and when, and public sector organizations that the amount of time it took was reasonable. Private sector organizations were more likely to have applied once or twice before and to be solely responsible for the application, while not-for-profit organizations were more likely to have a team of employees dedicated to completing the application.
- Compared to Year 3, not-for-profit organizations were more likely to agree that they moved smoothly through all steps, received consistent information, it was clear what would happen next and when, and the amount of time it took was reasonable. Public sector organizations were more likely to agree that it was easy to get help, they were confident that issues and problems would be easily resolved, and they received consistent information, while private sector organizations were more likely to agree they received consistent information. Not-for-profit organizations were more likely to be first-time applicants and to have a team of employees dedicated to completing the application, public sector organizations were less likely to be annual applicants and have a team of employees dedicated to completing the application, while private sector organizations were more likely to say they have applied several times before.

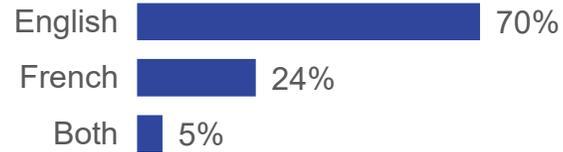
	TOTAL				NOT-FOR-PROFIT				PUBLIC				PRIVATE			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Widest Gaps/ Shifts in Service Attributes (% Rated 4/5)																
I was able to move smoothly through all of the steps	78%	75%	78%	70%	79%▲	76%	78%	70%	78%	76%	79%	57%	73%	70%	75%	68%
Throughout the process it was clear what would happen next and when it would happen	68%▲	64%	69%	58%	70%▲	65%	70%	58%	71%	67%	73%	54%	61%	60%	65%	57%
I was confident that any issues or problems would have been easily resolved	69%	67%	70%	63%	70%	69%	70%	63%	71%▲	66%	73%	60%	67%	62%	62%	54%
It was easy to get help when I needed it	66%	63%	69%	61%	67%	65%	70%	63%	68%▲	57%	73%	60%	64%	61%	62%	54%
Overall, it was easy for me to apply	78%	78%	79%	74%	80%	78%	79%	75%	79%	78%	81%	66%	74%	72%	79%	69%
I received consistent information	76%▲	73%	76%	72%	78%▲	75%	77%	72%	77%▲	69%	80%	74%	73%▲	68%	71%	65%
The amount of time it took was reasonable	60%	58%	66%	56%	61%▲	58%	67%	56%	63%	61%	67%	55%	58%	57%	60%	57%
Application frequency																
First application	12%▲	10%	19%	13%	13%▲	10%	20%	11%	12%	10%	17%	11%	11%	13%	22%	23%
Applied once or twice before	21%▼	24%	19%	20%	19%	19%	19%	17%	22%	15%	15%	14%	26%▼	37%	27%	30%
Applied several times before	29%▲	26%	25%	26%	29%	28%	25%	27%	27%	30%	24%	28%	30%▲	21%	19%	25%
Apply for the same program on an annual basis	37%	39%	35%	41%	38%▼	42%	35%	45%	36%▼	43%	41%	46%	31%	28%	32%	22%
Role in application																
I am solely responsible	69%	71%	62%		64%▼	68%	58%		70%	71%	67%		80%	81%	76%	
A team of employees are dedicated to completing the funding application	15%	17%	20%		16%	18%	21%		17%▼	21%	22%		12%	13%	15%	
A team of both employees and volunteers completes the funding application	3%	4%	5%		4%	4%	5%		3%	2%	3%		1%	1%	3%	
A team of volunteers complete the funding application	8%▲	4%	9%		11%▲	6%	10%		5%	3%	3%		3%	2%	4%	

**DEMOGRAPHIC
PROFILE OF
SURVEY
PARTICIPANTS**

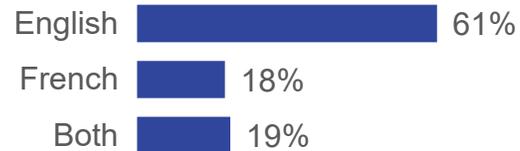
16

Demographic Profile of Survey Participants

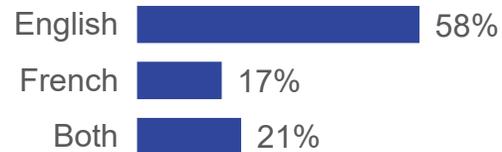
LANG. ORG. PREFERS TO RECEIVE SERVICE IN (Q42)



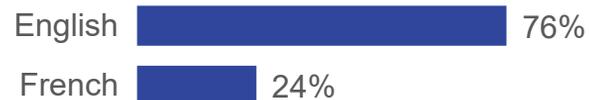
LANG. ORG. PROVIDES SERVICE IN (Q42)



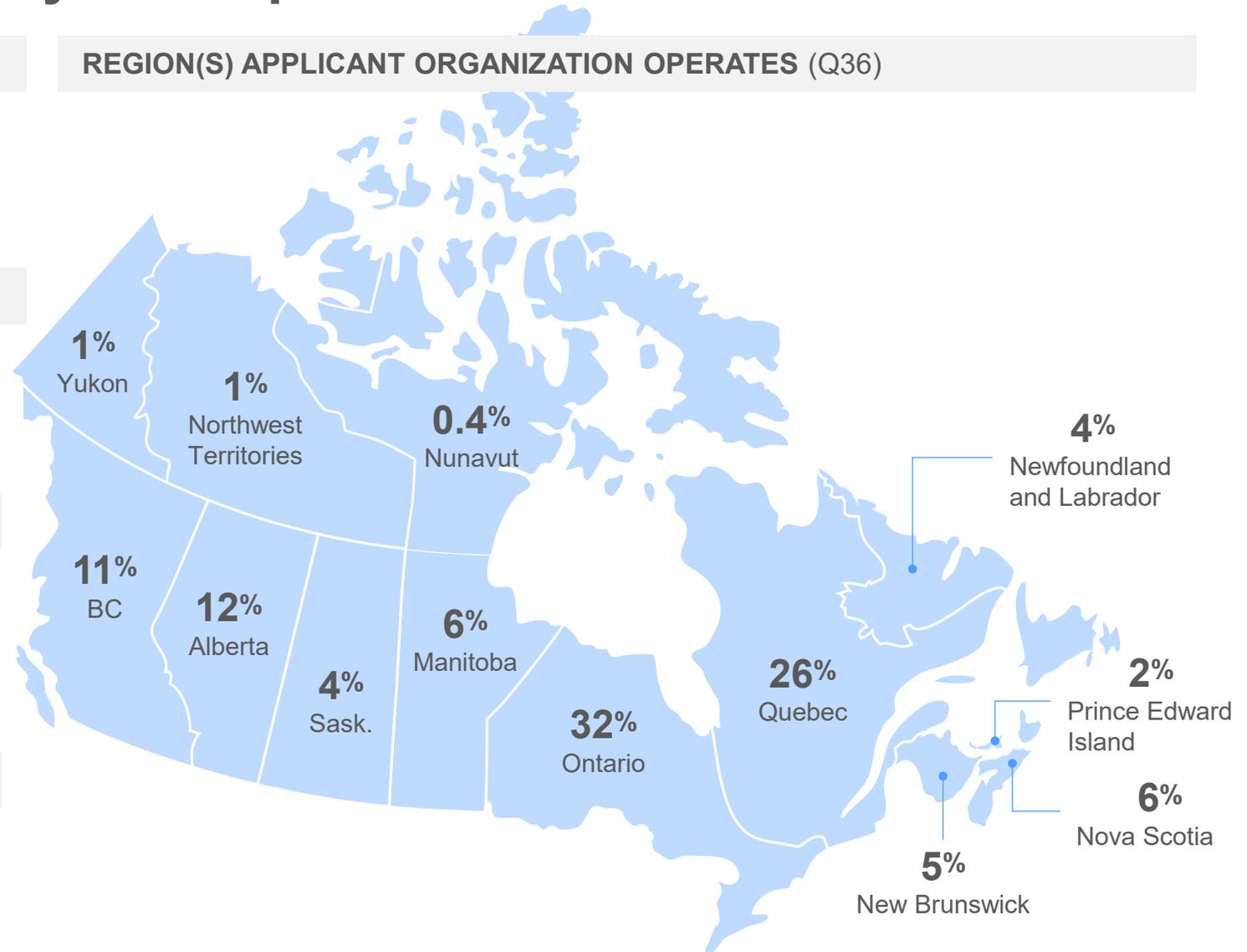
LANG. CLIENT POPULATION SPEAKS (Q42)



% OF COMPLETED SURVEYS BY LANGUAGE

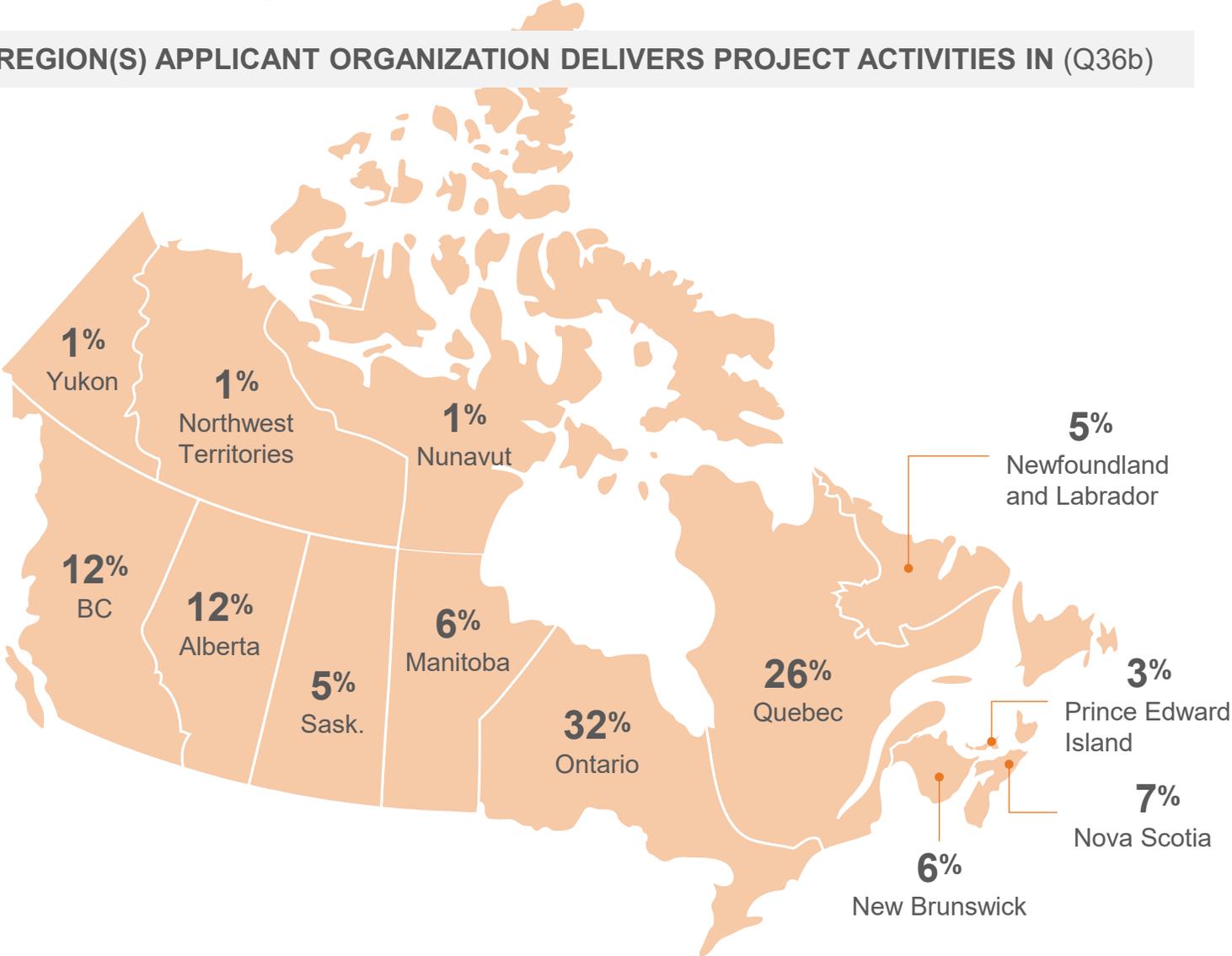


REGION(S) APPLICANT ORGANIZATION OPERATES (Q36)

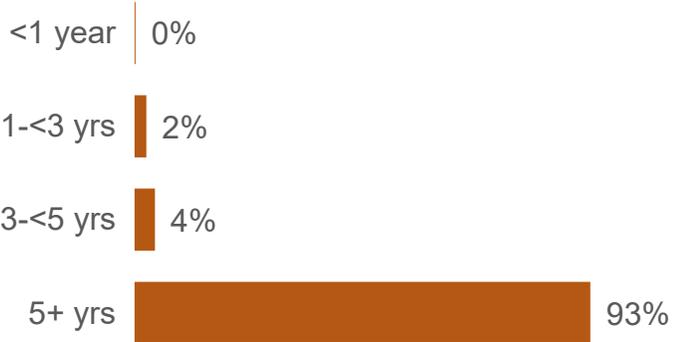


Demographic Profile of Survey Participants

REGION(S) APPLICANT ORGANIZATION DELIVERS PROJECT ACTIVITIES IN (Q36b)



YEARS IN OPERATION (Q38d)



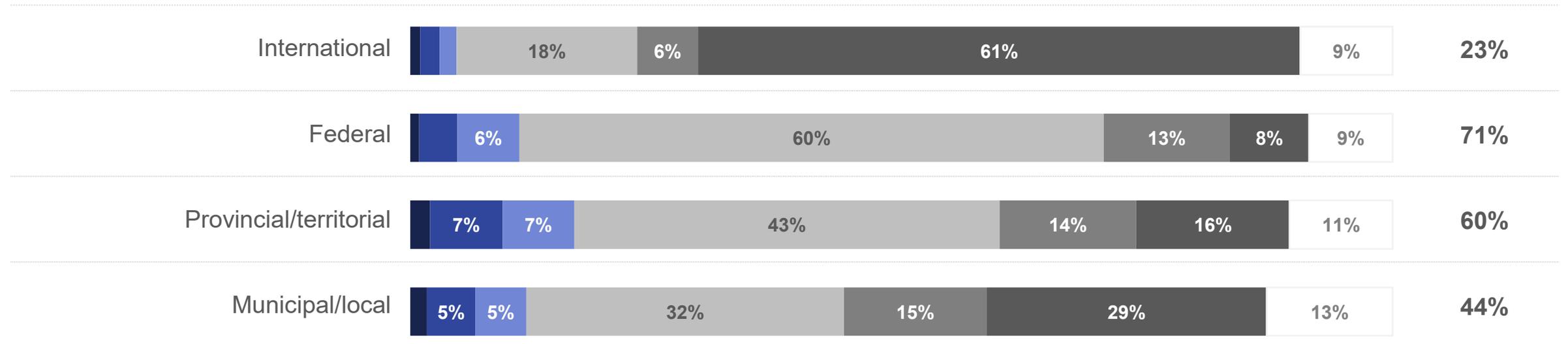
Frequency of Applying for Other Funding in Last Five Years

How often does your organization apply for international, federal, provincial/territorial, and/or municipal/local funding of any kind?

MONTHLY
 QUARTERLY
 BI-ANNUALLY
 ANNUALLY
 LESS OFTEN THAN ANNUALLY
 NEVER
 DON'T KNOW

YEAR 3 TOTAL

AT LEAST ANNUALLY
(TOP4BOX)



*values less than 3% not labelled

Q38c. Thinking about the last five years, how often does your organization apply for international, federal, provincial/territorial, and/or municipal/local funding of any kind?
Base: All applicants (n=5520)

Who Completes the Application?

Which statement best describes your organization as it relates to completing the application for funding?

	TOTAL	EAF	NHSP	CSJ	SDPPD	AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFFwD	SDG
Base: All respondents (n=)	5520	574	1705	2349	33	116	22*	18*	15*	127	303	9**	76	173
I am solely responsible for completing the funding application	69%	55%	46%	76%	34%	43%	27%	33%	47%	36%	37%	44%	35%	46%
A team of employees are dedicated to completing the funding application	15%	24%	8%	14%	43%	33%	59%	56%	40%	45%	52%	56%	58%	39%
A team of volunteers complete the funding application	8%	7%	31%	4%	6%	8%	-	6%	-	6%	2%	-	-	9%
A team of both employees and volunteers completes the funding application	3%	7%	8%	2%	10%	9%	5%	6%	-	4%	3%	-	2%	4%
A dedicated in-house proposal writer completes the funding application	2%	3%	2%	1%	4%	2%	5%	-	13%	5%	4%	-	2%	1%
I am not personally involved although I oversee this, or have some awareness	2%	2%	1%	2%	-	2%	5%	-	-	2%	0%	-	2%	1%
We hire a consultant(s) to complete the funding application	1%	2%	3%	1%	2%	3%	-	-	-	2%	2%	-	1%	2%

Q37. Which statement best describes your organization as it relates to completing the application for funding? Select one response.

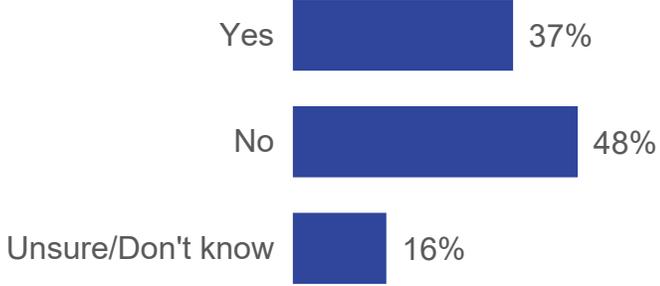
Base: All respondents (n=5520)

 Significantly higher/lower than total

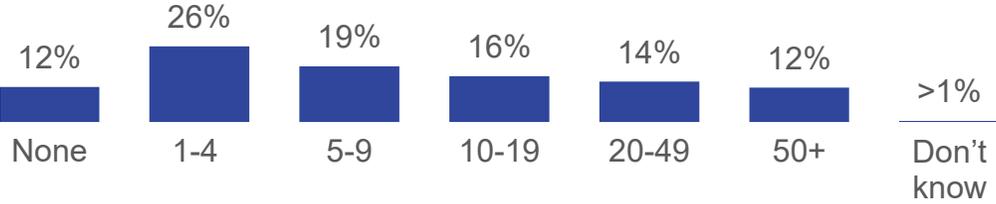
*small sample size **very small sample size

Demographic Profile

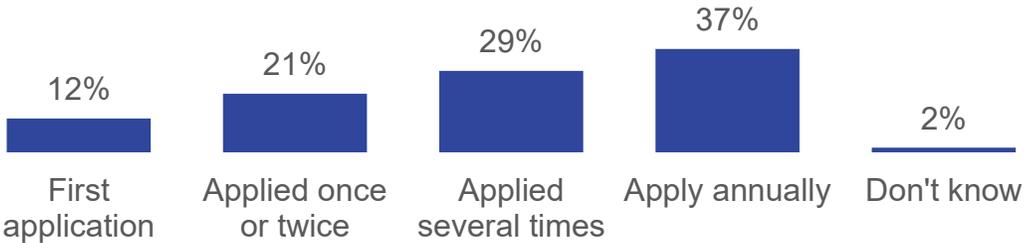
SUBMITTED APPLICATIONS IN PAST 5 YEARS (Q38b)



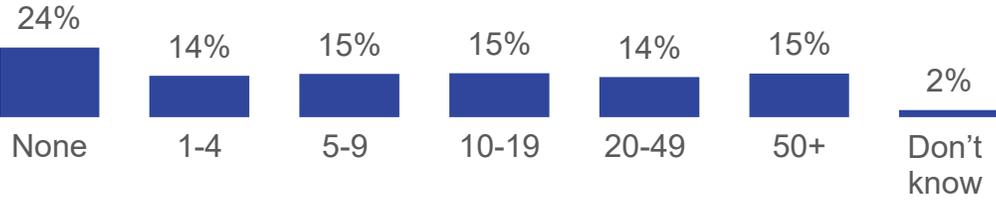
NUMBER OF EMPLOYEES PART OF ORGANIZATION (Q40)



FREQUENCY OF APPLICATION (Q38)

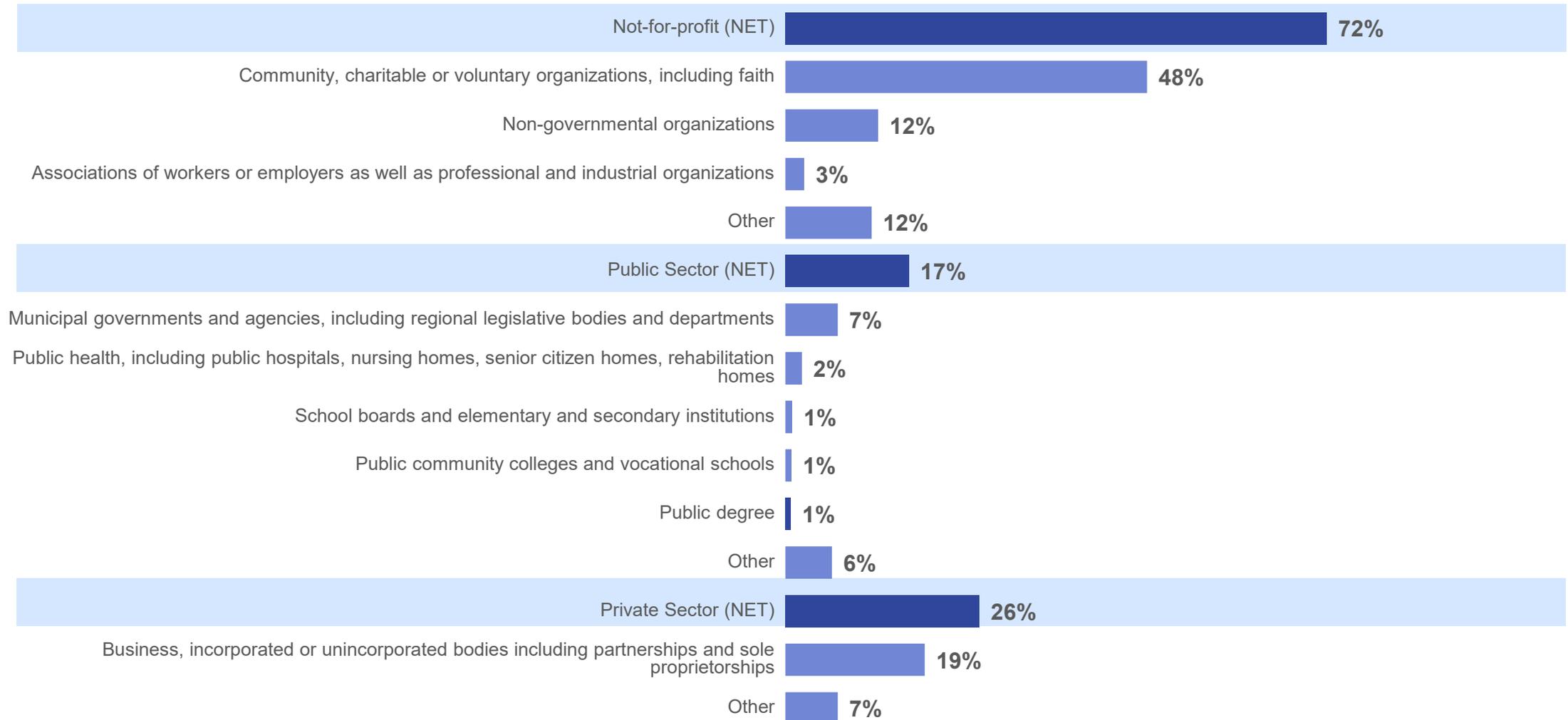


NUMBER OF VOLUNTEERS PART OF ORGANIZATION (Q41)



Demographic Profile

SECTOR (Q39)



REPEAT APPLICANTS

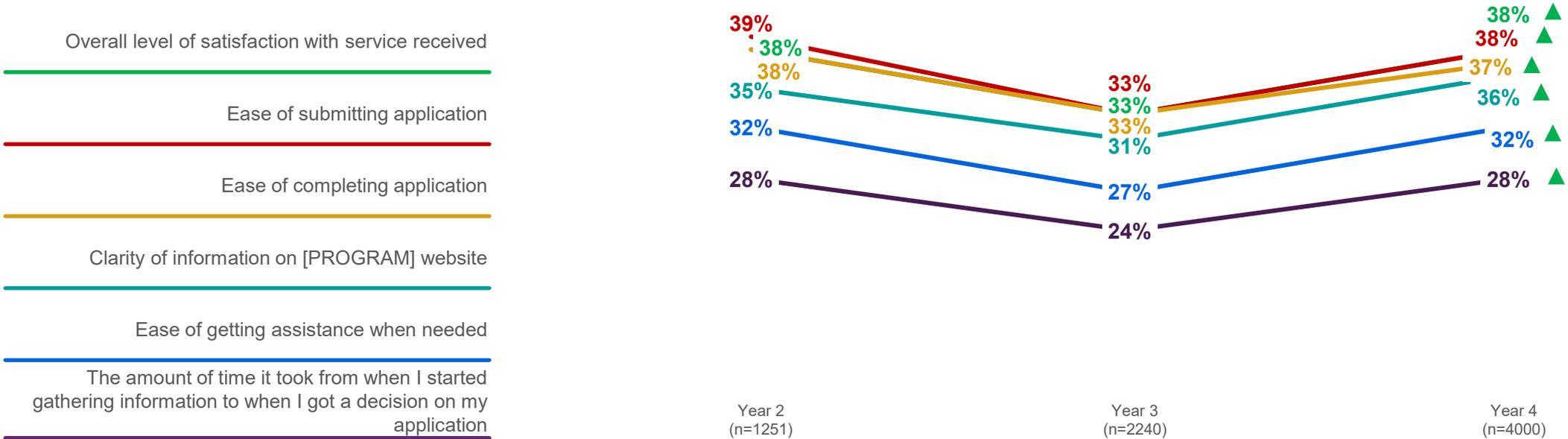
Perception of Change in Quality of Service Received

17

Change in Quality of Service Received (Repeat Applicants) – Improved (T2B)

- Repeat applicants were more likely to report that all aspects of their experience improved compared to Year 3 results.
- Close to four in ten said their overall level of satisfaction and ease of submitting the application improved (both 38%, +5 pts), followed by the ease of completing the application (37%, +4 pts), clarity of information on the program website (36%, +5 pts), ease of getting assistance when needed (32%, +5 pts), and timeliness of service (28%, +4 pts).

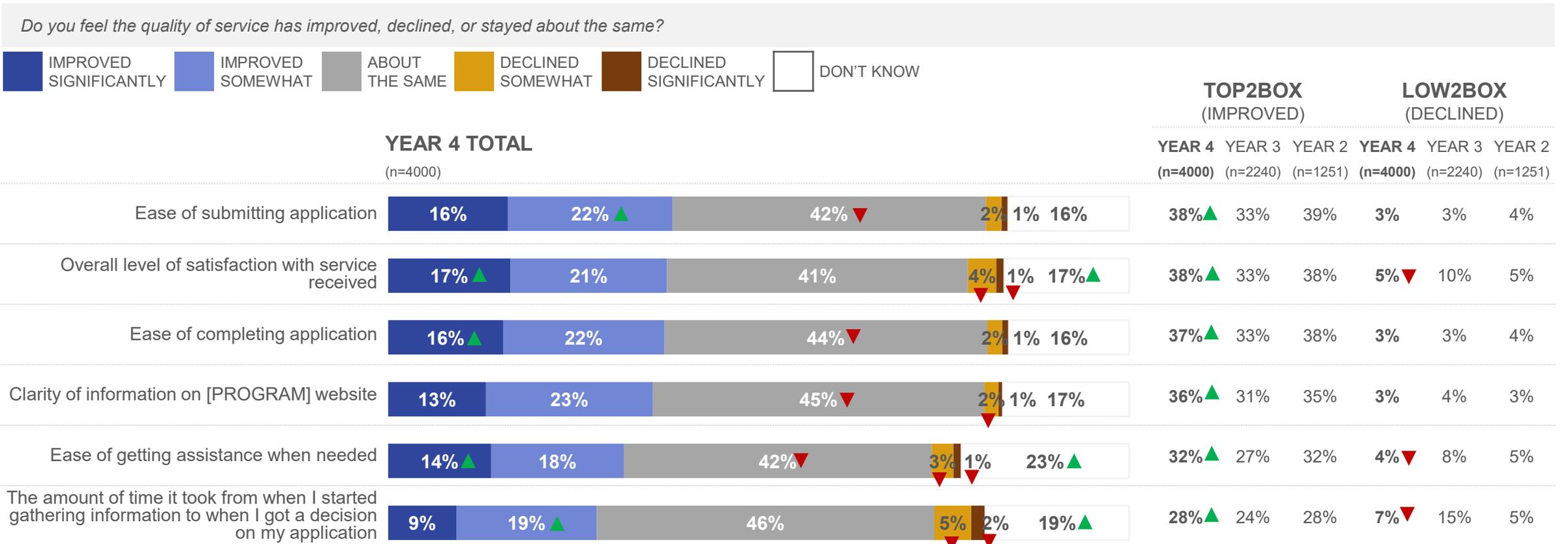
Do you feel the quality of service has improved, declined, or stayed about the same? I



Q44a. Comparing the service you received for [INSERT PROGRAM] in the past with your most recent experience, do you feel the quality of service has improved, declined, or stayed about the same?
 Base: Repeat applicants (n=4000)

Change in Quality of Service Received (Repeat Applicants)

- More repeat applicants felt their overall level of satisfaction, ease of completing the application, and ease of getting assistance improved significantly compared to Year 3 results, while a higher proportion also felt the ease of submitting the application and timeliness of service improved somewhat.



Q44a. Comparing the service you received for [INSERT PROGRAM] in the past with your most recent experience, do you feel the quality of service has improved, declined, or stayed about the same?
 Base: Repeat applicants (n=4000)

*values less than 3% not labelled

DETAILED QUALITATIVE FINDINGS

TOP-OF-MIND HIGHLIGHTS

18

Top-of-Mind Highlights

Interviews and Focus Groups began with an open-ended exploration of participants' overall application experience.



Positive aspects of the application experience

- **Streamlined process:** Many participants, particularly those with prior experience applying to ESDC programs, found the application process to be straightforward. They noted and appreciated ESDC's ongoing efforts to simplify the application form over time, viewing this as a positive response to user feedback and a commitment to continuous improvement.
- **Comprehensive applicant guides:** Participants highly valued the clear and comprehensive applicant guides provided by ESDC. These guides were seen as essential resources, offering detailed information and instructions. The ability to download and share these guides within their organizations was particularly appreciated, as it facilitated collaborative preparation of applications and ensured consistent understanding among team members.
- **Informative sessions and webinars:** Information sessions and webinars were highly regarded by applicants. This direct engagement was seen as crucial for clarifying application requirements and gaining insights into the program's objectives.
- **Support:** Participants across all programs shared that despite some inconsistencies with flexibility, they were generally pleased with the support they received from Program Officers, and that their understanding and knowledge made the negotiation process significantly easier.

Overall, those most pleased with the process were applicants to **New Horizons for Seniors Program (Contributions)**.



"I think working with the ESDC has always been fairly positive. It doesn't matter what stream we're going through. The staff are very receptive. They're always there for support."

"I think if organizations are having difficulty, ESDC would be there to help along the way. Because I know that they have supported other organizations that have struggled, for whatever reasons those might be."

Top-of-Mind Highlights

Interviews and Focus Groups began with an open-ended exploration of participants' overall application experience.



Challenges with the application

- **Extended decision wait times:** The most significant frustration expressed by participants was the lengthy wait times for application decisions. This prolonged period of uncertainty had substantial impacts on organizations, hindering their ability to plan effectively for staffing and program implementation.
- **Lack of feedback for unsuccessful applicants:** Unsuccessful applicants expressed frustration with the lack of transparency and feedback on their applications. Many reported receiving generic rejection emails without providing substantive reasons for the rejection.
- **Challenging agreement negotiation process:** For successful applicants, the process of negotiating an agreement post-approval was often described as time-consuming and challenging. Challenges included having to make numerous requested changes to their original proposals, a lack of guidance on requirements from the outset of the negotiation process, and delays in finalizing agreements, which sometimes impacted program implementation timelines.
- **Impact of a negative application experience:** The quality of the grant application experience had a direct impact on applicants' trust in the fairness of the process. Several participants who faced challenges with the application voiced feelings of disrespect. These negative experiences contributed to a perception that the process was not equitable and led to a sense of distrust in the administering government body.

Overall, those least pleased with the process were applicants to **Sustainable Development Goals**.

“[We] get so intimidated by just reading the guidelines. There's no way we can succeed. It's competitive. So, competitive alone takes away the edge for applying.”

“I think that whole process was rush, rush, rush, and then delay, and nothing, and it felt disrespectful to those who were actually applying for it and really prioritizing it.”

PROGRAMMATIC NUANCES

19

Program Nuances – Synthesis

The small sample sizes involved in qualitative research present challenges to teasing out programmatic differences, especially when considering that other factors may be at play in driving differences. The quantitative survey is much better suited in understanding differences by program. Subgroup analysis revealed nuances by applicants of some programs. These differences were not as pronounced for programs that are not highlighted.

Overall	Information & Awareness	Completing the Program Application	GCOS
<ul style="list-style-type: none"> Overall, those most pleased with the process were applicants to the New Horizons for Seniors Program. Many of these participants were representing larger organizations with a solid employee base. Those least pleased with the process were applicants to Sustainable Development Goals, most of them coming from smaller organizations. 	<ul style="list-style-type: none"> Most organizations said they were pleased with ESDC's multi-faceted approach to information dissemination, especially applicants to New Horizons for Seniors Program, followed by applicants to Enabling Accessibility Fund and Sustainable Development Goals. 	<ul style="list-style-type: none"> Some applicants, particularly those from smaller organizations or first-time applicants, (especially applicants to Contributions Programs as well as unfunded applicants) felt underprepared and overwhelmed by the application process. Smaller organizations felt particularly disadvantaged, noting that the process required a significant time investment for organizations with limited staff and resources. 	<ul style="list-style-type: none"> Overall, those most likely to use GCOS were applicants to Canada Summer Jobs and Social Development Partnerships Programs (National Stream). Applicants to New Horizons for Seniors Program (Contributions) were the most satisfied with it. They particularly appreciated the system's reliability, noting that they had never lost any documents or information while using GCOS. Those least satisfied with the overall GCOS experience were applicants to Sustainable Development Goals.

Program Nuances – Synthesis *contd.*

Receiving a Decision	Agreement Negotiation, Preparation & Management	Impact of Funding	Diversity, Equity & Inclusion
<ul style="list-style-type: none"> Of all the programs, applicants to Canada Summer Jobs appeared to be the most impacted by delays in receiving a decision. As participants explained, delayed funding decisions created a lose-lose situation for everyone involved. Applicants to Canada Service Corps and Social Development Partnership Programs also felt left in the dark. 	<ul style="list-style-type: none"> Many organizations, in particular applicants to Opportunities Fund for Persons with Disabilities (both national and regional) reported undergoing multiple rounds of revisions, which they described as labour-intensive. The reimbursement-based funding model was a primary source of difficulty, a burden felt most acutely by applicants to Opportunities Fund for Persons with Disabilities and smaller organizations with limited financial reserves. While the recent increase to a 15% cap without itemization was viewed as an improvement, a few organizations, especially Age Well at Home and those operating virtually without a physical office, found this allocation to be insufficient for their operational needs. 	<ul style="list-style-type: none"> Impact of funding was relatively the same across programs. Receiving funding allowed organizations to substantially improve their services and community engagement and hire more staff. Not receiving funding could lead to widespread project cancellations, staff layoffs, and disrupted program schedules. 	<ul style="list-style-type: none"> Those who expressed the most concerns about diversity and inclusion were applicants to Enabling Accessibility Fund and Opportunities Fund for Persons with Disabilities, along with most of the smaller organizations, who perceived the application process as inherently favouring larger, more established organizations with dedicated grant-writing resources

**INFORMATION
& AWARENESS
ABOUT THE
PROGRAMS**

20

Information & Awareness About the Programs

Comments regarding program information were generally positive:

Most organizations successfully discovered funding opportunities through a variety of channels. Many said they were pleased with ESDC's multi-faceted approach to information dissemination, especially applicants to **New Horizons for Seniors Program**, followed by applicants to **Enabling Accessibility Fund** and **Sustainable Development Goals**.

- Professional networks played a crucial role, allowing organizations to share knowledge and stay informed about available grants and contributions programs.
- ESDC's direct communication strategy, particularly through email notifications, proved to be an effective method of reaching potential applicants. The program websites also served as comprehensive resources, providing detailed information about funding opportunities.
- Additionally, word-of-mouth continued to be a valuable informal channel, especially within close-knit community and professional circles.
- Smaller organizations and those not already connected to established networks sometimes felt disadvantaged in learning about funding programs. Several larger organizations also viewed the issue as negatively impacting smaller organizations.
- Smaller organizations expressed concerns that the heavy reliance on existing networks for information dissemination tended to favour more established entities over grassroots or marginalized groups. This perceived inequality in access to information led to a clear desire among these participants for wider and more inclusive publicization of existing programs.



"I'm signed up for notifications and also [council name]. They put out an email to everyone saying "Hey, this is going on. You should apply." So, there were various channels that I heard about it on."

"I've worked in the not-for-profit sector since 1996. I know, we people that are seasoned in grant-writing, we put these sort of things in our calendars."

« Les obstacles se situent au niveau de l'accès à l'information. Les organisations qui reçoivent déjà du financement travaillent avec des agents et peuvent être en contact avec eux. Ces organisations peuvent lire entre les lignes pour savoir ce qui s'en vient. Mais pour une nouvelle organisation qui est encore en train de se battre, qui dessert une communauté diverse, l'accès à l'information est plus difficile. »

COMPLETING THE PROGRAM APPLICATIONS

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Completing the Program Applications

Participants generally felt well-equipped to complete the application:

- Those who felt prepared generally had extensive experience with grant-writing and were familiar with ESDC's application processes. These applicants often represented larger organizations with dedicated grant-writing staff or had personally submitted numerous applications over the years. For instance, one participant with over 10 years of experience reported feeling very comfortable with the process, having submitted approximately 100 proposals over time.
- These applicants appreciated the clarity of application questions and guidelines, finding them straightforward and manageable. They also benefited from attending information sessions and staying informed about upcoming application cycles.
- Some applicants mentioned that their organizations had established processes for grant-writing, such as collaborative approaches involving multiple team members reviewing and contributing to the application.
- Some participants found the websites helpful and easy to navigate, with a basic layout that made information readily accessible.



« On convoque une rencontre du conseil d'administration, on leur donne l'information, on discute de l'opportunité de soumettre une demande, on regarde quelles sont les compétences que cela demande [...] et si nous les avons, nous faisons la [répartition] des tâches. »

“I think the key, the purpose of the information session, in my view, is to ensure that I'm presenting the best possible application forward. And sometimes I like them because of the fact that there might be a gap in terms of questions that are coming in my mind, and then somebody else asks in the information session and then you have that knowledge that you didn't even think of before.”



Completing the Program Applications

However, some felt less confident:

Some applicants, particularly those from **smaller organizations** or **first-time applicants**, (especially applicants to **Contributions Programs**) felt underprepared and overwhelmed by the application process. Some noted having applied for a large number of grants hoping to increase their chances of being successful despite having doubts about their qualifications.

- Smaller organizations felt particularly disadvantaged, noting that the process required a significant time investment for organizations with limited staff and resources. In an extreme case, one participant described spending about 10 hours just trying to piece together all the information before even starting to write the application. This was especially the case among **unfunded applicants**.
- First-time applicants often struggled with complex aspects of the application, such as developing detailed budget breakdowns or understanding specific terminologies used in the forms. These applicants frequently expressed a need for more guidance, clearer instructions, and additional support throughout the application process.
- Many participants felt that extremely detailed itemization (like reporting every single hour for every person) was overly onerous and a detractor from applying. They felt that breaking down administrative costs into categories like communication and project management would make the process much easier for them. One participant compared the itemization process to that of Heritage Canada, which they said has predefined categories for applicants to fill.
- Even though many found the itemization time-consuming and challenging, most said they preferred itemizing administrative costs rather than using flat rates. While they did acknowledge that flat rates would be easier, they felt itemization would be fairer and more accurate.



“The application form itself was pretty clunky. There were a lot of sections to it. We didn’t have space for it. We created an appendix outside of the form because there was no space for it.”

“I persevered for a period of time to get myself onto the online system. But if a new person comes to my organization and replaces me, they would pretty much have to do the same process over again.”

“It takes a small army to come together to complete one of these, which I would say is a barrier if you’re looking for gaining participation from smaller, not-for-profit or local communities to engage in these types of work.”

“I often find that the administrative fee is very low. And so, often I am donating my time to these projects. I do not get paid for any time that I put into them. And I don’t mean the writing of it. I understand that that is an unpaid process. I mean the actual administration of them. There is very little money for administration. And that’s a flaw in the system. To assume that we can operate with no pay is ridiculous.”

Completing the Program Applications - GCOS

Positives to using GCOS

Overall, those most likely to use GCOS were applicants to **Canada Summer Jobs** and **Social Development Partnerships Programs**. Applicants to **New Horizons for Seniors Program** were the most satisfied with it. They particularly appreciated the system's reliability.

- The save feature was praised by several users, allowing applicants to complete the application over multiple sessions, which they particularly valued given the time-intensive nature of the application process.
- Some applicants found GCOS straightforward to navigate without needing to refer to instructions. The status updates provided (*submitted, in review, approved*) were described as clear and helpful for applicants tracking their submission's progress.
- Many praised GCOS for its logical structure and intuitive design, particularly appreciating its checklist format.

Challenges when using GCOS

Many participants mentioned problems with logging in, saving work, and submitting applications. Some spent considerable time trying to gain access to their accounts, with one describing spending two days unsuccessfully attempting to reset their password. Those least satisfied with the overall GCOS experience were applicants to **Sustainable Development Goals**.

- Several participants found the login process especially challenging in relation to collaborative work, as they were not able to simultaneously work on an application with other team members.
- Character limits imposed by the system were seen as overly restrictive by some applicants, making it challenging to fully explain their projects and ideas.
- Some users found the system slow, with noticeable lag when saving information.
- One participant noted that GCOS appears different for applicants and Project Officers and that this could lead to communication challenges, as they may be referring to different interfaces or layouts when discussing specific aspects of the application or uploaded documents.
- Another issue voiced by participants was the short time window to save progress in GCOS, as it didn't allow enough flexibility for complex, time-consuming applications that often require multiple work sessions and collaboration. This limitation risked the loss of work, and didn't account for unexpected events or resource constraints, especially challenging for smaller organizations.

In Their Own Words | GCOS

“

“I really like it. I think it is set up really well. I'm a 'list' person. No matter what I'm doing in my life, I like a list. So going in and applying online through the portal and it's showing 'you've completed this'. There's a check mark and then you go to the next section.”

“It's objectively clear. And I think if there are any questions, there is ample opportunity to contact ESDC for clarification. And in my experience, in the past I found responses to be quite quick and very well-explained.”

« Je pense que la soumission en ligne est une bonne [solution] parce qu'il y a une certaine traçabilité. Puis la documentation est plus facile à suivre pour vous, Service Canada, et pour notre organisme. »

“

“There are always issues with using the portal. Sometimes it doesn't gather the information properly. Sometimes it cuts off sentences when the word count runs out. And then, you've got to redo, redo, redo. There are always issues with no matter which portal, provincial, federal, any portal. They are unforgiving in terms of ease of use.”



“

“GCOS is extremely complicated to get on. And I'm very happy that there continues to be an option to not have to go through that portal.”

“I can get into a GCKey, but my GCKey for work is not the same as my personal one, which is super confusing. And if anybody else were to take over, they can't use mine for work because it's all my credentials.”

“The GCOS system can be improved. It is not reliable. It's very slow. It takes a long time, and I think the integration process, when you interface from one to another, it takes a long time when you want to go back.”

Alternatives to GCOS

Participants discussed several alternatives to GCOS and workaround methods:

- Email submissions were a popular alternative among many applicants. This method was seen as more reliable and provided a clear record of submission. They felt more comfortable with this method as it allowed them to ensure all necessary documents were included and provided a timestamp for their submission. Some mentioned maintaining a dual approach to application submission, using both GCOS and email to ensure that their application would be received.
- Fillable PDF forms were another preferred alternative for some applicants. This method allowed them to download the forms, complete them offline, and then submit them. This approach was particularly favored by those who experienced technical difficulties with GCOS or who wanted to work on their application without needing internet connectivity. Participants also mentioned liking this method as it allowed for easy CC'ing of colleagues.
- Many applicants mentioned using Word documents to prepare their responses before transferring them to the online system or other submission formats. This method allowed for easier editing, word count management, and collaborative work within their organizations. One participant described a systematic approach to grant-writing, including drafting responses in Word documents before transferring them to fillable PDFs or online portals. They liked that this method allowed for collaborative editing and easier word count management.
- In some cases, particularly for applicants less comfortable with technology, there was a preference for traditional paper-based applications. One participant mentioned printing out the application form to review and discuss as a team and then handwriting their responses before typing them up.
- It's important to note that while these alternatives were preferred by some, they were often used as workarounds due to difficulties with GCOS rather than being the preferred mode for completing an application. Many applicants expressed a willingness to use an online portal system if it was more user-friendly and reliable than their current experience with GCOS.

Overall, applicants to **Age Well at Home** and **Sustainable Development Goals** were the ones most likely to favour alternatives to GCOS.



Improving GCOS - Recommendations

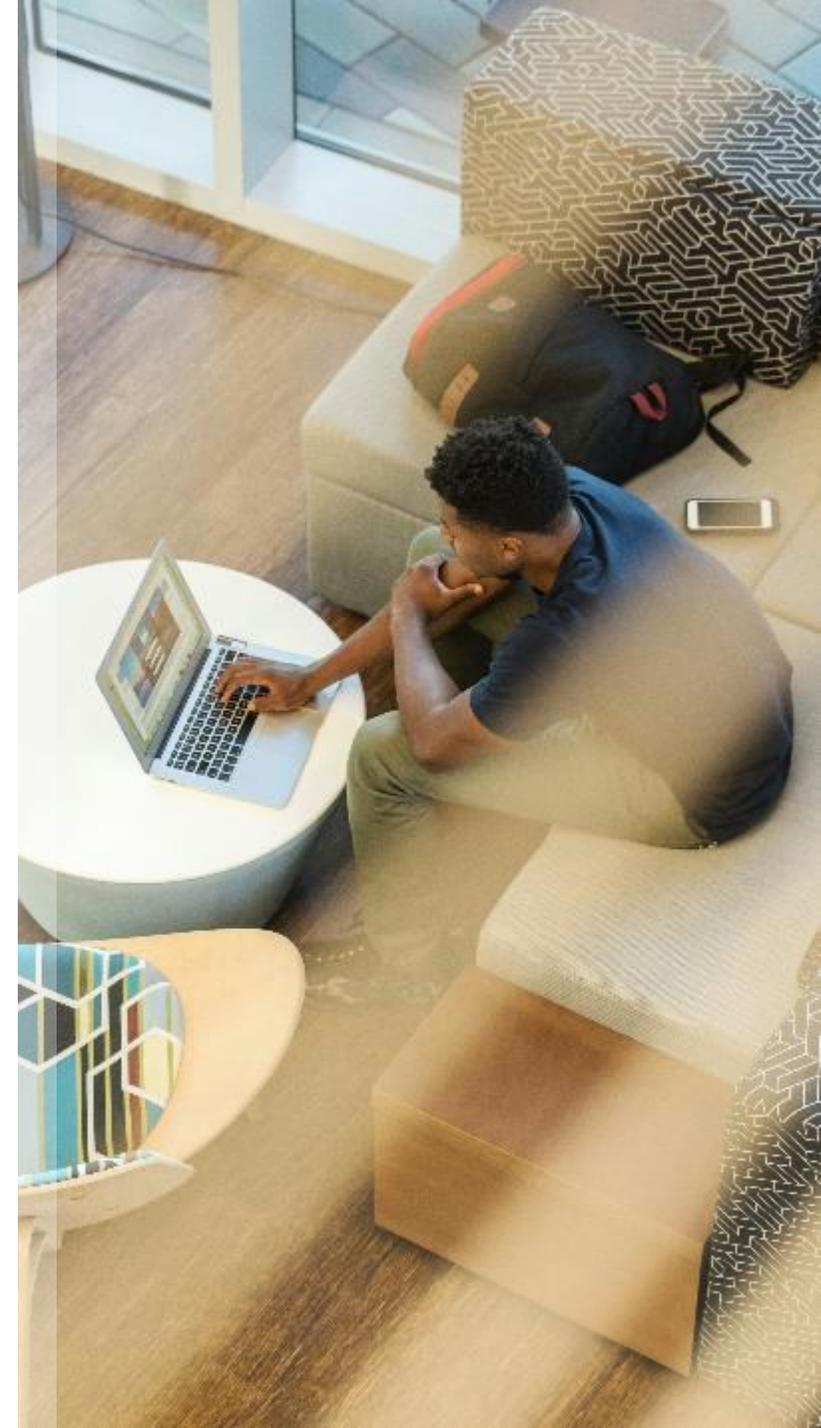
Participants offered several recommendations to improve the GCOS system:

- Many users suggested enhancing the user interface to make it more intuitive and user-friendly, as they found the current interface difficult to navigate. Improving the system's speed and responsiveness was another common request.
- A significant issue for many was the limited time window for saving progress, leading to recommendations to remove or extend this time limit. Participants also suggested implementing a more reliable save feature that would allow users to return to their applications after longer periods. The login process was also a point of frustration, with recommendations to make it easier and more reliable.
- Some applicants proposed enabling collaboration features that would allow multiple users within an organization to work on the same application. This suggestion came from organizations where teamwork was crucial in completing applications.
- Participants also requested better assistance for issues as they arise. Some suggested providing clearer instructions on GCOS usage and how to set up an account, as many were unaware of the system or how to access it.



“The process is not as clean as other aspects of the federal government have, and so maybe there could be some cross-learning there.”

« Ce qui pose problème c'est parfois que vous pouvez remplir une rubrique et à un moment donné si elle n'est pas bien remplie, vous ne pouvez pas avancer. »



Recommendations for the Application Process

Participants offered numerous recommendations for improving the application process:

- Despite some encountering significant challenges and frustrations with the application process, the need for financial support to fulfill their mandates compelled the vast majority of the participants to say they would re-apply for ESDC grants. This persistent need, even in the face of negative experiences, underscores the urgency for substantial improvements to the application process.
- Offering more support and mentoring for **smaller or less experienced organizations** was seen as crucial to leveling the playing field. This suggestion came up repeatedly. One participant suggested creating mentoring partnerships between experienced organizations and new applicants to help navigate the complex application process.
- A participant proposed a simplified process for smaller grants, noting that the current level of effort required was often disproportionate for smaller funding amounts.
- Some participants suggested implementing a two-stage application process, beginning with an initial expression of interest. This approach was seen as a way to allow organizations to present their ideas concisely before investing significant time and resources into a full application.
- Providing samples of completed applications and more detailed guidelines was another common suggestion. Participants, especially **those who had experienced rejection in the past**, felt that having access to examples of successful applications would help them better understand what is expected and how to structure their responses. One participant specifically mentioned templates of finalized applications, especially for budget forms and outcome/output sections. This recommendation was echoed by others who found certain sections of the application, particularly the budgeting section, challenging to complete without examples.
- Additional recommendations included providing more frequent updates on application status, offering recorded information sessions for those unable to attend live, allowing applicants to submit questions in advance of information sessions, and creating fillable budget forms with built-in calculations for complex items. Some participants also suggested conducting usability testing of forms with new applicants to identify areas of confusion.



In Their Own Words | Recommendations

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“I would love it if they could bullet point everything, because I don't need a lot of sentences. I just need to know the barebones. What do you want me to do? How do you want me to do it? When do you want me to do it? Why do you want me to do it? If we could do it that simply, it would sure make my life easier and just submit more efficiently what I'm proposing.”

“If I didn't have any internet training, knowledge, or afraid of it, I would never be applying. I'd have to find somebody in our group that is comfortable with doing this.”

“I think sometimes the information becomes a bit overwhelming. If they can simplify things and reduce the volume of the pages, that will be really, really helpful.”

“

« La première idée serait de simplifier les directives. Je crois que dans la documentation qui est offerte aux participants ou au grand public, il y a moyen de venir avec une synthèse d'information. Un maximum de deux pages avec des bullet points pour ce que les gens doivent comprendre. »

“

“I don't know if that's something that they would look at having, I don't know, some people with experience with proposals on hand to kind of support that way.”

“Simple language. Short forms so that you can read them and quickly understand what the objectives are. Not 10 pages, ever. Not 25 or 60 either.”

“I think if there was a video user manual, that probably would be able to capture maybe the modern way of absorbing information.”

« Service Canada devrait avoir une équipe attirée pendant les périodes de soumission pour les réponses aux questions des organismes. »



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**RECEIVING A
DECISION &
INTEREST IN
FUTURE
FUNDING
OPPORTUNITIES**

22

Receiving a Decision - Timelines

While many participants noted that decision timelines had improved compared to past years, some still felt that timelines fell short of ideal expectations.

- Applicants reported experiencing significant delays in receiving decisions, often extending months beyond initially communicated timelines. These delays, ranging from 4-5 months to over a year in extreme cases, made it difficult for organizations to plan programs, budgets, and staffing effectively.
- Successful applicants often found themselves in a race against time once approval was finally granted, forced to rapidly set up their programs and meet spending deadlines within the same fiscal year. Participants felt this rush to implement programs within shortened time frames had a significant impact on program quality and effectiveness, as organizations had to quickly hire staff, secure resources, and launch activities.
- More generally, the delays significantly impacted day-to-day operations, creating uncertainty for staff whose positions were dependent on funding coming through. Organizations faced difficult decisions about whether to retain staff in hopes of funding approval or let them go to manage costs. For some organizations, this meant potentially losing skilled financial counsellors, career counsellors, and other specialized staff crucial to program delivery.
- Late notifications meant some organizations were unable to launch new programs or expand existing ones as planned, potentially missing key windows aligned with community needs or labour market demand. This was particularly problematic for **seasonal programs** or those tied to specific community events or cycles. For example, employment training programs might miss crucial hiring periods.

The participants most vocal about the impact of delays on their organizational capacities were applicants to **Canada Summer Jobs**, as being in limbo meant they may not be able to hire students after all. This also affected students who, not knowing whether they would get a job at this specific organization, would be left scrambling to find another opportunity elsewhere.



In Their Own Words | Receiving a Decision - Timelines

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« [L'attente] me semble raisonnable pour vrai, vu la complexité du document. »

“

“I think it was after Christmas when we actually got the word that we got the project dollars. So by then, October, November, December, I've lost three months, right?”

« Mais quand les gens attendent trois à six mois pour recevoir la réponse et qu'en plus elle est négative, l'impact est très, très lourd. »

“It's not even the amount of time that it takes. It's when you find out you receive it to when your project has to start. That's where we had difficulty.”

“

« On fait une planification avec ce qu'ils nous demandent, des calendriers de réalisation. Déjà si le programme commence quatre mois plus tard que ce qu'on avait prévu dans notre calendrier, ça a des impacts incroyables. Il faut tout remanier le programme. »



“

“The timelines on hearing back were a big challenge, especially in the second year. The first year they were behind in letting us know whether we were successful or not. And that led to kind of a cascade of challenges, because then they wanted the program to start immediately without any lead time for us to get things up and off the ground, based on the timeline of the proposal that we put forth.”

“We applied in April. They knew we were going to start in October, but yet I didn't find out until the following year, 2024, that [we] got it, that [we] could start.”

Receiving a Decision – Communications & Feedback

Participants expressed widespread frustration, anxiety, and stress due to the lack of proactive communication from ESDC:

- Participants often had to proactively reach out multiple times to obtain any information about delays or revised timelines. Even when following up, some received what felt like "canned" or automated responses with vague timelines. Several reported receiving no communication at all until the final decision notification.
- In some instances, applicants reported receiving no notification at all about the outcome of their application, despite the fact that notifications of acceptance or rejection would typically come in a separate email from the Department.

Many applicants felt left in the dark about their application status. This was particularly the case for applicants to **Canada Service Corps** as well as **Social Development Partnership Programs**.

Those whose applications were unsuccessful were dissatisfied with the lack of feedback provided on decisions:

- Applicants reported receiving generic rejection emails that mentioned high application volumes without providing specific reasons for the rejection. They felt that these generic emails were insufficient, leaving them unable to understand why their program wasn't funded and potentially creating distrust in the process.
- The absence of constructive feedback hindered organizations' ability to learn from the experience and improve future applications. Participants expressed frustration that without detailed feedback, they were unable to understand how to improve their proposals or what aspects of their applications were lacking.
- Even when applicants proactively sought feedback, it was often difficult to obtain. Some reported that despite reaching out to various program staff, including senior leadership, they were unable to get any substantive feedback. In cases where they did receive a response, the feedback was often vague and unhelpful, such as mentioning unspecified issues with the budget without probing or without providing more tailored support.

In Their Own Words | Communications & Feedback

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« La communication est essentielle. Si on nous dit qu'il y aura un délai de plus de 180 jours pour le traitement parce qu'il y a beaucoup de demandes, c'est compréhensible. Mais recevoir juste un email générique disant qu'on ne peut pas servir tout le monde, ce n'est pas suffisant. Au moins, si on sait à quoi s'attendre, ça peut aider. »

« Avec les compétences que nous avons dans nos équipes et la qualité des projets que nous soumettons, on s'est toujours demandé ce qui n'a pas pu marcher [quand notre demande a été refusée]. On veut avoir des réponses pour qu'on puisse s'améliorer. Mais on n'a jamais eu d'explications sur les raisons du refus. »

“

“You're sending an email, you don't know where it's going. And it's like you get a cookie-cutter response, never a response that's related to you. It's just a cookie-cutter response that everybody gets when you ask. It's like it's automatic, it's like an AI response as opposed to an individual response.”

“

“We got acknowledged on February 2nd. We were told we'd hear within 16 weeks. We didn't hear until August 22nd, and it was basically a cryptic email saying you were not selected. But there was no feedback, there was no learning.”

« Il faudrait communiquer avec les organismes après avoir envoyé l'avis de réception pour leur dire : 'Dans deux semaines, vous aurez telle réponse.' Et dans deux semaines, on leur revient pour dire si leur projet est passé à l'étape suivante ou non. Les gens peuvent alors passer à autre chose, et vous aussi. »



Receiving a Decision - Recommendations

Participants made several recommendations to improve the decision process:

To remedy timeline issues, participants expressed a need for more proactive, frequent updates from ESDC throughout the review process, especially when initial timelines were not going to be met. Most suggestions came from applicants to **Canada Summer Jobs** and **successful applicants**.

- Sending automatic email notifications to participants when deadlines are extended or decisions delayed.
- Providing a midpoint update on the review process and revised timelines.
- Having a designated contact person applicants can reach out to for status updates.
- Sending weekly updates once an application moves into active review, even if just to say there is no new information that week.
- To remedy feedback issues, participants made demands for more concrete explanations for rejections, such as budget concerns or misalignment with program priorities, rather than vague or non-existent justifications.
- Many expressed interest in having the chance to speak with program officers to discuss their applications in detail and receive personalized advice for improvement.



“If anything, just more frequent updates on the timeline between the period of when we apply, to when we are notified of approvals. That might be helpful just for planning vacations and stuff on our end and being better prepared for the project launch, if we are successful, having updates along the way.”

“Finding out where the strengths were in the application and what were the weaknesses. I think that would be very helpful.”

“I think that peer mentorship is huge. And giving first-time applicants an opportunity to submit it to a peer before it gets submitted to the government, so that they can receive feedback that doesn't impact their actual submission.”

Interest in Future Funding Opportunities

Participants were straightforward about their interest in future funding opportunities – the vast majority of them said yes, hence the need to make the changes suggested in this report.

- Nonetheless, there was a slight hesitancy to reapply for government funding among a minority of individuals. They described the application process as not only tricky and lengthy but also sometimes unfair.
- This perception was particularly acute among those who faced rejection previously, leading them to lose hope and motivation to reapply. This was especially the case for participants who felt they had put an expansive amount of work into applications, sometimes to the detriment of their current workload, to end up being rejected.
- Participants articulated a sentiment of discouragement, feeling that their efforts may not be fairly evaluated or rewarded, which dampened their willingness to engage with the process again.
- These insights further confirmed the need for improvements in the application process to foster a sense of fairness, clarity, and encouragement, especially for those who have experienced past rejections.

This was especially the case for applicants to **Sustainable Development Goals**, who specifically felt that the selection process lacked fairness which in a small number of cases resulted in reconsidering whether or not to apply in future. For them, this further reinforced the need for more transparent feedback.

**AGREEMENT
NEGOTIATION,
PREPARATION,
AND
MANAGEMENT**

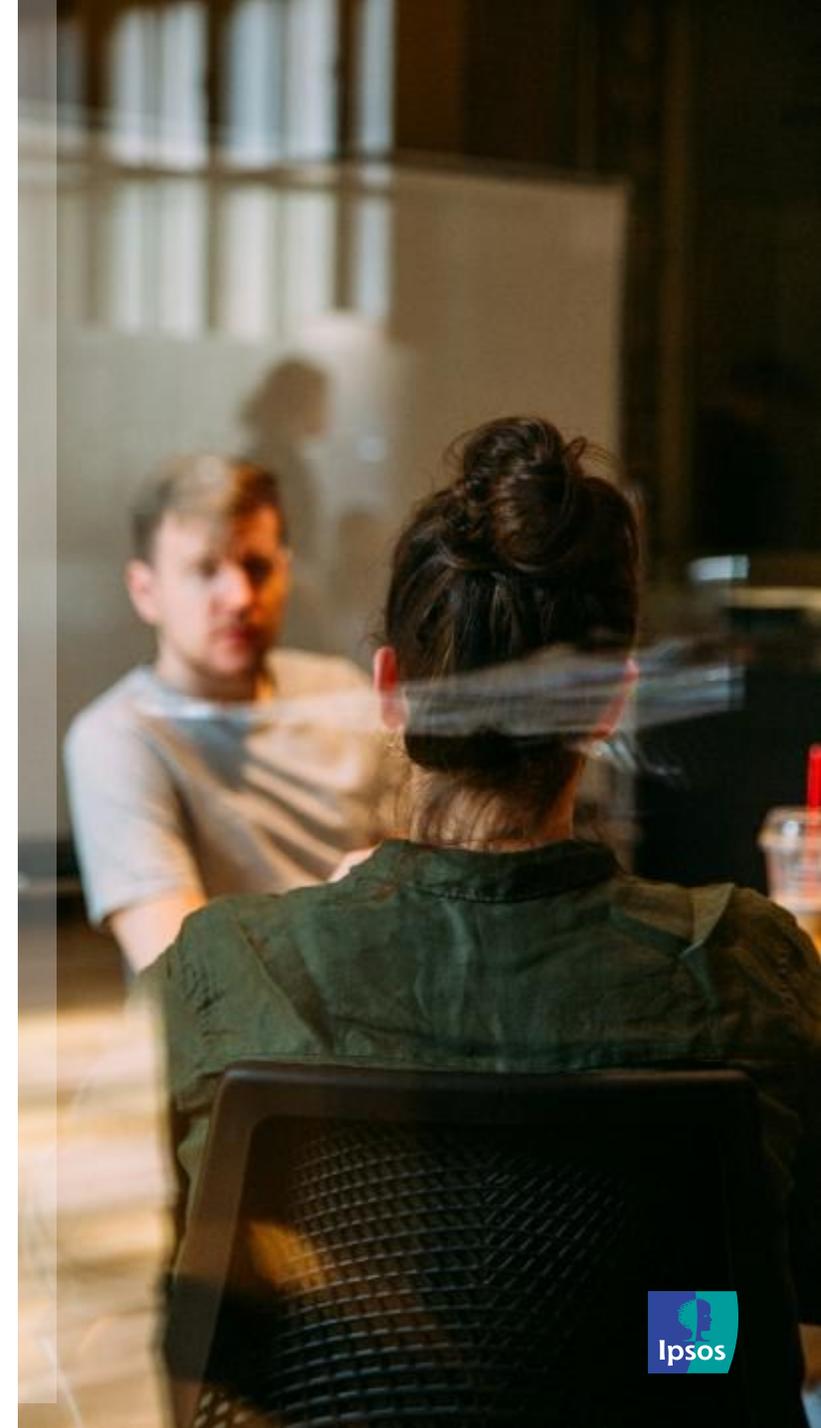
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Agreement Negotiation, Preparation, and Management

Participants felt the post-approval process was challenging due to lengthy negotiations and cash flow issues caused by the reimbursement model.

A predominant theme among funded participants was the intensive and lengthy nature of the negotiation process. Many organizations, in particular applicants to **Opportunities Fund for Persons with Disabilities (both national and regional)** reported undergoing multiple rounds of revisions, which they described as labour-intensive. This often involved being asked to reformat or resubmit information that was already present in the initial application.

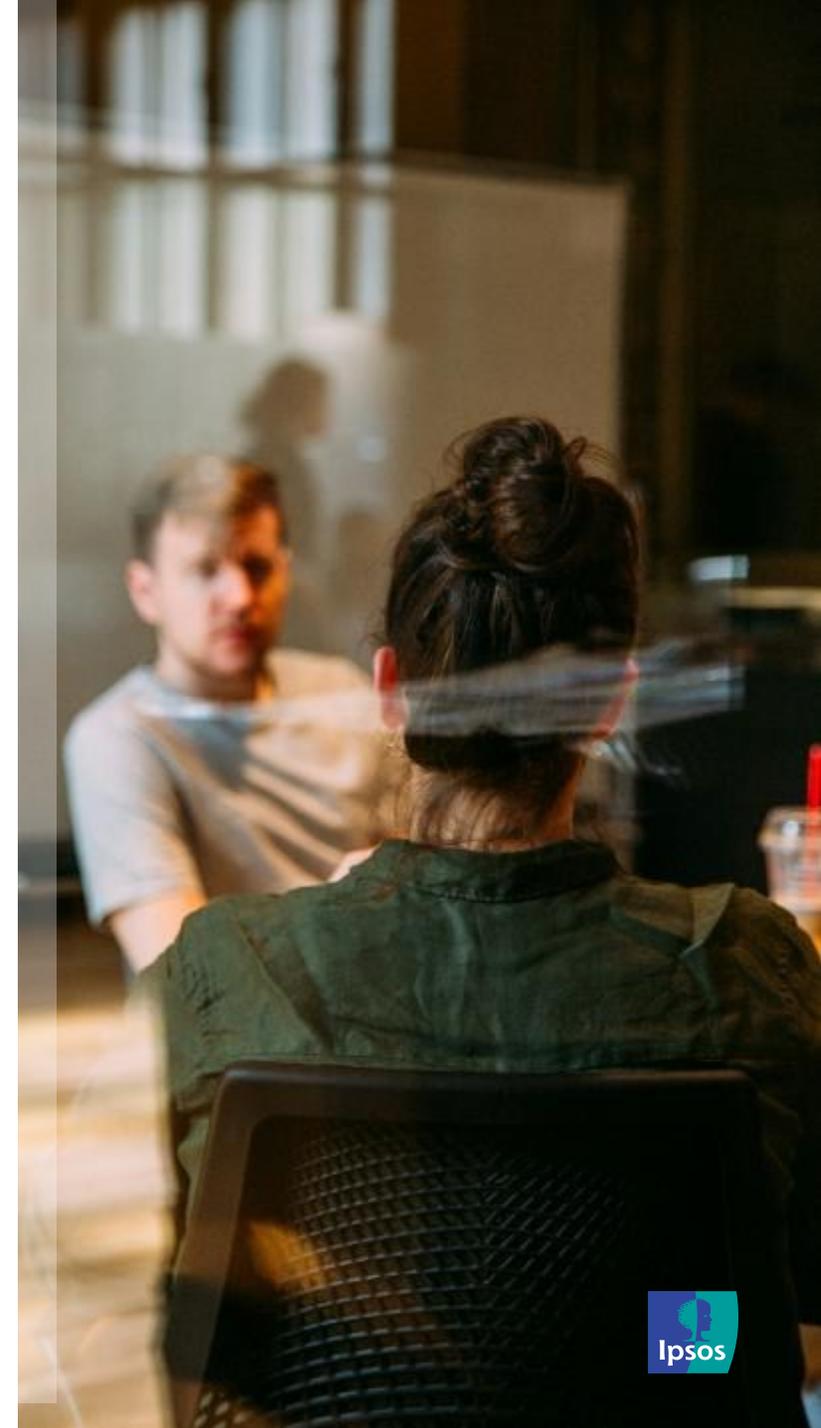
- Communication issues also emerged as a significant pain point. Some organizations experienced disruptions due to changes in their assigned ESDC Progrect Officer or having to deal with multiple project leads. This turnover led to inconsistencies in guidance and the interpretation of requirements, further complicating and delaying the negotiation phase. However, it was noted that when Program Officers were well-versed in the project materials, the process ran much more smoothly. This positive observation was one of the most prominent among participants across all programs.
- The financial management aspects of the grants introduced considerable challenges for many organizations. The reimbursement-based funding model was a primary source of difficulty, as it required organizations to cover expenses out-of-pocket and await reimbursement. This system created significant cash flow problems, a burden felt most acutely by applicants to **Opportunities Fund for Persons with Disabilities** and smaller organizations with limited financial reserves. These issues were often exacerbated by delays in the processing of reimbursement claims. In contrast, programs that offered a portion of the funding upfront (e.g., 75%) were highlighted as a beneficial practice that helped alleviate this financial pressure.



Agreement Negotiation, Preparation, and Management

Insufficient administrative cost caps and a significant, unclear reporting burden created major challenges for grant recipients.

- Another significant financial concern was the cap on administrative costs. While the recent increase to a 15% cap without itemization was viewed as an improvement, a few organizations, especially **Age Well at Home** and those operating virtually without a physical office, found this allocation to be insufficient for their operational needs. Additionally, there was some confusion and disagreement during negotiations regarding the distinction and application of in-kind versus in-cash contributions.
- While some feedback on the monitoring process was positive, participants identified several areas of concern that created a significant administrative burden. A key issue was the lack of comprehensive information about specific monitoring requirements at the beginning of a project. Participants expressed a strong desire for a detailed checklist of all requirements post-approval to allow for better planning and to avoid last-minute issues.
- Reporting expectations often varied depending on the assigned Program Officer, with some preferring brief summaries and others requiring extensive narratives. This inconsistency was confusing for recipients and led some to question whether the detailed information they provided was being effectively utilized by ESDC. This was a particular concern for smaller organizations with limited staff capacity to dedicate to extensive report writing.
- For organizations with multi-year projects, the need for complex annual justifications was questioned, suggesting that the process for long-term approved projects could be streamlined. Further challenges included difficulties in reporting on client diversity characteristics and disruptions caused by changes in Program Officers during the project's lifecycle.



In Their Own Words | Agreement Negotiation, Preparation and Management

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“What really helps the negotiation process is a project officer who’s very well versed in the material. We recently did an amendment with a project officer, and this project officer is an absolute wealth of information. And that made the amendment run so smoothly.”

“The first year [...] I had no idea what I was doing. But after that, I felt like they paid more attention to assigning somebody to me. So I had a direct contact if I had a question, if I needed clarification.”

“We had to make changes. The officer and myself were on the phone where we went in detail with the budget, with the application, with the process. That was extremely helpful. Because instead of doing mistakes and rectifying ourselves with the project, or the documents, or the reporting, it was better to have the officer contact us.”

“

“Why put a roadblock up to do a carry-forward request, where we had an initial period of three, four years? Why do we have to go through this every year to justify a carry forward?”



“

“I think that if we had known that those things were on the table, it would have been a faster conversation, because we could have been prepared. Those conversations happened during the negotiation, whereas we could have been prepared to probably do a faster negotiation.”

“There’s a lot of back and forth, moving descriptions, moving money in this template, and then it’ll get moved two or three more times before we’re done. It seems [...] a bit nitpicky.”

Agreement Negotiation, Preparation and Management - Recommendations

Participants offered several constructive suggestions to improve the post-approval process:

- Across all programs most impacted by the negotiation process, recommendations were relatively the same: there was a call for greater flexibility from ESDC. This sentiment extended to project timelines, with a specific recommendation to extend the period between funding approval and the project start date from 5-6 weeks to 8-12 weeks to allow for more adequate preparation.
- Participants expressed a desire for more upfront information about specific monitoring requirements, suggesting a comprehensive list of requirements at the project's start would help prevent last-minute issues and allow for better planning.
- The complexity of annual justifications for multi-year projects was questioned by some, suggesting that the ongoing monitoring process may be more burdensome than necessary for projects that have already secured long-term approval. One participant suggested considering longer contract terms, specifically recommending a move from 3-year to 5-year contracts to allow for better long-term planning and provide more stability for funded organizations.
- Participants also mentioned that the monitoring process could be enhanced by scheduling regular monitoring calls instead of relying solely on written reports, potentially improving communication and reducing the administrative burden of extensive written reporting.
- Finally, a participant raised a point about the training provided to monitoring staff, particularly concerning cultural sensitivity when working with specific communities, such as Indigenous agencies, and a general need to ensure that Program Officers are not only knowledgeable about the grant material but are also equipped with the cultural competency to work effectively with diverse partners.

“I think flexibility should be a thing. We’re still working with people and things happen, so flexibility is important no matter who you are. But if I have to be flexible on their side, then they should be a little more flexible on my side.”

“If there's an application process, have a reasonable amount of time to respond. Have a reasonable amount of time to do a negotiation and make the guidelines clearer and tied to the actual call. It would make the negotiation process, and the monitoring process, even easier.”

“I wish that the end process looked the same. Here’s what you need, and here’s the form you need to sign with your student, here’s the thing you need to sign, and having that in a checklist form after the fact, would be awesome.”

IMPACT OF FUNDING DECISIONS

24

Impact of Receiving Funding

Overall, the most positive and most significant impact of receiving funding was its transformative effect on communities.

- Funding had a profound and positive effect on recipient organizations, allowing them to substantially improve their services and community engagement.
- The additional resources enabled the hiring of new staff, which alleviated the workload on existing employees and volunteers, thereby enhancing overall operational efficiency.
- Thanks to funding, organizations were also able to launch vital community initiatives and broaden their service offerings. Applicants to **Canada Summer Jobs** saw significant benefits, with noticeable improvements in community impact and leadership development among young participants.
- It also created important job opportunities, for example benefiting students from economically disadvantaged backgrounds by supporting their educational and career growth.

“It’s extremely effective when [young people] have the right mentorship and relationships built in. The way that we’re doing it is having a major impact on communities across Canada. And building confidence for young youth leaders. We’re watching the career and education impacts on the youth who are taking on these projects, which is kind of a really cool side story. It leads them to take more steps towards career and education outcomes.”

“Most disability organizations really don’t have an Indigenous component to [them]. So this opportunity, this funding has allowed us to really raise the awareness of Indigenous disability across Canada, and internationally as well. And to really bring a highlight to some of the barriers that Indigenous people are facing, both within Indigenous communities and in urban settings as well.”

“The main positive aspect is adding another individual here. Obviously supports the workload here. Somebody else to help with the gardening or get caught up on writing policies or updating things [...] The student I had for three plus years here, it really supported them through university.” -

« Nous avons des aînés issus des communautés ethnoculturelles qui n’ont jamais eu un service de transport pour leurs rendez-vous médicaux, pour une visite à domicile, des choses comme ça. Et [c’est important pour] ces aînés quand ils savent qu’il y a un projet, un programme qui a été mis en place pour eux. »

Impact of *Not* Receiving Funding

Rejected applications often meant that programs or activities did not move forward, or did so but in a reduced capacity, directly impacting communities.

- Not receiving funding posed significant challenges for organizations, leading to widespread project cancellations, staff layoffs, and disrupted program schedules. Many were unable to provide planned services, especially to underserved populations.
- In some cases, activities from unfunded applications did not proceed as organizations lacked alternative funding sources. The financial strain was considerable, with some organizations having to cover operational costs like office rent out of pocket.
- This impact was particularly pronounced for smaller organizations and those serving marginalized groups, resulting in significant setbacks to planned initiatives and reduced capacity to address critical community needs.

« On parlait dans le projet entre autres de nous déplacer en région pour donner des formations justement aux autochtones, aux minorités, aux femmes, parce que plus ces gens-là sont formés plus ils perdurent dans l'industrie. [...] On aurait pu donner plus de services. »

“A lot of them are struggling, a lot of them, and some use their own meager resources to keep the organizations running.”

« On ne sait pas combien de temps on va tenir encore, mais l'impact est là. Dans douze, vingt-quatre mois, peut-être que l'organisme n'existera plus si jamais il n'y a pas une subvention pour soutenir son mandat et sa mission auprès de ses clientèles. »

“Unfortunately, because the fund[ing] is not successful, we cannot hire staff. And then we have to share the workload in the office to maintain [our] operations. Not only that, but the rent of the office needs to be coming out of our own pocket. It is very difficult and also very stressful, because of the extra financial burden.”

« Pour notre initiative 'Age Well at Home' en Alberta, la plupart des organisations [ferment] tout en novembre. Dans moins de six mois, il n'y a plus rien. On ne sait pas où on va. Nous avons une clientèle et c'est difficile de leur dire que nous ne pourrons plus les servir à cause du gouvernement. Ces personnes vulnérables ont besoin du service, elles n'attendent pas d'explications sur les processus gouvernementaux. »

**DIVERSITY,
EQUITY &
INCLUSION**

25

Diversity, Equity & Inclusion - Issues

A common view was that the application process created an uneven playing field:

Overall, most of the comments about diversity shortcomings came from the **smaller organizations** (scattered across programs), and applicants to **Opportunities Fund for Persons with Disabilities (Regional Stream)** and **Enabling Accessibility Fund**.

- The application process was perceived by many to inherently favour larger, more established organizations with dedicated grant-writing resources. Participants felt this disadvantaged smaller, more diverse organizations and those serving marginalized communities such as Indigenous or Black-led organizations. The complexity and time-consuming nature of the application, described as being in the "heavyweight class" of grant-writing, created significant barriers for less experienced organizations or those without specialized grant-writing staff and left smaller organizations struggling to compete effectively for funding.
- The timing of application deadlines was also identified as a significant exclusionary factor particularly impacting rural and small non-profit organizations with seasonal constraints or limited staffing. Participants specifically mentioned deadlines that coincide with holidays, impacting flexibility in their operations or staffing.
- Accessibility emerged as another concern in the application process. Some participants found the language and format of applications inaccessible, particularly for organizations led by or serving people with disabilities. A specific barrier mentioned was the lack of screen reader compatibility, which presented significant challenges for blind, deaf-blind, or partially sighted individuals. They felt this accessibility issue not only hindered the ability of certain organizations to apply for funding but also contradicted principles of inclusivity that many funding programs aim to promote.
- A small number of participants expressed concerns about the cultural competence of application reviewers. They perceived that those reviewing the applications did not fully understand the challenges and barriers faced by their communities. They feared this lack of understanding may lead to misinterpretation or undervaluation of proposals from these communities, potentially perpetuating funding disparities.



In Their Own Words | Diversity, Equity & Inclusion



“I write grants for various non-profit organizations, and they don't have the capacity at all. They don't have enough resources, human, material, financial resources to even write grants. They are struggling.”

“I don't know if any kind of training or support is done for the people who are the monitors. [For example] prior to an Indigenous-specific fund that you're going to be working with, and Indigenous agencies. Sometimes I just wonder about any like cultural safety training that they might receive or any additional supports in terms of entering Indigenous spaces virtually or physically.”

“I have the impression in talking to people that [funding] is more catered to more sophisticated, well-established mainstream dominant cultural group than groups that are racialized. That is my impression of the department overall.”



“[Smaller organizations] get so intimidated by just reading the guidelines. There's no way we can succeed. And then, they know sometimes ESDC application or guideline will say the grant application is competitive. So, competitive alone takes away the edge for applying. It puts the fear of God in them.”



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« Dans les critères d'un programme, tu as parfois un pourcentage réservé pour les petits organismes, les milieux ruraux, les petits milieux. Parfois, tu as des petits organismes qui en font beaucoup plus qu'un gros organisme parce qu'ils sont vraiment préoccupés par le sort de leur communauté. Ce n'est pas juste un financement qui passe, c'est vraiment pour répondre à un besoin du milieu. »

“We are all blind, deaf, blind or partially sighted, so most of us use screen readers. And if a Word form is created without accessibility in mind, things don't work, like checkboxes don't work, or you can't read where the information is supposed to go.”

Diversity, Equity & Inclusion - Recommendations

Participants expressed a desire for a more accessible, simplified, and inclusive application process, with enhanced support for smaller organizations and increased awareness of diverse community needs.

- The primary focus was on simplifying and enhancing the accessibility of the application process. Participants suggested shortening and simplifying applications, providing information in multiple formats to accommodate different learning styles, and improving overall accessibility, particularly for people with disabilities. They recommended creating video instruction manuals and condensing application information to make it more digestible.
- With regards to support for smaller and less experienced organizations, participants suggested allocating dedicated funding for capacity building and providing assistance from experienced grant writers. Many also recommended creating mentoring opportunities between organizations of different sizes and levels of experience to share learning resources.
- To enhance inclusivity, participants suggested various training and awareness initiatives for project officers. They proposed educating fund administrators on ableism, intersectionality, and anti-racism, while also highlighting success stories to inspire grassroots groups. Additionally, they recommended hosting virtual town halls or webinars tailored to specific communities and initiatives, aiming to broaden participation and understanding.



“I would think maybe looking at different cultural communities, different advocacy groups, and maybe providing virtual town hall webinars would probably be good, through the lens of whether it’s the Indigenous communities, participant-led initiatives, like disability-led initiatives, so forth and so on, I think would be probably a really good help.”

“I see there being a lot of value in mentoring opportunities between new organizations, that might be a grassroots Indigenous-run youth organization, to partner with an existing organization that has the capability of doing these things efficiently.”

“And we’re still working, and contributing, and wish to continue to contribute. And if we don’t make it simpler for [smaller organizations] to do that, it eliminates them from participating. And that’s bad.”

APPENDIX

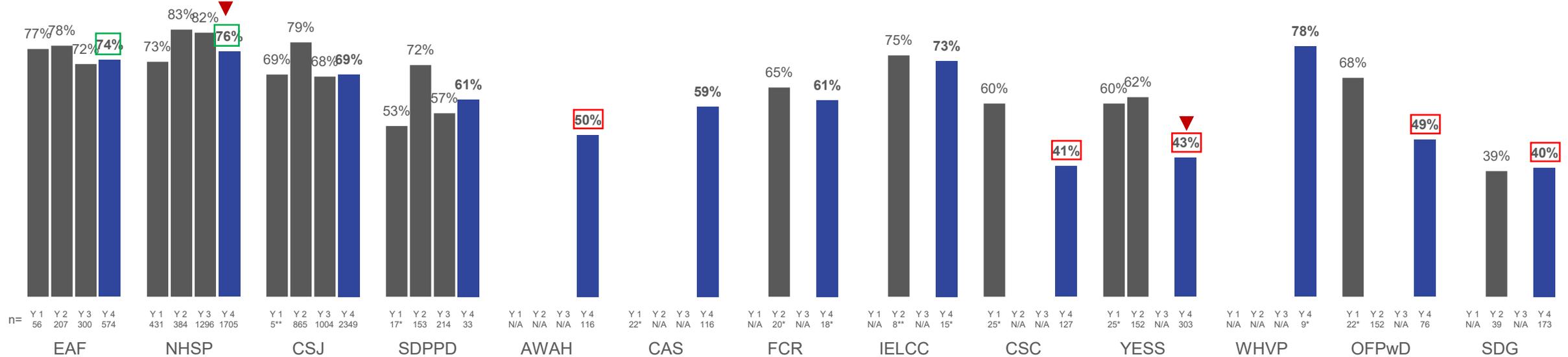
Detailed Quantitative Results By Program

26

Overall Satisfaction with Service Experience by Program (% rated 4 or 5)

- Applicants to NHSP and EAF were more likely to be satisfied with the service experience compared to all clients, while applicants to AWAH, CSC, YESS, OFPwD, and SDG were less likely to be satisfied.
- Compared to Year 3, satisfaction has declined among NHSP applicants (76%, -6 points). Satisfaction has also declined among YESS applicants compared to Year 2 results (which was the most recent year YESS applicants were included).

How satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [PROGRAM] to receiving a funding decision?



Q31. On a scale from 1 to 5, where 1 means 'very dissatisfied', and 5 means 'very satisfied', how dissatisfied or satisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision?
 Base: All respondents n=5520

Ease of End-to-End Journey by Program

- NHSP applicants were more likely to agree that they had to explain their situation only once and that it was clear what would happen next and when, and less likely to agree that overall, it was easy to apply, while CSJ applicants were more likely to agree that overall, it was easy to apply. EAF applicants were less likely to agree that completing steps online made the process easier, while applicants to SDPPD, AWAH, CSC, YESS, OFPwD, and SDG were less likely to agree to nearly all statements.
- Compared to Year 3, NHSP applicants provided lower ratings for overall it was easy to apply, I needed to explain my situation only once and it was easy to get help when I needed it. Further, SDG applicants provided higher ratings for it was easy to access service in a language I could speak and understand well, compared to Year 2 results, while YESS and CSC applicants provided lower ratings for it was easy to get help when I needed it, compared to Year 2 and Year 1 results respectively.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving a funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46*	153	17*
It was easy to access service in a language I could speak and understand well	91%	90%	91%	95%	89%	89%	89%	96%	90%	92%	92%	94%	91%	91%	91%	95%	92%	89%	88%	82%
Base: Applicants who used online channel – n=	1766	881	623	1067	58	44	27*	30	198	285	69	175	1055	373	375	802	8*	21*	23*	5**
Being able to complete steps online made the process easier for me	87%	84%	88%	82%	67%	82%	93%	90%	83%	82%	81%	75%	88%	85%	89%	83%	57%	67%	80%	60%
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46*	153	17*
Overall, it was easy for me to apply	78%	78%	79%	74%	77%	74%	75%	84%	71%	77%	78%	71%	81%	79%	82%	74%	49%	44%	69%	59%
Throughout the process it was clear what would happen next and when it would happen	68%	64%	69%	58%	67%	70%	66%	71%	74%	76%	77%	65%	68%	65%	71%	57%	45%	44%	60%	53%
I needed to explain my situation only once	67%	65%	67%	62%	67%	66%	67%	63%	70%	75%	75%	69%	68%	66%	67%	62%	47%	44%	63%	41%
It was easy to get help when I needed it	66%	63%	69%	61%	64%	64%	66%	63%	67%	72%	75%	69%	67%	64%	70%	61%	47%	44%	70%	65%

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Ease of End-to-End Journey by Program

- NHSP applicants were more likely to agree that they had to explain their situation only once and that it was clear what would happen next and when, and less likely to agree that overall, it was easy to apply, while CSJ applicants were more likely to agree that overall, it was easy to apply. EAF applicants were less likely to agree that completing steps online made the process easier, while applicants to SDPPD, AWAH, CSC, YESS, OFPwD, and SDG were less likely to agree to nearly all statements.
- Compared to Year 3, NHSP applicants provided lower ratings for overall it was easy to apply, I needed to explain my situation only once and it was easy to get help when I needed it. Further, SDG applicants provided higher ratings for it was easy to access service in a language I could speak and understand well, compared to Year 2 results, while YESS and CSC applicants provided lower ratings for it was easy to get help when I needed it, compared to Year 2 and Year 1 results respectively.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving a funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS		WHVP	OFPwD		SDG		
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
It was easy to access service in a language I could speak and understand well	91%	90%	91%	95%	82%	86%	94%	90%	87%	50%	91%	88%	85%	90%	96%	100%	90%	96%	89%	69%
Base: Applicants who used online channel – n=	1766	881	623	1067	30	6*	7*	3**	1*	0	69	9**	191	88	24*	0*	45	11*	98	9**
Being able to complete steps online made the process easier for me	87%	84%	88%	82%	80%	83%	71%	100%	-	-	82%	67%	77%	76%	71%	-	80%	91%	82%	78%
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9*	76	22*	173	39
Overall, it was easy for me to apply	78%	78%	79%	74%	55%	55%	61%	50%	73%	63%	58%	64%	61%	65%	76%	78%	55%	59%	58%	59%
Throughout the process it was clear what would happen next and when it would happen	68%	64%	69%	58%	53%	55%	44%	50%	67%	38%	39%	44%	43%	45%	52%	89%	50%	55%	43%	26%
I needed to explain my situation only once	67%	65%	67%	62%	53%	50%	28%	45%	53%	38%	55%	60%	50%	52%	48%	67%	41%	50%	45%	49%
It was easy to get help when I needed it	66%	63%	69%	61%	52%	46%	56%	80%	67%	50%	48%	72%	49%	60%	60%	78%	41%	55%	39%	46%

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Effectiveness of End-to-End Journey by Program

- CSJ applicants were more likely to agree they were able to move smoothly through all steps of the application process, while NHSP and EAF applicants were more likely to agree that the amount of time from gathering information to receiving a decision was reasonable. NHSP applicants were less likely to agree they were able to move smoothly through all steps, EAF applicants that they received consistent information, while SDPPD, AWAH, CSC, YESS, OFPwD, and SDG were less likely to agree to all statements.
- Compared to Year 3, CSJ applicants provided higher ratings for receiving consistent information and that it was clear what to do if they had a problem or question, while NHSP applicants provided lower ratings for moving smoothly through all steps and that it was clear what to do if they had a problem or question. YESS applicants also provided lower ratings for moving smoothly through all steps and the amount of time from start to finish was reasonable compared to Year 2 results, and CSC applicants for the amount of time from start to finish was reasonable compared to Year 1 results.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
I was able to move smoothly through all of the steps related to the application	78%	75%	78%	70%	75%	73%	73%	79%	70%	75%	77%	74%	80%	77%	80%	69%	51%	59%	71%	65%
I received consistent information	76%	73%	76%	72%	72%	75%	73%	79%	77%	79%	81%	76%	78%	73%	77%	71%	68%	57%	68%	59%
I was confident that any issues or problems would have been easily resolved	69%	67%	70%	63%	69%	67%	71%	75%	70%	73%	75%	69%	70%	68%	71%	62%	37%	50%	65%	41%
It was clear what to do if I had a problem or question	68%	65%	70%	62%	66%	63%	66%	70%	69%	74%	75%	70%	69%	65%	71%	61%	39%	52%	69%	71%
The amount of time it took, from when I started gathering information to when I got a decision on my application, was reasonable	60%	58%	66%	56%	65%	70%	70%	68%	67%	75%	75%	59%	60%	58%	68%	56%	43%	46%	46%	53%
Base: Applicants who used in-person channel – n=	124	44	29*	64	11*	3**	2**	2**	32	20*	12**	24*	60	16*	10**	33	0*	0	2**	0
I travelled a reasonable distance to access the Service Canada Office	55%	54%	41%	55%	42%	33%	-	-	52%	45%	42%	58%	57%	56%	40%	58%	-	-	100%	-

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Effectiveness of End-to-End Journey by Program

- CSJ applicants were more likely to agree they were able to move smoothly through all steps of the application process, while NHSP and EAF applicants were more likely to agree that the amount of time from gathering information to receiving a decision was reasonable. NHSP applicants were less likely to agree they were able to move smoothly through all steps, EAF applicants that they received consistent information, while SDPPD, AWAH, CSC, YESS, OFPwD, and SDG were less likely to agree to all statements.
- Compared to Year 3, CSJ applicants provided higher ratings for receiving consistent information and that it was clear what to do if they had a problem or question, while NHSP applicants provided lower ratings for moving smoothly through all steps and that it was clear what to do if they had a problem or question. YESS applicants also provided lower ratings for moving smoothly through all steps and the amount of time from start to finish was reasonable compared to Year 2 results, and CSC applicants for the amount of time from start to finish was reasonable compared to Year 1 results.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFPwD	SDG							
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
I was able to move smoothly through all of the steps related to the application	78%	75%	78%	70%	60%	55%	56%	65%	73%	50%	61%	60%	64%	80%	68%	89%	61%	55%	62%	54%
I received consistent information	76%	73%	76%	72%	55%	59%	50%	75%	53%	50%	59%	60%	53%	61%	72%	89%	57%	59%	58%	49%
I was confident that any issues or problems would have been easily resolved	69%	67%	70%	63%	53%	50%	44%	55%	53%	63%	47%	56%	50%	53%	48%	78%	49%	55%	45%	46%
It was clear what to do if I had a problem or question	68%	65%	70%	62%	53%	59%	50%	80%	67%	63%	47%	60%	52%	61%	68%	67%	51%	50%	44%	49%
The amount of time it took, from when I started gathering information to when I got a decision on my application, was reasonable	60%	58%	66%	56%	38%	32%	50%	55%	60%	63%	33%	56%	28%	43%	48%	89%	27%	36%	37%	23%
Base: Applicants who used in-person channel – n=	124	44	29*	64	2*	0*	1*	0**	0*	0**	2*	1**	8*	2**	0	0*	2*	3**	6*	1**
I travelled a reasonable distance to access the Service Canada Office	55%	54%	41%	55%	50%	-	-	-	-	-	45%	-	25%	50%	-	-	58%	67%	33%	-

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Emotion of End-to-End Journey by Program

- Applicants to EAF and YESS were less likely to agree they were provided service in their choice of English or French. YESS applicants were also less likely to agree that Service Canada phone representatives were helpful, while SDG applicants were less likely to say they were confident that their personal information was protected.
- CSJ applicants were more likely to agree they were provided service in their choice of English or French compared to Year 3, while YESS applicants were less likely to agree compared to Year 2 results.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46*	153	17*
I was provided with service in my choice of English or French	92%	91%	93%	96%	89%	92%	92%	93%	93%	93%	95%	96%	93%	91%	93%	96%	90%	91%	89%	94%
I was confident that my personal information was protected	82%	81%	83%	88%	82%	85%	83%	86%	83%	85%	87%	88%	82%	81%	83%	88%	73%	76%	80%	88%
Base: Applicants who used in-person channel – n=	124	44*	29*	64	11*	3*	2**	2**	32	20*	12*	24*	60	16*	10*	33	-	0	2**	0
Service Canada representatives that I dealt with in person were helpful	65%	68%	59%	73%	58%	67%	50%	100%	67%	60%	75%	79%	65%	69%	50%	73%	-	-	100%	-
Base: Applicants who used phone channel – n=	923	629	468	324	115	88	83	18*	327	271	94	92	382	220	176	183	-	6**	58	12*
Service Canada phone representatives were helpful	71%	67%	69%	72%	63%	68%	69%	67%	72%	77%	75%	78%	72%	66%	68%	72%	-	50%	82%	100%

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Emotion of End-to-End Journey by Program

- Applicants to EAF and YESS were less likely to agree they were provided service in their choice of English or French. YESS applicants were also less likely to agree that Service Canada phone representatives were helpful, while SDG applicants were less likely to say they were confident that their personal information was protected.
- CSJ applicants were more likely to agree they were provided service in their choice of English or French compared to Year 3, while YESS applicants were less likely to agree compared to Year 2 results.

Thinking about the overall service you received, from getting information about [PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR		IELCC		CSC	YESS			WHVP	OFFwD		SDG		
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39*
I was provided with service in my choice of English or French	92%	91%	93%	96%	88%	86%	89%	95%	87%	75%	90%	92%	88%	96%	96%	89%	89%	91%	89%	82%
I was confident that my personal information was protected	82%	81%	83%	88%	81%	77%	83%	90%	80%	75%	77%	88%	78%	85%	88%	100%	79%	95%	75%	64%
Base: Applicants who used in-person channel – n=	124	44*	29*	64	2*	-	1*	0**	-	0**	2*	10*	8*	2**	0	-	2*	3**	6*	1**
Service Canada representatives that I dealt with in person were helpful	65%	68%	59%	73%	50%	-	-	-	-	-	100%	100%	63%	100%	-	-	100%	33%	50%	62%
Base: Applicants who used phone channel – n=	923	629	468	324	14*	1*	-	2**	5*	1**	7*	5**	47	52	12*	-	12*	9*	13*	12*
Service Canada phone representatives were helpful	71%	67%	69%	72%	65%	100%	-	100%	60%	-	56%	80%	49%	56%	58%	-	59%	67%	28%	50%

Q30. Thinking about the overall service you received, from getting information about [INSERT PROGRAM] to receiving funding decision, how much do you agree or disagree with the following statements, using a 5-point scale where 1 means 'strongly disagree' and 5 means 'strongly agree'.

Most Impactful Changes to Improve Overall Experience by Program

- When asked what change would have improved their overall experience the most, applicants to EAF were more likely to say if it was clearer what would happen next in the process and what to do if they had a problem or question. NHSP applicants were more likely to say if it was easier to complete steps online, the amount of time to prepare the application was more reasonable and being able to move more smoothly through all steps. SDPPD applicants were more likely to say if the amount of time to prepare the application was more reasonable, while YESS and OFPwD applicants were more likely to indicate if the amount of time to prepare the application was more reasonable, while YESS applicants were also more likely to say if it was clearer what would happen next in the process.

Thinking about the entire process applying for [PROGRAM], which of the following changes would have improved your overall experience the most? – (Single select)

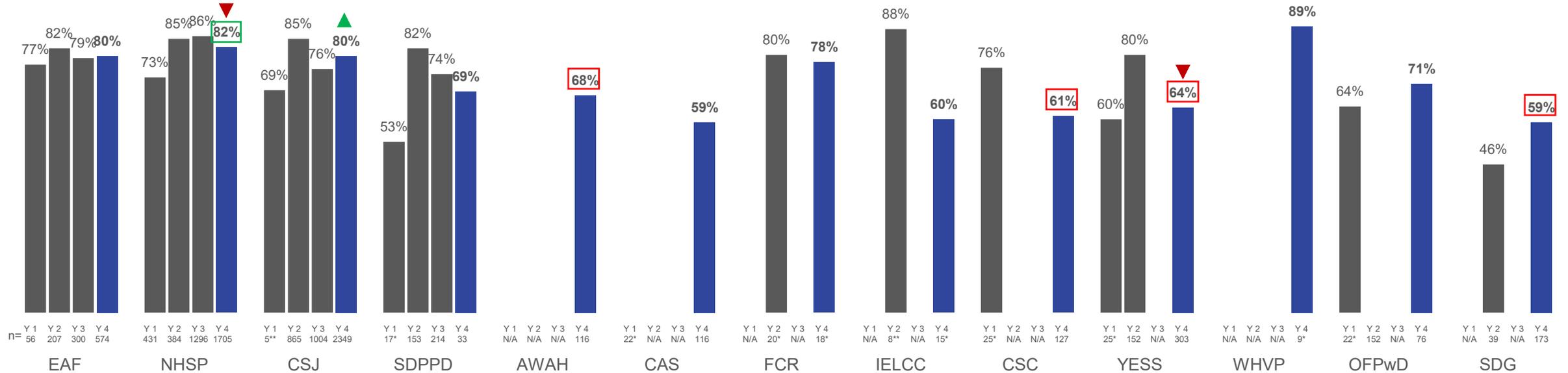
	EAF (n=574)	NHSP (n=1705)	CSJ (n=2349)	SDPPD (n=33)	AWAH (n=116)	CAS (n=22*)	FCR (n=18*)	IELCC (n=15*)	CSC (n=127)	YESS (n=303)	WHVP (n=9**)	OFPwD (n=76)	SDG (n=173)
The amount of time from when I start gathering information to when I get a decision was more reasonable	20%	21%	33%	18%	38%	36%	33%	40%	38%	41%	-	45%	33%
It was easier to complete steps online	16%	18%	15%	10%	11%	9%	22%	7%	11%	6%	22%	2%	13%
The amount of time to prepare the application was more reasonable	10%	18%	11%	33%	14%	18%	6%	7%	6%	12%	11%	15%	13%
It was more clear what will happen next in the process	19%	8%	12%	12%	13%	14%	11%	13%	15%	20%	22%	18%	14%
Being able to move more smoothly through all of the steps	9%	14%	9%	8%	8%	9%	-	7%	10%	6%	11%	5%	6%
It is clearer what to do if I had a problem or question	14%	7%	7%	15%	4%	5%	22%	13%	6%	4%	22%	3%	9%
It was easier to get help when I needed it	5%	7%	5%	4%	5%	5%	-	13%	9%	3%	11%	5%	5%
It was easier to resolve any issues or problems	5%	5%	5%	-	4%	5%	6%	-	2%	5%	-	5%	4%
It was easier to access service in a language I speak and understand well	2%	3%	2%	-	4%	-	-	-	4%	2%	-	2%	3%

Trust in Service Canada by Program (% rated 4 or 5)

- Applicants to NHSP were more likely to express trust in Service Canada compared to all clients, while applicants to AWAH, CSC, YESS and SDG were less likely.
- Compared to Year 3, applicants to CSJ were more likely to express trust in Service Canada, while those applying to NHSP were less likely. YESS applicants were also less likely to express trust compared to Year 2 results.

How much would you say you trust or distrust Service Canada to deliver services effectively to Canadians?

Trust in Service Canada remains strongly correlated to overall satisfaction (0.66).



Q32. On a scale from 1 to 5, where 1 means 'do not trust' at all and 5 means 'trust a great deal', how much do you trust or distrust Service Canada to deliver services effectively to Canadians?

Base: All respondents

Satisfaction with Service Channels by Program

- Applicants to YESS and SDG were less satisfied with many service channels. EAF applicants were less satisfied with the GCOS web portal and email support from a Service Canada office, while CSC applicants were less satisfied with email support from a Program Officer and a Service Canada office.
- Compared to Year 3, CSJ applicants were more likely to be satisfied with the 1-800 O-Canada phone line, while applicants to NHSP were less likely to be satisfied with email support from a Service Canada office. YESS applicants were less likely to be satisfied with email support from a Program Officer compared to Year 2.

How satisfied or dissatisfied were you with the overall quality of service you received from each of the following?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Email support from a Program Officer	(n=1366)	(n=842)	(n=627)	(n=445)	(n=181)	(n=93)	(n=74)	(n=12*)	(n=443)	(n=404)	(n=141)	(n=140)	(n=472)	(n=209)	(n=213)	(n=249)	(n=11*)	(n=17*)	(n=43)	(n=8**)
	79%	77%	79%	80%	74%	74%	80%	83%	79%	83%	80%	81%	81%	79%	80%	80%	67%	59%	83%	75%
GCOS web portal	(n=1766)	(n=881)	(n=623)	(n=1070)	(n=58)	(n=44)	(n=27*)	(n=30)	(n=198)	(n=285)	(n=69)	(n=177)	(n=1055)	(n=373)	(n=375)	(n=803)	(n=8**)	(n=21*)	(n=23*)	(n=5**)
	76%	72%	76%	67%	57%	75%	78%	77%	71%	73%	73%	67%	77%	73%	77%	66%	79%	57%	69%	80%
Government of Canada website	(n=3607)	(n=1871)	(n=1365)	(n=1159)	(n=400)	(n=186)	(n=150)	(n=42)	(n=1082)	(n=796)	(n=252)	(n=301)	(n=1414)	(n=565)	(n=621)	(n=728)	(n=24*)	(n=27*)	(n=100)	(n=12*)
	68%	66%	71%	66%	69%	66%	72%	76%	70%	72%	74%	70%	69%	67%	71%	65%	61%	59%	70%	33%
Email support from a Service Canada office	(n=3841)	(n=2442)	(n=1580)	(n=1243)	(n=463)	(n=248)	(n=165)	(n=50)	(n=1422)	(n=1123)	(n=323)	(n=356)	(n=1481)	(n=713)	(n=675)	(n=738)	(n=25*)	(n=37)	(n=138)	(n=16*)
	67%	68%	70%	65%	62%	61%	64%	68%	65%	73%	76%	72%	69%	70%	71%	64%	45%	38%	73%	38%
Service Canada office	(n=124)	(n=44)	(n=29)	(n=64)	(n=11*)	(n=3**)	(n=2**)	(n=2**)	(n=32)	(n=20*)	(n=12*)	(n=24*)	(n=60)	(n=16*)	(n=10*)	(n=33)	(n=0**)	(n=0)	(n=2**)	(n=0)
	65%	52%	62%	66%	53%	67%	-	50%	63%	70%	75%	71%	67%	50%	60%	67%	-	-	50%	-
1-800 O-Canada phone line	(n=190)	(n=94)	(n=72)	(n=72)	(n=18*)	(n=7**)	(n=6**)	(n=2**)	(n=82)	(n=46)	(n=18*)	(n=25*)	(n=76)	(n=32)	(n=37)	(n=44)	(n=0)	(n=0)	(n=5**)	(n=0)
	61%▲	42%	48%	49%	45%	43%	67%	-	50%	57%	50%	68%	66%▲	41%	49%	48%	-	-	71%	-
Telephone support from a Service Canada office	(n=806)	(n=573)	(n=427)	(n=286)	(n=101)	(n=83)	(n=81)	(n=17*)	(n=280)	(n=244)	(n=82)	(n=80)	(n=334)	(n=199)	(n=155)	(n=159)	(n=0)	(n=6**)	(n=33)	(n=2**)
	61%	62%	61%	61%	57%	61%	65%	65%	69%	72%	68%	68%	60%	62%	59%	60%	-	50%	61%	100%
Mail	(n=251)	(n=154)	(n=139)	(n=138)	(n=27*)	(n=9**)	(n=15*)	(n=2**)	(n=150)	(n=89)	(n=52)	(n=81)	(n=59)	(n=34)	(n=46)	(n=49)	(n=0)	(n=4**)	(n=14*)	(n=1**)
	57%	65%	58%	63%	31%	56%	47%	100%	61%	69%	56%	56%	58%	68%	61%	65%	-	50%	50%	-

Q26. On a scale from 1 to 5, where 1 means "very dissatisfied", and 5 means "very satisfied". How dissatisfied or satisfied were you with the overall quality of service you received from each of the following?

Base: Used channel at aware, apply or follow-up stage

Satisfaction with Service Channels by Program

- Applicants to YESS and SDG were less satisfied with many service channels. EAF applicants were less satisfied with the GCOS web portal and email support from a Service Canada office, while CSC applicants were less satisfied with email support from a Program Officer and a Service Canada office.
- Compared to Year 3, CSJ applicants were more likely to be satisfied with the 1-800 O-Canada phone line, while applicants to NHSP were less likely to be satisfied with email support from a Service Canada office. YESS applicants were less likely to be satisfied with email support from a Program Officer compared to Year 2.

How satisfied or dissatisfied were you with the overall quality of service you received from each of the following?

		TOP2BOX (% RATED 4/5)																			
		TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2	
Email support from a Program Officer	(n=1366)	(n=842)	(n=627)	(n=445)	(n=23*)	(n=3**)	(n=10**)	(n=11*)	(n=5**)	(n=4**)	(n=38)	(n=10*)	(n=105)	(n=76)	(n=9**)	(n=3**)	(n=24*)	(n=14*)	(n=48)	(n=18*)	
	79%	77%	79%	80%	66%	33%	90%	91%	80%	75%	43%	90%	67%	83%	78%	67%	68%	57%	51%	50%	
GCOS web portal	(n=1766)	(n=881)	(n=623)	(n=1070)	(n=30)	(n=6**)	(n=7**)	(n=3**)	(n=1**)	(n=0)	(n=69)	(n=9**)	(n=191)	(n=88)	(n=24*)	(n=0)	(n=45)	(n=11*)	(n=98)	(n=9**)	
	76%	72%	76%	67%	74%	100%	71%	67%	-	-	80%	78%	65%	69%	75%	-	61%	64%	57%	56%	
Government of Canada website	(n=3607)	(n=1871)	(n=1365)	(n=1159)	(n=87)	(n=19*)	(n=16*)	(n=14)	(n=11*)	(n=5**)	(n=101)	(n=21*)	(n=241)	(n=117)	(n=18*)	(n=7**)	(n=59)	(n=15*)	(n=146)	(n=30)	
	68%	66%	71%	66%	70%	84%	63%	71%	46%	60%	61%	52%	58%	60%	56%	71%	58%	60%	59%	50%	
Email support from a Service Canada office	(n=3841)	(n=2442)	(n=1580)	(n=1243)	(n=86)	(n=19*)	(n=16*)	(n=17*)	(n=12*)	(n=7**)	(n=42)	(n=24*)	(n=157)	(n=116)	(n=15*)	(n=9**)	(n=62)	(n=14*)	(n=47)	(n=35)	
	67%	68%	70%	65%	59%	63%	31%	65%	67%	71%	50%	71%	48%	54%	60%	33%	39%	57%	50%	43%	
Service Canada office	(n=124)	(n=44)	(n=29)	(n=64)	(n=2**)	(n=0)	(n=1**)	(n=0)	(n=0)	(n=0)	(n=2**)	(n=1**)	(n=8**)	(n=2**)	(n=0)	(n=8**)	(n=0)	(n=3**)	(n=2**)	(n=1**)	
	65%	52%	62%	66%	100%	-	-	-	-	-	45%	100%	50%	100%	-	-	-	33%	33%	-	
1-800 O-Canada phone line	(n=190)	(n=94)	(n=72)	(n=72)	(n=4**)	(n=0)	(n=0)	(n=0)	(n=0)	(n=1**)	(n=2**)	(n=0)	(n=5**)	(n=1**)	(n=0)	(n=0)	(n=1**)	(n=1**)	(n=2**)	(n=2**)	
	61% ▲	42%	48%	49%	48%	-	-	-	-	-	50%	-	20%	-	-	-	-	100%	50%	-	
Telephone support from a Service Canada office	(n=806)	(n=573)	(n=427)	(n=286)	(n=12*)	(n=1**)	(n=0)	(n=2**)	(n=5**)	(n=0)	(n=6**)	(n=5**)	(n=43)	(n=51)	(n=12*)	(n=0)	(n=11*)	(n=8**)	(n=13*)	(n=11*)	
	61%	62%	61%	61%	76%	100%	-	100%	80%	-	31%	80%	40%	59%	50%	-	66%	63%	30%	46%	
Mail	(n=251)	(n=154)	(n=139)	(n=138)	(n=3**)	(n=1**)	(n=0)	(n=0)	(n=1**)	(n=0)	(n=2**)	(n=2**)	(n=0)	(n=6**)	(n=2**)	(n=0)	(n=4**)	(n=1**)	(n=15*)	(n=0)	
	57%	65%	58%	63%	-	-	-	-	-	-	48%	-	-	83%	50%	-	-	100%	29%	-	

Q26. On a scale from 1 to 5, where 1 means "very dissatisfied", and 5 means "very satisfied". How dissatisfied or satisfied were you with the overall quality of service you received from each of the following?

Base: Used channel at aware, apply or follow-up stage

Number of Contacts by Program (1/2)

- Applicants to OFPwD (57%), YESS (49%), CSC (43%), SDG (39%) and AWAH (37%) were more likely to report contacting Service Canada 10 or more times.
- Conversely, applicants to NHSP were more likely to report contacting Service Canada 1-3 times (27%) and less likely to have done so 10 or more times (16%, -2 pts).
- Compared to Year 3, fewer NHSP applicants reported contacting Service Canada 4-6 times, while a higher proportion of NHSP and SDPP-D applicants said they don't know. Further, fewer CSC applicants reported contacting Service Canada 10+ times compared to Year 1 results.

Thinking about your overall experience, how many times did you use each of the following?

	NUMBER OF CONTACTS BY PROGRAM																							
	TOTAL # OF TIMES				OVERALL SATISFACTION (% T2B)				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents - n=	5276	2948	1905	1547	5276	3041	1905	1547	560	297	204	56	1633	1278	379	430	2191	940	845	942	32	45	148	17*
1-3 times	22%	22%	19%	12%	72%▼	79%	83%	79%	20%	23%	26%	14%	27%	26%	21%	18%	22%	22%	18%	12%	15%	22%	19%	12%
4-6 times	21%	23%	21%	19%	73%	72%	82%	75%	19%	19%	17%	18%	19%▼	24%	22%	25%	22%	24%	21%	19%	10%	9%	21%	12%
7-9 times	11%	9%	13%	15%	75%	76%	76%	75%	10%	9%	12%	14%	11%	11%	16%	16%	11%	9%	13%	15%	6%	9%	10%	12%
10+ times	23%	23%	28%	41%	66%▲	59%	73%	62%	22%	19%	20%	36%	16%	18%	21%	26%	23%	23%	29%	42%	33%	44%	23%	41%
Don't know	24%	22%	20%	13%	67%	67%	76%	69%	29%	30%	25%	18%	28%▲	22%	20%	15%	23%	21%	19%	12%	36%▲	16%	26%	24%

Q25. Thinking about your overall experience, how many times did you [IF MULTIPLE SOURCES 'use each of the following' IF ONLY ONE SOURCE 'use the following']? Please provide one response per item.

Number of Contacts by Program (2/2)

Thinking about your overall experience, how many times did you use each of the following?

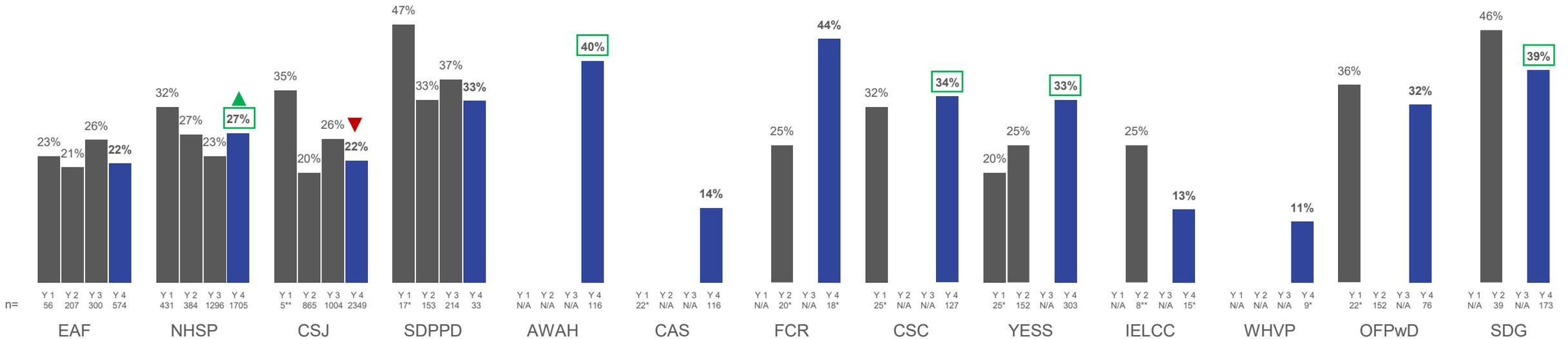
	NUMBER OF CONTACTS BY PROGRAM																							
	TOTAL # OF TIMES				OVERALL SATISFACTION (% T2B)				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5276	2948	1905	1547	5276	3041	1905	1547	108	21*	18*	20*	15*	8**	121	25*	295	150	25*	9**	76	21*	167	39
1-3 times	22%	22%	19%	12%	72%	79%	83%	79%	10%	5%	6%	15%	47%	-	12%	8%	9%	9%	8%	-	10%	-	9%	5%
4-6 times	21%	23%	21%	19%	73%	72%	82%	75%	18%	5%	17%	10%	13%	-	18%	8%	9%	8%	8%	-	5%	5%	17%	15%
7-9 times	11%	9%	13%	15%	75%	76%	76%	75%	7%	10%	11%	10%	7%	13%	5%	-	6%	5%	-	-	8%	10%	9%	5%
10+ times	23%	23%	28%	41%	66%	59%	73%	62%	37%	52%	44%	60%	13%	13%	43%	68%	49%	55%	72%	33%	57%	67%	39%	44%
Don't know	24%	22%	20%	13%	67%	67%	76%	69%	28%	29%	22%	5%	20%	75%	23%	16%	28%	24%	12%	67%	20%	19%	26%	31%

Q25. Thinking about your overall experience, how many times did you [IF MULTIPLE SOURCES 'use each of the following' IF ONLY ONE SOURCE 'use the following']]? Please provide one response per item.

Encountered a Problem by Program - % Yes

- Those applying to NHSP, AWAH, CSC, YESS and SDG were more likely to say they encountered a problem.
- Compared to Year 3, applicants to NHSP were more likely to have experienced a problem or issue, while CSJ applicants were less likely.

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



Q27. Thinking about your overall experience getting information and applying for [INSERT PROGRAM], did you experience any problems or issues during this process?

Base: All respondents n=5520

Explanation of Problem or Issue by Program (1/2)

- Among those who experienced a problem or issue, CSC, YESS, and NHSP applicants were more likely to mention several. EAF, AWAH, and SDG applicants were more likely to say that completing the budget document was complicated or the information on the program was difficult to understand. AWAH applicants were also more likely to say the application form was too long, and SDG applicants that the application requirements were difficult to understand or that it took too long to receive an update on their application.
- Compared to Year 3, CSJ applicants were more likely to say the online account creation and online process was confusing, and the application form was complicated, NHSP applicants that it took too long to receive an update and the online account creation was confusing, and EAF applicants that they received different answers from different Program Officers. SDG applicants were less likely to say that the information on the program was difficult to understand compared to Year 2 results.

How would you describe the problem or issue you experienced?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: Experienced problem or issue – n=	1414	800	482	517	123	78	43	13*	465	298	104	137	521	263	175	332	10*	88	51	8**
Took too long to receive a funding decision	▼37%	44%	34%	43%	30%	31%	23%	39%	22%	18%	20%	39%	38%	45%	33%	43%	69%	55%	57%	25%
Technical difficulties	27%	24%	27%	-	34%	27%	42%	-	39%	44%	33%	-	24%	22%	27%	-	19%	25%	9%	-
Took too long to receive an update on my application	▼25%	31%	23%	37%	19%	24%	19%	31%	▲15%	10%	11%	18%	▼25%	32%	21%	38%	32%	51%	55%	38%
Online account creation was confusing	▲21%	13%	18%	-	12%	8%	5%	-	▲20%	13%	13%	-	▲22%	13%	21%	-	26%	17%	1%	-
Completing the budget document was complicated	20%	-	-	-	28%	-	-	-	33%	-	-	-	15%	-	-	-	26%	-	-	-
Online application process was confusing	▲19%	14%	19%	-	18%	18%	12%	-	30%	33%	27%	-	▲17%	11%	20%	-	6%	15%	2%	-
Application form was complicated	▲18%	12%	19%	-	18%	27%	19%	-	36%	31%	21%	-	▲14%	9%	18%	-	37%	41%	13%	-
Application form was too long	18%	15%	21%	-	12%	19%	14%	-	33%	29%	24%	-	15%	13%	21%	-	31%	35%	10%	-
Website information was confusing	17%	13%	19%	15%	16%	21%	16%	23%	16%	13%	15%	14%	17%	13%	20%	15%	-	16%	9%	13%
Application requirements were difficult to understand	15%	14%	13%	16%	19%	28%	14%	46%	28%	22%	21%	31%	11%	12%	9%	14%	13%	32%	25%	-
Government of Canada website information was confusing	12%	10%	11%	-	10%	14%	7%	-	8%	7%	11%	-	13%	9%	12%	-	13%	20%	4%	-
I received different answers from different Program Officers	12%	9%	16%	22%	▲14%	3%	9%	15%	8%	7%	9%	18%	12%	10%	18%	22%	13%	7%	21%	25%
Information on the program was difficult to understand	9%	7%	11%	16%	15%	17%	12%	31%	14%	13%	16%	20%	7%	5%	7%	15%	-	25%	16%	13%
Staff were not knowledgeable / could not answer my questions	8%	10%	10%	13%	9%	8%	5%	8%	6%	5%	8%	9%	8%	10%	10%	13%	-	18%	8%	-
Telephone lines were busy	7%	10%	11%	16%	6%	5%	2%	23%	8%	5%	7%	10%	8%	10%	13%	16%	-	10%	10%	13%
The information session was confusing	3%	2%	n/a	n/a	7%	5%	n/a	n/a	5%	4%	n/a	n/a	2%	2%	n/a	n/a	-	10%	n/a	n/a

255 Note: Only responses of 3% or more for Year 4 Totals are shown. *small sample size **very small sample size
 Q28. How would you describe the problem or issue you experienced? Select all that apply.
 Base: Experienced problem or issue (n=1414)



Significantly higher/lower than Year 3



Significantly higher/lower than total

Explanation of Problem or Issue by Program (2/2)

- Among those who experienced a problem or issue, CSC, YESS, and NHSP applicants were more likely to mention several. EAF, AWAH, and SDG applicants were more likely to say that completing the budget document was complicated or the information on the program was difficult to understand. AWAH applicants were also more likely to say the application form was too long, and SDG applicants that the application requirements were difficult to understand or that it took too long to receive an update on their application.
- Compared to Year 3, CSJ applicants were more likely to say the online account creation and online process was confusing, and the application form was complicated, NHSP applicants that it took too long to receive an update and the online account creation was confusing, and EAF applicants that they received different answers from different Program Officers. SDG applicants were less likely to say that the information on the program was difficult to understand compared to Year 2 results.

How would you describe the problem or issue you experienced?

	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: Experienced problem or issue – n=	1414	800	482	517	47	3**	8**	5**	2**	2**	43	8**	101	38	5**	1**	24*	8**	66	18*
Took too long to receive a funding decision	37%▼	44%	34%	43%	47%	-	63%	-	-	50%	58%	63%	64%	61%	60%	-	50%	50%	45%	72%
Technical difficulties	27%	24%	27%	-	13%	33%	38%	40%	-	-	10%	-	28%	26%	-	-	22%	-	29%	11%
Took too long to receive an update on my application	25%▼	31%	23%	37%	36%	33%	38%	-	-	100%	53%	63%	56%	45%	80%	-	39%	-	40%	39%
Online account creation was confusing	21%▲	13%	18%	-	21%	-	13%	-	-	-	8%	-	8%	18%	-	-	14%	-	24%	17%
Completing the budget document was complicated	20%	-	-	-	51%	33%	-	-	50%	-	40%	-	44%	-	-	100%	39%	-	46%	-
Online application process was confusing	19%▲	14%	19%	-	15%	-	13%	-	-	-	14%	-	16%	13%	-	-	18%	-	13%	6%
Application form was complicated	18%▲	12%	19%	-	21%	33%	13%	20%	50%	50%	22%	-	26%	13%	-	-	13%	-	21%	28%
Application form was too long	18%	15%	21%	-	32%	-	25%	20%	-	50%	31%	-	27%	16%	-	-	17%	-	24%	28%
Website information was confusing	17%	13%	19%	15%	15%	33%	-	-	-	50%	26%	25%	18%	13%	-	-	17%	50%	26%	39%
Application requirements were difficult to understand	15%	14%	13%	16%	21%	33%	-	-	-	50%	29%	25%	21%	8%	-	-	28%	63%	27%	28%
Government of Canada website information was confusing	12%	10%	11%	-	9%	-	-	-	-	-	5%	-	9%	3%	-	-	11%	-	18%	33%
I received different answers from different Program Officers	12%	9%	16%	22%	15%	33%	-	-	-	50%	19%	75%	17%	26%	20%	-	8%	38%	6%	11%
Information on the program was difficult to understand	9%	7%	11%	16%	23%	33%	13%	-	50%	50%	13%	38%	12%	13%	20%	-	20%	63%	21%▼	44%
Staff were not knowledgeable / could not answer my questions	8%	10%	10%	13%	6%	-	13%	-	50%	50%	16%	50%	16%	18%	20%	-	8%	38%	7%	17%
Telephone lines were busy	7%	10%	11%	16%	4%	-	13%	-	-	-	7%	-	6%	5%	20%	-	-	-	6%	11%
The information session was confusing	3%	2%	n/a	n/a	7%	-	13%	-	-	-	7%	-	7%	-	-	-	-	-	6%	-

256 Note: Only responses of 3% or more for Year 4 Totals are shown. *small sample size **very small sample size
 Q28. How would you describe the problem or issue you experienced? Select all that apply.
 Base: Experienced problem or issue (n=1414)



Significantly higher/lower than Year 3

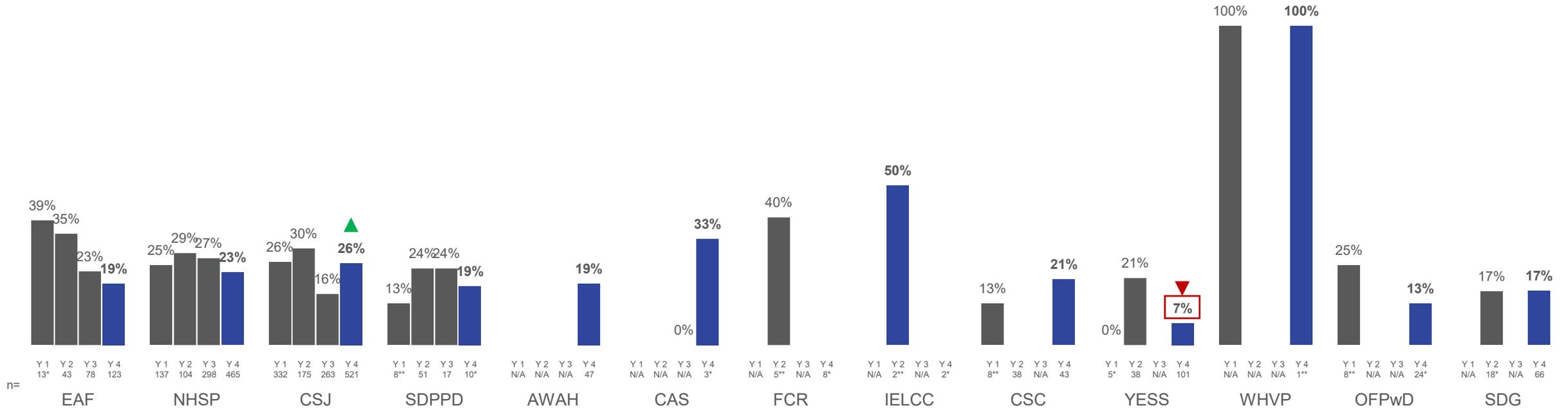


Significantly higher/lower than total

Ease of Issue Resolution by Program (% rated 4 or 5)

- One quarter (24%) of those who experienced a problem felt that it was easily resolved, an increase of 7 points compared to Year 3 though still below the highest level, reached in Year 2 (29%). Close to four in ten (37%) disagree that the problem was easily resolved, a 9 point decline and the lowest level recorded during the four years of the study.
- Those who applied to YESS and experienced a problem or issue were less likely to say it was easily resolved.
- Compared to Year 3, applicants to CSJ were more likely to feel their problem was easily resolved. YESS applicants were less likely to feel their problem was easily resolved compared to Year 2 results.

The problem or issue was easily resolved.



Q29. On a scale from 1 to 5, where 1 is "strongly disagree" and 5 is "strongly agree", how much would you agree or disagree that the problem or issue was easily resolved?
 Base: Experienced problem or issue (n=1414)

Channel Use Pre-Application to Learn About the Program by Program (2/2)

- Considerable differences were observed across programs in the channels used by applicants when learning about the program.
- Compared to Year 3, CSJ applicants were more likely to have received an email from the program directly or to have participated in a GoC info session/ webinar. EAF applicants were more likely to have gone to the GoC website for the program, the website for other levels of government, or other websites. NHSP applicants were more likely to have gone to the GoC website for the program or talked to peers / community network. YESS applicants were more likely to have gone to the GoC website, while SDGP applicants were less likely to have talked to peers/ community network or to have called a Service Canada office directly compared to Year 2 results.

Which of the following did you use to find out about [PROGRAM] before you applied?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
Received an email from the Government of Canada, ESDC or program directly	59%▲	52%	57%	51%	26%▼	37%	23%	32%	38%▼	49%	57%	50%	65%▲	54%	62%	52%	69%	54%	26%	41%
Went online to the Government of Canada website for the program	52%▲	48%	48%	n/a	56%▲	49%	52%	n/a	53%▲	49%	51%	n/a	51%	48%	47%	n/a	53%	46%	43%	n/a
Used the applicant guide for program	46%	45%	-	-	51%	45%	-	-	50%	49%	-	-	45%	44%	-	-	55%	48%	-	-
Talked to my peers / community network	27%	27%	23%	29%	26%	30%	21%	30%	38%▲	34%	26%	34%	25%	26%	21%	29%	35%	26%	43%	24%
Went online to the Government of Canada website (servicecanada.gc.ca)	22%	20%	25%	60%	31%	27%	28%	66%	21%	23%	21%	52%	20%	18%	24%	61%	40%	26%	31%	53%
Participated in a Government of Canada information session or webinar	12%▲	10%	12%	10%	13%	15%	6%	7%	13%▼	16%	11%	20%	11%▲	8%	12%	8%	31%	33%	11%	12%
Talked to my local Member of Parliament (MP)	11%	9%	15%	18%	9%	7%	8%	14%	15%	17%	17%	15%	11%	9%	16%	19%	4%	2%	5%	-
Emailed a Program Officer for program directly	10%	10%	11%	10%	14%	12%	12%	7%	10%	11%	14%	14%	9%	10%	10%	9%	29%	14%	11%	-
Went online to websites for other levels of government (provincial, territorial or municipal)	5%	4%	5%	8%	10%▲	6%	11%	7%	6%	6%	5%	8%	4%	3%	5%	8%	6%	7%	4%	18%
Used social media to get information	4%▼	5%	5%	5%	6%	7%	6%	5%	8%	7%	7%	3%	3%	4%	4%	5%	6%	2%	14%	6%
Went online to other websites	4%	3%	3%	4%	8%▲	4%	4%	11%	4%	3%	4%	4%	3%	3%	3%	3%	4%	7%	9%	6%
Emailed a Service Canada office	3%	3%	4%	5%	3%	2%	2%	5%	3%	3%	4%	6%	3%	3%	5%	5%	6%	-	3%	-
Called a Service Canada office directly	2%	2%	3%	5%	2%	1%	1%	5%	2%	3%	3%	4%	2%	2%	3%	5%	-	2%	3%	-
Called 1800 O Canada phone line	2%	1%	2%	2%	2%	1%	1%	-	2%▲	1%	1%	3%	2%▲	1%	2%	2%	-	-	2%	-
Went to a Service Canada office	1%	0%	1%	1%	1%	1%	-	-	1%▲	0%	1%	2%	1%▲	0%	1%	1%	-	-	1%	-
NONE OF THESE	3%	3%	4%	4%	5%	6%	9%	7%	2%	2%	3%	5%	3%	4%	4%	4%	-	4%	4%	12%

Q2. Which of the following did you use to find out about [INSERT PROGRAM] before you applied? Consider all the methods you used to learn about the program before filling out the application. Please select all that apply.
 Base: All respondents. Note: In Year 3 the response option "Used the applicant guide for [program]" was added. In Year 1 the following answer choice wording did not mention the specific program applied to: "Emailed a program officer directly" and "Received an email from the funding program directly".

*small sample size **very small sample size Significantly higher/lower than total ▲ ▼ Significantly higher/lower than Year 3

Channel Use Pre-Application to Learn About the Program by Program (2/2)

- Considerable differences were observed across programs in the channels used by applicants when learning about the program.
- Compared to Year 3, CSJ applicants were more likely to have received an email from the program directly or to have participated in a GoC info session/ webinar. EAF applicants were more likely to have gone to the GoC website for the program, the website for other levels of government, or other websites. NHSP applicants were more likely to have gone to the GoC website for the program or talked to peers / community network. YESS applicants were more likely to have gone to the GoC website, while SDG applicants were less likely to have talked to peers/ community network or to have called a Service Canada office directly compared to Year 2 results.

Which of the following did you use to find out about [PROGRAM] before you applied?

	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFpWd		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
Received an email from the Government of Canada, ESDC or program directly	▲ 59%	52%	57%	51%	38%	27%	33%	20%	53%	50%	42%	36%	55%	55%	60%	22%	54%	32%	32%	23%
Went online to the Government of Canada website for the program	▲ 52%	48%	48%	-	52%	64%	61%	45%	53%	38%	57%	-	62%	57%	-	67%	67%	-	62%	56%
Used the applicant guide for program	46%	45%	-	-	51%	55%	44%	-	53%	-	52%	-	58%	-	-	78%	57%	-	49%	-
Talked to my peers / community network	27%	27%	23%	29%	28%	36%	22%	45%	53%	25%	27%	20%	25%	22%	24%	44%	28%	50%	33%	51%
Went online to the Government of Canada website (servicecanada.gc.ca)	22%	20%	25%	60%	39%	46%	33%	40%	47%	25%	43%	72%	38%	28%	60%	67%	34%	55%	55%	49%
Participated in a Government of Canada information session or webinar	▲ 12%	10%	12%	10%	24%	27%	17%	-	7%	13%	23%	48%	30%	28%	48%	33%	27%	18%	27%	21%
Talked to my local Member of Parliament (MP)	11%	9%	15%	18%	12%	-	-	-	-	-	6%	8%	6%	7%	-	-	2%	5%	3%	5%
Emailed a Program Officer for program directly	10%	10%	11%	10%	9%	-	22%	20%	20%	-	16%	16%	23%	29%	24%	22%	24%	14%	14%	21%
Went online to websites for other levels of government (provincial, territorial or municipal)	5%	4%	5%	8%	8%	14%	11%	5%	-	-	4%	8%	6%	4%	8%	-	8%	9%	12%	8%
Used social media to get information	▼ 4%	5%	5%	5%	7%	9%	-	-	-	-	5%	8%	3%	4%	-	-	2%	5%	6%	3%
Went online to other websites	4%	3%	3%	4%	7%	14%	17%	-	7%	-	5%	12%	4%	2%	4%	-	4%	5%	16%	10%
Emailed a Service Canada office	3%	3%	4%	5%	2%	-	-	-	7%	-	6%	4%	4%	1%	8%	-	2%	18%	5%	-
Called a Service Canada office directly	2%	2%	3%	5%	3%	-	-	-	7%	-	2%	4%	1%	3%	8%	-	4%	5%	2%	10%
Called 1800 O Canada phone line	2%	1%	2%	2%	2%	-	-	-	-	-	-	-	0%	-	-	-	2%	-	1%	3%
Went to a Service Canada office	1%	0%	1%	1%	1%	-	-	-	-	-	1%	-	0%	-	-	-	2%	-	2%	-
NONE OF THESE	3%	3%	4%	4%	4%	-	11%	5%	-	25%	3%	8%	3%	5%	4	11%	1%	14%	2%	3%

Q2. Which of the following did you use to find out about [INSERT PROGRAM] before you applied? Consider all the methods you used to learn about the program before filling out the application. Please select all that apply.

Base: All respondents. Note: In Year 3 the response option "Used the applicant guide for [program]" was added. In Year 1 the following answer choice wording did not mention the specific program applied to: "Emailed a program officer directly" and "Received an email from the funding program directly".

*small sample size **very small sample size

Significantly higher/lower than total

Significantly higher/lower than Year 3

Ease of Use of Government of Canada Website by Program

- Of those who used the GoC website, CSC and SDG applicants were less likely to feel it was easy to find nearly all types of information. EAF, NHSP, and AWAH applicants were less likely to say it was easy to determine if their organization was eligible for funding. NHSP applicants were also less likely to feel it was easy to determine when the application period takes place, the steps to apply for funding and find what information they need to provide when applying, and more likely to feel it was easy to determine the amount of time each phase is anticipated to take. YESS applicants were less likely to feel it was easy to find general information about the program or determine the amount of time each phase is anticipated to take.
- Compared to Year 3, CSJ applicants were more likely to feel it was easy to determine if their organization was eligible for funding and when the application period takes place. EAF applicants were more likely to feel it was easy to understand the program information, while NHSP applicants were less likely. SDG applicants were more likely to feel it was easy to determine if their organization was eligible for funding, to find general information, understand information about the program, and determine the amount of time each phase of the process is anticipated to take.

How difficult or easy was it to find the following information about [PROGRAM] on the Government of Canada website?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: Used GoC website – n=	3276	1682	1092	902	373	166	125	37	987	706	203	224	1264	519	473	573	22*	25*	87	9**
Determine if your organization is eligible for funding	86%▲	80%	84%	83%	81%□	82%	77%	84%	83%□	84%	85%	84%	87%▲	80%	87%	83%	70%	76%	65%	44%
Determine when the application period for takes place	85%▲	79%	83%	n/a	84%	77%	80%	n/a	81%□	80%	83%	n/a	87%▲	79%	84%	n/a	76%	84%	68%	n/a
Find general information	84%	82%	82%	82%	84%	79%	82%	89%	85%	84%	85%	85%	85%	83%	83%	82%	67%	64%	66%	44%
Determine the steps to apply for funding	80%	81%	81%	78%	81%	77%	78%	87%	77%□	79%	86%	82%	82%	81%	82%	77%	58%	64%	63%	44%
Find out what information you need to provide when applying	79%	79%	79%	78%	80%	75%	75%	78%	75%□	78%	80%	79%	80%	80%	80%	79%	68%	60%	66%	33%
Understand the information about program	79%	77%	80%	76%	79%▲	71%	79%	78%	77%▼	81%	85%	80%	80%	77%	81%	76%	79%	72%	69%	33%
Determine the amount of time each phase of the application process is anticipated to take	58%	56%	58%	n/a	59%	63%	62%	n/a	64%▲	69%	65%	n/a	58%	55%	59%	n/a	47%	48%	40%	n/a

Q5. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.

Ease of Use of Government of Canada Website by Program

- Of those who used the GoC website, CSC and SDG applicants were less likely to feel it was easy to find nearly all types of information. EAF, NHSP, and AWAH applicants were less likely to say it was easy to determine if their organization was eligible for funding. NHSP applicants were also less likely to feel it was easy to determine when the application period takes place, the steps to apply for funding and find what information they need to provide when applying, and more likely to feel it was easy to determine the amount of time each phase is anticipated to take. YESS applicants were less likely to feel it was easy to find general information about the program or determine the amount of time each phase is anticipated to take.
- Compared to Year 3, CSJ applicants were more likely to feel it was easy to determine if their organization was eligible for funding and when the application period takes place. EAF applicants were more likely to feel it was easy to understand the program information, while NHSP applicants were less likely. SDG applicants were more likely to feel it was easy to determine if their organization was eligible for funding, to find general information, understand information about the program, and determine the amount of time each phase of the process is anticipated to take.

How difficult or easy was it to find the following information about [PROGRAM] on the Government of Canada website?

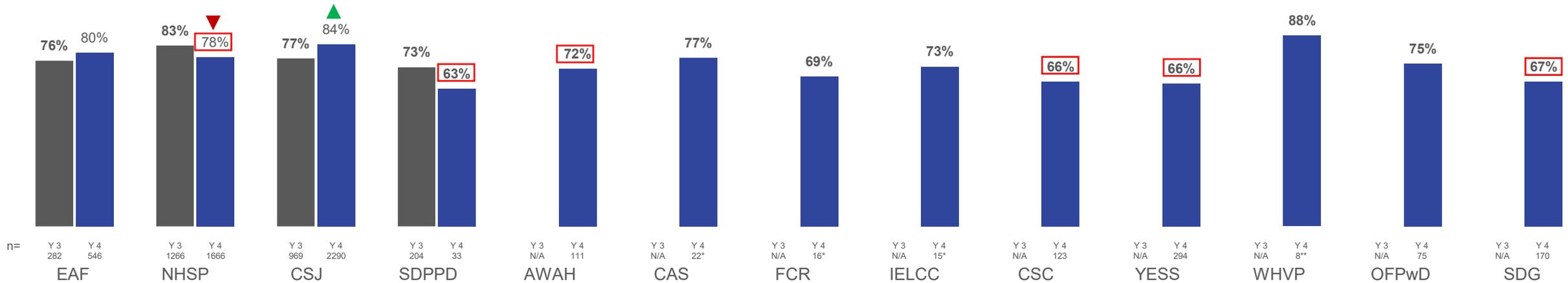
	TOP2BOX (% RATED 4/5)																				
	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFPwD			SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2	
Base: Used GoC website – n=	3276	1682	1092	902	74	18*	13*	12*	11*	3**	92	18*	223	99	15*	7**	55	12*	137	28*	
Determine if your organization is eligible for funding	86%▲	80%	84%	83%	76%	94%	85%	75%	73%	67%	79%	72%	86%	89%	80%	57%	84%	67%	75%	39%	
Determine when the application period for takes place	85%▲	79%	83%	n/a	85%	89%	69%	75%	82%	67%	72%	-	81%	81%	n/a	86%	84%	n/a	73%	71%	
Find general information	84%	82%	82%	82%	77%	83%	77%	58%	73%	67%	65%	67%	77%	84%	87%	71%	83%	50%	76%	57%	
Determine the steps to apply for funding	80%	81%	81%	78%	80%	94%	46%	67%	82%	33%	70%	67%	78%	82%	93%	57%	80%	58%	67%	57%	
Find out what information you need to provide when applying	79%	79%	79%	78%	72%	83%	54%	83%	82%	67%	68%	78%	75%	84%	80%	71%	73%	50%	59%	50%	
Understand the information about program	79%	77%	80%	76%	74%	67%	62%	75%	73%	67%	56%	56%	74%	83%	73%	71%	76%	50%	73%	43%	
Determine the amount of time each phase of the application process is anticipated to take	58%	56%	58%	n/a	54%	56%	31%	42%	27%	33%	37%	n/a	43%	39%	n/a	57%	45%	n/a	46%	18%	

Q5. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how difficult or easy was it to find the following information about [INSERT PROGRAM] on the Government of Canada website? Select one response per item.

Able to Find Information in Reasonable Amount of Time (T2B)

- More than eight in ten (82%, +5 pts) applicants said they were able to find the information needed (online, in person, or by phone) within a reasonable amount of time, higher than in Year 3.
- NHSP, SDPPD, AWAH, CSC, YESS and SDG applicants were less likely to say they could find the information they needed in a reasonable amount of time.
- Compared to Year 3, CSJ applicants were more likely to say they could find the information in a reasonable amount of time, while NHSP applicants were less likely.

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? (Top two box, 4/5)



5b. How much do you agree or disagree that you were able to find the information you needed (online, in person, or by phone) within a reasonable amount of time? Please use a scale of 1 to 5, where 1 is “strongly disagree” and 5 is “strongly agree”.

Base: Used at least one channel during aware stage (n=5369)

New question added in Year 3

▲ ▼ Significantly higher/lower than Year 3
 □ □ Significantly higher/lower than total

Most Impactful Changes to Improve Ease of GoC Website

- EAF applicants were more likely to say determining when the application period takes place or if your organization is eligible for funding, NHSP applicants finding out what information they need to provide when applying, YESS applicants determining the amount of time each phase is anticipated to take, AWAH finding general information about the program, and SDG applicants determining if your organization is eligible for funding or understanding information about the program.

When learning about [INSERT PROGRAM] on the Government of Canada website, which of the following changes would have improved your experience the most? If it were easier to...

	EAF	NHSP	CSJ	SDPPD	AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OPFwD	SDG
	(n=373)	(n=987)	(n=1264)	(n=22*)	(n=74)	(n=18*)	(n=13*)	(n=11*)	(n=92)	(n=223)	(n=7**)	(n=55)	(n=137)
Determine the amount of time each phase of the application process is anticipated to take	33%	30%	41%	38%	27%	44%	39%	27%	46%	48%	14%	51%	29%
Find out what information you need to provide when applying	18%	26%	17%	12%	22%	17%	31%	18%	20%	13%	43%	14%	24%
Determine when the application period for program takes place	13%	11%	10%	9%	8%	11%	-	-	8%	6%	-	9%	8%
Determine the steps to apply for funding	8%	9%	10%	9%	11%	6%	-	9%	12%	5%	14%	4%	5%
Determine if your organization is eligible for program funding	12%	10%	9%	5%	10%	11%	23%	-	3%	9%	14%	7%	15%
Understand the information about program	9%	8%	8%	3%	8%	6%	-	18%	4%	11%	14%	10%	13%
Find general information about	6%	5%	7%	25%	15%	6%	8%	27%	6%	8%	-	5%	5%

5c. When learning about [INSERT PROGRAM] on the Government of Canada website, which of the following changes would have improved your experience the most? If it were easier to... SINGLE SELECT

Base: Used Government of Canada website (n=3276)

New question added in Year 3

 Significantly higher/lower than total

Channel Use for Application Preparation by Program (1/2)

- Applicants to NHSP, EAF, AWAH, CSC, YESS, and SDP were more likely to have used several channels to prepare and complete their application. CSJ applicants were less likely to have talked to peers/community network, participated in a government info session/webinar or worked with a private consultant. The applicant guide continued to be the most commonly used channel across all programs, followed by the GoC website for the program.
- Compared to Year 3, EAF and CSJ applicants were more likely to have gone online to other websites for information and SDPPD applicants were more likely to have used the applicant guide. NHSP applicants were more likely to have talked to peers/ community network or their local MP and less likely to have went to the GoC Website, emailed a program officer directly, or went online to other websites, while EAF applicants were less likely to have talked to their local MP. YESS applicants were more like to have talked to peers/ community network and less likely to have gone to the GoC website or emailed a Program Officer directly compared to Year 2, while SDG applicants were less likely to have emailed a Program Officer directly or a SC office.

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
Used the applicant guide for program	63%▲	59%	n/a	n/a	68%	67%	n/a	n/a	71%	71%	n/a	n/a	61%	57%	n/a	n/a	84%	67%	n/a	n/a
Went online to the Government of Canada website for program	48%	45%	n/a	n/a	51%	54%	n/a	n/a	50%	49%	n/a	n/a	47%	44%	n/a	n/a	57%	26%	n/a	n/a
Talked to my peers/community network	24%	22%	24%	26%	25%	29%	26%	36%	39%▲	33%	38%	36%	20%	20%	20%	25%	45%	35%	33%	35%
Went online to the Government of Canada website	19%	19%	43%	49%	22%	22%	41%	45%	17%▼	20%	35%	47%	19%	18%	46%	49%	23%	50%	32%	53%
Emailed a Program Officer for program directly	17%	18%	24%	23%	28%	28%	33%	18%	21%▼	27%	33%	27%	16%	16%	21%	22%	23%	30%	23%	47%
Participated in a Government of Canada information session or webinar	14%	12%	17%	11%	20%	18%	8%	4%	19%	19%	21%	28%	11%	10%	15%	8%	47%	46%	15%	41%
Went online to other websites for information	8%	6%	11%	11%	11%▲	6%	7%	16%	7%▼	15%	12%	14%	7%▲	5%	12%	15%	13%	13%	3%	6%
Talked to my local Member of Parliament (MP)	7%	6%	11%	15%	5%▼	11%	16%	11%	12%▲	8%	10%	13%	6%	6%	9%	11%	-	9%	15%	6%
Called a Service Canada office directly	4%	5%	8%	11%	4%	3%	5%	11%	6%	7%	10%	12%	4%	5%	8%	11%	-	7%	4%	-
Emailed a Service Canada office	4%	4%	5%	11%	4%	4%	5%	16%	4%	5%	8%	12%	4%	4%	4%	10%	10%	15%	8%	6%
Called 1800 OCanada phone line	2%	2%	3%	4%	2%	2%	3%	2%	3%	3%	4%	4%	2%	2%	3%	4%	-	-	2%	-
Worked with a private consultant	2%	1%	2%	n/a	5%	7%	3%	n/a	5%	4%	2%	n/a	1%	1%	2%	n/a	10%	2%	9%	n/a
Used social media to get information	1%	2%	3%	3%	2%	3%	3%	2%	3%	4%	4%	4%	1%	1%	2%	3%	4%	4%	5%	6%
Went to a Service Canada office	1%▲	0%	0%	1%	1%	0%	-	-	1%	1%	1%	2%	1%	0%	-	1%	-	-	1%	-
None of these	13%	14%	21%	19%	9%	9%	20%	23%	5%	6%	17%	14%	15%	15%	23%	20%	2%	9%	25%	24%

Q6. To prepare and complete your application (up until when you submitted) did you consult with any of the following? Please select all that apply. Base: All respondents. Note: In Year 3 the response options "Used the applicant guide for [program]" and "Went online to the GoC website for [program]" were added. Year 1 wave had the following answer choice wording that did not mention the specific program applied to: "Emailed a program officer directly". N/A means the response option was not included in the questionnaire.

 Significantly higher/lower than total
▲ ▼ Significantly higher/lower than Year 3



Channel Use for Application Preparation by Program (2/2)

	TOTAL				AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OPFwD	SDG									
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2		
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39		
Used the applicant guide for program	63% ▲	59%	n/a	n/a	62%	68%	67%	-	67%	-	74%	-	79%	-	-	56%	67%	-	67%	-		
Went online to the Government of Canada website for program	48%	45%	n/a	n/a	50%	68%	67%	-	53%	-	56%	-	64%	-	-	44%	57%	-	59%	-		
Talked to my peers/community network	24%	22%	24%	26%	39%	46%	39%	40%	60%	25%	36%	44%	36%	▲	26%	16%	44%	46%	32%	31%	41%	
Went online to the Government of Canada website	19%	19%	43%	49%	35%	32%	50%	25%	33%	25%	26%	52%	31%	▼	41%	48%	22%	24%	55%	38%	36%	
Emailed a Program Officer for program directly	17%	18%	24%	23%	17%	14%	50%	55%	33%	50%	23%	36%	26%	▼	42%	28%	22%	20%	59%	21%	▼	41%
Participated in a Government of Canada information session or webinar	14%	12%	17%	11%	34%	46%	22%	25%	33%	13%	36%	64%	42%	39%	68%	44%	44%	39%	23%	33%	18%	
Went online to other websites for information	8%	6%	11%	11%	12%	18%	17%	20%	27%	38%	13%	24%	18%	18%	8%	22%	22%	28%	5%	28%	23%	
Talked to my local Member of Parliament (MP)	7%	6%	11%	15%	12%	-	11%	-	-	-	6%	12%	4%	5%	4%	-	-	2%	5%	4%	-	
Called a Service Canada office directly	4%	5%	8%	11%	4%	-	-	5%	-	-	4%	16%	5%	9%	20%	-	-	2%	9%	4%	8%	
Emailed a Service Canada office	4%	4%	5%	11%	4%	-	6%	-	7%	-	8%	16%	4%	8%	8%	-	-	8%	-	2%	▼	10%
Called 1800 OCanada phone line	2%	2%	3%	4%	2%	-	-	-	13%	1%	-	2%	1%	-	-	-	-	-	5%	1%	3%	
Worked with a private consultant	2%	1%	2%	n/a	5%	9%	6%	n/a	13%	13%	2%	n/a	4%	6%	n/a	-	-	1%	n/a	5%	5%	
Used social media to get information	1%	2%	3%	3%	4%	5%	-	-	-	-	5%	-	2%	5%	-	-	-	1%	5%	9%	3%	
Went to a Service Canada office	1%	0%	-	1%	-	-	6%	-	-	-	1%	-	1%	1%	-	-	-	1%	-	1%	-	
None of these	13%	14%	21%	19%	8%	14%	-	5%	13%	0%	5%	4%	4%	▼	16%	8%	-	4%	9%	8%	10%	

Q6. To prepare and complete your application (up until when you submitted) did you consult with any of the following? Please select all that apply. Base: All respondents. Note: In Year 3 the response options "Used the applicant guide for [program]" and "Went online to the GoC website for [program]" were added. Year 1 wave had the following answer choice wording that did not mention the specific program applied to: "Emailed a program officer directly". N/A means the response option was not included in the questionnaire.

 Significantly higher/lower than total
▲
▼ Significantly higher/lower than Year 3



Ease of Application Process by Program

- CSJ applicants were more likely to have felt that all elements of the application process were easy, while applicants to NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG experienced more difficulty across all areas. EAF applicants were more likely to feel it was easy to complete the narrative questions and less likely to feel it was easy to complete the project timelines and put together the information needed to apply.
- Compared to Year 3, CSJ applicants were more likely to find it easy to understand and meet the requirements of the application, put together the information needed, and complete the narrative questions. EAF applicants were more likely to find it easy to put together the information they needed to apply, complete the narrative questions and complete the budget document. NHSP applicants were less likely to feel it was easy to understand and meet the requirements of the application and complete the narrative questions. YESS applicants were less likely to find it easy to meet the requirements of the application process compared to Year 2.

How would you rate the following elements of the application for [PROGRAM]?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
Meeting the requirements of the application process	78%	77%	80%	77%	75%	71%	69%	75%	67%	73%	75%	68%	81%	78%	83%	79%	55%	57%	68%	53%
Completing the project timeline	77%	75%	75%	75%	72%	67%	60%	75%	69%	71%	70%	70%	80%	77%	78%	76%	43%	59%	56%	77%
Understanding the requirements of the application	76%	74%	76%	73%	74%	70%	68%	80%	68%	73%	72%	68%	79%	75%	79%	73%	39%	54%	67%	65%
Putting together the information you needed to apply for [program]	75%	72%	74%	69%	71%	61%	58%	61%	63%	66%	69%	65%	78%	74%	78%	70%	47%	57%	60%	41%
Completing the narrative questions	72%	70%	70%	64%	76%	64%	69%	68%	61%	65%	67%	60%	75%	71%	72%	64%	53%	59%	67%	41%
Completing the budget document	66%	67%	67%	67%	64%	54%	59%	66%	59%	60%	62%	61%	69%	69%	71%	68%	33%	37%	50%	29%

Q7. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following elements of the application for [INSERT PROGRAM]? Select one response per item.

Ease of Application Process by Program

- CSJ applicants were more likely to have felt that all elements of the application process were easy, while applicants to NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG experienced more difficulty across all areas. EAF applicants were more likely to feel it was easy to complete the narrative questions and less likely to feel it was easy to complete the project timelines and put together the information needed to apply.
- Compared to Year 3, CSJ applicants were more likely to find it easy to understand and meet the requirements of the application, put together the information needed, and complete the narrative questions. EAF applicants were more likely to find it easy to put together the information they needed to apply, complete the narrative questions and complete the budget document. NHSP applicants were less likely to feel it was easy to understand and meet the requirements of the application and complete the narrative questions. YESS applicants were less likely to find it easy to meet the requirements of the application process compared to Year 2.

How would you rate the following elements of the application for [PROGRAM]?

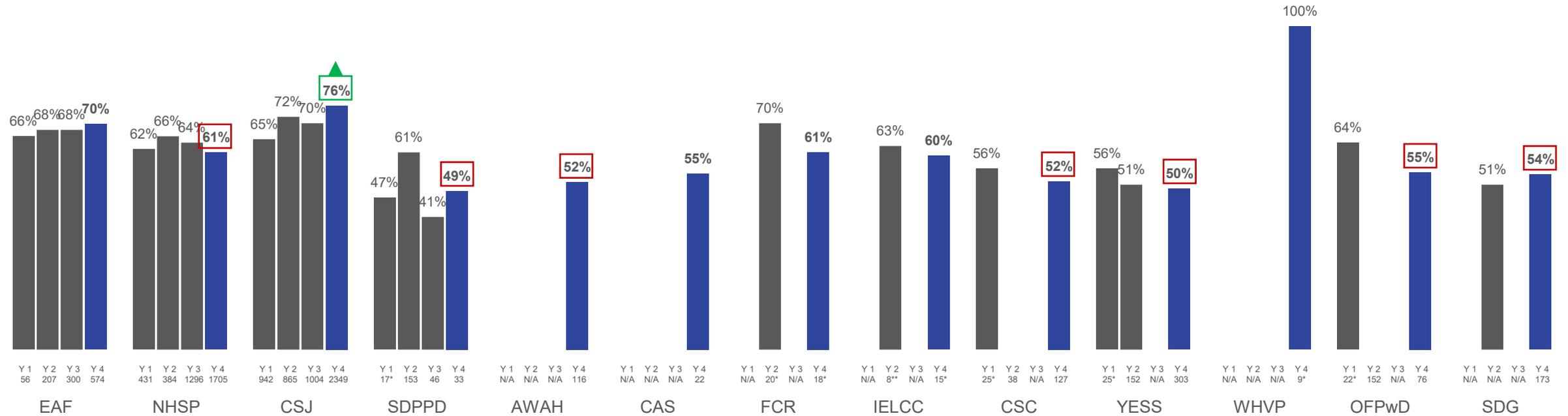
	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR	IELCC	CSC	YESS			WHVP	OFPwD		SDG				
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
Meeting the requirements of the application process	78%	77%	80%	77%	66%	46%	67%	85%	73%	50%	60%	48%	64%	77%	64%	89%	62%	68%	58%	56%
Completing the project timeline	77%	75%	75%	75%	60%	59%	56%	75%	60%	38%	61%	48%	58%	55%	72%	67%	51%	55%	54%	54%
Understanding the requirements of the application	76%	74%	76%	73%	62%	64%	56%	65%	53%	50%	62%	60%	68%	71%	72%	56%	66%	55%	58%	51%
Putting together the information you needed to apply for [program]	75%	72%	74%	69%	61%	50%	56%	70%	60%	25%	56%	64%	57%	62%	68%	56%	60%	59%	51%	46%
Completing the narrative questions	72%	70%	70%	64%	57%	55%	72%	75%	60%	38%	53%	56%	64%	71%	68%	89%	54%	59%	60%	56%
Completing the budget document	66%	67%	67%	67%	49%	46%	50%	50%	47%	25%	41%	40%	41%	41%	60%	44%	37%	41%	47%	44%

Q7. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following elements of the application for [INSERT PROGRAM]? Select one response per item.

Time it Took to Complete Application was Reasonable (% rated 4 or 5)

- Just over seven in ten (72%, +4 pts) applicants felt the application took a reasonable amount of time to complete, higher than Year 3.
- CSJ applicants were more likely to feel the application took a reasonable amount of time to complete, while those applying to NHSP, SDPPD, AWAH, CSC, YESS, OFPwD and SDG were less likely.
- Compared to Year 3, CSJ applicants were more likely to feel the application took a reasonable amount of time to complete.

Please rate the following statement: *The application took a reasonable amount of time to complete.*



Q9. On a scale from 1 to 5, where 1 is 'strongly disagree' and 5 is 'strongly agree', please rate the following statement: The application took a reasonable amount of time to complete.
Base: All respondents

Channel Use for Application Submission by Program

- Just over half of applicants (53%, -6 pts) submitted their application using the online fillable form, lower than in Year 3, followed by nearly four in ten (37%, +3 pts) who used the GCOS web portal, higher than in Year 3. Considerably fewer downloaded the application documents and submitted by email (6%, -1 pt).
- Applicants to EAF and NHSP were more likely to have used an online fillable form and to a lesser extent to have submitted their application by email, while applicants to CSJ, CSC, YESS, OFPwD and SDG were more likely to have used the GCOS web portal. Applicants to SDPPD were more likely to have submitted their application by email, while those applying to AWAH, CSC, YESS, OFPwD and SDG were also more likely to have relied on this channel compared to all clients.
- Compared to Year 3, EAF and NHSP were more likely to have used the online fillable form, and less likely to have used the GCOS account. EAF applicants were also less likely to have submitted their application by email, while CSJ applicants were less likely to have used the online fillable form. SDG applicants were more likely to have used GCOS and less likely to have downloaded and submitted by email compared to Year 2.

Which of the following methods did you use to submit your application?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
Submitted an application using the online fillable form	53% ▼	59%	51%	n/a	69% ▲	54%	45%	n/a	66% ▲	59%	52%	n/a	53% ▼	60%	53%	n/a	31% ▼	22%	36%	n/a
Submitted an application using the GCOS account/web portal	37% ▲	34%	35%	n/a	6% ▼	14%	11%	n/a	10% ▼	20%	16%	n/a	43% ▲	35%	41%	n/a	17% ▼	46%	12%	n/a
Downloaded the application documents and then submitted by email	6%	5%	10%	13%	21% ▼	28%	36%	41%	19% ▲	17%	21%	40%	3% ▼	2%	3%	9%	50% ▲	28%	47%	59%
Downloaded the application documents and then submitted by mail	1%	1%	3%	4%	0% ▼	1%	4%	2%	3% ▲	2%	7%	15%	0% ▼	1%	2%	4%	-	2%	3%	6%
Submitted application documents to a Service Canada office	1%	1%	1%	2%	1%	-	1%	4%	0% ▼	1%	2%	3%	1%	1%	0%	2%	-	-	1%	-
Submitted on my behalf by my local Member of Parliament	0%	0%	0%	0%	0%	0%	1%	-	1% ▲	0%	1%	1%	-	0%	-	-	-	-	-	-
Other	1%	0%	0%	n/a	1%	2%	2%	n/a	1%	1%	0%	n/a	1%	0%	-	n/a	2%	2%	-	n/a
None of these	1%	0%	0%	1%	1%	1%	1%	-	1%	0%	0%	1%	1%	0%	1%	1%	-	-	1%	6%

Q10. Which of the following methods did you use to submit your application? Please select only one.

Channel Use for Application Submission by Program

- Just over half of applicants (53%, -6 pts) submitted their application using the online fillable form, lower than in Year 3, followed by nearly four in ten (37%, +3 pts) who used the GCOS web portal, higher than in Year 3. Considerably fewer downloaded the application documents and submitted by email (6%, -1 pt).
- Applicants to EAF and NHSP were more likely to have used an online fillable form and to a lesser extent to have submitted their application by email, while applicants to CSJ, CSC, YESS, OFPwD and SDG were more likely to have used the GCOS web portal. Applicants to SDPPD were more likely to have submitted their application by email, while those applying to AWAH, CSC, YESS, OFPwD and SDG were also more likely to have relied on this channel compared to all clients.
- Compared to Year 3, EAF and NHSP were more likely to have used the online fillable form, and less likely to have used the GCOS account. EAF applicants were also less likely to have submitted their application by email, while CSJ applicants were less likely to have used the online fillable form. SDG applicants were more likely to have used GCOS and less likely to have downloaded and submitted by email compared to Year 2.

Which of the following methods did you use to submit your application?

	TOTAL				AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFPwD	SDG							
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
Submitted an application using the online fillable form	53% ▼	59%	51%	n/a	43%	23%	22%	30%	33%	50%	24%	-	20%	21%	n/a	33%	24%	-	23%	26%
Submitted an application using the GCOS account/web portal	37% ▲	34%	35%	n/a	22%	27%	39%	15%	-	-	52%	-	63%	57%	n/a	-	53%	-	57%	23%
Downloaded the application documents and then submitted by email	6%	5%	10%	13%	29%	50%	39%	55%	53%	38%	20%	56%	15%	18%	4%	67%	19%	32%	18%	49%
Downloaded the application documents and then submitted by mail	1%	1%	3%	4%	1%	-	-	-	-	-	2%	4%	0%	1%	-	-	-	-	2%	-
Submitted application documents to a Service Canada office	1%	1%	1%	2%	1%	-	-	-	-	-	-	4%	1%	1%	-	-	-	9%	-	3%
Submitted on my behalf by my local Member of Parliament	0%	0%	0%	0%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	1%	0%	0%	n/a	3%	-	-	-	7%	13%	1%	-	1%	2%	n/a	-	1%	-	1%	-
None of these	1%	0%	0%	1%	2%	-	-	-	7%	-	2%	-	1%	-	-	-	2%	9%	-	-

Q10. Which of the following methods did you use to submit your application? Please select only one.

Reasons for Submission Method by Program

- The most common reason for submitting an application through the method used remained that it was the easiest/most familiar way to apply (51%, -2 pts), followed by that they felt more confident their application would be submitted properly (18%, unchanged) or that it was the method they were directed to use (16%, +1 pt).
- CSJ applicants were more likely to say the way they applied was the easiest/most familiar method, while NHSP, AWAH and CSC applicants were more likely to say that they felt more confident their application would be submitted properly. YESS applicants were more likely to say it was the method they were directed to use, EAF, NHSP and SDG applicants that it was the only method available, while EAF applicants were also more likely to say they did not know of any other way to apply.

Why did you choose this method to submit your application?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: Excluding 'None of the above' at Q10 – n=	5475	3031	1929	1539	567	298	205	56	1694	1293	383	428	2331	1001	861	936	33	46	151	16*
It was the easiest / most familiar way to apply	51%	53%	51%	47%	44%	43%	36%	45%	40%	43%	39%	40%	55%	55%	55%	47%	23%	39%	36%	19%
I felt more confident my application would be submitted properly	18%	18%	21%	18%	18%	22%	23%	13%	26%	24%	24%	30%	16%	17%	20%	17%	31%	17%	22%	19%
It was the method I was directed to use	16%	15%	16%	21%	17%	14%	14%	27%	16%	15%	21%	17%	16%	15%	14%	21%	23%	28%	25%	38%
I did not know any other way to apply	9%	9%	6%	9%	13%	15%	16%	7%	10%	10%	6%	4%	9%	9%	6%	9%	10%	7%	12%	6%
It was the only method available	4%	3%	4%	5%	6%	3%	6%	7%	7%	6%	6%	4%	3%	3%	3%	5%	9%	2%	5%	19%
Other	1%	2%	2%	2%	2%	3%	4%	2%	2%	2%	4%	4%	1%	2%	2%	1%	4%	7%	-	-

Q11. Why did you choose this method to submit your application? Please select one reason only.

Reasons for Submission Method by Program

- The most common reason for submitting an application through the method used remained that it was the easiest/most familiar way to apply (51%, -2 pts), followed by that they felt more confident their application would be submitted properly (18%, unchanged) or that it was the method they were directed to use (16%, +1 pt).
- CSJ applicants were more likely to say the way they applied was the easiest/most familiar method, while NHSP, AWAH and CSC applicants were more likely to say that they felt more confident their application would be submitted properly. YESS applicants were more likely to say it was the method they were directed to use, EAF, NHSP and SDG applicants that it was the only method available, while EAF applicants were also more likely to say they did not know of any other way to apply.

Why did you choose this method to submit your application?

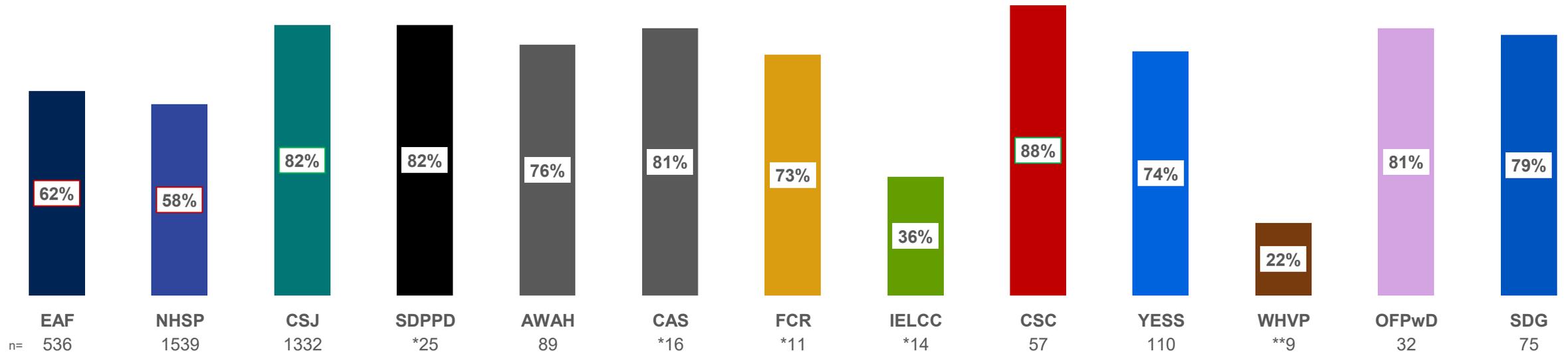
	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: Excluding 'None of the above' at Q10 – n=	5475	3031	1929	1539	114	22*	18*	20*	14*	8**	125	25*	301	152	25*	9**	74	20*	173	39
It was the easiest / most familiar way to apply	51%	53%	51%	47%	41%	36%	44%	45%	50%	63%	44%	48%	40%	40%	48%	44%	47%	35%	38%	28%
I felt more confident my application would be submitted properly	18%	18%	21%	18%	29%	27%	22%	5%	14%	-	27%	12%	21%	17%	20%	11%	16%	-	17%	15%
It was the method I was directed to use	16%	15%	16%	21%	14%	14%	22%	25%	7%	13%	14%	32%	23%	24%	12%	-	24%	35%	17%	28%
I did not know any other way to apply	9%	9%	6%	9%	8%	14%	6%	10%	14%	13%	9%	-	9%	11%	4%	22%	5%	15%	13%	8%
It was the only method available	4%	3%	4%	5%	4%	5%	6%	10%	14%	-	6%	4%	6%	6%	16%	22%	6%	10%	11%	18%
Other	1%	2%	2%	2%	4%	5%	-	5%	-	13%	1%	4%	2%	3%	-	-	3%	5%	4%	3%

Q11. Why did you choose this method to submit your application? Please select one reason only.

Awareness of GCOS web portal

- Among those who did not submit their application using the GCOS web portal, CSC (88%) and CSJ (82%) applicants were more likely to be aware of it, while EAF (62%) and NHSP (58%) applicants were less likely. Although sample sizes are low, IELCC (36%) and WHVP (22%) applicants had considerably lower awareness of the GCOS web portal.

Were you aware of the GCOS secure portal? (N=3845)



Q11B. Before today, were you aware of the GCOS secure portal that allows you to apply online, track your application status, and manage grant and contribution project(s)?

Reasons for not submitting application through GCOS portal

- Among those who did not submit their application using the GCOS web portal, EAF and NHSP applicants were more likely to cite a lack of awareness of the portal as the reason why, while NHSP applicants were also more likely to say they did not have the mandatory CRA business number. CSJ applicants were more likely to mention problems validating information, and SDG and AWAH applicants to indicate technical difficulties and difficulty receiving assistance from support contacts when using GCOS, while SDG applicants were also more likely to indicate that the registration process took too long. YESS applicants were more likely to say that they encountered difficulty receiving assistance from support contacts when using GCOS.

Why did you not submit your application using the GCOS portal (N=3845)

	EAF	NHSP	CSJ	SDPPD	AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFFwD	SDG
Base: All respondents – n=	536	1539	1332	25*	89	16*	11*	14*	57	110	9**	32	75
Registration process was complicated	10%	21%	25%	13%	14%	25%	36%	-	22%	13%	-	12%	28%
Technical difficulties with the GCOS portal	13%	17%	20%	7%	28%	13%	18%	-	18%	22%	-	19%	28%
Not aware of the GCOS portal	32%	33%	13%	15%	16%	31%	27%	64%	8%	17%	56%	12%	16%
Registration process took too long	7%	11%	17%	7%	18%	13%	18%	-	20%	12%	-	3%	32%
Instructions on how to register for a GCOS account were not clear	7%	15%	17%	7%	13%	6%	27%	14%	9%	8%	11%	7%	12%
Problems validating information or the primary officer's identity	7%	6%	17%	10%	12%	6%	-	14%	12%	13%	-	8%	20%
Difficulty receiving assistance from support contacts on registering for GCOS	4%	7%	6%	7%	11%	-	9%	-	4%	8%	-	7%	8%
Difficulty receiving assistance from support contacts on using GCOS	4%	6%	5%	13%	10%	13%	-	-	5%	12%	-	4%	13%
Do not have the mandatory CRA business number that is needed to register for a GCOS account	2%	11%	3%	-	6%	-	-	7%	5%	4%	-	3%	3%
GCOS did not meet my accessibility needs	2%	4%	3%	10%	2%	-	-	-	4%	4%	-	4%	4%
Concerns about data privacy or security during registration process	1%	3%	3%	-	5%	6%	18%	-	5%	2%	-	-	4%

Note: Only responses of 3% or more for Year 4 Totals are shown.
Q11C. Why did you not submit your application using the GCOS portal?

*small sample size **very small sample size

 Significantly higher/lower than total

Ease of Submitting Application Using GCOS Web Portal

- Among those who used the online fillable form or GCOS web portal, CSJ applicants were more likely to say they found it easy to submit their application online, while those applying to NSHP, AWAH, OFPwD and SDG were less likely. Applicants to EAF, YESS, and SDG were less likely to say it was easy to complete the steps of the application process using the GCOS web portal.
- Compared to Year 3, CSJ applicants were more likely to feel it was easy to register for a GCOS account, and to manage their active project using the GCOS portal. EAF applicants were less likely to find it easy to register for a GCOS account.

How difficult or easy was it to...?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base sizes vary																				
Submit your application online for program (n=4604 for total in Y4)	81%	82%	82%	72%	79%	79%	75%	90%	68%	72%	70%	63%	84%	84%	84%	72%	74%	58%	83%	80%
Complete the steps of the application process for program using the GCOS portal (n=1630 for total in Y4)	79%	76%	n/a	n/a	58%	73%	n/a	n/a	72%	71%	n/a	n/a	80%	77%	n/a	n/a	89%	36%	n/a	n/a
Manage your active project using the GCOS portal (e.g., create, modify, and submit claim and activity reports, supporting documents, forecast of project expenditures, etc.) (n=979 for total in Y4)	▲ 74%	66%	n/a	n/a	67%	70%	n/a	n/a	66%	66%	n/a	n/a	▲ 75%	66%	n/a	n/a	60%	10%	n/a	n/a
Register for a Grants and Contributions Online Services (GCOS) account (n=1630 for total in Y4)	▲ 59%	53%	n/a	n/a	▼ 52%	78%	n/a	n/a	58%	51%	n/a	n/a	▲ 59%	53%	n/a	n/a	57%	26%	n/a	n/a

Q12. On a scale from 1 to 5, where 1 means "very difficult" and 5 means "very easy", how difficult or easy was it to...

Base: Submitted application using online fillable form or using the Grants and Contributions Online Services (GCOS) online web portal

Ease of Submitting Application Using GCOS Web Portal

- Among those who used the online fillable form or GCOS web portal, CSJ applicants were more likely to say they found it easy to submit their application online, while those applying to NSHP, AWAH, OFPwD and SDG were less likely. Applicants to EAF, YESS, and SDG were less likely to say it was easy to complete the steps of the application process using the GCOS web portal.
- Compared to Year 3, CSJ applicants were more likely to feel it was easy to register for a GCOS account, and to manage their active project using the GCOS portal. EAF applicants were less likely to find it easy to register for a GCOS account.

How difficult or easy was it to...?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFPwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base sizes vary																				
Submit your application online for program (n=4604 for total in Y4)	81%	82%	82%	72%	63%	73%	64%	100%	60%	50%	76%	78%	76%	79%	75%	67%	63%	73%	71%	68%
Complete the steps of the application process for program using the GCOS portal (n=1630 for total in Y4)	79%	76%	n/a	n/a	68%	83%	57%	n/a	-	n/a	70%	n/a	69%	n/a	n/a	-	70%	n/a	67%	n/a
Manage your active project using the GCOS portal (e.g., create, modify, and submit claim and activity reports, supporting documents, forecast of project expenditures, etc.) (n=979 for total in Y4)	▲ 74%	66%	n/a	n/a	45%	100%	67%	n/a	-	n/a	-	n/a	69%	n/a	n/a	-	60%	n/a	36%	n/a
Register for a Grants and Contributions Online Services (GCOS) account (n=1630 for total in Y4)	▲ 59%	53%	n/a	n/a	64%	67%	71%	n/a	-	n/a	70%	n/a	56%	n/a	n/a	-	52%	n/a	50%	n/a

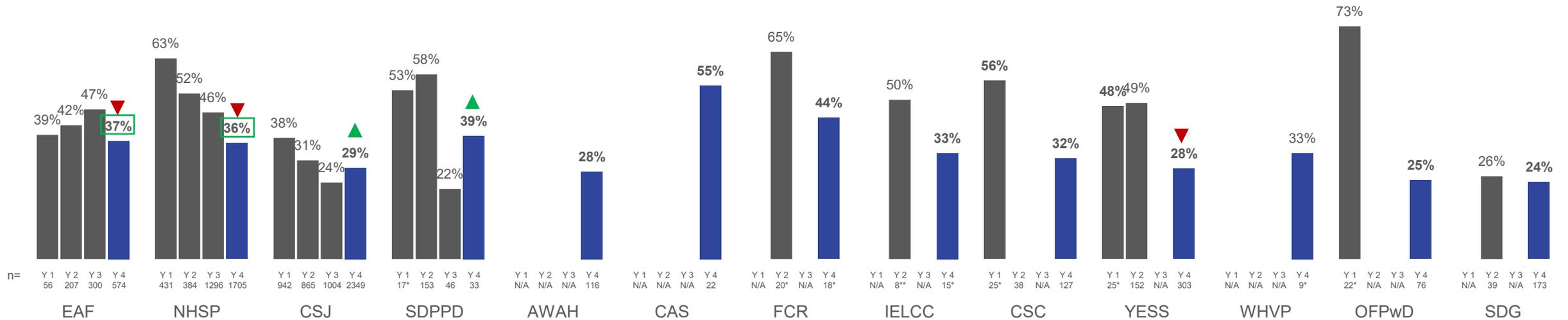
Q12. On a scale from 1 to 5, where 1 means "very difficult" and 5 means "very easy", how difficult or easy was it to...

Base: Submitted application using online fillable form or using the Grants and Contributions Online Services (GCOS) online web portal

Contacted by Service Canada to Provide Additional Information – % Yes

- Three in ten (30%, +3 pts) applicants were contacted by Service Canada to provide additional information to support their application, higher than in Year 3 (27%).
- EAF and NHSP applicants were more likely to have been contacted.
- Compared to Year 3, more CSJ and SDPPD applicants were contacted by Service Canada, while fewer NHSP and EAF applicants were. YESS applicants were less likely to have been contacted by Service Canada compared to Year 2.

After you submitted your application, were you contacted by Service Canada to provide additional information to support your application? – % Yes



Q13. After you submitted your application, were you contacted by Service Canada to provide additional information to support your application?

Base: All respondents

Reason for Contact by Service Canada

- Among those contacted by Service Canada, more applicants mentioned that it was due to missing documents or information compared to Year 3. By far the most common reason continued to be to clarify information on their application (56%, -1 pt), followed by missing documents or information (28%, +10 pts) or that the budget template needed modifications (10%, -3 pts).
- EAF, NHSP, AWAH, YESS and SDG applicants were more likely to report their budget template needed modifications, while NHSP applicants were more likely to mention missing documents or information.
- Compared to Year 3, NHSP and CSJ applicants were more likely to mention missing documents or information in their application.

Why were you contacted by Service Canada?

	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: Contacted by Service Canada for additional information – n=	1773	1094	776	721	32*	12*	8**	13*	5**	4**	40	14*	86	75	12*	3**	19*	16*	42	10*
Clarify information in my application	56%	57%	55%	52%	38%	33%	13%	85%	60%	50%	59%	93%	55%	48%	58%	100%	60%	69%	28%	30%
Missing documents or information in my application	28%▲	18%	23%	21%	9%	8%	25%	-	-	25%	23%	7%	20%	19%	33%	-	5%	6%	35%	20%
Budget template needed modifications	10%	13%	15%	7%	47%	50%	13%	15%	40%	50%	17%	64%	50%	39%	17%	33%	56%	38%	31%	20%
An outstanding issue with a previous application	2%	2%	2%	1%	3%	-	13%	-	-	-	2%	-	1%	-	-	-	-	-	2%	10%
My organization or project was not eligible	1%	1%	1%	2%	3%	-	-	-	-	-	2%	-	2%	-	8%	-	-	6%	5%	10%
Other reason	14%	17%	12%	30%	19%	8%	50%	15%	20%	-	5%	29%	9%	16%	17%	-	5%	-	16%	40%
Don't know	6%▼	9%	4%	3%	3%	8%	-	-	20%	50%	8%	-	1%	4%	-	-	5%	-	7%	-

Q14. Why were you contacted by Service Canada? Select all that apply.
Base: Those who were contacted by Service Canada to provide additional information

*small sample size **very small sample size

Significantly higher/lower than total
Significantly higher/lower than Year 3

Reason for Contact by Service Canada

- Among those contacted by Service Canada, more applicants mentioned that it was due to missing documents or information compared to Year 3. By far the most common reason continued to be to clarify information on their application (56%, -1 pt), followed by missing documents or information (28%, +10 pts) or that the budget template needed modifications (10%, -3 pts).
- EAF, NHSP, AWAH, YESS and SDG applicants were more likely to report their budget template needed modifications, while NHSP applicants were more likely to mention missing documents or information.
- Compared to Year 3, NHSP and CSJ applicants were more likely to mention missing documents or information in their application.

Why were you contacted by Service Canada?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: Contacted by Service Canada for additional information – n=	1773	1094	776	721	215	141	86	22*	623	592	198	272	675	243	271	362	13*	10*	87	9**
Clarify information in my application	56%	57%	55%	52%	50%	55%	58%	64%	45%	45%	46%	51%	59%	60%	59%	52%	46%	60%	46%	56%
Missing documents or information in my application	▲ 28%	18%	23%	21%	28%	33%	40%	41%	▲ 46%	37%	44%	49%	▲ 24%	14%	16%	16%	16%	20%	38%	22%
Budget template needed modifications	10%	13%	15%	7%	20%	24%	12%	5%	▼ 15%	21%	20%	17%	7%	10%	13%	4%	26%	30%	15%	56%
An outstanding issue with a previous application	2%	2%	2%	1%	3%	1%	5%	-	2%	1%	1%	2%	2%	2%	3%	0%	-	-	1%	-
My organization or project was not eligible	1%	1%	1%	2%	1%	1%	2%	5%	2%	2%	1%	1%	1%	0%	0%	2%	5%	-	6%	-
Other reason	14%	17%	12%	30%	11%	6%	9%	-	11%	12%	8%	7%	15%	19%	13%	35%	11%	30%	16%	11%
Don't know	▼ 6%	9%	4%	3%	6%	5%	1%	9%	3%	2%	5%	1%	▼ 6%	11%	4%	3%	11%	10%	4%	-

Q14. Why were you contacted by Service Canada? Select all that apply.
Base: Those who were contacted by Service Canada to provide additional information

*small sample size **very small sample size

 Significantly higher/lower than total
▲ ▼ Significantly higher/lower than Year 3

Channel Use for Follow-up Before Receiving Decision

- Fewer applicants contacted Service Canada before receiving their funding decision compared to Year 3 (73% vs. 66%). The most common reason was the check the status of an application (13%, -8 pts), followed by to find the timeline to receive a funding decision (9%, -5 pts) and to modify an application (6%, -2 pts). All reasons were less likely to have been mentioned than in Year 3.
- Those applying to AWAH, CSC, YESS, OFPwD, and SDG were more likely to have contacted Service Canada to check the status of their application or find out timelines for receiving a funding decision, while applicants to EAF were more likely to have followed-up to find out timelines for a funding decision.
- Compared to Year 3, CSJ applicants were less likely to have contacted Service Canada to check the status of their application or find out timelines for a decision. SDG applicants were less likely to have contacted SC to check the status of their application, find out timelines for a decision, or for another reason compared to Year 2.

Did you contact Service Canada for any of the following reasons before receiving your funding decision?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
To check the status of your application	▼ 13%	21%	24%	36%	15%	18%	30%	29%	14%	16%	24%	28%	▼ 12%	21%	21%	37%	31%	33%	40%	53%
To find out timelines for receiving a funding decision	▼ 9%	14%	14%	25%	13%	12%	10%	18%	7%	8%	12%	17%	▼ 8%	14%	12%	26%	14%	17%	22%	24%
To modify your application	▼ 6%	8%	9%	18%	6%	6%	7%	5%	3%	4%	6%	8%	7%	8%	11%	19%	-	2%	3%	6%
To withdraw your application	1%	1%	1%	1%	0%	0%	-	-	0%	0%	0%	-	1%	1%	1%	1%	-	2%	-	-
Other reason	4%	4%	13%	13%	5%	4%	13%	11%	4%	4%	15%	13%	4%	4%	13%	13%	2%	13%	10%	18%
Don't know	3%	2%	51%	34%	6%	3%	47%	55%	4%	3%	50%	43%	3%	2%	53%	32%	-	2%	41%	24%
Did not contact Service Canada	▲ 73%	66%	n/a	n/a	66%	66%	n/a	n/a	73%	72%	n/a	n/a	▲ 74%	66%	n/a	n/a	68%	61%	n/a	n/a

Q15. Did you contact Service Canada for any of the following reasons before receiving your funding decision? Select all that apply.
Base: All respondents

*small sample size **very small sample size

 Significantly higher/lower than total
▲ ▼ Significantly higher/lower than Year 3

Channel Use for Follow-up Before Receiving Decision

- Fewer applicants contacted Service Canada before receiving their funding decision compared to Year 3 (73% vs. 66%). The most common reason was the check the status of an application (13%, -8 pts), followed by to find the timeline to receive a funding decision (9%, -5 pts) and to modify an application (6%, -2 pts). All reasons were less likely to have been mentioned than in Year 3.
- Those applying to AWAH, CSC, YESS, OFPwD, and SDG were more likely to have contacted Service Canada to check the status of their application or find out timelines for receiving a funding decision, while applicants to EAF were more likely to have followed-up to find out timelines for a funding decision.
- Compared to Year 3, CSJ applicants were less likely to have contacted Service Canada to check the status of their application or find out timelines for a decision. SDG applicants were less likely to have contacted SC to check the status of their application, find out timelines for a decision, or for another reason compared to Year 2.

Did you contact Service Canada for any of the following reasons before receiving your funding decision?

	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFPwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
To check the status of your application	13% ▼	21%	24%	36%	26%	9%	33%	50%	27%	50%	37%	44%	33%	42%	52%	-	30%	36%	26%	54%
To find out timelines for receiving a funding decision	9% ▼	14%	14%	25%	22%	14%	28%	30%	20%	50%	23%	56%	29%	28%	40%	-	26%	41%	19%	56%
To modify your application	6% ▼	8%	9%	18%	4%	5%	6%	5%	-	13%	3%	-	3%	6%	4%	-	4%	9%	3%	3%
To withdraw your application	1%	1%	1%	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	-
Other reason	4%	4%	13%	13%	7%	5%	-	-	7%	25%	4%	4%	4%	11%	16%	-	7%	9%	2%	13%
Don't know	3%	2%	51%	34%	8%	14%	-	40%	7%	-	4%	32%	3%	32%	16%	22%	8%	27%	5%	21%
Did not contact Service Canada	73% ▲	66%	n/a	n/a	54%	64%	50%	n/a	60%	n/a	51%	-	53%	n/a	n/a	78%	48%	-	59%	n/a

Q15. Did you contact Service Canada for any of the following reasons before receiving your funding decision? Select all that apply.
Base: All respondents

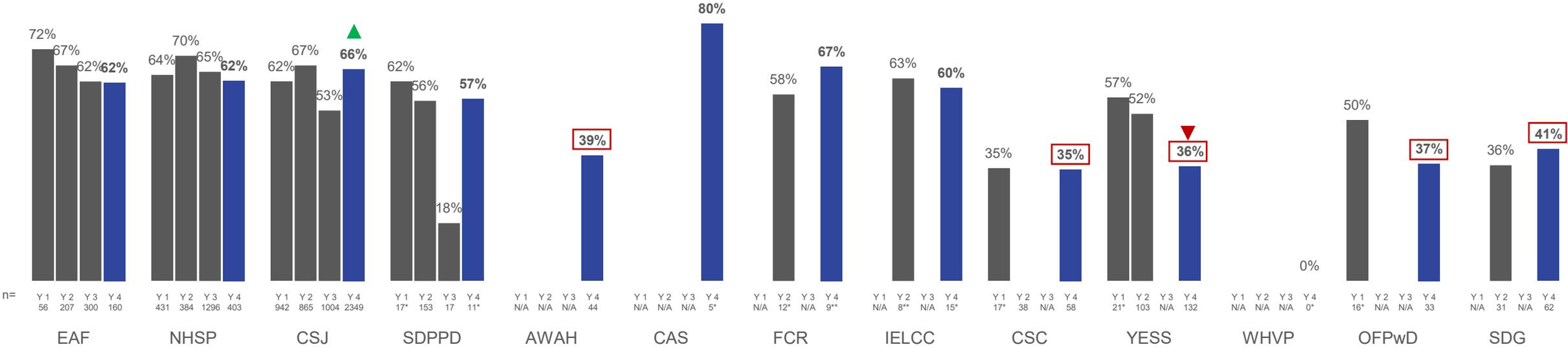
*small sample size **very small sample size

Significantly higher/lower than total
Significantly higher/lower than Year 3

Ease of Follow-up (% rated 4 or 5)

- Of those who followed up with Service Canada before receiving a funding decision, nearly two-thirds (63%, +11 pts) said they found it easy to do, which is significantly higher than in Year 3 and a return to levels observed in Year 2 (65%) and Year 1 (62%).
- Applicants to AWAH, CSC, YESS, OFPwD and SDG were less likely to have found follow-up to be easy.
- Compared to Year 3, CSJ applicants were more likely to have found it easy to follow-up. YESS applicants were less likely to have found it easy to follow-up compared to Year 2 results.

How was your experience following up with Service Canada about your application?



Q16. On a scale from 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how was your experience following up with Service Canada about your application?
 Base: Followed-up with Service Canada before receiving funding decision

*small sample size **very small sample size

Significantly higher/lower than total
 Significantly higher/lower than Year 3



Method of Funding Decision Notification

- More applicants reported that they have not received a funding decision compared to Year 3 (25%, +11 pts). At six in ten (62%, -9 pts), most were notified by email, followed by from their MP (16%, -6 pts) and by telephone (9%, -5 pts), however all of these methods were mentioned by fewer applicants than in Year 3.
- Applicants to OFPwD, NHSP and EAF were more likely to have received their funding decision notification by email, while applicants to CSC, SDG, SDPPD and YESS were less likely to have received a funding decision.
- Compared to Year 3, applicants to all programs that are tracked were more likely to have not received a funding decision, in particular SDPPD applicants. YESS and SDG applicants were also more likely to have not received a funding decision compared to Year 2 results.

How were you notified of the funding decision about your application for [PROGRAM]?

	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	5520	3041	1942	1549	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
By email	▼ 62%	71%	76%	72%	▲ 77%	77%	72%	82%	▲ 78%	83%	77%	68%	▼ 61%	69%	76%	72%	▼ 38%	82%	86%	88%
From my local Member of Parliament (MP)	▼ 16%	22%	23%	17%	▼ 6%	8%	5%	-	▼ 13%	17%	21%	12%	▼ 17%	23%	26%	18%	▼ 2%	2%	6%	-
By telephone	▼ 9%	14%	11%	4%	▼ 12%	25%	35%	16%	10%	11%	12%	4%	▼ 9%	14%	9%	3%	-	4%	18%	12%
Online through your GCOS account	7%	6%	7%	-	▲ 5%	2%	2%	-	4%	5%	3%	1%	8%	7%	9%	3%	▼ 2%	-	3%	-
By mail	3%	3%	4%	2%	▲ 5%	2%	4%	2%	▲ 7%	5%	7%	5%	2%	3%	3%	2%	-	7%	7%	-
By receiving a direct deposit	1%	1%	2%	0%	2%	1%	2%	-	▲ 3%	4%	3%	0%	1%	1%	2%	0%	-	-	5%	-
I did not receive a funding decision	▲ 25%	14%	8%	2%	▼ 11%	2%	2%	-	▼ 7%	2%	5%	9%	▲ 27%	15%	9%	2%	▲ 59%	9%	1%	-

Q17. How were you notified of the funding decision about your application for [INSERT PROGRAM]? Please select all that apply.

Note: "Online through [PROGRAM] web portal in 2020 has been changed to "Online through your GCOS account". *Comparisons to Year 1 cannot be made due to a change in question logic to select all that apply from select one.

Method of Funding Decision Notification

- More applicants reported that they have not received a funding decision compared to Year 3 (25%, +11 pts). At six in ten (62%, -9 pts), most were notified by email, followed by from their MP (16%, -6 pts) and by telephone (9%, -5 pts), however all of these methods were mentioned by fewer applicants than in Year 3.
- Applicants to OFPwD, NHSP and EAF were more likely to have received their funding decision notification by email, while applicants to CSC, SDG, SDPPD and YESS were less likely to have received a funding decision.
- Compared to Year 3, applicants to all programs that are tracked were more likely to have not received a funding decision, in particular SDPPD applicants. YESS and SDG applicants were also more likely to have not received a funding decision compared to Year 2 results.

How were you notified of the funding decision about your application for [PROGRAM]?

	TOTAL				AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFPwD	SDG							
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 1	Year 4	Year 2	
Base: All respondents – n=	5520	3041	1942	1549	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
By email	62% ▼	71%	76%	72%	65%	68%	72%	80%	67%	88%	4% □	84%	36% ▼	68%	48%	100%	82% □	50%	10% ▼	85%
From my local Member of Parliament (MP)	16% ▼	22%	23%	17%	12%	-	6%	-	-	-	-	4%	6% ▼	24%	8%	-	9%	14%	1% ▼	5%
By telephone	9% ▼	14%	11%	4%	7%	5%	-	5%	27%	-	-	8%	9% ▼	27%	32%	-	10%	27%	2% ▼	13%
Online through your GCOS account	7%	6%	7%	2%	8%	-	-	5%	7%	-	1%	-	5%	7%	4%	-	11%	5%	-	13%
By mail	3%	3%	4%	2%	2%	5%	-	-	7%	-	-	4%	1% ▼	3%	8%	-	-	5%	1%	-
By receiving a direct deposit	1%	1%	2%	-	-	-	-	5%	-	-	-	-	0%	-	-	-	1%	-	-	3%
I did not receive a funding decision	25% ▲	14%	8%	2%	22%	23%	22%	5%	13%	13%	96% □	-	57% ▲	2%	-	-	8% □	-	89% ▲	8%

Q17. How were you notified of the funding decision about your application for [INSERT PROGRAM]? Please select all that apply.

Note: "Online through [PROGRAM] web portal in 2020 has been changed to "Online through your GCOS account". *Comparisons to Year 1 cannot be made due to a change in question logic to select all that apply from select one.

Funding Approval and Satisfaction

- Applicants to NHSP, CAS FCR, IELCC, and CSC who received approval were more likely to be satisfied compared to all applicants who were approved, while applicants to SDPP-D, AWAH, YESS, OFPwD, and SDG were less likely. Applicants to SDPP-D who were not approved were more likely to be satisfied compared to all clients who were denied, while applicants to EAF, CAS, IELCC, YESS, WHVP, OFPwD, and SDG were less likely. Applicants to CSJ, CAS, and OFPwD who have yet to receive a decision were more likely to be satisfied compared to all clients, while applicants to EAF, NHSP, AWAH, FCR, IELCC, CSC, YESS, and SDG were less likely. Compared to Year 3, satisfaction has increased among CSJ applicants those who received approval for funding and decreased among EAF and NHSP applicants those who did not.
- Applicants to EAF and NHSP were more likely to have received funding compared to all clients, applicants to AWAH, CAS, FCR, and OFPwD were more likely to have been denied, while applicants to CSJ, SDPP-D, CSC, YESS, and SDG were more likely to have not received a decision yet.

How satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [PROGRAM] to receiving a funding decision?

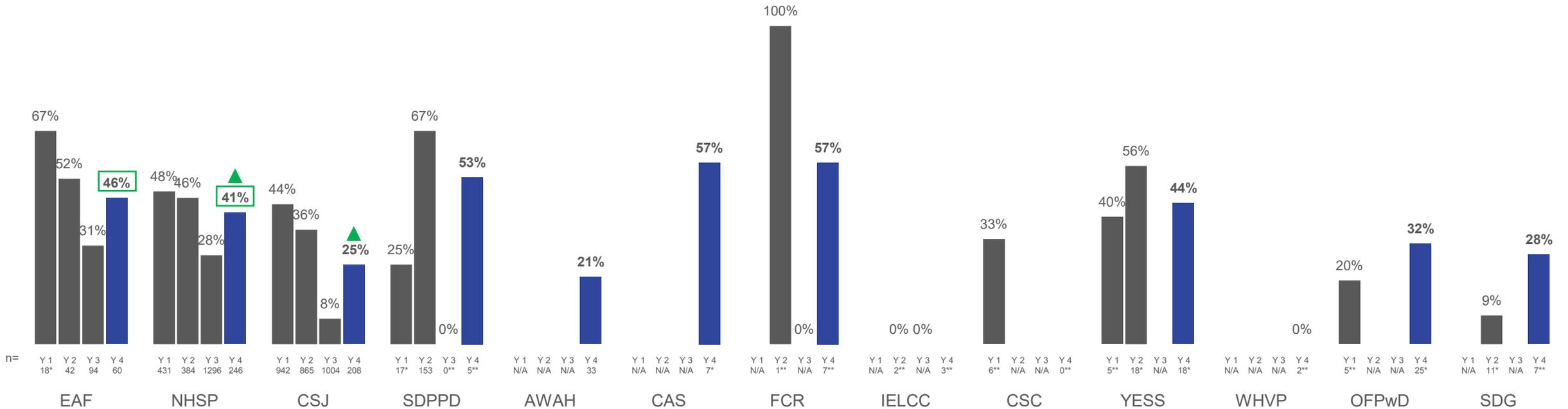
	TOTAL				EAF				NHSP				CSJ				SDPPD				AWAH	CAS	FCR	IELCC	CSC	YESS	WHVP	OFPwD	SDG
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4								
Base: All respondents – n=	5520	3041	1820	1491	574	300	203	56	1705	1296	364	392	2349	1004	784	926	33	214	151	17*	116	22*	18*	15*	127	303	9**	76	173
% TOP2BOX SATISFACTION (% RATED 4/5)																													
Approved	82%▲	73%	82%	74%	85%	84%	86%	90%	86%	86%	90%	85%	82%▲	72%	81%	73%	50%	7%	74%	62%	67%	100%	100%	100%	100%	57%	100%	57%	67%
Denied	43%▼	49%	47%	41%	35%▼	55%	56%	50%	41%▼	65%	40%	39%	44%	51%	64%	41%	100%	93%	50%	25%	46%	0%	50%	0%	-	20%	0%	25%	33%
Decision Pending	56%	-	-	-	36%	-	-	-	49%	-	-	-	59%	-	-	-	50%	-	-	-	25%	100%	0%	0%	39%	38%	-	100%	39%
% APPROVED OR DENIED																													
Approved	54%	79%	93%	90%	75%	60%	79%	68%	77%	80%	88%	82%	51%	83%	97%	92%	28%	17%	90%	77%	48%	46%	39%	67%	4%	36%	78%	57%	6%
Denied	10%	20%	7%	10%	11%	31%	21%	32%	14%	20%	12%	18%	9%	17%	3%	8%	12%	-	10%	23%	28%	32%	39%	20%	-	6%	22%	34%	4%
Decision Pending	37%	1%	-	-	14%	9%	-	-	10%	-	-	-	41%	-	-	-	61%	83%	-	-	24%	23%	22%	13%	96%	58%	-	9%	90%

Q31. On a scale from 1 to 5, where 1 means very dissatisfied and 5 means very satisfied, how satisfied or dissatisfied were you with the overall service you received from Service Canada from getting information about [INSERT PROGRAM] to receiving a funding decision? Note: 'decision pending' was a new response option added in Year 4. Comparisons to previous years' results should be interpreted with caution, and stat testing has not been applied year-over-year as results are not directly comparable.

Explanation Provided for Not Receiving Funding Approval – % Yes

- Among those who did not receive an approval, three in ten (30%, +17 pts) were provided with an explanation why. This is statistically higher compared to Year 3, but considerably lower than the 46% recorded in Year 1.
- EAF and NHSP applicants were more likely to have received an explanation.
- Compared to Year 3, applicants to NHSP and CSJ were more likely to have received an explanation.

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

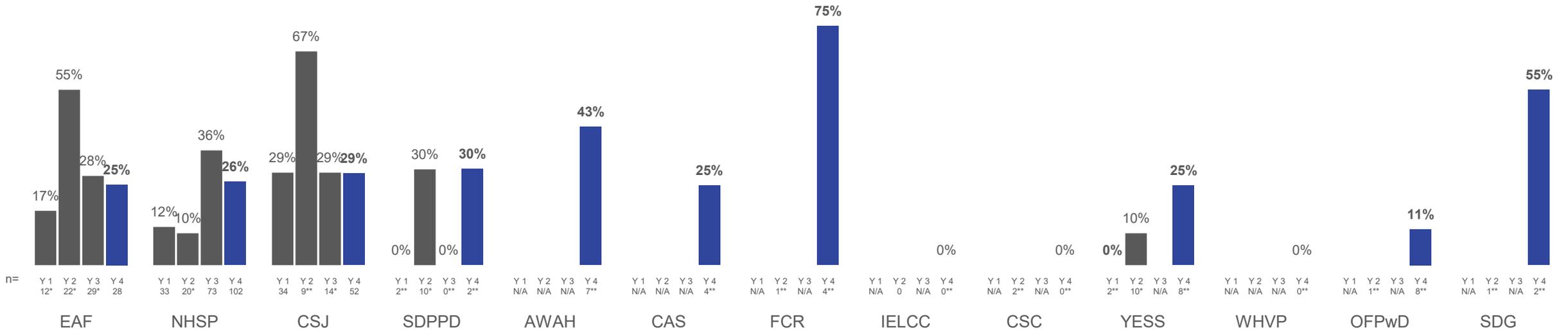


[IF FUNDING STATUS = DENIED] Q19. Did your organization receive an explanation why you did not receive an approval for funding?
Base: Did not receive funding approval

Satisfaction with Explanation Provided (% rated 4 or 5)

- Among those who were provided an explanation for why their organization did not receive funding, three in ten (29%, unchanged) were satisfied with the explanation, identical to Year 3.
- Due to small sample sizes, there were no statistically significant differences in satisfaction by program or shifts compared to Year 3.

How dissatisfied or satisfied were you with the explanation of the decision?



Q20. On a scale from 1 to 5, where 1 is 'very dissatisfied' and 5 is 'very satisfied', how dissatisfied or satisfied were you with the explanation of the decision?

Base: Did not receive funding approval and received an explanation why

Changes Made During Negotiation of Funding Agreement

- Of those receiving funding approval, three in ten (29%, +2 pts) had to make changes to their project timelines, followed by one-quarter (24%, +3 pts) for changes to their project scope. Fewer applicants had to make changes to project funding (12%, unchanged), changes to project activities (7%, +1 pt) or for other reasons (9%, +1 pt). Compared to Year 3, more applicants who received approval reported having to changes to their project scope.
- YESS and OFFwD applicants were more likely to have had to make all types of changes, AWAH applicants changes to the scope, funding or project activities, and CSJ applicants changes to the project timelines. Applicants to EAF and NHSP were more likely to have had to make changes to project activities, but less likely to have had to make most other types of changes.
- Compared to Year 3, NHSP applicants were less likely to have had to make changes to project timelines.

Once your program began and the details of the funding agreement were finalized with [PROGRAM], did you have to work with a Service Canada Program Officer to make any of the following changes to your project and/or submit an amendment to the funding agreement?

	Year 4 TOTAL	TOTAL		EAF			NHSP			CSJ			SDPPD		
		Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
		n=													
Changes to project timelines	 29%	27%	36%	16%	19%	13%	11%	15%	24%	34%	28%	39%	7%	38%	29%
Changes to your project scope	 24% ▲	21%	26%	20%	14%	13%	16%	16%	18%	26%	21%	27%	22%	50%	19%
Changes to project funding	 12%	12%	16%	6%	9%	9%	7%	8%	9%	12%	12%	15%	29%	50%	27%
Changes to project activities	 7%	6%	13%	13%	11%	11%	11%	10%	18%	5%	5%	11%	7%	50%	9%
Other reason	 9%	8%	8%	3%	4%	4%	4%	5%	3%	10%	8%	10%	7%	-	8%

Q22. Once your project began and the details of the funding agreement were finalized with [INSERT PROGRAM], did you have to work with a Service Canada Program Officer to request changes to your project and/or submit an amendment to the funding agreement? Examples could include changes to project timelines, project description, budget, etc.

Base: Received approval for program funding (n=3178)

  Significantly higher/lower than total

  Significantly higher/lower than Year 3

*small sample size **very small sample size

Changes Made During Negotiation of Funding Agreement

- Of those receiving funding approval, three in ten (29%, +2 pts) had to make changes to their project timelines, followed by one-quarter (24%, +3 pts) for changes to their project scope. Fewer applicants had to make changes to project funding (12%, unchanged), changes to project activities (7%, +1 pt) or for other reasons (9%, +1 pt). Compared to Year 3, more applicants who received approval reported having to changes to their project scope.
- YESS and OFPwD applicants were more likely to have had to make all types of changes, AWAH applicants changes to the scope, funding or project activities, and CSJ applicants changes to the project timelines. Applicants to EAF and NHSP were more likely to have had to make changes to project activities, but less likely to have had to make most other types of changes.
- Compared to Year 3, NHSP applicants were less likely to have had to make changes to project timelines.

Once your program began and the details of the funding agreement were finalized with [PROGRAM], did you have to work with a Service Canada Program Officer to make any of the following changes to your project and/or submit an amendment to the funding agreement?

	Year 4 TOTAL (n=3178)	n=	TOTAL		AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFPwD		SDG	
			Year 3	Year 2	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
			2106	1604	55	10*	7**	18*	10*	5**	5**	-	110	131		7**	44	-	10*	25*
Changes to project timelines	 29%		27%	36%	24%	20%	43%	28%	70%	60%	40%	n/a	65%	66%	n/a	57%	50%	n/a	49%	48%
Changes to your project scope	 24% ▲		21%	26%	45%	30%	-	50%	60%	20%	20%	n/a	56%	47%	n/a	57%	45%	n/a	19%	40%
Changes to project funding	 12%		12%	16%	58%	80%	43%	28%	20%	20%	40%	n/a	62%	67%	n/a	71%	67%	n/a	49%	28%
Changes to project activities	 7%		6%	13%	29%	40%	14%	28%	20%	40%	-	n/a	35%	32%	n/a	71%	25%	n/a	38%	24%
Other reason	 9%		8%	8%	4%	-	-	6%	10%	20%	-	n/a	16%	13%	n/a	29%	20%	n/a	9%	8%

Q22. Once your project began and the details of the funding agreement were finalized with [INSERT PROGRAM], did you have to work with a Service Canada Program Officer to request changes to your project and/or submit an amendment to the funding agreement? Examples could include changes to project timelines, project description, budget, etc.

Base: Received approval for program funding (n=3178)

  Significantly higher/lower than total

  Significantly higher/lower than Year 3

*small sample size **very small sample size

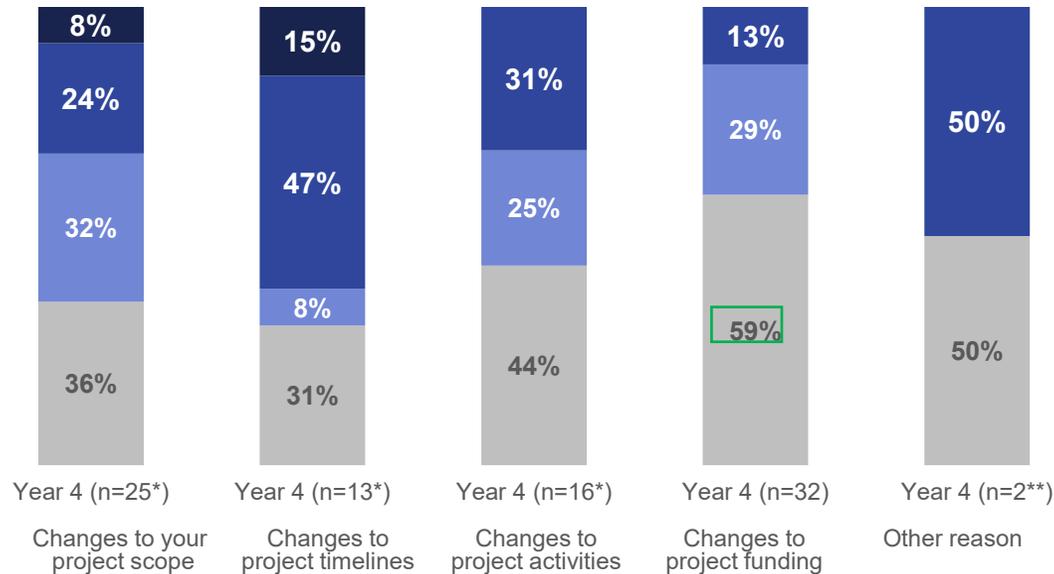
Amount of Time it Took to Make Changes by Program

- Though the number of AWAH and WHVP applicants reported making changes was small, most took over a week to resolve.

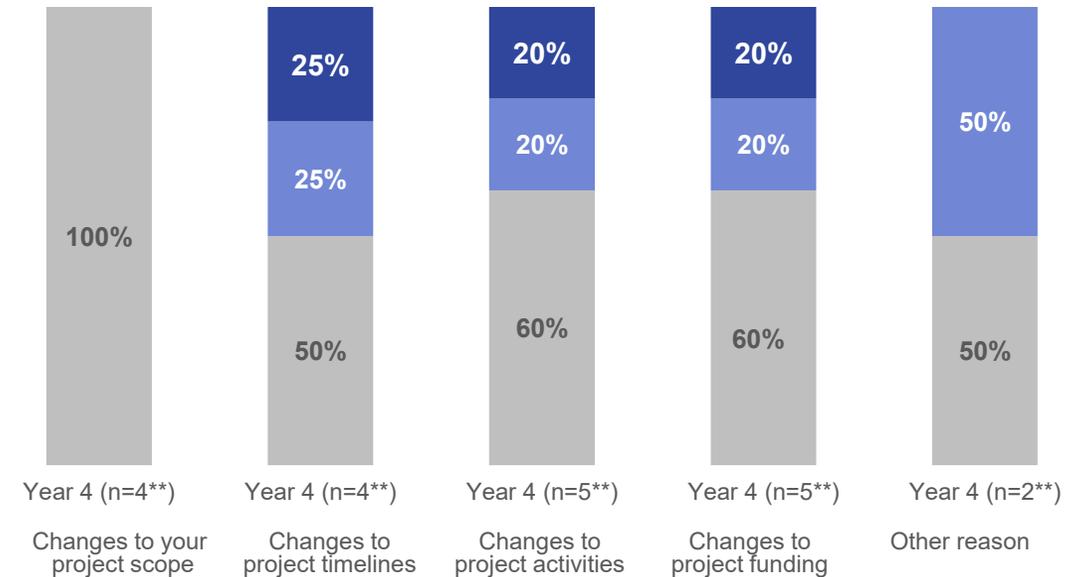
How long did the following take to complete?

1 DAY 2 TO 3 DAYS 4 TO 7 DAYS / ONE WEEK MORE THAN 7 DAY / MORE THAN ONE WEEK

AWAH



WHVP



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.

Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

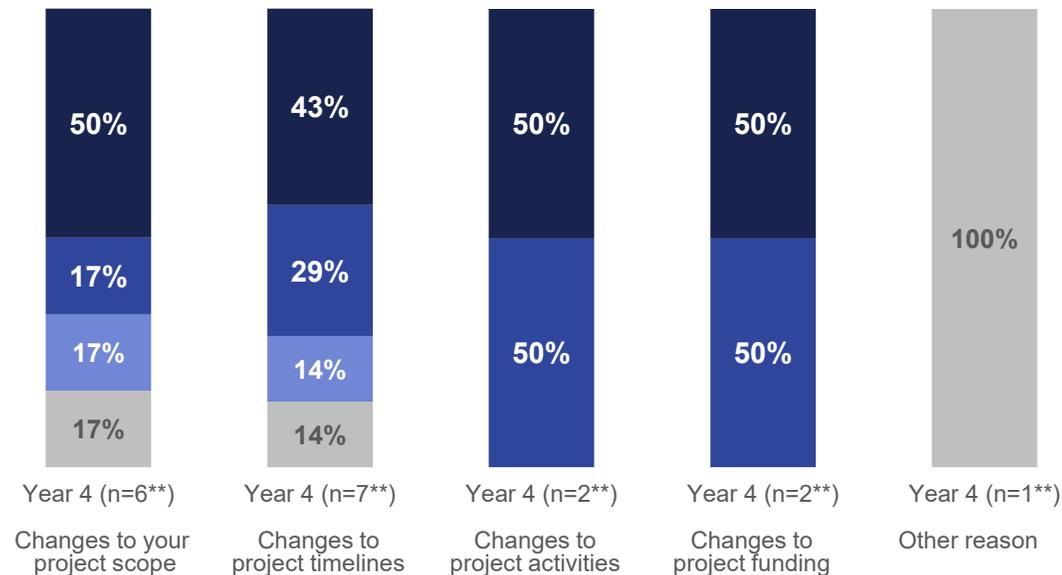
Amount of Time it Took to Make Changes by Program

- Though caution should be exercised due to extremely small sample sizes, changes to IELCC and CSC projects normally took less than a week.

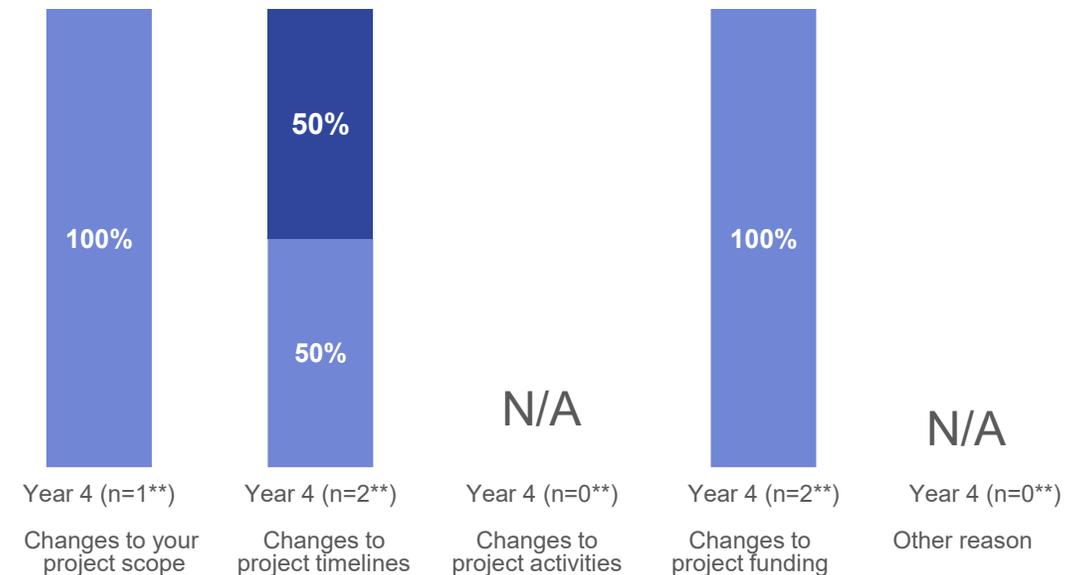
How long did the following take to complete?

1 DAY
 2 TO 3 DAYS
 4 TO 7 DAYS / ONE WEEK
 MORE THAN 7 DAY / MORE THAN ONE WEEK

IELCC



CSC



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.

Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

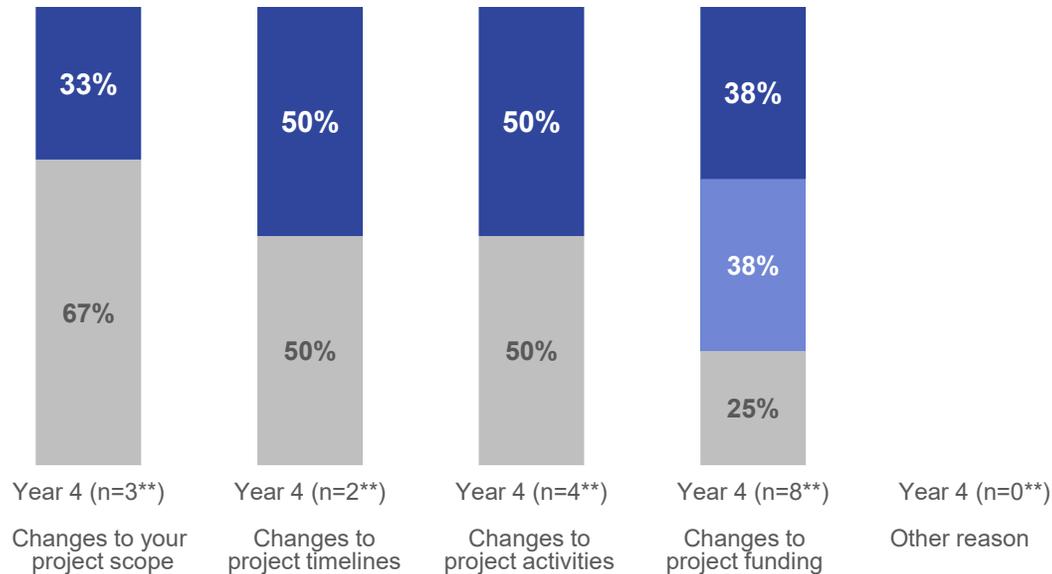
Amount of Time it Took to Make Changes by Program

- Though caution should be exercised due to extremely small sample sizes, roughly half of the changes to CAS projects took more than a week.
- Changes to FCR projects generally took more than a week, though none reported making changes to project scope or for unspecified reasons.

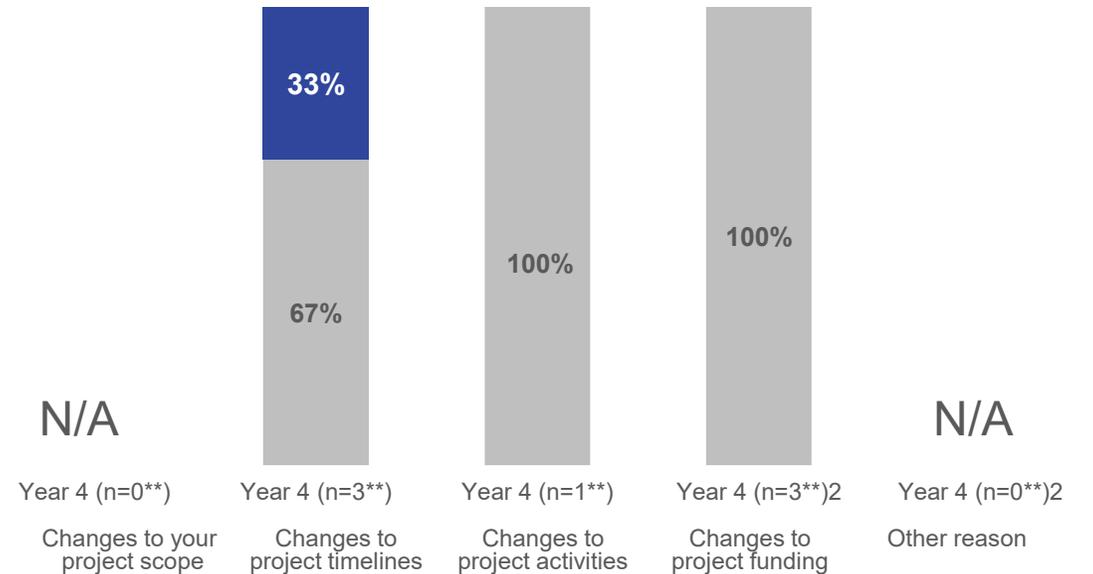
How long did the following take to complete?

1 DAY
 2 TO 3 DAYS
 4 TO 7 DAYS / ONE WEEK
 MORE THAN 7 DAY / MORE THAN ONE WEEK

CAS



FCR



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
 Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

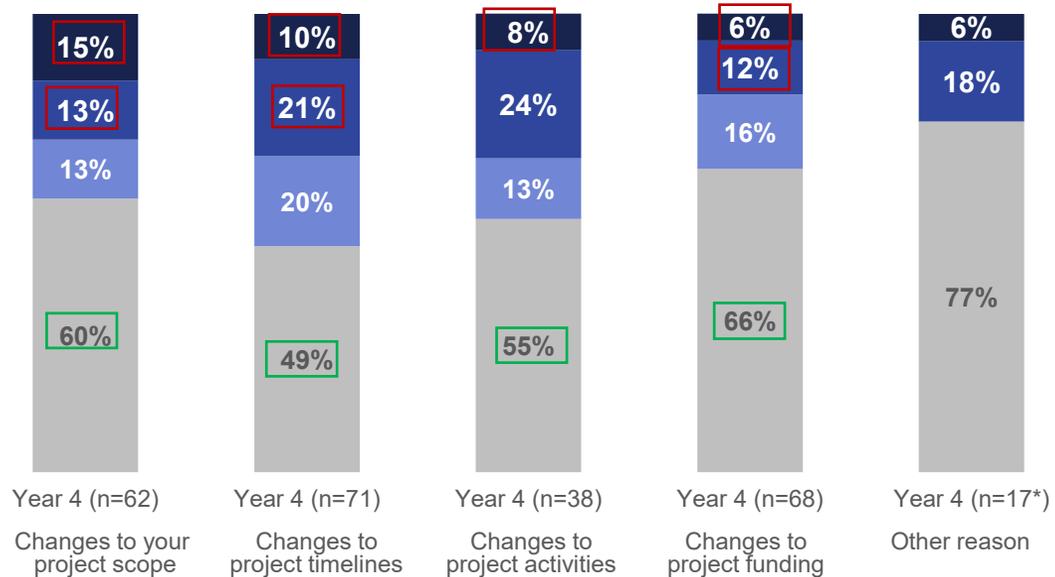
Amount of Time it Took to Make Changes by Program

- Changes to YESS projects were more likely to take over a week to be resolved, in particular changes to project funding and scope.
- In most instances, changes to OFPwD projects took four days or more.

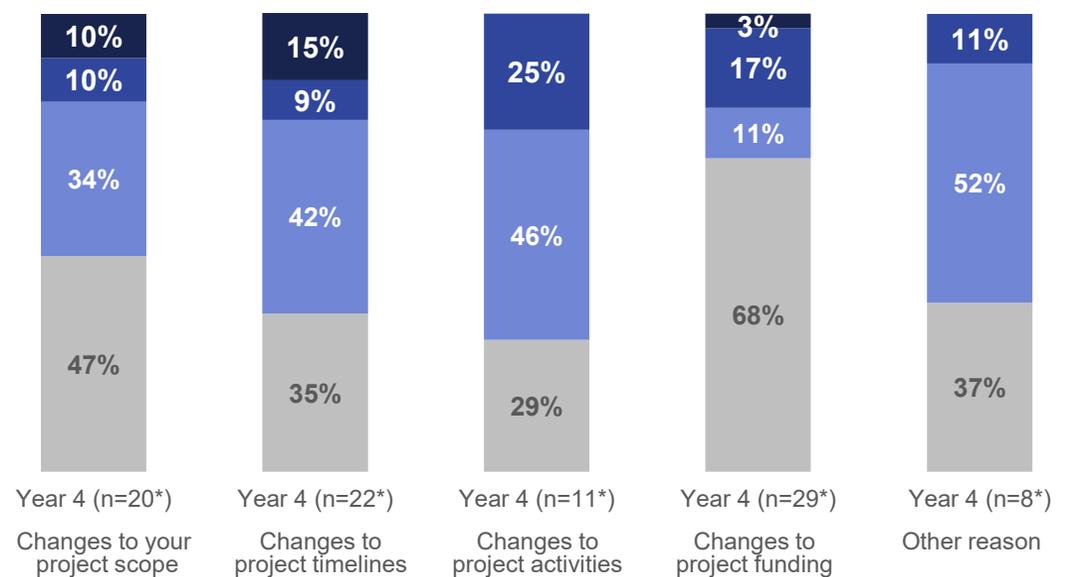
How long did the following take to complete?

1 DAY
 2 TO 3 DAYS
 4 TO 7 DAYS / ONE WEEK
 MORE THAN 7 DAY / MORE THAN ONE WEEK

YESS



OFPwD



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.
 Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

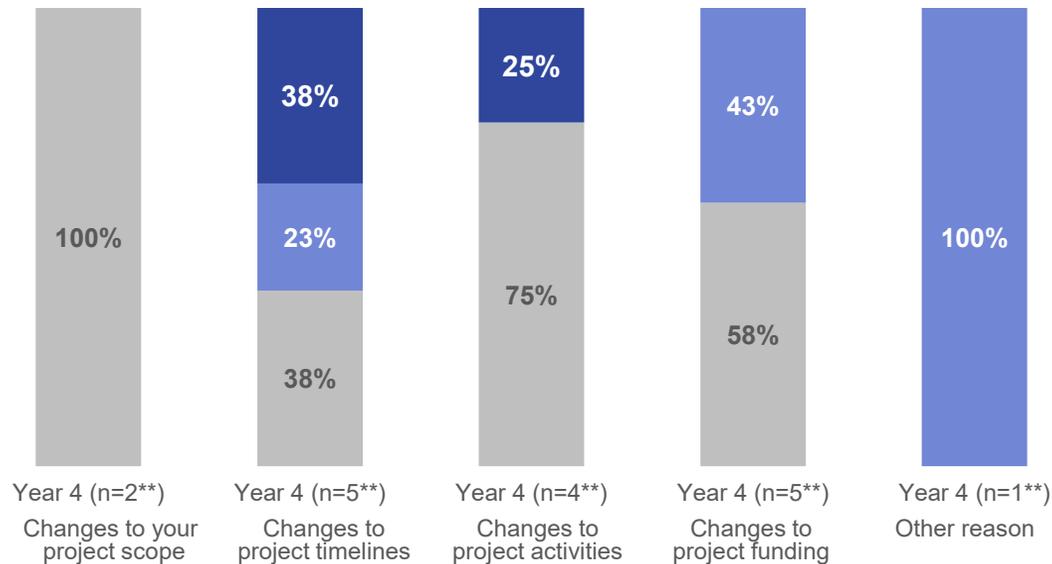
Amount of Time it Took to Make Changes by Program

- Though caution should be exercised due to very small sample sizes, changes to SDG projects generally took at least four days to resolve.

How long did the following take to complete?

1 DAY
 2 TO 3 DAYS
 4 TO 7 DAYS / ONE WEEK
 MORE THAN 7 DAY / MORE THAN ONE WEEK

SDG



Q23. How long did the following take to complete? If you are uncertain, please provide your best guess.

Base: Had to make changes to project or submit an amendment to funding agreement (n=varies)

Ease of Funding Agreement Closeout by Program

- CSJ applicants were more likely to feel it was easy to complete nearly all aspects of the funding agreement closeout, while applicants to NHSP, EAF, AWAH, YESS and OFPwD experienced more difficulty.
- Compared to Year 3, EAF and CSJ applicants were more likely to feel all aspects of the funding agreement closeout were easier to complete, while NHSP applicants were less likely.

How would you rate the following tasks related to your funding agreement with [PROGRAM]?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: Received funding approval – n=	3178	2106	1604	1304	436	180	161	38	1284	1033	320	323	1189	832	759	848	11*	8**	136	13*
Completing the final project report and/or program-specific requirement(s)	▲ 75%	70%	71%	72%	▲ 58%	47%	36%	55%	▼ 64%	73%	65%	66%	▲ 80%	70%	77%	73%	20%	13%	29%	46%
Submitting the final project report and/or program-specific requirement(s)	▲ 75%	70%	71%	73%	▲ 60%	49%	33%	61%	▼ 64%	75%	68%	67%	▲ 80%	70%	77%	74%	27%	50%	32%	54%
Submitting the final budget)	73%	70%	70%	72%	▼ 63%	56%	42%	71%	▼ 65%	71%	68%	67%	▲ 77%	71%	74%	72%	34%	38%	41%	46%
Completing the final budget/final claim	▲ 73%	68%	69%	70%	▲ 61%	51%	41%	66%	▼ 63%	69%	66%	68%	▲ 78%	69%	74%	71%	34%	38%	38%	39%
Resolving any outstanding issues with funding	▲ 55%	49%	51%	51%	▲ 44%	34%	29%	47%	▼ 47%	48%	46%	51%	▲ 58%	50%	54%	51%	42%	25%	27%	46%

Q24. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following tasks related to your funding agreement with [INSERT PROGRAM]? Select one response per item or select not applicable if you did not have to complete the task as part of your agreement.

Base: Received approval for program funding (n=3178)

Ease of Funding Agreement Closeout by Program

- CSJ applicants were more likely to feel it was easy to complete nearly all aspects of the funding agreement closeout, while applicants to NHSP, EAF, AWAH, YESS and OFPwD experienced more difficulty.
- Compared to Year 3, EAF and CSJ applicants were more likely to feel all aspects of the funding agreement closeout were easier to complete, while NHSP applicants were less likely.

How would you rate the following tasks related to your funding agreement with [PROGRAM]?

	TOP2BOX (% RATED 4/5)																			
	TOTAL				AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFPwD		SDG	
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: Received funding approval – n=	3178	2106	1604	1304	55	10**	7**	15*	10*	5**	5**	19*	110	131	20*	7**	44	17*	10*	25*
Completing the final project report and/or program-specific requirement(s)	75%▲	70%	71%	72%	35%	50%□	57%	33%	50%	40%	80%	53%	50%□	44%	70%	43%	52%□	41%	9%	32%
Submitting the final project report and/or program-specific requirement(s)	75%▲	70%	71%	73%	37%	60%□	57%	33%	60%	20%	80%	42%	55%□	49%	80%	57%	56%□	47%	9%	36%
Submitting the final budget	73%	70%	70%	72%	33%	40%□	57%	44%	50%	40%	60%	47%	46%□	42%	70%	43%	35%□	41%	19%	44%
Completing the final budget/final claim	73%▲	68%	69%	70%	27%	30%□	71%	44%	60%	60%	100%	42%	38%□	42%	65%	43%	35%□	47%	9%	32%
Resolving any outstanding issues with funding	55%▲	49%	51%	51%	38%	30%□	57%	50%	60%	20%	60%	47%	45%□	47%	65%	29%	57%	41%	32%	32%

Q24. On a scale of 1 to 5, where 1 is 'very difficult' and 5 is 'very easy', how would you rate the following tasks related to your funding agreement with [INSERT PROGRAM]? Select one response per item or select not applicable if you did not have to complete the task as part of your agreement.

Base: Received approval for program funding (n=3178)

Awareness of Service Standards

- Applicants' awareness of all service standards remained consistent compared to Year 3. Nearly half of applicants were aware of the time to issue payment once a payment statement claim has been submitted (45%, +1 pt), followed by roughly four in ten for the time to acknowledge the submission of a funding application (36%, -1 pt) and one-third for the time issue a funding decision notification (33%, unchanged).
- NHSP applicants were more likely to be aware of the service standards for the time to acknowledge a submission and to issue a funding decision. EAF, YESS and SDG applicants were less likely to be aware of the service standard for the time to issue payment, while YESS applicants were also less likely to be aware of the time to issue a funding decision.
- Compared to Year 3, awareness of the service standard for the time to acknowledge submission and issue payment declined among EAF applicants. YESS applicants were less likely to be aware of the service standard for the time to issue payment compared to Year 2 results.

Before today, were you aware of each of these service standards? – % Yes

	% YES											
	EAF			NHSP			CSJ			SDPPD		
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
n=	574	300	207	1705	1296	384	2349	1004	865	33	46	153
Time to acknowledge the submission of a funding application <i>(within 14 calendar days of receiving your application package)</i>	33% ▼	40%	42%	41%	44%	49%	35%	36%	42%	37%	33%	36%
Time to issue a funding decision notification <i>(within 84 to 154 calendar days from the date it was received or the end date of the intake process, depending on the intake method and program stream)</i>	37%	43%	33%	45%	46%	51%	31%	31%	38%	25%	30%	25%
Time to issue payment once payment claim is submitted <i>(for contributions, within 14 calendar days of receiving your completed claim package / for grants, within 14 calendar days of the approved project start date)</i>	38% ▼	48%	47%	48%	51%	53%	45%	44%	47%	33%	28%	42%

Q33. Before today, were you aware of each of these service standards?

Base: All respondents (n=5520). Note: Service Canada commits to meeting three (3) service standards 80% of the time (under normal circumstances). "Time to issue a funding decision notification" was new in fiscal year 2021/22 and may not have been in place when the organization applied.

Awareness of Service Standards

- Applicants' awareness of all service standards remained consistent compared to Year 3. Nearly half of applicants were aware of the time to issue payment once a payment statement claim has been submitted (45%, +1 pt), followed by roughly four in ten for the time to acknowledge the submission of a funding application (36%, -1 pt) and one-third for the time issue a funding decision notification (33%, unchanged).
- NHSP applicants were more likely to be aware of the service standards for the time to acknowledge a submission and to issue a funding decision. EAF, YESS and SDG applicants were less likely to be aware of the service standard for the time to issue payment, while YESS applicants were also less likely to be aware of the time to issue a funding decision.
- Compared to Year 3, awareness of the service standard for the time to acknowledge submission and issue payment declined among EAF applicants. YESS applicants were less likely to be aware of the service standard for the time to issue payment compared to Year 2 results.

Before today, were you aware of each of these service standards? – % Yes

	% YES															
	AWAH		CAS		FCR		IELCC		CSC		YESS		WHVP		SDG	
	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
n=	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
Time to acknowledge the submission of a funding application <i>(within 14 calendar days of receiving your application package)</i>	38%	50%	11%	55%	47%	38%	42%	28%	35%	40%	36%	33%	32%	32%	40%	44%
Time to issue a funding decision notification <i>(within 84 to 154 calendar days from the date it was received or the end date of the intake process, depending on the intake method and program stream)</i>	36%	41%	17%	40%	40%	50%	37%	n/a	28%	29%	n/a	22%	23%	n/a	31%	33%
Time to issue payment once payment claim is submitted <i>(for contributions, within 14 calendar days of receiving your completed claim package / for grants, within 14 calendar days of the approved project start date)</i>	38%	50%	22%	50%	47%	38%	37%	44%	35%	46%	44%	22%	37%	27%	36%	39%

Q33. Before today, were you aware of each of these service standards?

Base: All respondents (n=5520). Note: Service Canada commits to meeting three (3) service standards 80% of the time (under normal circumstances). "Time to issue a funding decision notification" was new in fiscal year 2021/22 and may not have been in place when the organization applied.

Communities Supported by Funding Application (3/4)

Would the funding you applied for assist any of the following communities, clients or people?

	EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
At least one (NET)	97%	95%	98%	-	98%	98%	99%	-	91%	88%	96%	-	100%	98%	100%	-
Those who identify as youth	58%	53%	44%	-	25%	27%	28%	-	79%	76%	83%	-	66%	52%	75%	-
Those who identify as women	54%	54%	47%	43%	53%	59%	60%	63%	59%	55%	64%	65%	60%	59%	65%	53%
Those who identify as belonging to a minority racial or ethnic background	49%	52%	39%	32%	43%	50%	51%	56%	55%	48%	64%	58%	64%	52%	81%	47%
Those who identify as a low socio-economic status	52%	49%	44%	-	52%	60%	55%	-	44%	42%	52%	-	69%	63%	61%	-
Those who identify as Indigenous	44%	47%	33%	38%	29%	33%	35%	41%	44%	38%	47%	48%	58%	48%	21%	35%
Those who identify as Black Canadians	41%	36%	32%	29%	26%	32%	35%	38%	44%	40%	54%	46%	50%	46%	96%	18%
Those who identify as lesbians, gay, bisexuals, queers or other sexual minorities	38%	30%	31%	-	24%	28%	32%	-	41%	35%	42%	-	43%	52%	27%	-
Those who identify as having a mental or physical disability	81%	81%	84%	91%	44%	48%	49%	51%	34%	32%	40%	40%	96%	89%	28%	47%
Those who identify as newcomers to Canada	44%	42%	32%	-	37%	42%	38%	-	35%	31%	40%	-	48%	35%	67%	-

Communities Supported by Funding Application (3/4)

Would the funding you applied for assist any of the following communities, clients or people?

	AWAH	CAS	FCR	IELCC		CSC		YESS			WHVP	OFFwD		SDG		
	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
At least one (NET)	98%	100%	94%	95%	100%	88%	99%	-	100%	100%	-	89%	96%	-	94%	92%
Those who identify as youth	16%	50%	33%	10%	60%	50%	88%	-	93%	96%	-	22%	76%	-	68%	64%
Those who identify as women	64%	96%	78%	55%	33%	63%	71%	72%	76%	75%	76%	78%	73%	55%	71%	72%
Those who identify as belonging to a minority racial or ethnic background	57%	59%	78%	55%	60%	50%	80%	88%	80%	77%	76%	78%	70%	64%	72%	69%
Those who identify as a low socio-economic status	66%	41%	56%	20%	53%	63%	66%	-	77%	77%	-	22%	73%	-	60%	62%
Those who identify as Indigenous	44%	59%	28%	-	100%	88%	57%	68%	67%	77%	68%	67%	64%	64%	56%	62%
Those who identify as Black Canadians	39%	46%	67%	25%	7%	13%	71%	64%	65%	69%	64%	56%	63%	46%	60%	51%
Those who identify as lesbians, gay, bisexuals, queers or other sexual minorities	38%	50%	56%	20%	13%	50%	52%	-	66%	63%	-	11%	61%	-	40%	33%
Those who identify as having a mental or physical disability	54%	27%	28%	5%	33%	13%	49%	48%	64%	71%	56%	33%	96%	100%	42%	44%
Those who identify as newcomers to Canada	49%	41%	89%	80%	-	25%	65%	-	63%	57%	-	44%	53%	-	58%	41%

Communities Supported by Funding Application (4/4)

Would the funding you applied for assist any of the following communities, clients or people?

	EAF				NHSP				CSJ				SDPPD			
	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1	Year 4	Year 3	Year 2	Year 1
Base: All respondents – n=	574	300	207	56	1705	1296	384	431	2349	1004	865	942	33	46	153	17*
At least one (NET)	97%	95%	98%	-	98%	98%	99%	-	91%	88%	96%	-	100%	98%	100%	-
Those who identify as trans, non-binary, other gender, gender diverse or queer people	38% ▲	31%	30%	-	22% □	24%	28%	-	40% ▲	33%	39%	-	45%	52%	25%	-
Those who identify as seniors	63% □	39%	71%	-	95% □	95%	96%	-	21% □	19%	26%	-	44%	50%	43%	-
Those who identify as Two-Spirit or Indigenous LGBTQIA+ people	34%	28%	25%	-	20% □ ▼	23%	27%	-	35% ▲	29%	35%	-	37%	44%	16%	-
Those who identify as an immigrant or a non-permanent resident	41% □	41%	28%	-	31% □ ▼	37%	37%	-	31%	26%	33%	-	42%	35%	58%	-
Those who identify with an English or a French minority community	35% ▲	28%	24%	-	25% □	25%	31%	-	31% ▲	25%	29%	-	39%	30%	29%	-
Those who identify as belonging to a religious group	32% ▲	25%	30%	30%	20% □	21%	25%	34%	28%	25%	27%	32%	27%	17%	36%	24%
Those who identify as veterans	32% ▲	19%	31%	-	28% □	30%	34%	-	14% □	12%	13%	-	33% □	22%	15%	-
Those who are experiencing homelessness and / or currently unhoused	27% ▲	15%	21%	-	15%	17%	16%	-	15%	13%	16%	-	29% □	28%	23%	-

Communities Supported by Funding Application (4/4)

Would the funding you applied for assist any of the following communities, clients or people?

	AWAH	CAS	FCR		IELCC		CSC		YESS			WHVP	OFFwD		SDG	
	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 1	Year 4	Year 2	Year 1	Year 4	Year 4	Year 1	Year 4	Year 2
Base: All respondents – n=	116	22*	18*	20*	15*	8**	127	25*	303	152	25*	9**	76	22*	173	39
At least one (NET)	98%	100%	94%	95%	100%	88%	99%	-	100%	100%	-	89%	96%	-	94%	92%
Those who identify as trans, non-binary, other gender, gender diverse or queer people	35%	46%	61%	20%	13%	50%	51%	64%	65%	62%	48%	22%	61%	59%	37%	36%
Those who identify as seniors	93%	9%	28%	5%	13%	25%	22%	-	11%	8%	-	-	35%	-	46%	39%
Those who identify as Two-Spirit or Indigenous LGBTQIA+ people	37%	50%	44%	10%	27%	50%	49%	-	63%	59%	-	33%	55%	-	36%	33%
Those who identify as an immigrant or a non-permanent resident	45%	23%	83%	80%	-	25%	54%	-	46%	45%	-	44%	41%	-	51%	36%
Those who identify with an English or a French minority community	43%	23%	44%	5%	13%	-	45%	-	35%	32%	-	11%	45%	-	35%	31%
Those who identify as belonging to a religious group	26%	18%	39%	5%	7%	13%	23%	16%	23%	24%	36%	11%	33%	23%	24%	21%
Those who identify as veterans	42%	18%	17%	5%	-	13%	11%	-	7%	5%	-	-	32%	-	17%	18%
Those who are experiencing homelessness and / or currently unhoused	23%	18%	6%	5%	13%	38%	19%	-	43%	53%	-	11%	42%	-	25%	15%

Change in Quality of Service Received (Repeat Applicants) by Program

- YESS repeat applicants were less likely to say that their experience has improved in some way, while NHSP repeat applicants were more likely to feel that timeliness of service improved.
- Compared to Year 3, CSJ repeat applicants were more likely to report that all aspects of their experience improved, while NHSP applicants were less likely to feel that the ease of getting assistance when needed, and timeliness of service improved.

Do you feel the quality of service has improved, declined, or stayed about the same?

	TOP2BOX (% RATED 4/5)														
	TOTAL			EAF			NHSP			CSJ			SDPPD		
	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2	Year 4	Year 3	Year 2
Base: Applied before – n=	4000	2240	1251	208	121	40	1164	1025	261	2220	938	785	24*	22*	12*
Overall level of satisfaction with service received	38%▲	33%	38%	36%	37%	38%	40%	44%	34%	38%▲	32%	38%	32%	14%	84%
Ease of submitting application	38%▲	33%	39%	37%	31%	40%	37%	39%	28%	39%▲	32%	41%	39%	18%	73%
Ease of completing application	37%▲	33%	38%	37%	28%	35%	35%	38%	29%	38%▲	32%	40%	30%	18%	73%
Clarity of information on [PROGRAM] website	36%▲	31%	35%	38%	31%	28%	39%	41%	36%	36%▲	31%	35%	35%	23%	56%
Ease of getting assistance when needed	32%▲	27%	32%	28%	25%	25%	34%▼	39%	30%	32%▲	26%	32%	39%	23%	75%
The amount of time it took from when I started gathering information to when I got a decision on my application	28%▲	24%	28%	29%	27%	18%	31%▼	35%	26%	28%▲	24%	29%	23%	14%	56%

Q44a. Comparing the service you received for [INSERT PROGRAM] in the past with your most recent experience, do you feel the quality of service has improved, declined, or stayed about the same?

Base: Repeat applicants (n=4000)

Change in Quality of Service Received (Repeat Applicants) by Program

- YESS repeat applicants were less likely to say that their experience has improved in some way, while NHSP repeat applicants were more likely to feel that timeliness of service improved.
- Compared to Year 3, CSJ repeat applicants were more likely to report that all aspects of their experience improved, while NHSP applicants were less likely to feel that the ease of getting assistance when needed, and timeliness of service improved.

Do you feel the quality of service has improved, declined, or stayed about the same?

	TOP2BOX (% RATED 4/5)															
	TOTAL			AWAH	CAS	FCR		IELCC		CSC	YESS		WHVP	OFFPwD	SDG	
	Year 4	Year 3	Year 2	Year 4	Year 4	Year 4	Year 2	Year 4	Year 2	Year 4	Year 4	Year 2	Year 4	Year 4	Year 4	Year 2
Base: Applied before – n=	4000	2240	1251	18*	9**	9**	9**	6**	2**	70	192	103	1**	47	32	6**
Overall level of satisfaction with service received	38%▲	33%	38%	34%	56%	33%	44%	67%	-	36%	28%	28%	100%	31%	25%	50%
Ease of submitting application	38%▲	33%	39%	22%	44%	44%	44%	50%	-	36%	28%	36%	-	35%	35%	67%
Ease of completing application	37%▲	33%	38%	34%	44%	44%	22%	50%	-	40%	25%	38%	100%	35%	32%	33%
Clarity of information on [PROGRAM] website	36%▲	31%	35%	11%	56%	33%	22%	67%	-	26%	28%	30%	100%	49%	27%	33%
Ease of getting assistance when needed	32%▲	27%	32%	45%	44%	33%	33%	50%	50%	24%	22%	31%	100%	24%	26%	33%
The amount of time it took from when I started gathering information to when I got a decision on my application	28%▲	24%	28%	39%	44%	22%	22%	67%	-	25%	15%	23%	-	18%	15%	17%

Q44a. Comparing the service you received for [INSERT PROGRAM] in the past with your most recent experience, do you feel the quality of service has improved, declined, or stayed about the same?

Base: Repeat applicants (n=4000)