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Survey of Clients Regarding Access to Inland Offices Services

Final Report

Prepared for

Client Service Initiative
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EXECUTIVE SUMMARY

This report presents the findings of a survey of major inland office walk-in clients. The objective of the study was to provide client input into some of the CIC Client Service Initiative projects within the context of the Treasury Board Service Improvement Initiative. The analysis is based on 284 questionnaires completed by clients who visited ten offices spread out from Halifax to Vancouver between October 11, 2000 and November 2, 2000; 28 in-depth interviews of clients were conducted at the same times and locations by the CIC project authority. During the survey period, questionnaire placements were attempted with about half the walk-in clients and more than one in three was accepted and completed.

Differences of client views from office to office were minor. They are reported in the body of the report but not in this summary. The detail of the results by question and by office is reproduced in Appendix C.

Traffic volumes (see section 3.1 for more details)

Visits to inland offices represent a small part of the service provided by CIC.

- There are about 35,500 visits to inland offices per month.
- This represents about one tenth of the traffic registered at the call centre and 7% of the Web site traffic.

Reasons for the visits (see section 3.2 for more details)

Three quarters of walk-in clients came to the office without an appointment. Among them, more than one quarter came to the office after failing to obtain the service from the call centre.

- 77% of respondents did not have an appointment.

- 29% of walk-in clients without appointments failed to obtain the service from the call centre.

Three groups of reasons justify the visit of walk-in clients without appointments:

- 45% came to pick up an application form;
- 37% visited an office to obtain general information (22%) or gather information on their specific case (15%);
- 17% needed to take some action: 11% came to fix a problem relating to them or a relative and 6% to complete a procedure.

Telephone services (see section 3.3 for more details)

Among walk-in clients who had attempted to obtain the service from the call centre, a majority (56%) was not satisfied with the service they received. About one quarter of visits to inland offices can be traced back to not obtaining the service from the call centre. Considering the relative traffic volumes, however, this represents only 4% of all calls handles by the call centres. While the availability of telephone access to the call centre from the waiting rooms is valued by some, considering the responses to this survey, it is unlikely to significantly improve access to services for walk-in clients.

- 33% of respondents had attempted to get the service through the call centre; they turned to the office for three equally frequent reasons: information unavailability, busy phone line and a referral by the call centre.
- The main reason for not attempting to use the call centre before visiting the office was an insistence on talking to someone face to face.
- 44% of respondents who expressed an opinion were satisfied with access to the call centre (75% could give an opinion).
- About half of respondents would find useful to have telephone access to the call centre from waiting rooms; 54% rated this service feature important or very important.

Internet services (see section 3.4 for more details)

One third of clients indicated that they would like to have access to CIC services through the Internet. A majority of survey respondents did not find enough on the Internet to avoid the visit to the office. Here again, considering the pattern of reasons behind the visits and the insistence on in-person service, it is unlikely that Internet access from the waiting rooms will do much to improve access to services for walk-in clients.

- 30% of respondents indicated having attempted to get the service through the CIC Web site or another government of Canada Web site. More than half of them decided to visit the office after failing to find what they wanted on the Internet.
- The Internet would have been the preferred vehicle of service for 34% of walk-in clients, compared to 28% for the telephone, as long as confidentiality of the information is assured.
- By and large, a little less than half of respondents indicated that Internet-connected computers would be useful in waiting rooms. Between four and five out of ten rated access to the CIC Web site or other government of Canada Web sites important or very important.

Quality of service (see section 3.5 for more details)

Walk-in clients were generally satisfied with the service they received. The ratings indicate a decent, albeit not stellar, level of service. Clients were most satisfied with staff fairness, competence and courtesy. They were least satisfied with office hours and accessibility for the disabled.

- 80% of clients were either satisfied (26%) or very satisfied (54%) overall with the service they received at the office; this translates into a score of 4.2 on a 1 to 5 satisfaction scale.
- Service in official languages, fairness and equity of treatment, staff competence and staff courtesy were the service features which received the highest ratings.
- Office accessibility to the disabled, office hours, waiting time at the office and convenience of the location received the lowest satisfaction scores.

Results from service (see section 3.6 for more details)

More than 10% of walk-in clients who participated in the survey indicated that there was some problem with the way the service was rendered: either

they did not get all the service expected or they believe that an error was made. These observations by the clients may indicate real service delivery issues or some difficulties in the communication between staff and clients.

- 64% of respondents indicated that they received the service they needed in full, and 13% in part.
- 11% of respondents declared that the service was not delivered without error.

Service uniformity (see section 3.7 for more details)

For walk-in clients, the need for uniformity in services and uniformity in physical layout takes a back seat to several other issues.

- The partial test of uniformity issues indicate that respondents attach lower-than-average value to uniformity.
- Uniformity in services is valued by about six clients in ten; uniformity in physical layout, by four in ten.

Feedback mechanism (see section 3.8 for more details)

Walk-in clients support the implementation of a formal comment and complaint system.

- The implementation of a complaint management system is valued by about two-thirds of respondents.
- Respondents are equally split between a preference for verbal and written feedback on the services they received.

Multilingual service (see section 3.9 for more details)

Service in languages other than English and French is not perceived as a crucial issue by most walk-in clients.

- 9% of attempted placements of questionnaires aborted because of language issues; in the context, this is an upper limit estimator.
- Provision of service in non-official languages placed eighteenth in a list of nineteen service characteristics ranked in decreasing order of importance.
- 9% of respondents identified service in non-official languages as one of their priority for service improvement.

Improvement priorities (see chapter 4 for more details)

Asked directly about their priorities for improvement, walk-in clients would like to see:

- a reduction of the waiting time at the office and
- better availability of information.

Based on the joint analysis of levels of satisfaction and of the importance clients attach to various service features, to improve overall client satisfaction, the most effective service improvements would deal with:

- clients' perceptions of staff helpfulness and
- the availability of information.

Some subgroups emphasize some improvements more than others:

- In Toronto, office hours and office location were raised more often.
- In Halifax and Ottawa, fairness and equity as well as access to the call centre were noted more frequently.
- Clients with appointments identified the level of help provided as a priority.
- Clients who came to get an application form valued a shorter waiting time.
- Clients who wanted to complete a procedure and those whose situation involved permanent residency were more concerned with the fairness and equity of treatment.
- Individuals who came concerning their visitor status identified service in non official languages as their top priority.

In brief, the issue of access to services, as perceived through the lens of the walk-in clients, is not primarily about waiting time to get telephone service or physical access to in-land offices. It is about getting the information sought for and accessing staff who display a helping culture.

On the other hand, the department may have a legitimate operational agenda which requires a reduction of visits to in-land offices. This study simply suggests that the departmental requirements in this regard may not correspond to walk-in client expressed priorities.

ACKNOWLEDGEMENTS

While **Circum Network Inc.** bears the responsibility for the intellectual guidance of work presented in this report as well as for the production of the report itself, we want to thank a variety of people for taking on various tasks. Without them, this work could not have been carried out.

First and foremost, our sincere thanks are extended to Mr. **André Cardinal**, Project Advisor, Client Service Initiative at Citizenship and Immigration Canada, who provided advice on questionnaire design, who organized the on-site data collection and who carried out the in-person interviews. We also thank **Citizenship and Immigration Canada personnel** at the ten offices covered by this study for taking the responsibility for recruiting respondents to the self-administered questionnaire and for taking care of the logistics of the survey. Finally, we have to note the commitment of the **clients** who took time to complete the self-administered questionnaire or to be conducted through the in-person interview. Without the assistance of these people, this study could not have been implemented.

Benoît Gauthier
president, **Circum Network Inc.**
and project director

Chapter 1

INTRODUCTION

Citizenship and Immigration Canada (CIC) has embarked onto a large-scale service improvement process named "Client Service Initiative" which includes several components: a series of projects focussed on the rapid resolution of problems in the areas of access to CIC services, quality assurance and case management, and a pilot project on the centralisation of the management of certain types of transactions.

Several of the short and medium term projects would benefit from the input of the client perspective to situate the problem and to assess the solutions. This is particularly the case for the following projects: access to the inland CIC offices, complaints management, services in non-Charter languages and branding.

A survey research project was designed to collect clients' point of view on these, and related, topics. This report presents the methodology used (Chapter 2) and the findings (Chapter 3). A final chapter (Chapter 4) documents what the clients' view as the service improvement priorities. The terms of reference for the study list the following key issues:

- preferences and improvement priorities with regard to access to in-person services, in particular in relation to the availability of equipment to access the call centre, the CIC Web site and other federal government services (including the layout of the offices, telephones and computers on site);
- the pertinence of the standardization of office layouts for large service centres across Canada;
- the level of assistance required as well as expectations regarding delays, waiting periods and information availability;
- preferences and improvement priorities with regard to services offered by CIC personnel;
- red tape and difficulties in obtaining the service;
- the relative importance of various service features.

Throughout this report, it is important to remember that this research collected the opinions and views of clients who had visited the inland offices. The perspective of this sample, while representative of the group of people who walked into offices, may not be the same as the opinions of all CIC clients.

Chapter 2

METHODOLOGY

2.1 *Population of study*

This study concerns CIC clients who elected —or who were invited — to visit an inland office to obtain information or to initiate, continue or complete a procedure. It includes clients concerned with immigration services as well as citizenship services.

To interpret the results of the study correctly, it is important to understand that essentially three types of clients were involved in the study:

- people who were asked by CIC to meet an officer at the office;
- people who could not obtain the service they needed through the call centre;
- people who would not use the call centre to obtain a service which would have been available there.

Because of the nature of the clientele reached by this study, the views collected in this survey should not be extrapolated to the entire CIC client

base. However, the data are representative of the segment of clients who access services through inland offices.

2.2 Questionnaire design

Two questionnaires were designed: one for self-administration and one for face-to-face interviewing. The latter is an off-shot of the former meant to allow for more in-depth probing; therefore, only the former is described here.

The questionnaire started with a letter signed by Alain Théault; this letter described the purpose of the study and emphasized the anonymity of the questionnaire as well as the voluntary nature of the survey. The following pages of the questionnaire contained questions related to the following issues:

- the reason for the visit;
- the use of telephone services (call centre), including the level of satisfaction with existing services and the interest in the provision of access to these services from inland offices;
- the use of Internet services, including the interest in the provision of access to these services from inland offices;
- satisfaction with the physical aspects of the offices and the importance of standardization;
- satisfaction with the results obtained and the thirst for a complaint mechanism;
- the importance of a variety of service features and priorities for improvements.

The English and French versions of the self-completed and in-person questionnaires are presented in Appendix A.

The questionnaires were produced in booklet format with the French and English versions reproduced in a tumble fashion.

2.3 *Sampling*

While the objectives of the study are of a descriptive nature, it was accepted early on that the results would be considered indicative rather than formally statistically representative. In particular, the study team had no means of controlling the sample selection.

At each location, one day of work was identified so as to allow for a reasonable travel schedule for the CIC official who visited all selected offices. Where traffic turned out to be exceptionally low, a second day of sampling and data collection was organised.

To all extent possible, all available clients were requested to participate through the self-completed questionnaire. Local resource availability sometimes prevented from achieving this ideal.

2.4 *Planning the field work*

Ten locations were selected for participation in the study. The following table identifies them as well as the first day of data collection.

EXHIBIT 2.1
Study Dates and Locations

Date	Location
October 11	CIC Edmonton
October 12	CIC Calgary
October 13	CIC Winnipeg
October 17	CIC Vancouver
October 19	CIC Halifax
October 26	CIC Ottawa
October 27	CIC Montreal
October 31	GTA Central
November 1	GTA West
November 2	GTA East

2.5 **Field results**

Exhibit 2.2 presents the results obtained during the field work. Because of the limitations of the data, we cannot determine what the total traffic was in the 10 locations surveyed, during the study period. In general, where data exist, about half of the visitors were approached to complete a questionnaire. Of the 752 people so approached, 9% (68) declined because they could not function sufficiently well in French or English. In the end, 284 usable survey forms were completed which represents 38% of attempts.

An additional 28 in-depth interviews were conducted by the CIC project manager. By and large, the results of the self-administered survey are supported by these in-person interviews. Where in-depth interviews add to the findings of the self-administered questionnaire, notes are made in the analysis.

**EXHIBIT 2.2
Field Results**

Location	Total traffic	Placements attempted	Placements failed due to language	Completed questionnaires
CIC Edmonton	175*	95	5	41
CIC Calgary	125*	111	19	41
CIC Winnipeg	125*	75	1	16
CIC Vancouver	284	122	22	40
CIC Halifax	20	20	3	10
CIC Ottawa	60	44	2	21
CIC Montreal	320	86	1	33
GTA Central	350*	145	13	50
GTA West	30*	25	2	19
GTA East	35	29	0	13
TOTAL	1,524	752	68	284

* Estimate

Considering the knowledge objectives of this study, the number of questionnaires completed and the variety of offices from which they were collected, the data offer adequate reliability. The data presented in the next chapter are weighted according to the number of placements attempted at each location.

Chapter 3

RESULTS

3.1 *Traffic volumes*

The results of this study must be interpreted in the context of the traffic volumes which characterise the three main modes of access to service for CIC clients. Estimated volumes are as follows:

- based on the numbers collected in this study, the average daily traffic at any one of the ten location visited was 131 people; assuming that the ten locations represent 80% of the overall traffic and that there are 21.7 working days in a month, the monthly traffic at inland offices would be approximately 35,500 people;
- according to call centre statistics for the month of October 2000, 326,761 calls were registered;
- according to Web site log statistics, in October 2000, there were 551,496 sessions of which 67,353 did not reach beyond the

introduction page; therefore, there were 484,143 significant sessions during that month.

The point of these numbers is to demonstrate that visits to inland offices are a small part of the service provided by CIC. They represent about one tenth of the traffic registered at the call centre and 7% of the Web site traffic.

3.2 *Reasons for the visit*

Almost eight out of ten clients (77%, page C-3) walked into an inland office without an appointment. Among these clients without appointments, visits to inland offices were mostly justified by a need for an application form and a need to obtain information. Almost half (45%; C-3) of them came to pick up an application form while more than one third visited an office to obtain general information (22%) or gather information on their specific case (15%). Small proportions of people came to fix a problem relating to them or a relative (11%) or to complete a procedure (6%).

Among visitors who did not have an appointment, similar size groups targeted the Citizenship program (19%) and permanent residency (21%). Immigration sponsorship was the main purpose of the visit for 16% while a prolonged stay drove 14% of people to the office — 30% indicated that they visited the office for some other reason.

At another level, more than one quarter of visitors without appointments failed to obtain the service from the call centre.¹

3.3 *Telephone services*

The key issues in relation to telephone services are:

¹ 33% of clients without appointments attempted to obtain the service through the call centre and 12% of that 33% were told to go to the local office for in-person service; therefore, 33% - (33% x 12%) is 29%.

- did walk-in clients attempt to obtain the service from the call centre before proceeding to the office?
- why did they resort to visiting the office?
- how satisfied are clients with the call centre?
- is the telephone the clients' preferred mode of interaction with the department?
- would the availability of direct call centre lines in waiting rooms represent a service improvement according to clients?

One third of walk-in clients (33%, C-4) had attempted to get the service they needed from the call centre. Considering the result of their attempt, it can be estimated that one quarter of visits to inland offices are from people who failed to obtain the service from the call centre.¹ The call centre attempt was somewhat more frequent (56%) among the clients who were looking to obtain an application form.² The reasons for visiting an office after contacting the call centre were scattered, as shown in Exhibit 3.1.

EXHIBIT 3.1
Reasons for visiting an office after contacting the call centre

Reason	Percentage of clients who had attempted to contact the call centre
I could not get what I wanted	25%
The telephone line was always busy	23%
I was told to come in person	22%
Some other reason	21%
The information was too general	18%
The information was not available	10%
I did not like the service I received	8%
No response	1%

Source: page C-5; may add up to more than 100% since more than one response was accepted from each respondent.

¹ 33% of all clients attempted to obtain the service through the call centre and 22% of that 33% were told to go to the local office for in-person service; therefore, 33% - (33% x 22%) is 26%.

² Throughout the report, unless otherwise noted, only differences which are statistically significant at least at the 95% level are identified.

Looking specifically at people who came with an appointment, however, 60% of those who had attempted to contact the call centre¹ went to the office because they were told to do so (C-5).

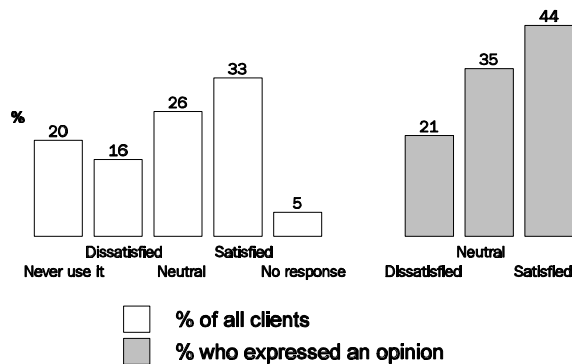
Among the clients who had not attempted to contact the call centre before visiting an inland office, the largest proportion (38%, C-6) indicated that they wanted to talk to someone in person. Another 17% of such clients stated that they didn't think they could get the service they required on the telephone. The available data are insufficient to substantiate that claim.

EXHIBIT 3.2
Reasons for visiting an office without contacting the call centre

Reason	Percentage of clients who had not contacted the call centre
I wanted to talk to someone in person	38%
Some other reason	27%
I thought I could not get the service I wanted on the telephone	17%
I do not have a telephone at home	10%
The call centre telephone line is always busy	9%
I do not like doing business on the telephone	8%
No response	5%
I do not understand enough French or English	5%

Source: page C-6; may add up to more than 100% since more than one response was accepted from each respondent.

EXHIBIT 3.3
Satisfaction with the telecentre



Overall satisfaction with call centre services is depicted in Exhibit 3.3 (C-7). One client out of five had never attempted to contact the call centre and 5% would not provide an answer. Of those who could and did rate their satisfaction with the call centre, 44% were either satisfied or very satisfied while 21% were dissatisfied or very dissatisfied.

¹ Only 39 people in the data base.

While some may find comfort in the fact that there were more clients expressing satisfaction than dissatisfaction, uncovering that only 44% of this client group are satisfied with the call centre may go a long way toward explaining why they preferred to pay a visit to the office rather than persevere with the telephone service. A 44% combined (high and low points) satisfaction rating is lacklustre at best. This may not reflect the overall performance of the call centre; it does, however, paint the picture of the perceptions of the walk-in group with regard to telephone services. Note that clients who had presumably the among the longest experience with the department, those who visited the office to complete a procedure, had a more negative opinion of the call centre than the others; in that small group¹, those dissatisfied outnumbered those satisfied.

There is additional evidence that a non trivial portion of those visiting the offices do so because that is the way they like doing business: two thirds (67%, C-7) indicated that they prefer going to the office over using the telephone to get the service they wanted. This preference is similar among all groups except for those seeking a lengthening of their visitor, student or temporary status² who indicated almost unanimously (99%) that they preferred to deal face-to-face.

Half (47%, C-8) of respondents indicated that telephone access to the call centre was available in the waiting rooms.³ Half (49%, C-8) of those who enjoyed such access indicated that it was useful to them on that day; similarly, half (49%, C-9) of those who said there was no such access in the waiting room stated that it would have been useful to them on that day. These numbers must be interpreted with caution. Survey respondents, when offered "more" of anything positive (more service, more of a product, more pleasure, etc.), unless the cost of that addition is clearly stated, will naturally tend to prefer getting that additional something over not getting it. In that sense, finding that 50% of walk-in clients found useful to have telephones in waiting rooms or would find useful to have them is not a big surprise. One survey respondent out of five (22%, C-9) rated the addition of direct phone lines to the call centre in waiting rooms as "very important"

¹ Only 38 respondents in the data base.

² Only of 33 respondents in the data base.

³ Objectively, as verified by the CIC project authority, all waiting rooms featured such telephones.

to them while another third (32%) rated it "important". The next chapter will place this importance rating in context, using other importance ratings found in this study.

3.4 Internet services

The issues relative to Internet services and inland offices are similar to those involving telephone services. They are:

- did walk-in clients attempt to obtain the service from an Internet Web site before proceeding to the office?
- why did they resort to visiting the office?
- is the Internet the clients' preferred mode of interaction with the department?
- would the availability of Internet enabled computers in waiting rooms represent a service improvement according to clients?

According to the responses to the survey, a surprisingly high 30% (C-10) of walk-in clients had attempted to get the same service using the CIC Web site (17%) or another government of Canada Web site (13%) before proceeding to the office. The proportion was smaller in Vancouver¹ where a total of 17% indicated that they had attempted to use the Internet to obtain the service.

Exhibit 3.4 summarises why clients came to the office after trying to use the Internet. According to clients, more than half of instances where they turned to offices after trying to use the Internet were explained by inadequate information on the Web site. The data available in this study cannot substantiate this claim.

¹ 40 respondents in the data base.

EXHIBIT 3.4
Reasons for visiting an office after trying the Internet

Reason	Percentage of clients who had attempted to use the Internet
I could not get what I wanted	30%
The information was too general	25%
I could not get through to the sites	18%
The information was not available	17%
Some other reason	17%
No response	5%

Source: page C-10; may add up to more than 100% since more than one response was accepted from each respondent.

Exhibit 3.5 explains why some clients did not try to use the Internet in the first place. The largest group is composed of people who indicated that they do not have access to the Internet (39%) followed by the cohort of clients who wanted in-person service (28%). It is worth noting that only 2% of these clients are repulsed by technology.

EXHIBIT 3.5
Reasons for not trying the Internet

Reason	Percentage of clients who had not attempted to use the Internet
I do not have access to the Internet	39%
I wanted to talk to someone in person	28%
I thought I could not get the service I wanted on the Internet	15%
Some other reason	12%
No response	10%
I don't like using technologies like the Internet	2%

Source: page C-11; may add up to more than 100% since more than one response was accepted from each respondent.

The Internet is the preferred vehicle of service for 34% (C-11) of clients. While the difference is not statistically significant, this proportion is apparently larger than that of the clients who would prefer service via the telephone (28%, C-7). Among this sample of clients who all requested in-

office service, 55% preferred in-person service over Internet-based service; the proportion was higher in Vancouver¹ (75%) and lower in Montreal² (36%).

More than one in four (28%, C-12) clients surveyed indicated that the waiting room was equipped with computers connected to the Internet.³ Of these people, 42% stated that these computers were useful for them on that day; the objective absence of Internet-connected computers in waiting rooms suggests that a portion of the respondents may have been confusing waiting-room access to Internet Web sites and access from other locations. Within the group who indicated that there were no Internet-connected computers in the waiting room, more than four in ten indicated that a connection to the CIC Web site (43%, C-13) or to the government of Canada Web site (46%, C-13) would have been useful. During in-depth interviews, clients indicating an interest in getting Internet-delivered personalized services clearly stated that this mechanism would have to provide full-proof security against piracy. As much of the Service Canada concept is materialized through the provision of Internet-enabled computers at service centres, it is worth noting that, during in-person interviews, clients found appealing the notion of providing various, related government programs under the same roof.

Clients who had been served by a receptionist tended to value Internet access somewhat more than others. Some 47% of clients ranked the availability of CIC site-connected computers in waiting rooms important or very important (C-14); 39% rated a connection to other government of Canada Web sites similarly (C-14). Vancouver⁴ clients seemed to attach a little less importance to these features while Toronto clients gave them a little more importance. In this case as in the case of call centre access in the waiting room, these results have to be read with caution.

¹ 40 respondents in the data base.

² 33 respondents in the data base.

³ In fact, as verified by the CIC project authority, such computers were available only in Halifax where they were out of service during the survey period.

⁴ 40 respondents in the data base.

3.5 *Quality of service*

This study adopts the position that quality of service is a notion that is entirely defined by the client. Other stands could be taken — quality can be defined as meeting some standard or avoiding mistakes — but the one chosen here focusses on the client perspective.

Exhibit 3.6 summarizes client ratings of their satisfaction with the quality of service on the day they visited the inland office. Overall satisfaction rates at 4.2 which corresponds to 26% of clients who expressed an opinion indicating that they were satisfied and 54% more, very satisfied. Therefore, 80% of clients who took a stand expressed a degree of satisfaction, with most choosing the highest rating available to them. In the realm of client satisfaction measurement, the 54% who chose the "top box" of the scale may be more significant than the 80% who expressed satisfaction.

Topic by topic, satisfaction ranged from a high of 4.4 concerning official language of service to a low of 3.8 with regard to office hours and accessibility for the disabled. Areas of particular intrinsic importance, like fairness, equity and competence, rated at 4.3, above the overall satisfaction average.

The ratings in Exhibit 3.6 suggest that clients perceive that they were treated to a decent, if not stellar, level of service. They were pleased; they were not astounded. More intelligence will be given to these number in Chapter 4.

EXHIBIT 3.6
Service satisfaction ratings

Service feature	Average rating on a scale from 1 to 5
Service in official language of choice	4.4
Fairness and equity	4.3
Staff competence	4.3
Staff courtesy	4.3
Information understandability	4.2
Overall satisfaction	4.2
Information availability	4.1
Staff helpfulness	4.1
Ease of forms	4.1
Convenience of the location of the office	4.0
Waiting time at the office	4.0
Office hours	3.8
Office accessibility for the disabled	3.8
Call centre access	3.3
Source: page C-19.	

Although not part of the specific transaction which was the concern of much of the satisfaction feedback, satisfaction with the call centre usual service was inserted in Exhibit 3.6 to help interpret its 3.3 rating.

Waiting to get service is typically a source of irritation. Waiting time on the day of the survey averaged 25 minutes according to clients' perceptions (C-15). They were higher in Vancouver¹ (50 m.), and where the client's visit was in relation to completing a procedure² (69 m.), and when the client was served by a uniformed guard³ (35 m.).

More than seven out of ten clients (72%, C-15) considered the wait acceptable while some 13% stated that the wait was too long. Clients who

¹ 40 respondents in the data base.

² 38 respondents in the data base.

³ 55 respondents in the data base. In this specific case, it is possible that the service was ultimately provided by a uniformed guard **because** the wait had become long.

came with an appointment waited for the same amount of time as clients who had no appointment but they were more critical of the length of that delay. Those who considered the wait too long¹ indicated that, in their view, the average acceptable wait time was 17 minutes (C-16).

Another usual source of complaints is excessive referral from one service provider to the next. In this study, survey respondents reported having to deal with 1.9 persons on average in order to get what they needed (C-16); half of clients (47%) saw only one person while 36% saw two. As few as 3% of clients were of the view that they had to see too many people to get the service (C-17).

Quality of service being based on the qualitative assessment of clients who compare their perceptions of service with their expectations, it is possible to raise perceived levels of quality by managing expectations to keep them within feasible limits. Clients, during one-on-one interviews, were quite receptive to the idea of devising service standards and posting them within offices. All clients favoured this approach. It should be noted that, for standards to be effective in this role, they must be derived from the client view points on the relative importance of various service features and on service expectations, and not strictly from the operational feasibility concerns of service providers.

3.6 Results from service

The generic results expected from a visit at a CIC office are to have obtained the service which was needed and to have obtained it error-free.

In the sample of 284 clients who responded to the questionnaire, 64% indicated that they received the service they needed (C-22); 10% stated that they did not receive the service and a further 13% that they received it in part.² Of those who provided an answer, 89% received the service in full or in part and 12% considered not receiving the service needed.

¹ 31 respondents in the data base.

² 13% did not provide a response to this question.

Out of all clients who indicated whether or not, in their view, the service was provided without mistake, 11% stated that the service was not without reproach (C-22). Appendix D reproduces the transcriptions of the comments clients made with regard to errors in service.

During qualitative in-depth interviews, the vast majority of clients (23 out of 27) indicated that they considered that they had received enough assistance during that day's transaction.

While we are not in a position to conclude as to the adequacy of these results figures, the department may find food for thought with regard to its performance.

3.7 Branding

The concept of branding currently considered within CIC is considerably more complex than the ideas which were tested in this study. The context of the data collection was not conducive to an in-depth treatment of this issue. Nonetheless, clients were asked how much importance they attach to the fact that all CIC offices in Canada offer "pretty much the same services", that they offer "pretty much the same access to information" and that they be laid out "pretty much the same" way. Exhibit 3.7 summarizes the findings.

The service-related branding items rate about 4 in importance; around 60% of clients find them important or very important. We will discover in Chapter 4 that items receiving importance ratings of 4 are located below the middle of the pack in terms of priority for improvement.

The issue of the common physical layout of the inland offices is considered important or very important by 43% of the client sample; it produces an average importance rating of 3.6 which places it low on the clients' priority scale. This is not very surprising considering that fewer than one third (31%) of the clients concerned have ever visited another CIC inland office — excluding border crossings and ports of entry.

EXHIBIT 3.7
Importance of three branding themes

Service feature	Percentage rating important or very important	Average importance on a scale from 1 to 5
Offer pretty much the same services	66%	4.0
Offer pretty much the same access to information	59%	3.9
Offer pretty much the same physical layout	43%	3.6

Source: page C-20.

3.8 *Complaint system*

Of all clients consulted, about four in ten (39%, C-23) had a clear perception about the existence of an official comment and complaint system at CIC. They were as likely to think that such a system exists (20%) as to think the opposite (19%).

Clients were equally split in their preferences for a means to convey comments and complaints to CIC. Four in ten (40%, C-23) indicated that they would prefer doing it by talking to someone in person while the same proportion (42%) chose the avenue of written communication — 21% for each of the use of a comment card and the writing of a letter.

The offering of an official comment and complaint system received an average priority level, with 65% of clients indicating that it would be either important or very important (C-24) and the average response settling at 4.0.

3.9 *Multilingual service*

There are discussions within the department about the pertinence of offering services in languages other than French and English at inland

offices. This study offers three pieces of information to feed into this debate.

First, of the 752 questionnaire placements attempted during the field work, 68, or 9%, aborted because the person was unable to handle a French or English questionnaire. Two comments are in order to interpret this finding. At some locations, people who were tasked with placing the questionnaires developed a feeling that some clients used language difficulties as an excuse to refuse the survey; on this basis, the proportion of 9% of clients who experience language difficulties should be construed as an upper limit. Also, one would have to determine which task is more demanding for a person whose mother tongue is neither French nor English; would it be the interactions with the department or the questionnaire form used in this study?

Secondly, clients were asked to rate the importance of nineteen service characteristics. The importance of offering service in languages other than English or French averaged 3.5 (C-26). This average places this service characteristic in eighteenth place among twenty characteristics, the last two being the availability of computers connected to the CIC Web site and other government of Canada Web sites in waiting rooms.

Finally, clients were asked to identify three priorities for improvement among a list of nineteen service characteristics. Some 9% of clients (C-27) selected the service in languages other than English and French as one of their priorities which places it tenth on the list. The top two priorities for improvement received the attention of at least 20% of clients, as will be reported in Chapter 4.

Chapter 4

IMPROVEMENT PRIORITIES

There are two ways to uncover priorities for service improvement using client input. The first is to directly ask clients which aspects of service they would like to see improved; section 4.1 deals with this approach. The second method is to associate the client satisfaction ratings with the importance ratings given to each service feature; section 4.2 uses this technique.

4.1 *Stated priorities for improvement*

Clients were asked directly to select up to three service features which, in their mind, should be part of the department's priorities for improvement. The list offered contained nineteen features, some being existing characteristics and others being new possibilities which had been raised earlier in the questionnaire. Exhibit 4.1 presents the results.

About one quarter (23%, C-27 and C-28) of respondents did not select a priority for improvement. This can be interpreted in two ways: either these clients were very satisfied with the service and could not see how it could be improved, or the task proved too complex for them.

EXHIBIT 4.1
Stated priorities for improvement

Service feature	Proportion of clients selecting the feature as a priority for improvement
The waiting time at the office	28%
No response	23%
Availability of information	20%
The level of help provided	17%
The competence of the staff	17%
The office hours	14%
Comment and complaint system	14%
Ease of understanding the info	12%
The courtesy of the staff	12%
CIC site from offices	10%
Non official languages	9%
Similar services everywhere	9%
The ease of filling out forms	9%
Call centre lines in offices	8%
Fairness and equity	8%
The location of the office	7%
Call centre access	7%
Canada site from offices	7%
Official languages	6%
Similar physical layout	1%

Source: page C-25; may add up to more than 100% since more than one response was accepted from each respondent.

The top stated priority for improvement is the waiting time at the office. Currently averaging 25 minutes and satisfying for 72% of clients, timeliness

is one of the five key satisfaction drivers identified across government.¹ The others are a knowledgeable, competent staff, courtesy and comfort, fair treatment and the service outcome. Where clients were dissatisfied with the waiting time, they indicated, on average, that a 17-minute wait would be acceptable. This provides the department with a basis for setting improvement goals.

The next three stated priorities for improvement are availability of information, help from the staff and staff competence. Within the particular group of clients who had an appointment, help from staff was stated as often as the waiting time in the office (35% and 37%, respectively, C-27). It is worth noting that staff competence is, of course, related to the perception that the client is left with at the end of the service transaction and not necessarily to the objective level of competence of staff. Perceived competence is a consequence of a series of service factors including the ease with which the transaction was completed, the level of understanding and flexibility exhibited by the service provider and the actual result of the transaction. Some of these factors are outside the purview of the service provider himself/herself, but still within the span of control of the department.

The next two areas identified in the hierarchy of priorities for improvement were the office hours and the availability of a comment and complaint system.

4.2 ***Inferred priorities for improvement***

Priorities for improvement can be inferred from the joint analysis of the satisfaction expressed by clients for various service features and the importance that clients attach to each feature: a feature which would receive below-average satisfaction but which would be considered of below average importance by clients would not receive as high a priority for

¹ Erin Research, *Citizens First*, report prepared for the Citizen-Centred Service Network and the Canadian Centre for Management Development, October 1998.

improvement as a feature which would receive a high importance rating and a low satisfaction score.

EXHIBIT 4.2
Stated priorities for improvement

Service feature	Average rating on a scale from 1 to 5
Staff competence	4.4
Staff helpfulness	4.4
Information availability	4.4
Information understandability	4.4
Fairness and equity	4.4
Staff courtesy	4.3
Waiting time at the office	4.2
Ease of forms	4.2
Convenience of location	4.1
Office hours	4.1
Service in the official language of choice	4.1
Access to the call centre	4.0
Comment and complaint system	4.0
Same services across all offices	4.0
Same access to information in all offices	3.9
Same physical layout in all offices	3.6
Call centre phones in waiting rooms	3.6
Service in non official languages	3.5
Connection to CIC Web site on site	3.5
Connection to Canada Web site on site	3.4
Source: page C-27 and C-28	

Exhibit 4.2 reports on the importance attached to each of twenty service features. The top five areas in term of importance to the client are all related to the essence of the service. They are: staff competence, staff helpfulness, availability of information, understandability of information and fairness and equity in treatment. At the opposite end of the spectrum, we find the possibilities of access to CIC and other government Web sites from inland offices. The new CIC projects (complaint system, branding as

measured here, improved access to services in waiting rooms) all come out with "average" to "below average" importance in this list of service features.

The weakness of indirect analysis, compared to the stated priorities used in the previous section, is that it can deal only with existing service features since one cannot express satisfaction about something that does not exist. Therefore, new features like the provision of direct access to the call centre from office waiting rooms, are excluded from an inferred priority analysis. Twelve service characteristics can be included in this analysis.

Exhibits 4.3a and 4.3b relate the satisfaction ratings to the importance scores. As shown in Exhibit 4.3a, the low satisfaction rating attributed to access to the call centre skews the results artificially — particularly since all other service characteristics were measured as they pertained to the visit clients paid the CIC office on that day whereas the rating on access to the call centre referred to the usual experience. Therefore, the call centre data point was excluded; the results are presented in Exhibit 4.3b.

The exhibit plots the relative importance and the relative level of satisfaction with regard to each of the service features raised in the survey of walk-in clients. It demonstrates that about half of service features belong to the top-right quadrant, i.e., the area where above-average importance is met with above-average satisfaction. A single service feature is located in the bottom-right quadrant which indicates that above-average satisfaction is derived from below-average importance items; while items in this quadrant are generally tagged with an "over-delivery" label, in this instance, where the only such item is the provision of the service in the official language of choice — a legal requirement —, one cannot propose to reduce investments in this area.

The keys to improved overall satisfaction are found in the top-left quadrant where above-average importance features are greeted with below-average satisfaction. Obviously, that is where efforts in improvements will produce the most return on investment and the overall highest satisfaction increases. The service features located in that area or very close to it are: the helpfulness of staff and the availability of information. These are two areas where high importance ratings are not met with above average satisfaction scores.

EXHIBIT 4.3a

Satisfaction by importance matrix
(including the call centre)

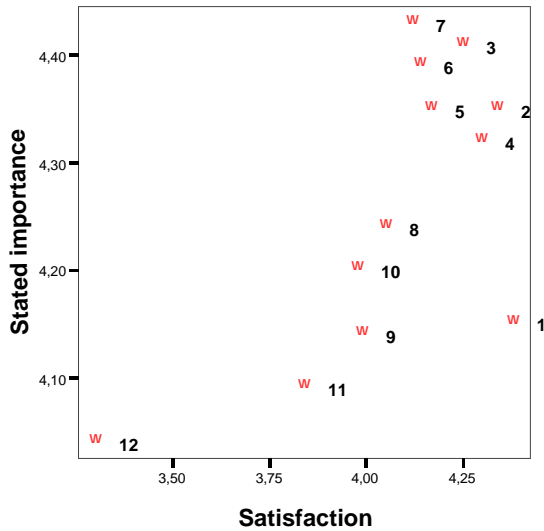


EXHIBIT 4.3b

Satisfaction by importance matrix
(excluding the call centre)

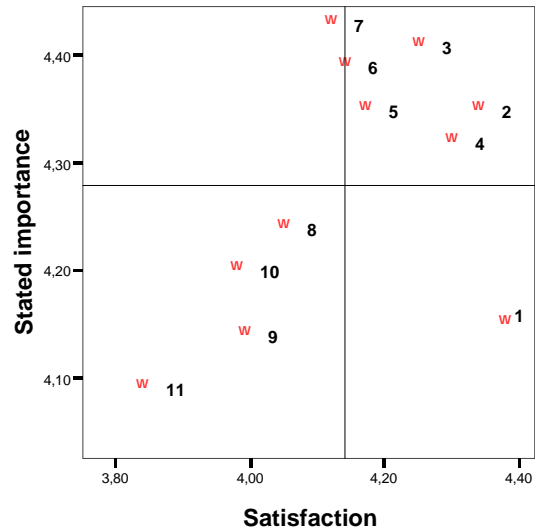
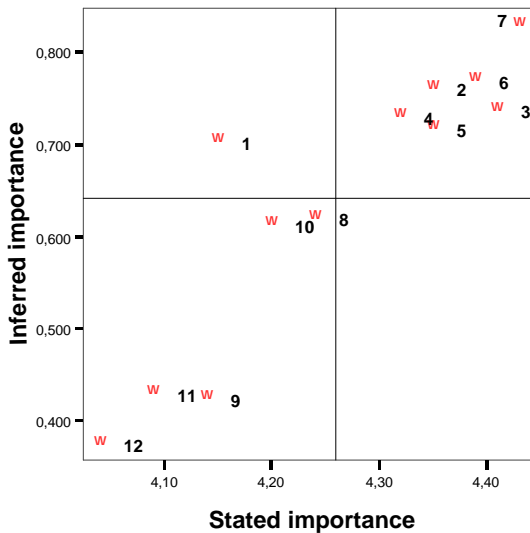


EXHIBIT 4.3c

Inferred by stated importance



- Legend
- 1 Official languages
 - 2 Fairness and equity
 - 3 Staff competence
 - 4 Staff courtesy
 - 5 Info understandability
 - 6 Info availability
 - 7 Staff helpfulness
 - 8 Ease of forms
 - 9 Location of office
 - 10 Waiting time in offices
 - 11 Office hours
 - 12 Call centre access

Exhibit 4.3b conveys one other message. Whereas satisfaction with business hours is lower than other scores, it is also assigned the lowest level of importance in this analysis. Therefore, notwithstanding the lower satisfaction rating, this feature should not warrant significantly more attention than other, more average service characteristics.

The same can be said concerning access to the call centre, **for this population of clients**. From the clients' point of view, call centre access is unsatisfactory (Exhibit 4.3a), but it also receives the lowest importance score in the series of existing features. While the department may find it justifiable to invest in call centre access for its own operational reasons — reduced costs, effectiveness, reduced staffing, etc. —, this analysis of client views and the preferences for in-person service documented earlier do not provide much support for this strategy among walk-in clients.

Finally, Exhibit 4.3c establishes the link between the importance ratings provided by clients for twelve service features and the inferred importance which is derived from the correlation between satisfaction for each feature and the overall satisfaction with the service transaction. A high inferred importance means that a certain service feature is a key driver of overall satisfaction. Exhibit 4.3c shows that staff helpfulness is the top driver of overall satisfaction among walk-in clients, followed by the availability of information and a sense of equity in treatment.

Exhibit 4.3c identifies one service feature which has a special character: the availability of service in the language of choice was awarded a below-average stated importance by clients whereas it actually constitutes an above-average driver of global satisfaction. Such "unspoken satisfiers" must be managed with attention and prudence as they are directly connected to global satisfaction while not being a prime conscious concern of the clients.¹ Still considering that service in the official language of choice is framed within the Law, active promotion of this service feature may affect satisfaction in previously unexpected ways.

¹ See Michael W. Lowenstein, *Customer retention, an integrated process for keeping your best customers*, Milwaukee, ASQC Quality Press, 1995, pages 110 and ff.

APPENDIX A

Questionnaires

Survey on Access to Services Citizenship and Immigration Canada

Dear client:

This survey polls clients of Citizenship and Immigration Canada about their needs in order **to improve access to services**. It provides you with the opportunity to tell us how well we are doing now and how we can improve. We are very interested in what you have to say about access to our services and we value highly the time you take to complete this survey. Thank you.

We are surveying clients who have accessed Citizenship and Immigration Canada services in person. Therefore, you have been selected on a random basis for participation in this survey. The information collected in this survey will be used by Citizenship and Immigration Canada for the sole purpose of understanding your needs and improving services. Your responses will remain **entirely anonymous**. Of course, your participation is **voluntary** and the services you will receive from us **will not be affected** if you decline to participate in the survey.

We would appreciate that you take a few minutes to complete the survey now and that you leave it with the person responsible for the survey, once completed. Again, thank you very much for your time and commitment.

Alain Théault
Client Service Initiative Champion

Office ID

Date

Time

REASON FOR YOUR VISIT TODAY

Q1 Did you have an appointment with a Citizenship and Immigration Canada employee today or did you come without an appointment? Please check the box the number of the response closest to your situation.

- G₁ I had an appointment
- G₂ I did not have an appointment

Q2 What was the MAIN REASON for your visit to the Citizenship and Immigration Canada office today?

- G₁ To obtain general information
- G₂ To pick up an application form
- G₃ To obtain information specific to you or a relative or a friend
- G₄ To complete a procedure pertaining to you or a relative or a friend
- G₅ To fix a problem relating to you or a relative or a friend
- G₆ Other reason, please specify:

Q3 What was the MAIN PURPOSE of your visit to our office today?

- G₁ To remain in Canada longer as a visitor, a student or a temporary worker
- G₂ To become a permanent resident
- G₃ To become a Canadian citizen
- G₄ For an immigration sponsorship
- G₅ Other concern, please specify:

TELEPHONE SERVICES

Q4 **Before coming here today, did you attempt to get the same service using the Citizenship and Immigration Canada telephone services (call centre)?**

G₁ Yes ➔ **IF YES, why did you have to come here today anyway? Please check as many boxes as apply to your situation.**

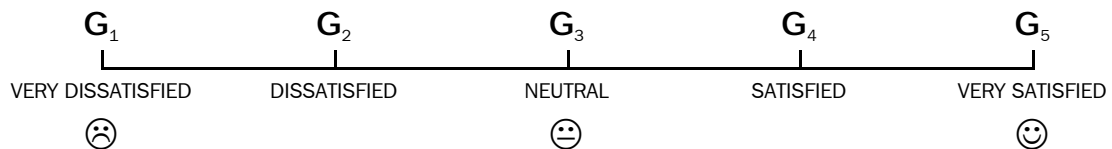
- G₁** The telephone line was always busy
- G₂** The information was not available
- G₃** The information was too general
- G₄** I could not get what I wanted
- G₅** I did not like the service I received
- G₆** I was told to come to the office in person
- G₇** Other reason, specify

G₂ No ➔ **IF NO, why did you not attempt to contact the Citizenship and Immigration Canada call centre? Please check as many boxes as apply to your situation.**

- G₁** I do not have a telephone at home
- G₂** I thought I could not get the service I wanted on the telephone
- G₃** The call centre telephone line is always busy
- G₄** I wanted to talk to someone in person
- G₅** I do not like doing business on the telephone
- G₆** I do not understand enough French or English
- G₇** Other reason, specify

Q5 **In general, how satisfied are you with the ACCESS to the Citizenship and Immigration Canada TELEPHONE CENTRE (call centre)? Consider busy signals, the waiting time, the navigation through the computerized system, etc. Check the first box if you have never used the call centre; otherwise, check the box on the scale closest to your position.**

G₈ I have never used the citizenship and immigration Canada call centre



Q6 **Today, would you have preferred to get the service you needed using the telephone or by visiting this office?**

G₁ I would have preferred the telephone

G₂ I prefer visiting the office

Q7 **Were there direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) available in the office waiting room?**

G₁ Yes ➔ **IF YES, were these direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) helpful to you today?**

G₁ Yes

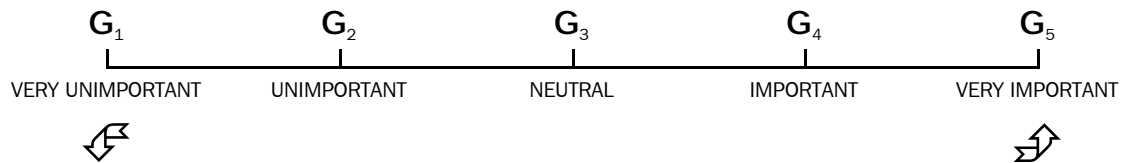
G₂ No

G₂ No ➔ **IF NO, would it have helped you if direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) had been available in the waiting room?**

G₁ Yes

G₂ No

Q8 **For you personally, how important is it that we provide direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) in our waiting room? Please check the box that corresponds to the level of importance on the following scale.**



INTERNET SERVICES

Q9 Before coming here today, did you attempt to get the same service using the Citizenship and Immigration or another government of Canada Internet Web sites?

G₁ Yes ➔ IS YES, why did you have to come here today nonetheless? Please check as many boxes as apply to your situation.

- G₁** I could not get through to the sites
- G₂** The information was not available
- G₃** The information was too general
- G₄** I could not get what I wanted
- G₅** Other reason, specify

G₂ No ➔ IF NO, why did you not attempt to use the Citizenship and Immigration Web site or another government of Canada Internet Web sites? Please check as many boxes as apply to your situation.

- G₁** I do not have access to the Internet
- G₂** I thought I could not get the service I wanted on the Internet
- G₃** I wanted to talk to someone in person
- G₄** I don't like using technologies like the Internet
- G₅** Other reason, specify

Q10 Today, would you have preferred to get the service you needed through the Citizenship and Immigration Canada Web site or the Government of Canada Internet Web site or by visiting the office?

- G₁** I would have preferred the citizenship and immigration Internet Web site
- G₂** I would have preferred the Government of Canada Internet Web site
- G₃** I prefer visiting the office

Q11 Were there computers linked to the Internet available in the office waiting room?

G₁ Yes ➔ IF YES, were these computers linked to the Internet helpful to you today?

G₁ Yes

G₂ No

G₂ No ➔ IF NO, would it have helped you if computers linked to the Citizenship and Immigration Canada Web site had been available in the waiting room?

G₁ Yes



G₂ No

And, would it have helped you if computers linked to the Government of Canada Web sites and services had been available in the waiting room?

G₁ Yes

G₂ No

Q12 For you personally, how important is it that the department provides, in the office waiting room, computers linked to...

	VERY UNIMPORTANT	UNIMPORTANT	NEUTRAL	IMPORTANT	VERY IMPORTANT
					
the Citizenship and Immigration Canada Internet Web site	G₁	G₂	G₃	G₄	G₅
other Government of Canada Internet Web sites	G₁	G₂	G₃	G₄	G₅

OUR SERVICE, TODAY

Q13 **How long did you have to wait at the office today before having contact with the staff who provided the service? Please indicate below approximately how many minutes you waited.**

____ minutes

Q14 **Was this an acceptable wait or do you consider that the wait was too long?**

G₁ Acceptable wait

G₂ Wait was too long ➔ **What is an acceptable amount of time to wait at the office before having contact with the staff who provide the service?**

____ minutes

Q15 **How many different people did you have to deal with today in order to get what you needed?**

____ people

Q16 **Was this an acceptable number of people or too many people?**

G₁ Acceptable number

G₂ Too many people ➔ **What is an acceptable number of people to deal with in order to get what you need?**

____ people

Q17 **Today, was the service provided to you MOSTLY by...**




G₁ A uniformed guard

G₂ A receptionist

G₃ Another citizenship and immigration employee




G₄ Someone else

Q18 Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

	VERY DISSATIS- FIED 	DISSATIS- FIED	NEUTRAL 	SATISFIED	VERY SATISFIED 	NOT APPLI- CABLE
	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
The waiting time at the office	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Staff were competent	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Staff were courteous	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Staff provided me with all the help I needed	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
The information that I needed was available	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
The information was easy to understand . .	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Forms were easy to fill out	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Service was offered in my choice of English or French languages	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
The service was provided in a fair and equitable manner	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Your overall satisfaction with the service you received today	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉

OUR OFFICES



Q19 In general, how satisfied are you with...

	VERY DISSATIS- FIED 	DISSATIS- FIED	NEUTRAL 	SATISFIED	VERY SATISFIED 	NOT APPLI- CABLE
	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
the convenience of the location of the office you visited today	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
the office hours of the office you visited today	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
the office accessibility for the disabled	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉

Q20 Have you ever visited another Citizenship and Immigration Canada office in Canada, other than at a border crossing or at an airport?

- G₁ Yes
- G₂ No

Q21 For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

	VERY UNIMPORTANT	UNIMPORTANT	NEUTRAL	IMPORTANT	VERY IMPORTANT
					
	G ₁	G ₂	G ₃	G ₄	G ₅
offer pretty much all the same services	G ₁	G ₂	G ₃	G ₄	G ₅
offer pretty much the same access to information, for example staff, telephones, computers	G ₁	G ₂	G ₃	G ₄	G ₅
offer pretty much the same physical layout	G ₁	G ₂	G ₃	G ₄	G ₅

THE RESULTS YOU OBTAINED TODAY

Q22 In the end, did you get what you needed from Citizenship and Immigration Canada today?

- G₁ Yes
- G₂ No
- G₃ In part

Q23 In your opinion, was the service provided without error?

G₁ Yes

G₂ No

➡ **IF NO, please indicate which errors you experienced in receiving the service today.**

Q24 As far as you know, is there an official way to comment on the Citizenship and Immigration Canada service or to make a complaint?

G₁ Yes, there is

G₂ No, there isn't

G₃ I don't know

Q25 If you wanted to make a comment or a complaint, how would you prefer to do it?

G₁ By talking to someone in person

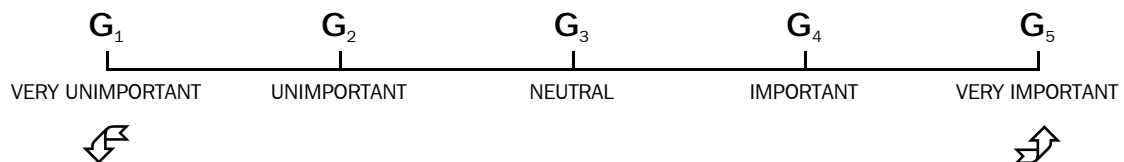
G₂ By talking to someone over the telephone

G₃ By writing a letter

G₄ By completing a comment card available at the offices



G₅ Some other way, please specify:

Q26 For you, how important is it that Citizenship and Immigration Canada offers an official comment and complaint system?



WHAT IS MOST IMPORTANT TO YOU

Q27 Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

	VERY UNIMPORTANT	UNIMPORTANT	NEUTRAL	IMPORTANT	VERY IMPORTANT
					
The waiting time at the office	G ₁	G ₂	G ₃	G ₄	G ₅
Staff were competent	G ₁	G ₂	G ₃	G ₄	G ₅
Staff were courteous	G ₁	G ₂	G ₃	G ₄	G ₅
Staff provided me with all the help I needed	G ₁	G ₂	G ₃	G ₄	G ₅
The information that I needed was available	G ₁	G ₂	G ₃	G ₄	G ₅
The information was easy to understand	G ₁	G ₂	G ₃	G ₄	G ₅
Forms were easy to fill out	G ₁	G ₂	G ₃	G ₄	G ₅
The office is conveniently located	G ₁	G ₂	G ₃	G ₄	G ₅
Office hours are long enough	G ₁	G ₂	G ₃	G ₄	G ₅
Service was offered in my choice of English or French languages	G ₁	G ₂	G ₃	G ₄	G ₅
Service offered in languages other than French or English	G ₁	G ₂	G ₃	G ₄	G ₅
The service was provided in a fair and equitable manner	G ₁	G ₂	G ₃	G ₄	G ₅
The usual access you have to the Citizenship and Immigration Canada telephone centre	G ₁	G ₂	G ₃	G ₄	G ₅

Q28 Generally speaking, if we could only improve THREE of the following areas, which should we focus on? Please check up to THREE boxes.

- G₀₁ The waiting time at the office
- G₀₂ The competence of the staff
- G₀₃ The courtesy of the staff
- G₀₄ The level of help provided by the staff
- G₀₅ The availability of information
- G₀₆ The ease of understanding of the information
- G₀₇ The ease of filling out forms
- G₀₈ The location of the office
- G₀₉ The offering of similar services in all our offices
- G₁₀ The similarity of the physical layout of all our offices
- G₁₁ The availability of direct telephone lines to the department call centre from this office
- G₁₂ Access to Citizenship and Immigration Canada services on the Internet from this office
- G₁₃ Access to other government services on the Internet from this office
- G₁₄ The service in French or English
- G₁₅ The service in languages other than French or English
- G₁₆ The fairness and equity of the service provided
- G₁₇ The access to the telephone centres
- G₁₈ The availability of a comment and complaint system
- G₁₉ The office hours

Q29 Do you have any other suggestions to improve your access to Citizenship and Immigration Canada services?

Q30 Finally, do you have any long-term physical disabilities or handicaps?

- G₁ Yes
- G₂ No

THANK YOU FOR YOUR TIME

Enquête sur l'accès aux services Citoyenneté et Immigration Canada

Cher client,

La présente enquête sur les besoins des clients de Citoyenneté et Immigration Canada vise à **améliorer l'accès à nos services**. Elle vous offre l'occasion de nous dire ce que vous pensez de notre travail et comment nous pourrions l'améliorer. Nous tenons à savoir ce que vous pensez également de l'accès à nos services et nous vous sommes très reconnaissants du temps que vous consacrerez à répondre à nos questions. Merci infiniment!

Nous consultons les clients qui ont eu recours en personne aux services de Citoyenneté et Immigration Canada. Vous avez été choisi au hasard pour participer à cette enquête. Citoyenneté et Immigration Canada se servira des renseignements provenant de l'enquête dans le seul but de connaître vos besoins et d'améliorer ses services. Vos réponses demeureront **absolument anonymes**. Bien entendu, vous êtes tout à fait **libre** de répondre et votre refus éventuel de participer à cette enquête **n'affecterait en rien** les services que nous vous offrons.

Nous vous invitons à prendre quelques minutes pour remplir le questionnaire et à le remettre ensuite à la personne responsable. Merci encore de votre temps et de votre obligeance.

Alain Théault
Champion, Initiative du service à la clientèle

ID du bureau

Date

Heure

RAISON DE VOTRE VISITE AUJOURD'HUI

Q1 Aviez-vous rendez-vous avec un employé de Citoyenneté et Immigration Canada aujourd'hui ou êtes-vous venu sans rendez-vous? Veuillez cocher la case de la réponse qui décrit le mieux votre situation.

- G₁** J'avais un rendez-vous
- G₂** Je n'avais pas de rendez-vous

Q2 Quelle était la PRINCIPALE RAISON de votre visite d'aujourd'hui dans un bureau de Citoyenneté et Immigration Canada?

- G₁** Obtenir des renseignements généraux
- G₂** Prendre un formulaire de demande
- G₃** Obtenir des renseignements particuliers pour vous-même, un parent ou un ami
- G₄** Remplir une formalité vous concernant ou concernant un parent ou un ami
- G₅** Régler un problème vous concernant ou concernant un parent ou un ami
- G₆** Autre raison, veuillez préciser :

Q3 Quel était le PRINCIPAL OBJECTIF de votre visite d'aujourd'hui à notre bureau?

- G₁** Demeurer plus longtemps au Canada à titre de visiteur, étudiant ou travailleur temporaire
- G₂** Devenir résident permanent
- G₃** Devenir citoyen canadien
- G₄** Parrainer une ou plusieurs personnes
- G₅** Autre objectif, veuillez préciser :

LE SERVICE TÉLÉPHONIQUE

Q4 **Avant de venir ici aujourd'hui, avez-vous tenté d'obtenir le même service au moyen du service téléphonique de Citoyenneté et Immigration Canada (le télécentre)?**

G₁ Oui ➔ SI C'EST OUI, pourquoi avez-vous dû vous présenter quand même ici aujourd'hui? Veuillez cocher toutes les cases correspondant à votre situation.

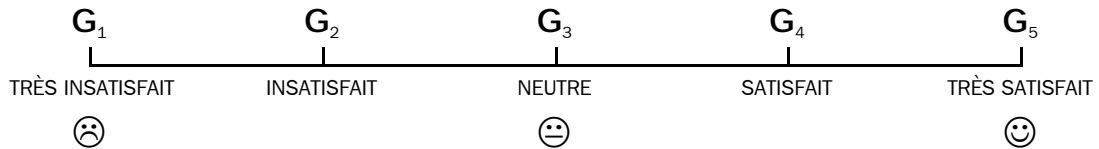
- G₁ La ligne téléphonique était occupée
- G₂ L'information n'était pas disponible
- G₃ Les renseignements étaient trop généraux
- G₄ Je n'ai pas pu obtenir ce que je voulais
- G₅ Le service que j'ai reçu ne m'a pas plu
- G₆ On m'a dit de me présenter en personne au bureau
- G₇ Autre raison, préciser

G₂ Non ➔ SI C'EST NON, pourquoi n'avez-vous pas tenté de communiquer avec le télécentre de Citoyenneté et Immigration Canada? Veuillez cocher toutes les cases correspondant à votre situation.

- G₁ Je n'ai pas le téléphone chez moi
- G₂ Je ne pensais pas pouvoir obtenir le service que je voulais au téléphone
- G₃ La ligne du télécentre est toujours occupée
- G₄ Je voulais parler à quelqu'un en personne
- G₅ Je n'aime pas faire des affaires au téléphone
- G₆ Je ne comprends pas assez bien le français ou l'anglais
- G₇ Autre raison, préciser

Q5 **De façon générale, quel est votre degré de satisfaction en ce qui concerne l'ACCÈS au CENTRE TÉLÉPHONIQUE (télécentre) de Citoyenneté et Immigration Canada? Tenez compte du nombre de fois où la ligne était occupée, de la durée de votre attente, de la marche à suivre du système informatique, etc. Cochez la première case si vous n'avez jamais utilisé le télécentre; autrement, cochez la case du chiffre correspondant le mieux à votre position.**

G₈ Je n'ai jamais utilisé le télécentre de Citoyenneté et Immigration Canada



Q6 **Auriez-vous, aujourd'hui, préféré recevoir le service dont vous aviez besoin au téléphone ou bien en vous présentant à ce bureau?**

G₁ J'aurais préféré le téléphone

G₂ Je préfère m'être présenté au bureau

Q7 **Y avait-il à votre disposition dans la salle d'attente du bureau des lignes branchées sur le service téléphonique (télécentre) de Citoyenneté et Immigration Canada?**

G₁ Oui ➔ **SI C'EST OUI, ces lignes branchées au service téléphonique (télécentre) de Citoyenneté et Immigration Canada vous ont-elles été utiles aujourd'hui?**

G₁ Oui



G₂ Non

G₂ Non ➔ **SI C'EST NON, vous aurait-il été utile de disposer dans la salle d'attente de lignes branchées au service téléphonique (télécentre) de Citoyenneté et Immigration Canada?**

G₁ Oui

G₂ Non

Q8 **Dans quelle mesure trouvez-vous important pour vous-même que nous offrions dans notre salle d'attente des lignes branchées sur le service téléphonique (télécentre) de Citoyenneté et Immigration Canada? Veuillez cocher la case qui correspond au degré d'importance sur l'échelle suivante.**

G₁		G₂		G₃		G₄		G₅	
-----		-----		-----		-----		-----	
ABSOLUMENT PAS IMPORTANT		PAS IMPORTANT		NEUTRE		IMPORTANT		TRÈS IMPORTANT	
									

LE SERVICE INTERNET

Q9 **Avant de venir ici aujourd'hui, avez-vous tenté d'obtenir le même service en utilisant le site Web Internet de Citoyenneté et Immigration Canada ou un autre site Web du gouvernement du Canada?**

G₁ Oui ➔ SI C'EST OUI, pourquoi avez-vous dû vous présenter quand même ici aujourd'hui? Veuillez cocher toutes les cases correspondant à votre situation.

G₁ Je n'ai pas pu accéder aux sites

G₂ L'information n'était pas disponible

G₃ Les renseignements étaient trop généraux

G₄ Je n'ai pas pu obtenir ce que je voulais

G₅ Autre raison, préciser

G₂ Non ➔ SI C'EST NON, pourquoi n'avez-vous pas tenté d'utiliser le site Web Internet de Citoyenneté et Immigration Canada ou un autre site Web du gouvernement du Canada? Veuillez cocher toutes les cases correspondant à votre situation.

G₁ Je n'ai pas accès à Internet

G₂ Je ne pensais pas pouvoir obtenir le service que je voulais sur Internet

G₃ Je voulais parler à quelqu'un en personne

G₄ Je n'aime pas utiliser la technologie comme Internet

G₅ Autre raison, préciser

Q10 **Auriez-vous, aujourd'hui, préféré obtenir le service dont vous avez besoin sur le site Web Internet de Citoyenneté et Immigration Canada ou celui du gouvernement du Canada, ou bien en vous présentant à ce bureau?**

G₁ J'aurais préféré le site Web Internet de Citoyenneté et Immigration Canada

G₂ J'aurais préféré le site Web Internet du gouvernement du Canada

G₃ Je préfère m'être présenté au bureau

Q11 Y avait-il à votre disposition dans la salle d'attente du bureau des ordinateurs branchés sur Internet?

G₁ Oui ➔ SI C'EST OUI, ces ordinateurs branchés sur Internet vous ont-ils été utiles aujourd'hui?

G₁ Oui

G₂ Non

G₂ Non ➔ SI C'EST NON, auriez-vous trouvé utile de disposer dans la salle d'attente d'ordinateurs branchés sur le site Web de Citoyenneté et Immigration Canada?

G₁ Oui



G₂ Non

Et auriez-vous trouvé utile de disposer dans la salle d'attente d'ordinateurs branchés sur le site Web du gouvernement du Canada?

G₁ Oui

G₂ Non

Q12 Dans quelle mesure trouvez-vous important pour vous-même que le Ministère offre dans la salle d'attente du bureau des ordinateurs branchés sur...

	ABSOLUMENT PAS IMPORTANT	PAS IMPORTANT	NEUTRE	IMPORTANT	TRÈS IMPORTANT
					
le site Web Internet de Citoyenneté et Immigration Canada	G₁	G₂	G₃	G₄	G₅
un autre site Web Internet du gouvernement du Canada	G₁	G₂	G₃	G₄	G₅

NOTRE SERVICE D'AUJOURD'HUI

Q13 **Combien de temps avez-vous dû attendre au bureau aujourd'hui avant de communiquer avec le personnel qui vous a fourni le service? Veuillez indiquer ci-dessous la durée approximative de votre attente en minutes.**

____ minutes

Q14 **Ce temps d'attente est-il acceptable ou vous paraît-il trop long?**

G₁ Temps d'attente acceptable

G₂ Temps d'attente trop long ➔ **Quel temps d'attente vous paraîtrait acceptable au bureau avant de communiquer avec le personnel qui fournira le service?**

____ minutes

Q15 **À combien de personnes différentes avez-vous dû vous adresser aujourd'hui afin d'obtenir ce dont vous aviez besoin?**

____ personne(s)

Q16 **Est-ce un nombre acceptable ou est-ce trop de personnes?**

G₁ Nombre acceptable

G₂ Trop de personnes ➔ **Quel nombre de personnes à qui vous adresser vous paraîtrait acceptable afin de répondre à votre besoin?**

____ personne(s)

Q17 **Le service obtenu aujourd'hui vous a-t-il été SURTOUT rendu par...**




G₁ Un gardien de sécurité en uniforme

G₂ Un réceptionniste

G₃ Un autre employé de Citoyenneté et Immigration




G₄ Quelqu'un d'autre

Q18 Indiquez à l'aide de l'échelle ci-dessous votre degré de satisfaction à l'égard de chaque aspect suivant du service que vous avez obtenu AUJOURD'HUI.

	TRÈS INSA- TISFAIT 	INSA- TISFAIT	NEUTRE 	SATISFAIT	TRÈS SATISFAIT 	SANS OBJET
La durée de votre attente au bureau	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La compétence du personnel	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La courtoisie du personnel	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
L'aide fournie par le personnel	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La disponibilité de l'information dont j'avais besoin	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La facilité à comprendre l'information	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La simplicité des formulaires	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
La disponibilité du service dans la langue de mon choix entre l'anglais ou le français	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Le caractère juste et équitable du service offert	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Votre satisfaction générale à l'égard du service que vous avez obtenu aujourd'hui	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉

NOS BUREAUX



Q19 De façon générale, quel est votre degré de satisfaction concernant...

	TRÈS INSA- TISFAIT 	INSA- TISFAIT	NEUTRE 	SATISFAIT	TRÈS SATISFAIT 	SANS OBJET
La commodité de l'emplacement du bureau où vous êtes allé aujourd'hui	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
Les heures d'ouverture du bureau où vous êtes allé aujourd'hui	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉
L'accessibilité du bureau pour les personnes handicapées	G ₁	G ₂	G ₃	G ₄	G ₅	G ₉

Q20 Vous êtes-vous déjà rendu, au Canada, dans un bureau de Citoyenneté et Immigration Canada situé ailleurs que dans un poste frontière ou un aéroport?

- G₁ Oui
- G₂ Non

Q21 Dans quelle mesure trouvez-vous important que tous les bureaux canadiens de Citoyenneté et Immigration Canada...

	ABSOLUMENT PAS IMPORTANT	PAS IMPORTANT	NEUTRE	IMPORTANT	TRÈS IMPORTANT
					
offrent à peu près les mêmes services	G ₁	G ₂	G ₃	G ₄	G ₅
offrent à peu près le même accès à l'information, par exemple, personnel, téléphones, ordinateurs	G ₁	G ₂	G ₃	G ₄	G ₅
présentent à peu près la même disposition des lieux	G ₁	G ₂	G ₃	G ₄	G ₅



LES RÉSULTATS OBTENUS AUJOURD'HUI

Q22 En somme, avez-vous obtenu aujourd'hui de Citoyenneté et Immigration Canada ce dont vous aviez besoin?

- G₁ Oui
- G₂ Non
- G₃ En partie

CE QUE VOUS TROUVEZ LE PLUS IMPORTANT

Q27 **Voici la liste des divers aspects du service que nous avons abordés jusqu'ici. Veuillez cocher la case qui décrit le mieux l'IMPORTANTÉ que VOUS accordez à chacun.**

	ABSOLUMENT PAS IMPORTANT	PAS IMPORTANT	NEUTRE	IMPORTANT	TRÈS IMPORTANT
					
La durée de votre attente au bureau . . .	G ₁	G ₂	G ₃	G ₄	G ₅
La compétence du personnel	G ₁	G ₂	G ₃	G ₄	G ₅
La courtoisie du personnel	G ₁	G ₂	G ₃	G ₄	G ₅
L'aide fournie par le personnel	G ₁	G ₂	G ₃	G ₄	G ₅
La disponibilité de l'information dont j'avais besoin	G ₁	G ₂	G ₃	G ₄	G ₅
La facilité à comprendre l'information	G ₁	G ₂	G ₃	G ₄	G ₅
La simplicité des formulaires	G ₁	G ₂	G ₃	G ₄	G ₅
La commodité de l'emplacement du bureau	G ₁	G ₂	G ₃	G ₄	G ₅
Les heures d'ouverture	G ₁	G ₂	G ₃	G ₄	G ₅
La disponibilité du service dans la langue de mon choix entre l'anglais ou le français	G ₁	G ₂	G ₃	G ₄	G ₅
La disponibilité du service dans une autre langue que le français ou l'anglais	G ₁	G ₂	G ₃	G ₄	G ₅
Le caractère juste et équitable du service offert	G ₁	G ₂	G ₃	G ₄	G ₅
L'accès habituel au centre de services téléphoniques de Citoyenneté et Immigration Canada	G ₁	G ₂	G ₃	G ₄	G ₅

Q28 Dans l'ensemble, si nous ne pouvions améliorer que TROIS des aspects suivants, lesquels devrions-nous choisir? Veuillez cocher jusqu'à TROIS cases.

- G₀₁ La durée de l'attente au bureau
- G₀₂ La compétence du personnel de service
- G₀₃ La courtoisie du personnel de service
- G₀₄ La serviabilité du personnel de service
- G₀₅ La disponibilité de l'information
- G₀₆ La facilité à comprendre l'information
- G₀₇ La facilité à remplir les formulaires
- G₀₈ L'emplacement du bureau
- G₀₉ L'offre de services semblables dans tous nos bureaux
- G₁₀ La similarité dans la disposition des lieux de tous nos bureaux
- G₁₁ La disponibilité dans ce bureau-ci de lignes branchées sur le télécentre du Ministère
- G₁₂ L'accès au service Internet de Citoyenneté et Immigration Canada à partir de ce bureau-ci
- G₁₃ L'accès à d'autres services Internet du gouvernement à partir de ce bureau-ci
- G₁₄ La fourniture du service en français ou en anglais
- G₁₅ La fourniture du service dans une autre langue que le français ou l'anglais
- G₁₆ Le caractère juste et équitable du service offert
- G₁₇ L'accès aux centres de services téléphoniques
- G₁₈ La disponibilité d'un système de commentaires et de plaintes
- G₁₉ Les heures d'ouverture

Q29 Auriez-vous quoi que ce soit à ajouter en vue d'améliorer votre accès aux services de Citoyenneté et Immigration Canada?

Q30 En dernier lieu, avez-vous une invalidité ou un handicap physique de longue durée?

- G₁ Oui
- G₂ Non

MERCI DE NOUS AVOIR CONSACRÉ DE VOTRE TEMPS

Survey on Access to Services
Citizenship and Immigration Canada
Face-to-face interview guide

Office ID ➡

Date ➡

Time ➡

Q1 What was the MAIN REASON for your visit to the Citizenship and Immigration Canada office today?

- G₁ To obtain general information
- G₂ To pick up an application form
- G₃ To obtain information specific to you or a relative or a friend
- G₄ To complete a procedure pertaining to you or a relative or a friend
- G₅ To fix a problem relating to you or a relative or a friend
- G₆ Other reason, please specify:

Q2 What was the MAIN PURPOSE of your visit to our office today?

- G₁ To remain in Canada longer as a visitor, a student or a temporary worker
- G₂ To become a permanent resident
- G₃ To become a Canadian citizen
- G₄ For an immigration sponsorship
- G₅ Other concern, please specify:

Q3 Do you consider that you were given enough help today or would you have liked to get more assistance?

- G₁ Enough
- G₂ Not enough ➡ **What other assistance would you have liked?**

.....
.....
.....

Q4 **Today, would you have preferred to get the service you needed using the telephone or by visiting this office?**

G₁ Visiting the office

G₂ Telephone ➔ **Then, why did you come here instead of using a CIC call centre?**

.....
.....
.....

Q5 G₁ (IF PHONE LINES TO A CALL CENTRE ARE AVAILABLE IN THE WAITING AREA)
There are direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) available in the office waiting room. Were these direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) helpful to you today?

G₂ (IF PHONE LINES TO A CALL CENTRE ARE NOT AVAILABLE IN THE WAITING AREA)
Would it have helped you if direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) had been available in the waiting room?

G₁ Yes ➔ **In what way?**

.....
.....
.....

G₂ No

Q6 **Today, would you have preferred to get the service you needed using the Internet or by visiting this office?**

G₁ Visiting the office

G₂ Internet ➔ **Did you try using the Internet to get the service?**

G₁ Yes ➔ **What happened?**

G₂ No

.....
.....
.....

Q7 G₁ (IF INTERNET-ENABLED COMPUTERS ARE AVAILABLE IN THE WAITING AREA)

There are computers connected to the Internet in the office waiting room. Were these computers helpful to you today?

G₂ (IF INTERNET-ENABLED COMPUTERS ARE NOT AVAILABLE IN THE WAITING AREA)

Would it have helped you if computers connected to the Internet had been available in the waiting room?

G₁ Yes ➔ **In what way?**

.....
.....
.....

G₂ No

Q8 At the present time, you can get information about your case by dialling the call centre. Would you like to be able to get the same information through the CIC Internet Web site?

G₁ Yes

G₂ No ➔ **Why is that?**

.....
.....
.....

Q9 Would it have helped you today if you could have accessed other government programs from this office?

G₁ Yes ➔ **In what way? Which programs would be helpful to you?**

.....
.....
.....

G₂ No

Q10 Customarily, CIC offers service in both official languages, that is French and English, but only in those languages. Does that cause you a problem?

G₁ Yes ➔ **Under what circumstances should CIC offer service in another language?**

.....
.....
.....

G₂ No

Q11 How important is it to you that various CIC offices across Canada offer pretty much the same services?

G₁ At least of some importance ➔ **Which services do you think all CIC offices should offer?**
.....
.....
.....

G₂ Of little or no importance

Q12 How important is it to you that various CIC offices across Canada offer pretty much the same physical layout?

G₁ At least of some importance ➔ **What aspects of the physical layout do you think should stay the same from office to office?**
.....
.....
.....

G₂ Of little or no importance

Q13 Have you ever made a comment or complained about the service you received at CIC?

G₁ Yes ➔ **How did you proceed?**
.....
.....
.....

G₂ No ➔ **Why is this?**
.....
.....
.....

Q14 If there were an official way to make a comment or a complaint, do you think you would ever use it?

G₁ Probably

G₂ Probably not ➔ **Why is this?**

.....
.....
.....

Q15 Do you think that an official way to make a comment or a complaint would improve service?

G₁ Probably

G₂ Probably not ➔ **Why is this?**

.....
.....
.....

Q16 If you wanted to make a comment or a complaint, how would you prefer to do it?

G₁ By talking to someone in person

G₂ By talking to someone over the telephone

G₃ By writing a letter

G₄ By completing a comment card available at the offices

G₅ Some other way, please specify:

Note additional comments:

.....
.....
.....

**Sondage sur l'accès aux services
Citoyenneté et immigration Canada**
Guide d'entrevue en face-à-face

Bureau ➡

Date ➡

Heure ➡

Q1 Quelle était la PRINCIPALE RAISON de votre visite d'aujourd'hui dans un bureau de Citoyenneté et Immigration Canada?

- G₁ Obtenir des renseignements généraux
- G₂ Prendre un formulaire de demande
- G₃ Obtenir des renseignements particuliers pour vous-même, un parent ou un ami
- G₄ Remplir une formalité vous concernant ou concernant un parent ou un ami
- G₅ Régler un problème vous concernant ou concernant un parent ou un ami
- G₆ Autre raison, veuillez préciser :

Q2 Quel était le PRINCIPAL OBJECTIF de votre visite d'aujourd'hui à notre bureau?

- G₁ Demeurer plus longtemps au Canada à titre de visiteur, étudiant ou travailleur temporaire
- G₂ Devenir résident permanent
- G₃ Devenir citoyen canadien
- G₄ Parrainer une ou plusieurs personnes
- G₅ Autre objectif, veuillez préciser :

Q3 Trouvez-vous que vous avez reçu assez d'aide aujourd'hui ou est-ce que vous auriez préféré en recevoir davantage?

- G₁ Assez
- G₂ Pas assez ➡ **Quelle autre sorte d'aide auriez-vous aimé recevoir?**

.....
.....
.....

Q4 **Aujourd'hui, auriez-vous préféré avoir accès à ce service au téléphone ou en personne, comme vous l'avez fait?**

G₁ M'être présenté(e) au bureau

G₂ Téléphone ➔ **Alors, pourquoi vous êtes-vous déplacé(e) au bureau plutôt que d'appeler le centre d'appels de CIC?**

.....
.....
.....

Q5 G₁ (S'IL EXISTE DES LIGNES
TÉLÉPHONIQUES DANS LA SALLE
D'ATTENTE)

Il y a des téléphones branchés directement au centre d'appels de CIC dans la salle d'attente. Est-ce que ces appareils vous ont été utiles aujourd'hui?

G₂ (S'IL N'EXISTE **PAS** DE LIGNES
TÉLÉPHONIQUES DANS LA SALLE
D'ATTENTE)

Vous aurait-il été utile de disposer dans la salle d'attente de téléphones branchés au service téléphonique (télécentre) de Citoyenneté et Immigration Canada?

G₁ Oui ➔ **Comment cela vous aurait-il été / vous a-t-il été utile?**

.....
.....
.....

G₂ Non

Q6 **Aujourd'hui, auriez-vous préféré avoir accès au service par Internet ou préférez-vous vous être présenté(e) au bureau?**

G₁ Au bureau

G₂ Internet ➔ **Avez-vous tenté d'utiliser Internet pour obtenir ce service?**

G₁ Oui ➔ **Qu'est-il arrivé?**

G₂ Non

.....
.....
.....

Q7 G₁ (SI DES ORDINATEURS BRANCHÉS À INTERNET SONT DISPONIBLES DANS LA SALLE D'ATTENTE)
Il y a des ordinateurs connectés à Internet dans la salle d'attente. Est-ce que ces ordinateurs vous ont été utiles aujourd'hui?

G₂ (SI DES ORDINATEURS BRANCHÉS À INTERNET **NE SONT PAS** DISPONIBLES DANS LA SALLE D'ATTENTE)
Vous aurait-il été utile de disposer dans la salle d'attente d'ordinateurs branchés sur Internet?

G₁ Oui ➔ **Comment cela vous aurait-il été / vous a-t-il été utile?**

.....
.....
.....

G₂ Non

Q8 En ce moment, vous pouvez obtenir de l'information sur votre dossier en appelant le centre d'appels. Aimerez-vous être en mesure d'obtenir la même information à partir du site Web Internet de CIC?

G₁ Oui

G₂ Non ➔ **Pourquoi?**

.....
.....
.....

Q9 Vous aurait-il été utile aujourd'hui de pouvoir avoir accès à d'autres programmes gouvernementaux à partir de ce bureau?

G₁ Oui ➔ **Comment cela vous aurait-il été utile? À quels programmes pensez-vous?**

.....
.....
.....

G₂ Non

Q10 Ordinairement, CIC offre son service dans les deux langues officielles, soit le français et l'anglais, et seulement dans ces deux langues. Est-ce que cela vous cause des problèmes?

G₁ Oui ➔ **Dans quelles circonstances CIC devrait-il offrir ses services dans une autre langue?**

.....
.....
.....

G₂ No

Q11 Quelle importance accordez-vous à l'idée que les différents bureaux de CIC à travers le Canada offrent à peu près les mêmes services?

G₁ Au moins une certaine importance ➡

Quels services pensez-vous que tous les bureaux de CIC devraient offrir?

.....
.....
.....

G₂ Peu ou aucune importance

Q12 Quelle importance accordez-vous à l'idée que les différents bureaux de CIC à travers le Canada présentent à peu près la même disposition des lieux?

G₁ Au moins une certaine importance ➡

Quels aspects de la disposition des lieux devraient, selon vous, être les mêmes d'un bureau à l'autre?

.....
.....
.....

G₂ Peu ou aucune importance

Q13 **Avez-vous déjà fait un commentaire ou déposé une plainte à propos du service que vous recevez à CIC?**

G₁ Oui ➔ **Comment avez-vous procédé?**

.....
.....
.....

G₂ Non ➔ **Pourquoi?**

.....
.....
.....

Q14 **S'il existait un processus officiel pour faire un commentaire ou déposer une plainte est-ce que vous pensez que vous l'utiliserez?**

G₁ Probablement

G₂ Probablement **Pourquoi?**
pas ➔

.....
.....
.....

Q15 **Croyez-vous qu'un processus officiel pour faire un commentaire ou déposer une plainte améliorerait le service?**

G₁ Probablement

G₂ Probablement **Pourquoi?**
pas ➔

.....
.....
.....

Q16 Si vous aviez un commentaire ou une plainte à faire, quel serait votre moyen préféré?

- G₁ M'adresser à quelqu'un en personne
- G₂ M'adresser à quelqu'un au téléphone
- G₃ Écrire une lettre
- G₄ Remplir une carte commentaire disponible dans les bureaux
- G₅ Utiliser un autre moyen, veuillez préciser :

Notez les commentaires additionnels :

.....

.....

.....

APPENDIX B

Tally Sheet

Survey on Access to Services — Tally Sheet **Citizenship and Immigration Canada**

	Office ID
	Date
	Time period start
	Time period end
For the period	Total traffic into the office
	# of placements attempted
	# of failed placements due to language
	# of questionnaires completed

Tick mark zone for placements attempted

Tick mark zone for failed placements due to language

Sondage sur l'accès aux services — Feuille de contrôle Citoyenneté et Immigration Canada

	Identification du bureau
	Date
	Heure du début de la période
	Heure de la fin de la période
	Nombre total de visiteurs
Pour la période	# de livraisons tentées
	# de livraisons infructueuses à cause de la langue
	# de questionnaires complétés

Zone de marquage pour les livraisons tentées

Zone de marquage pour les livraisons infructueuses à cause de la langue

APPENDIX C

Detailed Tables

Did you have an appointment with a Citizenship and Immigration Canada employee today or did you come without an appointment?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q1 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
I had an appointment	19%	17%	26%	3%	29%	22%	100%	0%	5%	5%	10%	53%	23%	6%	24%	34%	13%	15%	8%	17%	27%
I did not have an appointment	77%	82%	65%	94%	69%	78%	0%	100%	92%	95%	90%	47%	72%	85%	76%	66%	85%	85%	86%	81%	68%
No response	4%	0%	9%	3%	2%	0%	0%	0%	3%	0%	0%	0%	4%	8%	0%	0%	1%	0%	6%	2%	4%
chi ² :		(***)		++			***		(***)					(***)					***		

What was the MAIN REASON for your visit to the Citizenship and Immigration Canada office today?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q2 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
To pick up an application form	37%	25%	39%	52%	32%	25%	9%	45%	11%	100%	12%	7%	10%	41%	30%	39%	38%	41%	48%	44%	20%
Other reason	19%	17%	18%	18%	18%	36%	40%	14%	11%	4%	0%	0%	0%	16%	22%	17%	6%	27%	21%	16%	23%
To obtain general information	18%	25%	12%	15%	22%	21%	4%	22%	100%	6%	11%	0%	6%	27%	26%	14%	27%	6%	16%	17%	25%
Information specific to you...	13%	15%	9%	12%	15%	24%	7%	15%	8%	4%	100%	0%	6%	11%	17%	14%	17%	9%	7%	17%	14%
To fix a problem...	12%	20%	10%	9%	11%	13%	14%	11%	4%	3%	6%	1%	100%	12%	10%	6%	14%	19%	6%	9%	22%
Complete a procedure...	10%	10%	13%	6%	13%	0%	27%	6%	0%	2%	0%	100%	1%	0%	17%	16%	4%	8%	8%	6%	13%
No response	3%	2%	6%	3%	2%	0%	2%	1%	0%	0%	0%	0%	0%	0%	1%	1%	0%	0%	7%	2%	2%
chi ² :		(***)					(***)		***					(***)					***		

What was the MAIN PURPOSE of your visit to our office today?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q3	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	27%	35%	21%	27%	26%	30%	20%	30%	9%	30%	19%	22%	41%	0%	6%	2%	0%	100%	39%	27%	25%
Other concern, please specify:																					
To become a Canadian citizen	22%	10%	28%	21%	28%	13%	39%	19%	18%	23%	24%	35%	12%	0%	0%	100%	0%	2%	15%	24%	21%
To become a permanent resident	21%	25%	18%	33%	7%	30%	27%	21%	31%	18%	28%	36%	18%	0%	100%	0%	1%	5%	24%	16%	29%
For an immigration sponsorship	14%	10%	13%	6%	29%	17%	10%	16%	21%	15%	18%	6%	16%	0%	1%	0%	100%	0%	10%	15%	14%
To remain in Canada longer...	13%	12%	18%	9%	9%	14%	4%	14%	19%	14%	11%	0%	13%	100%	0%	0%	0%	0%	6%	15%	9%
No response	5%	10%	5%	6%	2%	0%	3%	3%	3%	2%	0%	8%	6%	0%	0%	0%	0%	0%	6%	5%	4%
chi ² :		(***)					***		(***)					***					***		

Before coming here today, did you attempt to get the same service using the Citizenship and Immigration Canada telephone services (call centre)?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q4	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	33%	32%	29%	39%	28%	48%	37%	33%	43%	23%	41%	30%	42%	31%	46%	30%	29%	34%	44%	36%	28%
Yes																					
No	43%	45%	42%	39%	49%	34%	41%	46%	35%	56%	36%	38%	33%	47%	40%	52%	33%	47%	34%	47%	49%
Both	18%	17%	21%	15%	20%	9%	13%	18%	21%	20%	20%	21%	20%	10%	12%	14%	35%	16%	20%	12%	17%
No response	6%	5%	7%	6%	3%	10%	10%	3%	1%	1%	3%	11%	4%	12%	2%	4%	3%	3%	2%	5%	6%
chi ² :		(***)					***		(***)			++		***					***		

IF YES, why did you have to come here today anyway?

* * * WEIGHTED DATA * * *

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER		
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q4A																					
real # of participants:	145	20	42	18	47	18	39	101	32	42	19	16	21	16	35	26	29	35	34	63	50
I could not get what I wanted	25%	30%	22%	22%	33%	15%	12%	28%	29%	25%	26%	19%	37%	30%	19%	21%	25%	21%	37%	23%	23%
Telephone line was always busy	23%	25%	19%	17%	37%	13%	-	+	24%	14%	31%	27%	12%	4%	21%	24%	32%	21%	21%	22%	16%
Was told to come in person	22%	35%	21%	17%	15%	28%	60%	12%	12%	11%	21%	42%	22%	20%	36%	11%	8%	28%	20%	24%	27%
Other reason	21%	5%	15%	44%	17%	28%	4%	27%	25%	38%	18%	3%	15%	24%	21%	26%	22%	22%	21%	21%	25%
Information was too general	18%	15%	26%	6%	17%	32%	8%	16%	14%	14%	25%	5%	26%	30%	17%	15%	8%	17%	21%	19%	21%
Information was not available	10%	5%	15%	6%	13%	13%	10%	10%	9%	6%	11%	7%	13%	6%	9%	13%	2%	15%	16%	8%	8%
Did not like the service...	8%	10%	10%	6%	6%	4%	2%	8%	7%	10%	9%	11%	3%	0%	6%	12%	12%	4%	15%	6%	5%
No response	1%	0%	4%	0%	0%	0%	1%	1%	0%	3%	0%	0%	0%	0%	1%	6%	0%	0%	0%	3%	1%
chi ² :		(***)					(***)		(***)					(***)					(***)		

IF NO, why did you not attempt to contact the Citizenship and Immigration Canada call centre?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q4B real # of participants:	169	25	46	18	67	13	41	124	29	64	20	22	19	16	31	42	29	46	31	68	70
Wanted to talk to someone...	38%	32%	31%	39%	49%	60%	35%	37%	59%	34%	43%	22%	49%	44%	25%	32%	55%	42%	34%	45%	38%
Other reason	27%	32%	36%	6%	32%	8%	28%	27%	24%	32%	7%	25%	20%	18%	25%	28%	25%	36%	25%	28%	33%
Thought service unav. on phone	17%	32%	11%	17%	12%	17%	8%	18%	7%	11%	43%	38%	30%	9%	28%	17%	11%	13%	10%	18%	22%
Do not have a telephone...	10%	4%	11%	22%	5%	6%	3%	11%	14%	13%	0%	0%	3%	27%	14%	2%	2%	10%	19%	12%	4%
Telephone line is always busy	9%	4%	9%	22%	5%	0%	10%	9%	2%	8%	9%	9%	15%	0%	13%	15%	11%	4%	10%	6%	11%
Do not like ... on the phone	8%	8%	14%	6%	3%	14%	5%	8%	17%	10%	3%	0%	3%	7%	8%	16%	4%	3%	19%	10%	3%
No response	5%	4%	5%	6%	4%	8%	8%	4%	2%	4%	0%	12%	8%	7%	2%	6%	0%	8%	7%	1%	7%
Not enough French or English	5%	4%	9%	0%	5%	0%	12%	3%	0%	2%	3%	11%	3%	0%	6%	6%	0%	4%	4%	4%	3%
chi ² :		(***)					***	-	(***)					(***)					***		

In general, how satisfied are you with the ACCESS to the Citizenship and Immigration Canada TELEPHONE CENTRE (call centre)? Consider busy signals, the waiting time, the navigation through the computerized system, etc. Check the first box if you have never used the call centre; otherwise,
*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q5 real # of participants: Never used it	284 20%	40 15%	82 20%	33 24%	98 21%	31 24%	80 18%	196 22%	51 16%	89 26%	35 20%	38 21%	33 9%	33 34%	63 19%	62 24%	46 14%	72 20%	55 20%	120 21%	109 20%
DISSATISFIED (1,2)	16%	17%	12%	12%	20%	29%	10%	18%	13%	14%	27%	31%	10%	6%	14%	16%	28%	17%	14%	18%	13%
Very dissatisfied	6%	5%	6%	3%	9%	12%	2%	7%	6%	5%	7%	13%	2%	2%	5%	6%	7%	9%	7%	4%	6%
Dissatisfied	10%	12%	6%	9%	11%	17%	8%	10%	7%	9%	20%	18%	7%	4%	9%	10%	21%	7%	7%	13%	7%
Neutral	26%	37%	23%	21%	26%	17%	38%	23%	22%	20%	20%	28%	43%	21%	22%	19%	24%	40%	25%	25%	27%
Satisfied	22%	12%	33%	27%	12%	15%	14%	23%	36%	22%	25%	11%	10%	25%	31%	21%	28%	10%	30%	22%	24%
Very satisfied	11%	7%	9%	12%	17%	12%	15%	10%	10%	17%	7%	6%	18%	8%	11%	20%	5%	11%	7%	11%	13%
SATISFIED (4,5)	33%	20%	42%	39%	29%	27%	30%	34%	47%	39%	32%	17%	28%	33%	42%	41%	33%	21%	37%	33%	37%
No response	5%	10%	3%	3%	4%	4%	4%	3%	3%	2%	1%	3%	11%	5%	2%	0%	1%	3%	4%	4%	4%
chi ² : mean for these data: sig. test for means:	3.3	(***) 3.1	3.4	3.5	3.2	3.0	*** 3.4	3.2	(***) 3.5	3.5	3.1	2.7 **	3.4	(***) 3.5	3.4	3.5	3.0	3.1	** 3.3	3.3	3.4

Today, would you have preferred to get the service you needed using the telephone or by visiting this office?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q6 real # of participants: Would have preferred the phone	284 28%	40 27%	82 27%	33 30%	98 30%	31 20%	80 26%	196 29%	51 38%	89 24%	35 25%	38 28%	33 28%	33 1%	63 29%	62 36%	46 40%	72 31%	55 30%	120 27%	109 28%
I prefer visiting the office	67%	67%	65%	67%	66%	77%	66%	68%	58%	72%	67%	68%	68%	99%	65%	59%	56%	66%	68%	69%	65%
Both	3%	5%	4%	3%	2%	0%	8%	2%	4%	2%	8%	4%	4%	0%	6%	3%	3%	3%	2%	2%	6%
No response	1%	0%	3%	0%	1%	3%	1%	1%	0%	2%	0%	0%	0%	0%	0%	2%	1%	1%	0%	1%	1%
chi ² :	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)	(***)

Were there direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) available in the office waiting room?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q7	real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
	Yes	47%	50%	35%	58%	52%	50%	49%	47%	39%	48%	46%	41%	47%	55%	40%	53%	41%	48%	55%	48%	51%
	No	19%	20%	23%	12%	22%	7%	25%	18%	18%	15%	26%	25%	19%	14%	27%	14%	18%	18%	19%	19%	18%
	Both	13%	7%	17%	15%	10%	14%	4%	15%	10%	14%	11%	20%	24%	0%	16%	12%	22%	12%	12%	12%	15%
	No response	21%	22%	24%	15%	17%	29%	23%	20%	33%	23%	17%	14%	10%	31%	17%	21%	19%	21%	13%	22%	16%
	chi ² :		***					***		***					***					*		

IF YES, were these direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) helpful to you today?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q7A	real # of participants:	134	20	27	19	52	16	39	90	22	43	17	15	15	19	25	32	21	32	30	59	54
	Yes	49%	45%	49%	58%	47%	32%	53%	46%	43%	43%	64%	41%	22%	34%	32%	50%	73%	43%	59%	51%	46%
	No	30%	35%	26%	26%	31%	49%	26%	33%	32%	31%	32%	51%	43%	30%	51%	27%	12%	38%	29%	28%	29%
	No response	21%	20%	25%	16%	22%	19%	21%	20%	24%	26%	3%	8%	35%	35%	16%	23%	15%	19%	12%	22%	24%
	chi ² :		*							***					***					*		

IF NO, would it have helped you if direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) had been available in the waiting room?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff	
Q7B real # of participants:	60	8	26	4	20	2	21	39	8	13	9	12	8	5	19	11	7	16	10	25	24	
Yes	49%	38%	63%	25%	52%	50%	54%	48%	69%	44%	43%	30%	30%	70%	33%	57%	62%	55%	48%	69%	46%	
No	31%	38%	17%	50%	36%	50%	39%	29%	31%	25%	41%	32%	62%	0%	47%	33%	34%	27%	39%	10%	40%	
No response	20%	25%	20%	25%	12%	0%	7%	24%	0%	31%	16%	37%	9%	30%	20%	10%	4%	18%	12%	21%	15%	
chi ² :		(***)						*	***						(***)					***		

For you personally, how important is it that we provide direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) in our waiting room?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER		
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q8 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	8%	10%	7%	3%	12%	14%	10%	8%	9%	6%	7%	8%	10%	0%	7%	8%	16%	10%	5%	7%	14%
Unimportant	8%	15%	5%	3%	11%	6%	7%	8%	12%	3%	5%	22%	9%	1%	12%	5%	11%	10%	10%	6%	10%
Neutral	22%	25%	21%	18%	23%	21%	24%	21%	19%	27%	20%	23%	4%	42%	20%	23%	11%	18%	27%	24%	17%
Important	32%	25%	28%	48%	27%	23%	24%	34%	26%	33%	49%	30%	29%	34%	33%	37%	34%	22%	34%	36%	25%
Very important	22%	17%	26%	24%	20%	19%	22%	22%	24%	22%	12%	8%	41%	17%	21%	21%	12%	33%	22%	20%	29%
No response	8%	7%	13%	3%	6%	17%	13%	7%	10%	9%	7%	9%	7%	6%	7%	6%	15%	7%	2%	7%	4%
chi ² :		***						***						***					***		
mean for these data:	3.6	3.3	3.7	3.9	3.3	3.3	3.5	3.6	3.5	3.7	3.6	3.1	3.9	3.7	3.5	3.6	3.2	3.6	3.6	3.6	3.5
sig. test for means:		***						***						***					***		

Before coming here today, did you attempt to get the same service using the Citizenship and Immigration or another government of Canada Internet Web sites?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT					REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q9 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Yes	17%	12%	13%	24%	18%	22%	13%	18%	20%	16%	22%	7%	8%	13%	17%	21%	13%	19%	22%	19%	17%
No	63%	80% ++	60%	52%	61%	65%	70%	62%	60%	63%	64%	62%	64%	77%	63%	66%	59%	56%	59%	65%	64%
Both	13%	5%	14%	18%	14%	4%	9%	13%	14%	14%	12%	20%	20%	6%	12%	8%	25% ++	11%	12%	11%	15%
No response	8%	2%	13% +	6%	7%	10%	9%	7%	7%	7%	2%	11%	8%	4%	8%	5%	3%	13% +	7%	6%	5%
chi ² :		***					*		***					***							

IS YES, why did you have to come here today nonetheless?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT					REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q9A real # of participants:	83	7	23	14	31	8	19	61	19	27	14	10	9	9	16	18	17	21	20	37	31
I could not get what I wanted	30%	57%	36%	21%	25%	10%	9%	35%	35%	36%	35%	51%	10%	15%	31%	24%	50%	25%	36%	39%	17%
Information was too general	25%	14%	27%	21%	29%	38%	34%	19%	39%	16%	48%	17%	16%	30%	26%	22%	23%	18%	33%	24%	22%
Could not get through	18%	14%	13%	21%	25%	0%	34%	15%	6%	29%	0%	20%	16%	7%	31%	14%	17%	15%	24%	10%	19%
Information was not available	17%	14%	21%	14%	19%	14%	14%	19%	18%	0%	31%	6%	38%	29%	14%	10%	10%	28%	17%	20%	26%
Other reason	17%	29%	0%	29%	9%	48%	5%	20%	26%	24%	9%	0%	21%	6%	14%	34%	7%	20%	10%	16%	24%
No response	5%	0%	9%	0%	8%	10%	9%	4%	5%	6%	0%	6%	0%	13%	3%	13%	0%	0%	6%	4%	2%
chi ² :		(***)					(***)		(***)					(***)					(***)		

IF NO, why did you not attempt to use the Citizenship and Immigration Web site or another government of Canada Internet Web sites?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q9B real # of participants:	210	34	59	23	73	21	60	145	37	66	24	29	27	25	46	46	38	48	39	90	84
No access	39%	38%	28%	52%	47%	21%	32%	40%	54%	44%	23%	32%	24%	40%	44%	39%	28%	37%	55%	29%	38%
Wanted to talk to someone	28%	24%	28%	22%	39%	35%	29%	28%	28%	21%	55%	23%	49%	33%	23%	20%	39%	33%	9%	40%	34%
Thought couldn't get service	15%	18%	16%	13%	9%	23%	11%	16%	16%	12%	10%	16%	21%	26%	15%	11%	12%	19%	10%	18%	17%
Other reason	12%	12%	24%	0%	8%	12%	22%	10%	5%	13%	7%	16%	9%	5%	4%	23%	15%	14%	11%	15%	12%
No response	10%	9%	10%	17%	3%	19%	7%	11%	5%	13%	12%	15%	12%	5%	20%	10%	9%	5%	17%	6%	6%
Don't like using technologies	2%	3%	0%	0%	5%	4%	5%	1%	0%	1%	0%	2%	5%	1%	0%	1%	2%	1%	0%	1%	4%
chi ² :		(***)					(***)		(***)					(***)					(***)		

Today, would you have preferred to get the service you needed through the Citizenship and Immigration Canada Web site or the Government of Canada Internet Web site or by visiting the office?

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q10 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Preferred CIC Web site	27%	17%	24%	42%	26%	25%	24%	28%	31%	31%	24%	14%	16%	22%	30%	30%	35%	27%	31%	30%	30%
Preferred Gov. of Canada site	7%	2%	9%	12%	6%	0%	7%	8%	3%	6%	16%	17%	3%	1%	14%	7%	10%	0%	8%	8%	5%
I prefer visiting the office	55%	75%	51%	36%	63%	59%	56%	55%	56%	55%	58%	59%	70%	67%	45%	56%	45%	63%	52%	55%	60%
No response	10%	5%	16%	9%	5%	16%	12%	9%	10%	8%	2%	10%	11%	10%	12%	7%	10%	10%	10%	7%	5%
chi ² :		***					***					***					***				

Were there computers linked to the Internet available in the office waiting room?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q11	real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
	Yes	7%	7%	3%	12%	6%	11%	7%	7%	5%	10%	3%	2%	9%	11%	2%	6%	9%	8%	14%	4%	5%
	No	47%	60% +	35% --	42%	54%	57%	54%	45%	55%	32% ---	59%	54%	49%	49%	54%	46%	41%	48%	40% ++	47%	58% +
	Both	21%	15% +	30% +	18%	21%	4%	16%	22%	15%	27%	21%	24%	20%	10%	20%	20%	30%	21%	23%	23%	19%
	No response	25%	17%	32%	27%	19%	29%	22%	26%	25%	31%	16%	21%	22%	30%	25%	27%	20%	22%	23%	26%	18%
	chi ² :		***					*		***					***					***		

IF YES, were these computers linked to the Internet helpful to you today?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q11A	real # of participants:	75	9	26	10	26	4	20	52	11	31	9	10	10	6	13	16	16	19	21	32	26
	Yes	42%	44%	34%	40%	54%	50%	71%	38%	41%	37%	17%	68%	41%	6%	46%	29%	46%	46%	53%	41%	28%
	No	56%	56%	65%	50%	46%	50%	29%	59%	59%	58%	83%	28%	59%	94%	54%	71%	42%	53%	39%	58%	72%
	No response	3%	0%	1%	10%	0%	0%	0%	4%	0%	5%	0%	4%	0%	0%	0%	0%	13%	1%	8%	1%	0%
	chi ² :		(***)					(***)		(***)					(***)					(***)		

IF NO, would it have helped you if computers linked to the Citizenship and Immigration Canada Web site had been available in the waiting room?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER			
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q11B1 real # of participants:	196	30	57	20	70	19	59	132	37	53	28	29	21	21	47	41	32	52	35	86	84
Yes	43%	47%	42%	40%	42%	42%	51%	41%	42%	48%	36%	48%	47%	46%	51%	40%	41%	39%	30%	55%	42%
No	36%	27%	33%	45%	43%	28%	33%	38%	35%	33%	54%	28%	38%	20%	29%	48%	32%	44%	-	+	40%
No response	21%	27%	25%	15%	15%	30%	15%	20%	24%	19%	10%	24%	15%	33%	20%	12%	27%	18%	28%	14%	19%
chi ² :		***					*		***					***					***		

And, would it have helped you if computers linked to the Government of Canada Web sites and services had been available in the waiting room?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER			
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q11B2 real # of participants:	196	30	57	20	70	19	59	132	37	53	28	29	21	21	47	41	32	52	35	86	84
Yes	46%	33%	51%	55%	43%	42%	46%	45%	45%	52%	39%	56%	41%	48%	56%	41%	41%	39%	40%	57%	40%
No	34%	27%	32%	35%	40%	36%	42%	33%	36%	27%	45%	24%	44%	19%	27%	47%	37%	36%	36%	32%	38%
No response	21%	40%	17%	10%	16%	22%	12%	22%	19%	21%	16%	20%	15%	33%	17%	12%	22%	25%	24%	11%	22%
chi ² :		++	***				**		**					***					***	-	

For you personally, how important is it that the department provides, in the office waiting room, computers linked to...

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q12A the CIC Web site real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	9%	15%	4%	9%	9%	17%	8%	10%	18%	7%	10%	2%	11%	0%	8%	4%	23%	13%	12%	8%	12%
Unimportant	9%	15%	5%	9%	12%	6%	7%	10%	+	4%	14%	22%	19%	-	12%	8%	14%	11%	7%	6%	13%
Neutral	16%	22%	17%	9%	17%	21%	21%	15%	14%	13%	16%	17%	7%	28%	7%	24%	12%	14%	12%	19%	19%
Important	27%	12%	34%	33%	27%	20%	19%	29%	21%	32%	47%	25%	15%	+	39%	21%	20%	22%	24%	36%	22%
Very important	20%	17%	21%	21%	20%	10%	21%	19%	17%	24%	7%	16%	32%	16%	16%	20%	11%	29%	25%	18%	25%
No response	18%	17%	19%	18%	15%	26%	23%	16%	22%	19%	5%	18%	16%	13%	17%	23%	19%	11%	20%	14%	9%
chi ² :		***					***		***					***					***		
mean for these data:	3.5	3.0	3.8	3.6	3.4	3.0	3.5	3.5	3.1	3.8	3.3	3.4	3.4	3.8	3.5	3.6	2.8	3.5	3.6	3.6	3.4
sig. test for means:		*	**							**				*			**				

For you personally, how important is it that the department provides, in the office waiting room, computers linked to...

*** WEIGHTED DATA ***

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q12B other government of Canada Web sites real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	8%	17%	4%	6%	7%	13%	7%	9%	20%	5%	10%	2%	15%	0%	5%	4%	19%	13%	11%	7%	13%
Unimportant	8%	17%	4%	6%	9%	4%	7%	9%	++	-	12%	22%	15%	1%	8%	9%	7%	13%	7%	5%	10%
Neutral	13%	17%	9%	12%	14%	17%	16%	13%	3%	5%	11%	14%	7%	20%	11%	14%	14%	11%	13%	15%	13%
Important	23%	10%	34%	21%	22%	18%	15%	24%	16%	30%	42%	12%	17%	46%	28%	16%	16%	19%	11%	36%	20%
Very important	16%	17%	13%	21%	17%	3%	16%	17%	15%	20%	12%	16%	17%	+	18%	16%	6%	24%	25%	14%	18%
No response	32%	20%	36%	33%	31%	46%	38%	29%	33%	30%	13%	34%	29%	31%	30%	41%	37%	20%	33%	24%	26%
chi ² :		***					**		***					***					***		
mean for these data:	3.4	2.9	3.8	3.7	3.5	2.9	3.4	3.4	3.0	3.8	3.4	3.3	3.1	3.7	3.7	3.5	2.7	3.4	3.5	3.6	3.3
sig. test for means:		*	*							**				*			*				

How long did you have to wait at the office today before having contact with the staff who provided the service? Please indicate below approximately how many minutes you waited.

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q13	real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
	1-5	43%	30%	46%	45%	48%	38%	26%	45%	50%	47%	47%	12%	27%	50%	31%	40%	55%	41%	49%	47%	39%
	6-10	14%	7%	19%	12%	12%	17%	--	++	16%	19%	14%	13%	20%	10%	22%	13%	11%	13%	8%	18%	21%
	11-20	8%	12%	13%	0%	5%	7%	10%	7%	4%	7%	13%	14%	10%	12%	10%	7%	3%	8%	6%	9%	9%
	21+	17%	30%	12%	18%	10%	17%	30%	14%	15%	4%	11%	43%	19%	9%	24%	14%	11%	18%	20%	11%	18%
	No response	19%	20%	10%	24%	24%	22%	22%	19%	14%	23%	14%	18%	24%	18%	14%	26%	20%	19%	17%	15%	12%
	chi ² :		***	-				***		***					***					***		
	mean for these data:	24.9	50.3	16.1	29.6	11.8	13.3	26.8	25.6	15.1	10.7	19.0	69.0	15.5	19.1	33.4	18.5	18.7	28.5	35.2	14.1	17.9
	sig. test for means:		*	*		**	*			**		***								*		

Was this an acceptable wait or do you consider that the wait was too long?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q14	real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
	Acceptable wait	72%	62%	80%	61%	80%	77%	60%	75%	74%	80%	81%	46%	65%	85%	69%	78%	80%	63%	68%	85%	82%
	Wait was too long	13%	25%	6%	18%	6%	9%	19%	12%	11%	6%	11%	39%	15%	5%	13%	10%	10%	19%	16%	9%	8%
	No response	15%	12%	14%	21%	13%	14%	21%	13%	15%	14%	8%	16%	20%	10%	18%	12%	10%	19%	16%	5%	10%
	chi ² :		***					***		***					***					***		

What is an acceptable amount of time to wait at the office before having contact with the staff who provide the service?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q14A	real # of participants:	31	10	6	6	6	3	12	19	5	6	4	10	5	2	6	6	3	12	8	9	10	
	1-5	13%	20%	28%	0%	0%	29%	0%	18%	33%	30%	0%	0%	28%	0%	0%	6%	0%	31%	3%	14%	38%	
	6-10	13%	10%	5%	0%	60%	71%	33%	5%	7%	17%	28%	7%	11%	22%	26%	16%	14%	4%	4%	29%	23%	
	11-20	31%	50%	38%	17%	0%	0%	48%	24%	35%	22%	0%	45%	61%	0%	18%	54%	36%	34%	42%	13%	26%	
	21+	23%	20%	28%	33%	0%	0%	15%	26%	25%	0%	49%	13%	0%	78%	25%	24%	50%	10%	17%	26%	0%	
	No response	20%	0%	0%	50%	40%	0%	5%	26%	0%	31%	23%	36%	0%	0%	31%	0%	0%	21%	34%	18%	13%	
	chi ² :		(***)					***		(***)					(***)					***			
	mean for these data:	17.1	16.1	26.3	18.3	6.0	8.5	20.1	15.8	15.9	6.6	32.0	13.4	11.7	25.6	13.7	26.9	36.7	10.3	13.4	13.4	7.6	
	sig. test for means:					**	*			*	*								*				

How many different people did you have to deal with today in order to get what you needed?

*** WEIGHTED DATA ***

		APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
		TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q15	real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
	1	47%	42%	43%	42%	61%	56%	37%	50%	62%	59%	38%	38%	33%	48%	51%	46%	44%	41%	42%	54%	46%	
	2	36%	37%	42%	42%	21%	25%	42%	34%	24%	25%	54%	38%	55%	40%	35%	28%	38%	43%	44%	35%	46%	
	3+	7%	12%	4%	6%	6%	4%	5%	7%	7%	5%	1%	13%	2%	1%	7%	11%	7%	4%	8%	7%	5%	
	No response	10%	7%	10%	9%	13%	16%	16%	9%	7%	10%	6%	11%	10%	11%	8%	15%	11%	12%	7%	4%	3%	
	chi ² :		***					***		***					***					***			
	mean for these data:	1.9	3.0	1.6	1.8	1.4	1.5	1.7	2.0	1.4	1.5	1.6	2.2	1.7	1.5	1.6	1.9	1.6	2.5	2.4	1.8	1.6	
	sig. test for means:					*				*													

Was this an acceptable number of people or too many people?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff		
Q16																							
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109		
Acceptable number	84%	80%	88%	82%	84%	89%	86%	84%	80%	84%	92%	89%	87%	85%	84%	81%	82%	86%	84%	94%	93%		
Too many people	3%	5%	0%	6%	3%	0%	0%	4%	7%	3%	1%	0%	3%	1%	0%	6%	4%	4%	-	2%	3%		
No response	13%	15%	12%	12%	13%	11%	14%	12%	14%	13%	6%	11%	10%	14%	16%	14%	14%	10%	8%	4%	5%		
chi ² :		(***)						**		(**)						**					***		

What is an acceptable number of people to deal with in order to get what you need?

*** WEIGHTED DATA ***

	TOTAL	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff		
Q16A																							
real # of participants:	7	2	0	2	3	0	0	7	2	3	1	0	1	1	0	2	2	2	3	3	2		
1	61%	100%	0%	50%	24%	0%	0%	61%	100%	84%	100%	0%	0%	100%	0%	100%	0%	42%	63%	78%	60%		
2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
3+	6%	0%	0%	0%	28%	0%	0%	6%	0%	16%	0%	0%	0%	0%	0%	0%	37%	0%	0%	22%	0%		
No response	33%	0%	0%	50%	48%	0%	0%	33%	0%	0%	0%	0%	100%	0%	0%	0%	63%	58%	37%	0%	40%		
chi ² :		(***)								(***)						(***)					(**)		
mean for these data:	1.2	1.0	*	0.5	3.0	*	*	1.2	1.0	2.4	1.0	*	0.0	1.0	*	1.0	3.7	0.4	0.6	3.0	0.6		
sig. test for means:		*						*		*						*					*		

Today, was the service provided to you MOSTLY by...

* * * WEIGHTED DATA * * *

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q17 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Receptionnist	41%	27%	55%	24%	56%	26%	36%	43%	38%	49%	53%	24%	32%	49%	31%	45%	44%	41%	13%	100%	17%
Other CIC staff	33%	40%	28%	27%	41%	40%	47%	30%	47%	18%	35%	42%	61%	24%	46%	32%	34%	31%	7%	14%	100%
Uniformed guard	25%	27%	18%	48%	5%	30%	10%	28%	22%	33%	13%	20%	12%	12%	28%	18%	17%	36%	100%	8%	5%
Someone else	3%	5%	5%	3%	0%	0%	8%	2%	0%	1%	5%	10%	4%	0%	2%	5%	9%	2%	2%	1%	0%
chi ² :	(***)						***		(***)					***					(***)		

Satisfaction ratings
(Summary results)

	APPOINTMENT							REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
S09 Service in official language of choice	4.4	4.2	4.3	4.6	4.2	4.6	4.5	4.4	4.3	4.5	4.3	4.2	4.8**	4.3	4.5	4.5	4.4	4.3	4.6	4.3	4.3
mean for these data:	4.4	4.2	4.3	4.6	4.2	4.6	4.5	4.4	4.3	4.5	4.3	4.2	4.8**	4.3	4.5	4.5	4.4	4.3	4.6	4.3	4.3
sig. test for means:																					
S10 Fairness and equity	4.3	4.1	4.4	4.6	4.2	4.5	4.4	4.3	4.2	4.4	4.3	4.1	4.6	4.2	4.6*	4.4	4.2	4.3	4.4	4.2	4.5
mean for these data:	4.3	4.1	4.4	4.6	4.2	4.5	4.4	4.3	4.2	4.4	4.3	4.1	4.6	4.2	4.6*	4.4	4.2	4.3	4.4	4.2	4.5
sig. test for means:																					
S03 Staff competence	4.3	4.1	4.4	4.3	4.1	4.5	4.4	4.2	4.1	4.3	4.2	4.1	4.7**	4.3	4.5**	4.3	4.1	4.1	4.2	4.3	4.4
mean for these data:	4.3	4.1	4.4	4.3	4.1	4.5	4.4	4.2	4.1	4.3	4.2	4.1	4.7**	4.3	4.5**	4.3	4.1	4.1	4.2	4.3	4.4
sig. test for means:																					
S04 Staff courtesy	4.3	4.0	4.4	4.4	4.2	4.5	4.4	4.3	4.3	4.3	4.3	4.1	4.6*	4.3	4.5	4.4	4.2	4.1	4.4	4.3	4.4
mean for these data:	4.3	4.0	4.4	4.4	4.2	4.5	4.4	4.3	4.3	4.3	4.3	4.1	4.6*	4.3	4.5	4.4	4.2	4.1	4.4	4.3	4.4
sig. test for means:																					
S07 Information understandability	4.2	3.9	4.2	4.4	4.1	4.2	4.2	4.2	4.1	4.3	4.2	4.0	4.4	4.2	4.3	4.3	4.1	4.0	4.3	4.1	4.2
mean for these data:	4.2	3.9	4.2	4.4	4.1	4.2	4.2	4.2	4.1	4.3	4.2	4.0	4.4	4.2	4.3	4.3	4.1	4.0	4.3	4.1	4.2
sig. test for means:																					
S11 Overall satisfaction	4.2	3.7*	4.3	4.4	4.2	4.2	4.4	4.1	4.0	4.2	4.2	4.1	4.5	4.0	4.4*	4.3	4.3	4.0	4.2	4.2	4.3
mean for these data:	4.2	3.7*	4.3	4.4	4.2	4.2	4.4	4.1	4.0	4.2	4.2	4.1	4.5	4.0	4.4*	4.3	4.3	4.0	4.2	4.2	4.3
sig. test for means:																					
S06 Information availability	4.1	3.7	4.2	4.4	4.1	4.1	4.3	4.1	4.1	4.2	4.1	3.8	4.3	4.1	4.3	4.3	4.1	3.9	4.2	4.1	4.2
mean for these data:	4.1	3.7	4.2	4.4	4.1	4.1	4.3	4.1	4.1	4.2	4.1	3.8	4.3	4.1	4.3	4.3	4.1	3.9	4.2	4.1	4.2
sig. test for means:																					
S05 Staff helpfulness	4.1	3.8	4.3	4.3	3.9	4.3	4.3	4.1	3.9	4.3	4.1	3.8*	4.5*	4.3	4.2	4.2	3.9	4.0	4.2	4.1	4.3
mean for these data:	4.1	3.8	4.3	4.3	3.9	4.3	4.3	4.1	3.9	4.3	4.1	3.8*	4.5*	4.3	4.2	4.2	3.9	4.0	4.2	4.1	4.3
sig. test for means:																					
S08 Ease of forms	4.1	3.7*	4.2	4.4	3.8	4.0	4.0	4.0	3.9	4.1	4.0	3.9	4.3	3.9	4.3*	4.3	3.7	3.8	4.2	4.0	4.1
mean for these data:	4.1	3.7*	4.2	4.4	3.8	4.0	4.0	4.0	3.9	4.1	4.0	3.9	4.3	3.9	4.3*	4.3	3.7	3.8	4.2	4.0	4.1
sig. test for means:																					
S12 Convenience of the location of the office	4.0	3.8	4.1	3.9	4.1	3.9	4.2	3.9	3.9	4.0	3.8	3.9	4.1	4.2	4.0	4.3**	3.6**	3.8	3.9	4.1	4.0
mean for these data:	4.0	3.8	4.1	3.9	4.1	3.9	4.2	3.9	3.9	4.0	3.8	3.9	4.1	4.2	4.0	4.3**	3.6**	3.8	3.9	4.1	4.0
sig. test for means:																					
S02 Waiting time at the office	4.0	3.4*	4.2*	4.1	4.0	4.0	3.7	4.0	4.1	4.2	4.1	3.4**	3.9	4.3	4.1	4.2	3.8	3.8	4.0	4.2	4.0
mean for these data:	4.0	3.4*	4.2*	4.1	4.0	4.0	3.7	4.0	4.1	4.2	4.1	3.4**	3.9	4.3	4.1	4.2	3.8	3.8	4.0	4.2	4.0
sig. test for means:																					
S13 Office hours	3.8	3.5*	3.9	4.1	3.9	3.3*	3.9	3.8	3.9	3.9	3.8	3.5	3.9	3.6	3.9	4.0	3.7	3.8	3.9	3.9	3.9
mean for these data:	3.8	3.5*	3.9	4.1	3.9	3.3*	3.9	3.8	3.9	3.9	3.8	3.5	3.9	3.6	3.9	4.0	3.7	3.8	3.9	3.9	3.9
sig. test for means:																					
S14 Office accessibility for the disabled	3.8	3.6	4.0	3.7	3.9	3.7	4.0	3.8	3.9	3.9	3.7	3.8	4.4**	3.8	3.8	4.1*	3.8	3.7	3.8	3.9	3.8
mean for these data:	3.8	3.6	4.0	3.7	3.9	3.7	4.0	3.8	3.9	3.9	3.7	3.8	4.4**	3.8	3.8	4.1*	3.8	3.7	3.8	3.9	3.8
sig. test for means:																					
S01 Call centre access	3.3	3.1	3.4	3.5	3.2	3.0	3.4	3.2	3.5	3.5	3.1	2.7**	3.4	3.5	3.4	3.5	3.0	3.1	3.3	3.3	3.4
mean for these data:	3.3	3.1	3.4	3.5	3.2	3.0	3.4	3.2	3.5	3.5	3.1	2.7**	3.4	3.5	3.4	3.5	3.0	3.1	3.3	3.3	3.4
sig. test for means:																					

Have you ever visited another Citizenship and Immigration Canada office in Canada, other than at a border crossing or at an airport?

	TOTAL	APPOINTMENT					REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorship	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q20																					
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Yes	31%	30%	39%	33%	19%	30%	29%	32%	24%	37%	26%	26%	35%	26%	28%	24%	26%	42%	45%	34%	28%
No	59%	60%	50%	58%	73%	59%	65%	58%	62%	52%	66%	58%	52%	70%	67%	62%	62%	49%	47%	63%	66%
Both	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
No response	10%	10%	12%	9%	8%	11%	7%	10%	14%	11%	8%	16%	13%	4%	5%	14%	12%	8%	8%	3%	5%
chi ² :		***							**					***					***		

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

	TOTAL	APPOINTMENT					REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorship	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q21A offer pretty much all the same services																					
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	5%	10%	3%	0%	4%	13%	7%	4%	10%	3%	8%	0%	0%	5%	7%	2%	5%	5%	4%	5%	6%
Unimportant	2%	5%	2%	3%	0%	0%	3%	2%	3%	1%	5%	0%	0%	0%	3%	2%	9%	0%	0%	0%	3%
Neutral	14%	12%	9%	18%	20%	16%	13%	14%	15%	11%	12%	31%	4%	11%	24%	12%	6%	14%	14%	14%	16%
Important	31%	25%	34%	27%	38%	26%	29%	32%	31%	39%	38%	33%	11%	38%	29%	38%	32%	25%	34%	35%	24%
Very important	35%	30%	34%	48%	27%	30%	31%	36%	23%	34%	28%	14%	78%	42%	32%	26%	33%	45%	41%	34%	44%
No response	13%	17%	17%	3%	12%	14%	16%	11%	18%	12%	8%	23%	7%	4%	5%	19%	11%	7%	11%	7%	7%
chi ² :		(***)					*		(***)					(***)					(***)		
mean for these data:	4.0	3.7	4.1	4.3	4.0	3.7	3.9	4.1	3.6	4.1	3.8	3.8	4.8	4.2	3.8	4.0	3.9	4.2	4.2	4.0	4.0
sig. test for means:									*				***								

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q21B offer pretty much the same information, for example staff, real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Very unimportant	5%	12%	4%	0%	3%	13%	8%	5%	10%	3%	8%	0%	0%	5%	7%	2%	4%	5%	4%	6%	6%	
Unimportant	2%	5%	2%	0%	2%	0%	1%	2%	3%	2%	0%	0%	0%	1%	2%	0%	5%	0%	0%	2%	3%	
Neutral	17%	12%	16%	24%	18%	13%	17%	17%	17%	14%	16%	32%	5%	11%	17%	22%	10%	20%	25%	14%	16%	
Important	32%	25%	32%	30%	44%	20%	33%	33%	26%	43%	34%	35%	21%	36%	30%	33%	43%	27%	35%	37%	28%	
Very important	27%	22%	31%	30%	19%	36%	18%	29%	19%	20%	28%	10%	54%	42%	26%	23%	15%	34%	26%	30%	32%	
No response	17%	22%	16%	15%	15%	17%	23%	15%	25%	17%	13%	24%	20%	4%	17%	19%	23%	14%	10%	10%	15%	
chi ² :		(***)					(***)		(***)					(***)					***			
mean for these data:	3.9	3.5	4.0	4.1	3.9	3.8	3.7	3.9	3.5	3.9	3.9	3.7	4.6	4.1	3.8	3.9	3.8	4.0	3.9	3.9	3.9	
sig. test for means:									*				***									

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q21C offer pretty much the same physical layout, real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Very unimportant	6%	15%	4%	0%	4%	17%	8%	6%	14%	3%	10%	1%	0%	5%	8%	2%	9%	5%	5%	7%	8%	
Unimportant	5%	7%	6%	3%	4%	3%	5%	5%	0%	6%	5%	2%	2%	7%	6%	7%	0%	5%	0%	6%	8%	
Neutral	28%	22%	24%	36%	28%	28%	30%	27%	25%	22%	38%	44%	21%	25%	33%	27%	13%	34%	31%	23%	32%	
Important	23%	20%	24%	18%	33%	14%	22%	24%	19%	32%	15%	22%	18%	23%	19%	26%	45%	15%	28%	29%	18%	
Very important	20%	12%	23%	30%	12%	18%	14%	21%	14%	18%	19%	7%	39%	35%	16%	18%	7%	25%	24%	22%	20%	
No response	18%	22%	20%	12%	19%	20%	21%	17%	29%	18%	13%	25%	20%	4%	17%	20%	26%	16%	12%	14%	15%	
chi ² :		(***)							***					***					***			
mean for these data:	3.6	3.1	3.7	3.9	3.6	3.2	3.4	3.6	3.2	3.7	3.3	3.4	4.2	3.8	3.4	3.6	3.6	3.6	3.8	3.6	3.4	
sig. test for means:		*		*									**									

In the end, did you get what you needed from Citizenship and Immigration Canada today?

	TOTAL	APPOINTMENT					REASON FOR THE VISIT							PURPOSE OF THE VISIT					SERVICE PROVIDER			
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q22																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Yes	64%	55%	63%	76%	64%	59%	62%	67%	57%	70%	68%	62%	69%	60%	78%	62%	68%	61%	68%	65%	78%	
No	10%	12%	10%	6%	11%	10%	12%	10%	7%	8%	8%	8%	10%	8%	4%	15%	11%	15%	13%	9%	4%	
In part	13%	15%	10%	9%	19%	20%	9%	13%	24%	12%	15%	8%	10%	22%	11%	10%	10%	14%	12%	17%	12%	
No response	13%	17%	17%	9%	6%	11%	17%	11%	13%	10%	8%	21%	11%	10%	7%	13%	11%	10%	7%	9%	6%	
chi ² :		***					*		***					***					***			

In your opinion, was the service provided without error?

	TOTAL	APPOINTMENT					REASON FOR THE VISIT							PURPOSE OF THE VISIT					SERVICE PROVIDER		
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q23																					
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Yes	75%	72%	74%	79%	73%	76%	69%	79%	76%	82%	69%	73%	72%	69%	82%	78%	69%	77%	83%	80%	79%
No	9%	7%	8%	9%	10%	10%	13%	8%	5%	7%	12%	9%	11%	7%	12%	9%	10%	9%	8%	9%	6%
No response	17%	20%	18%	12%	17%	14%	18%	13%	19%	12%	19%	18%	17%	24%	6%	13%	21%	13%	10%	11%	15%
chi ² :							**		**					***	-						

As far as you know, is there an official way to comment on the Citizenship and Immigration Canada service or to make a complaint?

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q24 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Yes, there is	20%	20%	15%	21%	26%	22%	28%	18%	20%	19%	12%	18%	24%	33%	12%	13%	20%	25%	28%	18%	20%
No, there isn't	19%	17%	22%	15%	21%	14%	20%	18%	18%	17%	16%	26%	6%	24%	23%	26%	13%	16%	20%	26%	
I don't know	46%	45%	50%	45%	41%	53%	40%	50%	44%	51%	56%	51%	42%	50%	51%	52%	38%	52%	44%	51%	45%
No response	15%	17%	13%	18%	12%	11%	13%	13%	19%	12%	15%	15%	8%	11%	13%	13%	16%	10%	12%	11%	9%
chi ² :		**					**		**					***					***		

If you wanted to make a comment or a complaint, how would you prefer to do it?

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q25 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
In person	40%	35%	46%	33%	42%	51%	39%	40%	43%	43%	33%	24%	66%	49%	38%	32%	42%	47%	40%	45%	46%
Comment card	21%	30%	21%	18%	18%	15%	18%	23%	16%	26%	18%	32%	24%	25%	23%	27%	16%	21%	20%	26%	25%
In a letter	21%	17%	24%	15%	25%	25%	29%	20%	19%	13%	29%	32%	14%	25%	21%	22%	22%	17%	20%	26%	17%
No response	17%	17%	13%	24%	17%	11%	16%	16%	18%	14%	20%	19%	10%	13%	14%	13%	18%	18%	15%	12%	10%
By telephone	11%	5%	8%	21%	15%	5%	10%	12%	9%	14%	18%	11%	13%	4%	21%	13%	6%	13%	12%	11%	17%
chi ² :		***		+			**		***					***	+				***		

For you, how important is it that Citizenship and Immigration Canada offers an official comment and complaint system?

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q26 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	5%	10%	2%	3%	5%	19%	7%	5%	11%	1%	9%	0%	6%	5%	12%	1%	7%	5%	2%	5%	7%
Unimportant	2%	0%	0%	3%	5%	0%	2%	2%	3%	0%	5%	0%	3%	1%	0%	0%	11%	0%	0%	2%	1%
Neutral	13%	15%	15%	9%	15%	12%	8%	15%	8%	20%	12%	5%	8%	18%	13%	8%	14%	15%	17%	12%	11%
Important	31%	20%	34%	33%	38%	22%	34%	31%	39%	29%	38%	37%	27%	34%	28%	47%	21%	27%	30%	35%	36%
Very important	34%	40%	33%	36%	26%	33%	33%	35%	24%	38%	23%	40%	47%	30%	36%	32%	32%	41%	43%	35%	36%
No response	14%	15%	16%	15%	10%	14%	16%	12%	16%	11%	12%	19%	10%	11%	11%	12%	15%	12%	7%	12%	9%
chi ² :		(***)					(*)		(***)					(***)					(***)		
mean for these data:	4.0	3.9	4.2	4.1	3.8	3.6	4.0	4.0	3.7	4.2	3.7	4.4	4.2	3.9	3.9	4.2	3.7	4.1	4.2	4.1	4.0
sig. test for means:												**				*					

Importance ratings
(Summary results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
I09 Staff competence																					
mean for these data:	4.4	4.5	4.4	4.5	4.2*	4.5	4.3	4.4	4.3	4.4	4.5	4.4	4.6	4.4	4.4	4.5	4.3	4.5	4.4	4.4	4.5
sig. test for means:																					
I11 Staff helpfulness																					
mean for these data:	4.4	4.4	4.5	4.6	4.3	4.3	4.4	4.4	4.4	4.5	4.4	4.7	4.5	4.4	4.5	4.2	4.5	4.4	4.5	4.5	
sig. test for means:												**									
I12 Information availability																					
mean for these data:	4.4	4.4	4.4	4.5	4.2	4.3	4.3	4.4	4.3	4.5	4.3	4.2	4.5	4.5	4.3	4.4	4.0*	4.5	4.5	4.4	4.4
sig. test for means:																					
I13 Information understandability																					
mean for these data:	4.4	4.4	4.4	4.3	4.3	4.4	4.3	4.4	4.4	4.4	4.4	4.4	4.5	4.4	4.3	4.4	4.2	4.4	4.3	4.4	4.3
sig. test for means:																					
I19 Fairness and equity																					
mean for these data:	4.4	4.3	4.4	4.4	4.2	4.4	4.4	4.3	4.2	4.4	4.3	4.3	4.5	4.4	4.4	4.4	4.1	4.4	4.3	4.4	4.5
sig. test for means:																					
I10 Staff courtesy																					
mean for these data:	4.3	4.3	4.4	4.3	4.1*	4.5	4.2	4.3	4.3	4.3	4.4	4.4	4.6	4.2	4.4	4.4	4.2	4.4	4.2	4.4	4.4
sig. test for means:																					
I08 Waiting time at the office																					
mean for these data:	4.2	4.4	4.2	4.2	4.0	4.3	4.1	4.2	4.1	4.3	3.9	4.2	4.6	4.2	4.0	4.2	4.2	4.5	4.2	4.2	4.3
sig. test for means:													**				**				
I14 Ease of forms																					
mean for these data:	4.2	4.1	4.3	4.3	4.2	4.3	4.1	4.3	4.2	4.4	4.2	4.4	4.2	4.2	4.2	4.3	4.1	4.4	4.3	4.4*	4.1*
sig. test for means:																					
I15 Convenience of location																					
mean for these data:	4.1	3.9	4.3*	4.1	4.1	4.1	4.1	4.1	3.9*	4.3*	4.0	3.8	4.5*	4.2	4.0	4.1	4.0	4.3	4.2	4.1	4.2
sig. test for means:			*						*	*			*								
I16 Office hours																					
mean for these data:	4.1	4.1	4.2	4.0	4.1	4.1	4.1	4.1	3.9	4.2	3.8	4.1	4.4*	4.1	4.1	3.9	4.0	4.3*	4.1	4.1	4.1
sig. test for means:													*					*			
I17 Service in the official language of choice																					
mean for these data:	4.1	4.1	4.2	4.2	4.1	3.9	4.0	4.2	3.9*	4.4*	4.1	4.2	4.1	4.0	4.0	4.1	4.0	4.4*	4.3	4.2	4.1
sig. test for means:									*	*								*			
I20 Access to the call centre																					
mean for these data:	4.0	3.7*	4.1	4.4**	3.9	4.0	3.8	4.1	3.9	4.1	4.1	4.1	3.9	3.7*	4.2	4.1	4.0	4.1	4.3*	4.0	4.0
sig. test for means:		*		**										*					*		

Importance ratings
(Summary results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT				SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
I07 Comment and complaint system	4.0	3.9	4.2	4.1	3.8	3.6	4.0	4.0	3.7	4.2	3.7	4.4**	4.2	3.9	3.9	4.2*	3.7	4.1	4.2	4.1	4.0
mean for these data:	4.0	3.9	4.2	4.1	3.8	3.6	4.0	4.0	3.7	4.2	3.7	4.4**	4.2	3.9	3.9	4.2*	3.7	4.1	4.2	4.1	4.0
sig. test for means:																					
I04 Same services across all offices	4.0	3.7	4.1	4.3	4.0	3.7	3.9	4.1	3.6*	4.1	3.8	3.8	4.8***	4.2	3.8	4.0	3.9	4.2	4.2	4.0	4.0
mean for these data:	4.0	3.7	4.1	4.3	4.0	3.7	3.9	4.1	3.6*	4.1	3.8	3.8	4.8***	4.2	3.8	4.0	3.9	4.2	4.2	4.0	4.0
sig. test for means:																					
I05 Same access to information in all offices	3.9	3.5	4.0	4.1	3.9	3.8	3.7	3.9	3.5*	3.9	3.9	3.7	4.6***	4.1	3.8	3.9	3.8	4.0	3.9	3.9	3.9
mean for these data:	3.9	3.5	4.0	4.1	3.9	3.8	3.7	3.9	3.5*	3.9	3.9	3.7	4.6***	4.1	3.8	3.9	3.8	4.0	3.9	3.9	3.9
sig. test for means:																					
I06 Same physical layout in all offices	3.6	3.1*	3.7	3.9*	3.6	3.2	3.4	3.6	3.2	3.7	3.3	3.4	4.2**	3.8	3.4	3.6	3.6	3.6	3.8	3.6	3.4
mean for these data:	3.6	3.1*	3.7	3.9*	3.6	3.2	3.4	3.6	3.2	3.7	3.3	3.4	4.2**	3.8	3.4	3.6	3.6	3.6	3.8	3.6	3.4
sig. test for means:																					
I01 Call centre phones in waiting rooms	3.6	3.3	3.7	3.9*	3.3	3.3	3.5	3.6	3.5	3.7	3.6	3.1**	3.9	3.7	3.5	3.6	3.2	3.6	3.6	3.6	3.5
mean for these data:	3.6	3.3	3.7	3.9*	3.3	3.3	3.5	3.6	3.5	3.7	3.6	3.1**	3.9	3.7	3.5	3.6	3.2	3.6	3.6	3.6	3.5
sig. test for means:																					
I18 Service in non official languages	3.5	3.8	3.7	3.0*	3.5	3.7	3.6	3.5	3.4	3.6	3.8	4.0*	3.2	4.0**	3.6	3.3	3.2	3.4	3.4	3.6	3.6
mean for these data:	3.5	3.8	3.7	3.0*	3.5	3.7	3.6	3.5	3.4	3.6	3.8	4.0*	3.2	4.0**	3.6	3.3	3.2	3.4	3.4	3.6	3.6
sig. test for means:																					
I02 Connection to CIC Web site on site	3.5	3.0*	3.8**	3.6	3.4	3.0	3.5	3.5	3.1	3.8**	3.3	3.4	3.4	3.8*	3.5	3.6	2.8**	3.5	3.6	3.6	3.4
mean for these data:	3.5	3.0*	3.8**	3.6	3.4	3.0	3.5	3.5	3.1	3.8**	3.3	3.4	3.4	3.8*	3.5	3.6	2.8**	3.5	3.6	3.6	3.4
sig. test for means:																					
I03 Connection to Canada Web site on site	3.4	2.9*	3.8*	3.7	3.5	2.9	3.4	3.4	3.0	3.8**	3.4	3.3	3.1	3.7*	3.7	3.5	2.7*	3.4	3.5	3.6	3.3
mean for these data:	3.4	2.9*	3.8*	3.7	3.5	2.9	3.4	3.4	3.0	3.8**	3.4	3.3	3.1	3.7*	3.7	3.5	2.7*	3.4	3.5	3.6	3.3
sig. test for means:																					

Generally speaking, if we could only improve THREE of the following areas, which should we focus on?

	APPOINTMENT								REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER		
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx. Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorship	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q28 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
The waiting time at the office	28%	27%	29%	27%	29%	21%	37%	27%	20%	38%	17%	25%	18%	24%	33%	19%	29%	34%	41%	25%	27%
No response	23%	30%	20%	24%	21%	22%	15%	24%	33%	18%	20%	27%	24%	19%	16%	33%	15%	21%	21%	18%	20%
Availability of information	20%	25%	18%	15%	26%	18%	12%	22%	27%	15%	31%	15%	26%	22%	18%	23%	24%	21%	22%	27%	22%
The level of help provided	17%	22%	19%	12%	15%	6%	35%	13%	14%	18%	14%	23%	23%	22%	26%	16%	13%	14%	7%	22%	19%
The competence of the staff	17%	25%	10%	18%	13%	25%	18%	17%	18%	16%	22%	23%	20%	11%	26%	9%	20%	21%	21%	12%	22%
The office hours	14%	5%	24%	6%	16%	18%	16%	14%	10%	15%	2%	19%	15%	14%	7%	17%	24%	13%	7%	16%	15%
Comment and complaint system	14%	10%	15%	12%	16%	14%	15%	14%	11%	14%	15%	9%	19%	11%	8%	19%	18%	14%	9%	19%	14%
Ease of understanding the info	12%	12%	13%	12%	10%	17%	18%	11%	12%	11%	20%	14%	7%	11%	14%	12%	18%	9%	17%	10%	11%
The courtesy of the staff	12%	12%	13%	9%	14%	6%	17%	10%	15%	9%	13%	6%	10%	4%	10%	15%	4%	17%	11%	14%	10%
CIC site from offices	10%	2%	9%	15%	12%	10%	6%	9%	8%	12%	8%	9%	4%	10%	11%	10%	12%	6%	9%	7%	17%
Non official languages	9%	5%	16%	3%	12%	9%	8%	10%	15%	11%	11%	5%	6%	30%	5%	9%	6%	7%	7%	14%	9%
Similar services everywhere	9%	2%	12%	15%	5%	13%	4%	11%	4%	14%	7%	0%	16%	16%	13%	7%	4%	9%	10%	15%	7%
The ease of filling out forms	9%	7%	3%	15%	14%	10%	9%	10%	13%	10%	11%	9%	2%	16%	10%	9%	10%	7%	10%	13%	8%
Call centre lines in offices	8%	10%	11%	0%	11%	10%	12%	8%	7%	5%	7%	17%	6%	7%	6%	4%	20%	9%	4%	9%	7%
Fairness and equity	8%	7%	7%	6%	10%	18%	14%	7%	1%	4%	7%	22%	7%	6%	17%	3%	8%	7%	11%	6%	7%
The location of the office	7%	7%	12%	3%	5%	7%	6%	7%	6%	8%	11%	2%	17%	10%	6%	1%	9%	11%	9%	6%	8%
Call centre access	7%	7%	6%	6%	5%	18%	4%	8%	9%	8%	5%	2%	5%	11%	11%	2%	6%	6%	6%	7%	9%

Generally speaking, if we could only improve THREE of the following areas, which should we focus on?

	APPOINTMENT							REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Canada site from offices	7%	7%	9%	6%	5%	4%	7%	6%	3%	6%	14%	4%	4%	8%	11%	3%	0%	6%	7%	9%	7%	
Official languages	6%	0%	3%	15%	4%	4%	3%	7%	1%	11%	5%	2%	6%	0%	3%	7%	4%	11%	11%	6%	1%	
Similar physical layout	1%	0%	1%	0%	3%	0%	1%	1%	2%	0%	0%	0%	3%	0%	1%	0%	5%	0%	0%	2%	1%	
chi ² :		(***)					(***)		(***)					(***)					(***)			

Finally, do you have any long-term physical disabilities or handicaps?

	APPOINTMENT							REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q30 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Yes	4%	2%	7%	0%	4%	0%	5%	2%	3%	1%	4%	3%	4%	4%	0%	7%	0%	3%	5%	2%	3%	
No	81%	80%	80%	82%	84%	83%	83%	82%	74%	85%	82%	79%	87%	75%	91%	74%	86%	88%	80%	87%	88%	
No response	15%	17%	13%	18%	11%	17%	12%	16%	23%	13%	13%	18%	9%	21%	8%	18%	14%	9%	15%	11%	9%	
chi ² :		(***)					**		(**)					***					**			

In general, how satisfied are you with the ACCESS to the Citizenship and Immigration Canada TELEPHONE CENTRE (call centre)? Consider busy signals, the waiting time, the navigation through the computerized system, etc. Check the first box if you have never used the call centre; otherwise, (Detailed results)

	APPOINTMENT							REASON FOR THE VISIT					PURPOSE OF THE VISIT				SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q5 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Never used it	20%	15%	20%	24%	21%	24%	18%	22%	16%	26%	20%	21%	9%	34%	19%	24%	14%	20%	20%	21%	20%
DISSATISFIED (1,2)	16%	17%	12%	12%	20%	29%	10%	18%	13%	14%	27%	31%	10%	6%	14%	16%	28%	17%	14%	18%	13%
Very dissatisfied	6%	5%	6%	3%	9%	12%	2%	7%	6%	5%	7%	13%	2%	2%	5%	6%	7%	9%	7%	4%	6%
Dissatisfied	10%	12%	6%	9%	11%	17%	8%	10%	7%	9%	20%	18%	7%	4%	9%	10%	21%	7%	7%	13%	7%
Neutral	26%	37%	23%	21%	26%	17%	38%	23%	22%	20%	20%	28%	43%	21%	22%	19%	24%	40%	25%	25%	27%
Satisfied	22%	12%	33%	27%	12%	15%	14%	23%	36%	22%	25%	11%	10%	25%	31%	21%	28%	10%	30%	22%	24%
Very satisfied	11%	7%	9%	12%	17%	12%	15%	10%	10%	17%	7%	6%	18%	8%	11%	20%	5%	11%	7%	11%	13%
SATISFIED (4,5)	33%	20%	42%	39%	29%	27%	30%	34%	47%	39%	32%	17%	28%	33%	42%	41%	33%	21%	37%	33%	37%
No response	5%	10%	3%	3%	4%	4%	4%	3%	3%	2%	1%	3%	11%	5%	2%	0%	1%	3%	4%	4%	4%
chi ² :		(***)					***		(***)				++	(***)					**		
mean for these data:	3.3	3.1	3.4	3.5	3.2	3.0	3.4	3.2	3.5	3.5	3.1	2.7	3.4	3.5	3.4	3.5	3.0	3.1	3.3	3.3	3.4
sig. test for means:												**									

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18A The waiting time at the office real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	13%	27%	4%	15%	9%	12%	19%	12%	10%	6%	16%	20%	13%	5%	13%	7%	14%	20%	14%	8%	13%
Very dissatisfied	9%	20%	4%	6%	7%	9%	13%	8%	5%	5%	4%	16%	13%	1%	3%	6%	9%	18%	9%	5%	8%
Dissatisfied	4%	7%	1%	9%	2%	4%	5%	4%	6%	1%	12%	4%	0%	4%	10%	2%	5%	3%	4%	3%	5%
Neutral	10%	7%	9%	6%	16%	10%	12%	9%	10%	11%	7%	17%	10%	18%	11%	8%	9%	5%	8%	9%	12%
Satisfied	24%	15%	31%	21%	22%	31%	21%	25%	25%	23%	15%	21%	22%	19%	19%	24%	43%	23%	28%	30%	26%
Very satisfied	42%	32%	40%	52%	45%	40%	39%	43%	41%	49%	55%	23%	43%	54%	49%	45%	24%	42%	46%	45%	45%
SATISFIED (4,5)	66%	47%	71%	73%	67%	71%	60%	67%	66%	72%	70%	44%	65%	73%	69%	69%	67%	65%	73%	74%	71%
No response	11%	17%	13%	6%	8%	7%	10%	10%	14%	10%	6%	19%	11%	4%	7%	13%	10%	10%	5%	7%	5%
chi ² : mean for these data: sig. test for means:	4.0	(***) 3.4 *	4.2 *	4.1	4.0	4.0	** 3.7	4.0	(***) 4.1	4.2	4.1	3.4 **	3.9	*** 4.3	4.1	4.2	3.8	3.8	4.0	4.2	4.0

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18B Staff were competent real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	6%	10%	2%	6%	8%	4%	0%	8%	10%	5%	4%	0%	0%	1%	1%	2%	9%	12%	7%	6%	6%
Very dissatisfied	4%	7%	0%	6%	7%	0%	0%	6%	6%	3%	4%	0%	0%	1%	0%	0%	8%	10%	7%	3%	4%
Dissatisfied	2%	2%	2%	0%	1%	4%	0%	2%	4%	3%	0%	0%	0%	0%	1%	2%	1%	2%	0%	3%	2%
Neutral	7%	0%	8%	6%	13%	6%	12%	6%	5%	8%	5%	13%	4%	14%	5%	10%	1%	6%	5%	7%	6%
Satisfied	28%	32%	28%	27%	23%	21%	29%	26%	27%	21%	42%	48%	16%	26%	30%	31%	32%	22%	33%	31%	26%
Very satisfied	44%	35%	43%	48%	47%	59%	48%	45%	41%	51%	38%	20%	59%	46%	55%	45%	32%	47%	48%	47%	55%
SATISFIED (4,5)	72%	67%	72%	76%	70%	81%	77%	71%	69%	72%	80%	68%	75%	72%	85%	76%	63%	69%	81%	78%	80%
No response	13%	15%	17%	12%	8%	7%	8%	13%	11%	14%	12%	19%	17%	8%	7%	12%	23%	10%	8%	7%	5%
chi ² : mean for these data: sig. test for means:	4.3	(***) 4.1	4.4	4.3	4.1	4.5	(***) 4.4	4.2	(***) 4.1	4.3	4.2	4.1	4.7 **	(***) 4.3	4.5 **	4.3	4.1	4.1	* 4.2	4.3	4.4

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18C Staff were courteous real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	5%	7%	2%	3%	7%	4%	1%	6%	3%	6%	3%	2%	0%	1%	1%	1%	4%	11%	5%	6%	3%
Very dissatisfied	3%	5%	0%	3%	6%	4%	0%	4%	3%	4%	3%	0%	0%	1%	1%	0%	3%	9%	4%	2%	3%
Dissatisfied	1%	2%	2%	0%	2%	0%	1%	2%	0%	2%	0%	2%	0%	0%	0%	1%	1%	2%	1%	3%	0%
Neutral	11%	17%	7%	12%	12%	7%	15%	11%	12%	9%	12%	27%	3%	14%	15%	15%	6%	8%	8%	12%	11%
Satisfied	21%	20%	27%	15%	22%	16%	22%	20%	26%	17%	21%	19%	24%	32%	16%	15%	29%	21%	22%	26%	20%
Very satisfied	49%	37%	46%	61%	46%	64%	52%	49%	42%	52%	51%	37%	54%	45%	61%	54%	34%	49%	56%	47%	58%
SATISFIED (4,5)	70%	57%	73%	76%	68%	80%	74%	69%	69%	69%	73%	57%	78%	77%	77%	70%	63%	71%	78%	73%	78%
No response	13%	15%	17%	9%	12%	7%	10%	13%	14%	15%	12%	14%	14%	4%	7%	15%	26%	8%	9%	8%	6%
chi ² :		(***)					(***)		(***)					(***)			+++		***		
mean for these data:	4.3	4.0	4.4	4.4	4.2	4.5	4.4	4.3	4.3	4.3	4.3	4.1	4.6	4.3	4.5	4.4	4.2	4.1	4.4	4.3	4.4
sig. test for means:													*								

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18D Staff provided me with all the help I needed	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	10%	17%	6%	6%	15%	10%	4%	12%	14%	9%	10%	16%	3%	4%	9%	14%	13%	11%	11%	7%	
Very dissatisfied	5%	5%	2%	6%	9%	6%	0%	7%	8%	6%	1%	1%	3%	1%	2%	4%	10%	9%	7%	4%	5%
Dissatisfied	5%	12%	3%	0%	6%	4%	4%	5%	6%	4%	8%	15%	0%	3%	7%	5%	4%	4%	4%	6%	3%
Neutral	8%	7%	11%	3%	11%	7%	15%	7%	10%	6%	11%	15%	2%	11%	9%	8%	11%	8%	4%	8%	9%
Satisfied	23%	22%	20%	33%	20%	17%	21%	24%	26%	16%	31%	20%	27%	34%	23%	20%	22%	26%	27%	28%	24%
Very satisfied	45%	35%	47%	48%	44%	59%	50%	45%	39%	56%	36%	29%	53%	45%	50%	50%	38%	41%	52%	46%	53%
SATISFIED (4,5)	68%	57%	67%	82%	64%	76%	70%	69%	65%	72%	68%	49%	80%	79%	73%	70%	60%	67%	79%	74%	76%
No response	12%	15%	16%	9%	9%	7%	11%	12%	11%	12%	12%	19%	11%	4%	9%	13%	15%	10%	5%	7%	5%
chi ² : mean for these data: sig. test for means:	4.1	(***) 3.8	4.3	4.3	3.9	4.3	*** 4.3	4.1	*** 3.9	4.3	4.1	3.8 *	4.5 *	*** 4.3	4.2	4.2	3.9	4.0	** 4.2	4.1	4.3

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff	
Q18E The information that I needed was available	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
DISSATISFIED (1,2)	8%	15%	4%	6%	10%	10%	2%	10%	11%	12%	3%	7%	7%	12%	5%	7%	8%	12%	10%	9%	9%	
Very dissatisfied	5%	5%	4%	6%	6%	7%	0%	7%	2%	9%	1%	1%	0%	7%	1%	4%	1%	11%	8%	5%	4%	
Dissatisfied	3%	10%	0%	0%	5%	3%	2%	4%	9%	3%	1%	6%	7%	5%	3%	3%	6%	1%	3%	4%	5%	
Neutral	9%	15%	12%	0%	8%	14%	18%	7%	4%	3%	13%	27%	8%	6%	12%	7%	9%	11%	6%	8%	10%	
Satisfied	24%	15%	25%	30%	24%	17%	20%	23%	34%	18%	35%	16%	17%	33%	22%	23%	27%	21%	25%	31%	24%	
Very satisfied	43%	30%	41%	52%	45%	49%	46%	43%	37%	54%	29%	28%	42%	45%	46%	47%	34%	40%	49%	43%	46%	
SATISFIED (4,5)	66%	45%	66%	82%	69%	65%	66%	66%	71%	72%	64%	44%	59%	78%	69%	70%	61%	61%	74%	74%	69%	
No response	13%	17%	16%	9%	10%	11%	11%	13%	14%	12%	16%	21%	11%	4%	8%	13%	20%	11%	7%	7%	6%	
chi ² :		(***)					***		***					***			+					
mean for these data:	4.1	3.7	4.2	4.4	4.1	4.1	4.3	4.1	4.1	4.2	4.1	3.8	4.3	4.1	4.3	4.3	4.1	3.9	4.2	4.1	4.2	
sig. test for means:																						

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18F The information was easy to understand	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	6%	7%	2%	6%	10%	3%	3%	7%	5%	4%	6%	8%	3%	1%	3%	2%	7%	11%	6%	8%	4%
Very dissatisfied	3%	2%	0%	6%	5%	0%	0%	4%	2%	2%	0%	1%	2%	0%	0%	1%	3%	9%	5%	2%	4%
Dissatisfied	3%	5%	2%	0%	5%	3%	3%	3%	3%	1%	6%	7%	2%	1%	3%	1%	4%	3%	1%	6%	1%
Neutral	11%	15%	14%	6%	8%	17%	17%	10%	13%	12%	5%	15%	8%	17%	10%	13%	9%	10%	8%	12%	14%
Satisfied	23%	27%	29%	12%	24%	17%	21%	24%	31%	19%	35%	31%	17%	33%	27%	21%	25%	21%	21%	30%	24%
Very satisfied	39%	25%	36%	55%	41%	34%	43%	39%	30%	48%	32%	28%	45%	38%	40%	45%	30%	41%	51%	39%	39%
SATISFIED (4,5)	62%	52%	65%	67%	65%	51%	64%	63%	61%	66%	67%	59%	62%	71%	67%	66%	55%	62%	72%	69%	62%
No response	14%	15%	16%	12%	14%	14%	12%	14%	17%	13%	17%	17%	14%	6%	11%	14%	24%	10%	10%	6%	8%
chi ² : mean for these data: sig. test for means:	4.2	(***) 3.9	4.2	4.4	4.1	4.2	*** 4.2	4.2	(***) 4.1	4.3	4.2	4.0	4.4	(***) 4.2	4.3	4.3	4.1	4.0	*** 4.3	4.1	4.2

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q18G Forms were easy to fill out real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	4%	5%	2%	3%	10%	3%	4%	5%	6%	7%	0%	5%	0%	5%	0%	3%	9%	7%	5%	5%	2%
Very dissatisfied	2%	2%	0%	3%	5%	0%	1%	3%	2%	4%	0%	0%	0%	3%	0%	0%	4%	5%	2%	3%	2%
Dissatisfied	2%	2%	2%	0%	5%	3%	3%	2%	5%	3%	0%	5%	0%	3%	0%	3%	5%	2%	3%	2%	0%
Neutral	13%	22%	10%	3%	17%	15%	21%	11%	12%	4%	19%	25%	10%	11%	12%	10%	15%	14%	11%	12%	16%
Satisfied	19%	15%	24%	24%	13%	11%	13%	22%	28%	22%	16%	14%	19%	30%	21%	14%	27%	15%	19%	25%	16%
Very satisfied	27%	15%	27%	36%	31%	20%	32%	25%	18%	30%	19%	26%	29%	20%	32%	32%	16%	23%	34%	28%	30%
SATISFIED (4,5)	46%	30%	50%	61%	44%	30%	45%	47%	47%	52%	35%	40%	48%	50%	54%	46%	43%	38%	52%	53%	46%
No response	19%	20%	24%	18%	13%	18%	16%	19%	24%	20%	16%	24%	16%	12%	13%	23%	26%	18%	17%	13%	11%
chi ² : mean for these data: sig. test for means:	4.1	(***) 3.7 *	4.2	4.4	3.8	4.0	*** 4.0	4.0	(***) 3.9	4.1	4.0	3.9	4.3	(***) 3.9	4.3	4.3	3.7	3.8	*** 4.2	4.0	4.1

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q18H Service was offered in my choice of English or French languages	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	4	5	3	3	5	0	2	4	2	4	3	2	0	6	1	0	1	8	2	3	6
DISSATISFIED (1,2)																			+		
Very dissatisfied	3%	5%	2%	3%	5%	0%	0%	4%	2%	4%	3%	0%	0%	4%	0%	0%	1%	7%	2%	2%	5%
Dissatisfied	0%	0%	1%	0%	1%	0%	2%	0%	0%	0%	0%	2%	0%	1%	1%	0%	0%	0%	0%	1%	1%
Neutral	6%	10%	5%	3%	8%	6%	9%	6%	6%	4%	11%	15%	4%	7%	7%	9%	5%	4%	6%	7%	5%
Satisfied	22%	20%	28%	15%	25%	18%	23%	22%	32%	18%	28%	28%	11%	24%	23%	22%	32%	19%	17%	28%	24%
Very satisfied	46%	42%	37%	64%	43%	50%	50%	46%	30%	53%	41%	33%	66%	42%	55%	45%	35%	51%	65%	41%	52%
SATISFIED (4,5)	69%	62%	65%	79%	69%	68%	73%	68%	63%	71%	70%	61%	76%	66%	78%	68%	66%	70%	82%	69%	76%
No response	15%	17%	19%	12%	9%	14%	14%	14%	21%	14%	13%	19%	11%	4%	11%	17%	22%	11%	10%	10%	5%
chi ² :		(***)					(***)		(***)					(***)					(***)		
mean for these data:	4.4	4.2	4.3	4.6	4.2	4.6	4.5	4.4	4.3	4.5	4.3	4.2	4.8	4.3	4.5	4.5	4.4	4.3	4.6	4.3	4.3
sig. test for means:													**								

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff	
Q18I The service was provided in a fair and equitable manner																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
DISSATISFIED (1,2)	4%	7%	1%	3%	10%	0%	2%	5%	6%	4%	1%	3%	3%	4%	0%	1%	6%	8%	3%	5%	5%	
Very dissatisfied	3%	5%	0%	3%	5%	0%	1%	3%	3%	2%	1%	1%	0%	1%	0%	0%	3%	6%	2%	3%	3%	
Dissatisfied	2%	2%	0%	0%	5%	0%	1%	2%	3%	1%	0%	2%	3%	3%	0%	1%	4%	2%	1%	2%	3%	
Neutral	9%	7%	12%	3%	9%	17%	12%	8%	5%	11%	11%	17%	3%	17%	3%	13%	5%	8%	9%	12%	4%	
Satisfied	22%	30%	22%	21%	18%	11%	24%	22%	29%	14%	30%	29%	17%	23%	30%	17%	30%	16%	21%	26%	21%	
Very satisfied	48%	35%	43%	61%	51%	59%	46%	49%	35%	56%	43%	33%	61%	46%	53%	50%	38%	52%	55%	47%	61%	
SATISFIED (4,5)	70%	65%	66%	82%	69%	70%	70%	71%	64%	69%	73%	61%	78%	70%	84%	66%	68%	68%	76%	73%	82%	
No response	15%	17%	20%	12%	9%	11%	13%	14%	21%	15%	14%	19%	11%	6%	13%	18%	19%	13%	12%	8%	7%	
chi ² :		(***)					(*)		(***)					(***)					***			
mean for these data:	4.3	4.1	4.4	4.6	4.2	4.5	4.4	4.3	4.2	4.4	4.3	4.1	4.6	4.2	4.6	4.4	4.2	4.3	4.4	4.2	4.5	
sig. test for means:															*							

Using the scale below, how satisfied were you with each of the following aspects of the service you received TODAY.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff	
Q18J Your overall satisfaction with the service you received today																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
DISSATISFIED (1,2)	9%	17%	4%	6%	10%	6%	2%	10%	14%	10%	4%	1%	4%	11%	2%	7%	3%	16%	11%	7%	9%	
Very dissatisfied	5%	10%	2%	3%	7%	4%	2%	6%	4%	7%	1%	1%	4%	3%	2%	3%	3%	10%	4%	6%	5%	
Dissatisfied	3%	7%	2%	3%	3%	3%	0%	4%	9%	3%	3%	0%	0%	8%	0%	4%	0%	6%	7%	1%	5%	
Neutral	9%	15%	10%	3%	7%	11%	13%	8%	6%	6%	12%	24%	0%	14%	8%	9%	11%	7%	3%	13%	4%	
Satisfied	23%	15%	23%	27%	23%	28%	23%	22%	23%	16%	29%	29%	23%	30%	26%	19%	27%	19%	24%	25%	25%	
Very satisfied	47%	37%	48%	52%	52%	46%	54%	47%	41%	55%	42%	32%	61%	41%	54%	51%	40%	50%	50%	49%	57%	
SATISFIED (4,5)	70%	52%	71%	79%	75%	74%	77%	69%	63%	71%	71%	61%	85%	71%	79%	70%	67%	69%	75%	74%	82%	
No response	13%	15%	15%	12%	9%	7%	9%	13%	17%	12%	13%	14%	11%	4%	10%	14%	19%	8%	10%	6%	4%	
chi ² :		(***)					***		***					***					***			
mean for these data:	4.2	3.7	4.3	4.4	4.2	4.2	4.4	4.1	4.0	4.2	4.2	4.1	4.5	4.0	4.4	4.3	4.3	4.0	4.2	4.2	4.3	
sig. test for means:		*													*							

In general, how satisfied are you with...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q19A the convenience of the location of the office you visited today																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
DISSATISFIED (1,2)	7%	5%	2%	12%	9%	11%	4%	8%	6%	5%	11%	6%	3%	1%	6%	2%	14%	13%	10%	2%	6%	
Very dissatisfied	4%	2%	0%	9%	3%	11%	1%	5%	2%	4%	3%	0%	3%	0%	3%	1%	4%	9%	8%	1%	4%	
Dissatisfied	3%	2%	2%	3%	5%	0%	3%	3%	4%	2%	8%	6%	0%	1%	3%	1%	10%	4%	2%	1%	2%	
Neutral	13%	25%	10%	9%	11%	12%	19%	12%	21%	14%	13%	11%	13%	15%	17%	12%	20%	9%	11%	13%	18%	
Satisfied	39%	35%	46%	39%	37%	31%	26%	42%	33%	37%	50%	45%	39%	45%	42%	32%	46%	41%	47%	50%	34%	
Very satisfied	30%	22%	26%	33%	37%	35%	44%	27%	29%	32%	17%	17%	34%	31%	30%	42%	12%	28%	29%	26%	36%	
SATISFIED (4,5)	69%	57%	72%	73%	74%	66%	71%	69%	62%	70%	68%	62%	73%	76%	72%	74%	59%	70%	76%	76%	70%	
No response	10%	12%	14%	6%	6%	11%	6%	10%	11%	9%	8%	20%	11%	4%	5%	12%	8%	8%	3%	7%	6%	
chi ² :		(***)					***		(***)					***					***			
mean for these data:	4.0	3.8	4.1	3.9	4.1	3.9	4.2	3.9	3.9	4.0	3.8	3.9	4.1	4.2	4.0	4.3	3.6	3.8	3.9	4.1	4.0	
sig. test for means:																**	**					

In general, how satisfied are you with...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q19B the office hours of the office you visited today																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
DISSATISFIED (1,2)	10%	17%	6%	6%	10%	28%	9%	11%	10%	10%	9%	12%	8%	12%	10%	8%	10%	13%	12%	8%	10%	
Very dissatisfied	3%	2%	2%	6%	3%	3%	4%	3%	3%	5%	0%	0%	0%	4%	3%	2%	1%	5%	5%	2%	2%	
Dissatisfied	7%	15%	4%	0%	6%	25%	6%	8%	7%	5%	9%	12%	8%	8%	7%	6%	9%	8%	6%	6%	8%	
Neutral	14%	22%	12%	6%	16%	17%	19%	13%	15%	13%	11%	25%	15%	25%	11%	14%	17%	12%	10%	12%	15%	
Satisfied	38%	30%	45%	42%	35%	28%	31%	40%	37%	36%	49%	30%	46%	37%	45%	26%	46%	44%	49%	45%	42%	
Very satisfied	24%	15%	20%	30%	34%	15%	31%	22%	28%	26%	12%	13%	19%	19%	21%	36%	14%	23%	26%	23%	25%	
SATISFIED (4,5)	62%	45%	66%	73%	68%	43%	62%	62%	65%	62%	61%	43%	66%	55%	66%	63%	60%	67%	74%	68%	67%	
No response	12%	15%	15%	9%	6%	13%	6%	12%	11%	12%	13%	20%	11%	4%	10%	12%	13%	8%	3%	9%	6%	
chi ² :		(***)					***		(***)					***					**			
mean for these data:	3.8	3.5	3.9	4.1	3.9	3.3	3.9	3.8	3.9	3.9	3.8	3.5	3.9	3.6	3.9	4.0	3.7	3.8	3.9	3.9	3.9	
sig. test for means:		*																				

In general, how satisfied are you with...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q19C the office accessibility for the disabled real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
DISSATISFIED (1,2)	4%	2%	0%	9%	5%	4%	1%	5%	2%	5%	4%	1%	0%	3%	3%	0%	1%	10%	8%	2%	3%
Very dissatisfied	3%	2%	0%	9%	1%	0%	0%	4%	1%	4%	0%	1%	0%	0%	3%	0%	0%	8%	8%	0%	2%
Dissatisfied	1%	0%	0%	0%	4%	4%	1%	1%	1%	1%	4%	0%	0%	3%	0%	0%	1%	2%	0%	2%	1%
Neutral	13%	15%	9%	15%	16%	17%	15%	14%	12%	14%	19%	18%	4%	15%	10%	13%	18%	15%	12%	12%	15%
Satisfied	21%	17%	27%	15%	23%	22%	17%	23%	23%	19%	19%	22%	23%	27%	19%	21%	28%	18%	34%	29%	16%
Very satisfied	16%	7%	12%	24%	22%	11%	18%	15%	13%	19%	9%	11%	24%	8%	9%	21%	7%	24%	23%	9%	16%
SATISFIED (4,5)	37%	25%	39%	39%	45%	33%	35%	38%	36%	38%	29%	33%	47%	36%	29%	42%	35%	42%	58%	38%	32%
No response	22%	27%	28%	18%	15%	19%	24%	21%	33%	21%	24%	29%	20%	14%	26%	23%	28%	14%	11%	18%	21%
chi ² : mean for these data: sig. test for means:	3.8	(***) 3.6	4.0	3.7	3.9	3.7	(***) 4.0	3.8	(***) 3.9	3.9	3.7	3.8	4.4 **	(***) 3.8	3.8	4.1 *	3.8	3.7	(***) 3.8	3.9	3.8

For you personally, how important is it that we provide direct telephone lines to the Citizenship and Immigration Canada telephone services (call centre) in our waiting room?

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q8																					
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	8%	10%	7%	3%	12%	14%	10%	8%	9%	6%	7%	8%	10%	0%	7%	8%	16%	10%	5%	7%	14%
Unimportant	8%	15%	5%	3%	11%	6%	7%	8%	12%	3%	5%	22%	9%	1%	12%	5%	11%	10%	10%	6%	10%
Neutral	22%	25%	21%	18%	23%	21%	24%	21%	19%	27%	20%	23%	4%	42%	20%	23%	11%	18%	27%	24%	17%
Important	32%	25%	28%	48%	27%	23%	24%	34%	26%	33%	49%	30%	29%	34%	33%	37%	34%	22%	34%	36%	25%
Very important	22%	17%	26%	24%	20%	19%	22%	22%	24%	22%	12%	8%	41%	17%	21%	21%	12%	33%	22%	20%	29%
No response	8%	7%	13%	3%	6%	17%	13%	7%	10%	9%	7%	9%	7%	6%	7%	6%	15%	7%	2%	7%	4%
chi ² :		***					***		***					***			+		***		
mean for these data:	3.6	3.3	3.7	3.9	3.3	3.3	3.5	3.6	3.5	3.7	3.6	3.1	3.9	3.7	3.5	3.6	3.2	3.6	3.6	3.6	3.5
sig. test for means:				*								**									

For you personally, how important is it that the department provides, in the office waiting room, computers linked to...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q12A the CIC Web site real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	9%	15%	4%	9%	9%	17%	8%	10%	18%	7%	10%	2%	11%	0%	8%	4%	23%	13%	12%	8%	12%
Unimportant	9%	15%	5%	9%	12%	6%	7%	10%	8%	4%	14%	22%	19%	1%	12%	8%	14%	11%	7%	6%	13%
Neutral	16%	22%	17%	9%	17%	21%	21%	15%	14%	13%	16%	17%	7%	28%	7%	24%	12%	14%	12%	19%	19%
Important	27%	12%	34%	33%	27%	20%	19%	29%	21%	32%	47%	25%	15%	41%	39%	21%	20%	22%	24%	36%	22%
Very important	20%	17%	21%	21%	20%	10%	21%	19%	17%	24%	7%	16%	32%	16%	16%	20%	11%	29%	25%	18%	25%
No response	18%	17%	19%	18%	15%	26%	23%	16%	22%	19%	5%	18%	16%	13%	17%	23%	19%	11%	20%	14%	9%
chi ² :		***					***		***					***					***		
mean for these data:	3.5	3.0	3.8	3.6	3.4	3.0	3.5	3.5	3.1	3.8	3.3	3.4	3.4	3.8	3.5	3.6	2.8	3.5	3.6	3.6	3.4
sig. test for means:		*	**							**				*			**				

For you personally, how important is it that the department provides, in the office waiting room, computers linked to...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q12B other government of Canada real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	8%	17%	4%	6%	7%	13%	7%	9%	20%	5%	10%	2%	15%	0%	5%	4%	19%	13%	11%	7%	13%
Unimportant	8%	17%	4%	6%	9%	4%	7%	9%	3%	5%	12%	22%	15%	1%	8%	9%	7%	13%	7%	5%	10%
Neutral	13%	17%	9%	12%	14%	17%	16%	13%	14%	10%	11%	14%	7%	20%	11%	14%	14%	11%	13%	15%	13%
Important	23%	10%	34%	21%	22%	18%	15%	24%	16%	30%	42%	12%	17%	46%	28%	16%	16%	19%	11%	36%	20%
Very important	16%	17%	13%	21%	17%	3%	16%	17%	15%	20%	12%	16%	17%	2%	18%	16%	6%	24%	25%	14%	18%
No response	32%	20%	36%	33%	31%	46%	38%	29%	33%	30%	13%	34%	29%	31%	30%	41%	37%	20%	33%	24%	26%
chi ² :		***					**		***		-			***				-	***		
mean for these data:	3.4	2.9	3.8	3.7	3.5	2.9	3.4	3.4	3.0	3.8	3.4	3.3	3.1	3.7	3.7	3.5	2.7	3.4	3.5	3.6	3.3
sig. test for means:		*	*						**	**				*			*				

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q21A offer pretty much all the same services	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	5%	10%	3%	0%	4%	13%	7%	4%	10%	3%	8%	0%	0%	5%	7%	2%	5%	5%	4%	5%	6%
Unimportant	2%	5%	2%	3%	0%	0%	3%	2%	3%	1%	5%	0%	0%	0%	3%	2%	9%	0%	0%	0%	3%
Neutral	14%	12%	9%	18%	20%	16%	13%	14%	15%	11%	12%	31%	4%	11%	24%	12%	6%	14%	14%	14%	16%
Important	31%	25%	34%	27%	38%	26%	29%	32%	31%	39%	38%	33%	11%	38%	29%	38%	32%	25%	34%	35%	24%
Very important	35%	30%	34%	48%	27%	30%	31%	36%	23%	34%	28%	14%	78%	42%	32%	26%	33%	45%	41%	34%	44%
No response	13%	17%	17%	3%	12%	14%	16%	11%	18%	12%	8%	23%	7%	4%	5%	19%	16%	11%	7%	11%	7%
chi ² :		(***)					*		(***)					(***)					(***)		
mean for these data:	4.0	3.7	4.1	4.3	4.0	3.7	3.9	4.1	3.6	4.1	3.8	3.8	4.8	4.2	3.8	4.0	3.9	4.2	4.2	4.0	4.0
sig. test for means:									*				***								

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q21B offer pretty much the same information, for example staff, real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	5%	12% ++	4%	0%	3%	13% +	8%	5%	10% +	3%	8%	0%	0%	5%	7%	2%	4%	5%	4%	6%	6%
Unimportant	2%	5%	2%	0%	2%	0%	1%	2%	3%	2%	0%	0%	0%	1%	2%	0%	5% +	0%	0%	2%	3%
Neutral	17%	12%	16%	24%	18%	13% +	17%	17%	17%	14%	16%	32% ++	5%	11%	17%	22%	10%	20%	25%	14%	16%
Important	32%	25%	32%	30%	44% +	20% +	33%	33%	26%	43% +	34%	35%	21%	36%	30%	33%	43%	27%	35%	37%	28%
Very important	27%	22%	31%	30%	19% +	36% +	18%	29%	19%	20%	28%	10% -	54% +++	42%	26%	23%	15%	34% -	26%	30%	32%
No response	17%	22%	16%	15%	15%	17%	23%	15%	25%	17%	13%	24%	20% -	4%	17%	19%	23%	14%	10%	10%	15%
chi ² : mean for these data: sig. test for means:	3.9	(***) 3.5	4.0	4.1	3.9	3.8	(***) 3.7	3.9	(***) 3.5 *	3.9	3.9	3.7	4.6 ***	(***) 4.1	3.8	3.9	3.8	4.0	*** 3.9	3.9	3.9

For you, how important is it that all Canadian offices of Citizenship and Immigration Canada...

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q21C offer pretty much the same physical layout	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:																					
Very unimportant	6%	15% ++	4%	0%	4%	17% +	8%	6%	14% ++	3%	10%	1%	0%	5%	8%	2%	9%	5%	5%	7%	8%
Unimportant	5%	7%	6%	3%	4%	3%	5%	5%	0%	6%	5%	2%	2%	7%	6%	7%	0%	5%	0%	6%	8%
Neutral	28%	22%	24%	36%	28%	28%	30%	27%	25%	22%	38%	44% +	21%	25%	33%	27%	13%	34%	31%	23%	32%
Important	23%	20%	24%	18%	33% +	14% +	22%	24%	19%	32% +	15%	22%	18%	23%	19%	26%	45% +++	15% -	28%	29%	18%
Very important	20%	12%	23%	30%	12% -	18% -	14%	21%	14%	18% +	19%	7% -	39% ++	35% +	16%	18%	7% -	25% -	24%	22%	20%
No response	18%	22%	20%	12%	19% -	20% -	21%	17%	29% -	18%	13%	25% -	20% +	4% -	17%	20%	26% -	16% -	12%	14%	15%
chi ² :		(***)							***					***					***		
mean for these data:	3.6	3.1	3.7	3.9	3.6	3.2	3.4	3.6	3.2	3.7	3.3	3.4	4.2	3.8	3.4	3.6	3.6	3.6	3.8	3.6	3.4
sig. test for means:		*		*									**								

For you, how important is it that Citizenship and Immigration Canada offers an official comment and complaint system?

(Detailed results)

	TOTAL	APPOINTMENT					REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
		Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q26 real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	5%	10%	2%	3%	5%	19%	7%	5%	11%	1%	9%	0%	6%	5%	12%	1%	7%	5%	2%	5%	7%
Unimportant	2%	0%	0%	3%	5%	0%	2%	2%	3%	0%	5%	0%	3%	1%	0%	0%	11%	0%	0%	2%	1%
Neutral	13%	15%	15%	9%	15%	12%	8%	15%	8%	20%	12%	5%	8%	18%	13%	8%	14%	15%	17%	12%	11%
Important	31%	20%	34%	33%	38%	22%	34%	31%	39%	29%	38%	37%	27%	34%	28%	47%	21%	27%	30%	35%	36%
Very important	34%	40%	33%	36%	26%	33%	33%	35%	24%	38%	23%	40%	47%	30%	36%	32%	32%	41%	43%	35%	36%
No response	14%	15%	16%	15%	10%	14%	16%	12%	16%	11%	12%	19%	10%	11%	11%	12%	15%	12%	7%	12%	9%
chi ² :		(***)					(*)		(***)					(***)					(***)		
mean for these data:	4.0	3.9	4.2	4.1	3.8	3.6	4.0	4.0	3.7	4.2	3.7	4.4	4.2	3.9	3.9	4.2	3.7	4.1	4.2	4.1	4.0
sig. test for means:												**				*					

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q27A The waiting time at the office																						
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Very unimportant	2%	2%	0%	3%	3%	4%	3%	2%	5%	1%	0%	0%	0%	0%	6%	0%	1%	2%	0%	3%	3%	
Unimportant	2%	0%	2%	3%	4%	0%	1%	3%	0%	2%	7%	0%	3%	0%	3%	0%	9%	1%	0%	2%	1%	
Neutral	13%	10%	13%	15%	16%	4%	14%	12%	16%	17%	12%	13%	0%	25%	15%	16%	4%	8%	21%	15%	8%	
Important	27%	20%	32%	18%	30%	43%	35%	25%	23%	20%	39%	41%	27%	22%	24%	41%	33%	16%	27%	25%	30%	
Very important	40%	47%	37%	45%	33%	36%	33%	44%	42%	48%	22%	29%	59%	38%	39%	31%	41%	57%	43%	43%	47%	
No response	16%	20%	16%	15%	13%	14%	16%	14%	15%	12%	20%	18%	11%	15%	13%	12%	13%	15%	9%	12%	12%	
chi ² :		(***)					**		(***)					(***)					(***)			
mean for these data:	4.2	4.4	4.2	4.2	4.0	4.3	4.1	4.2	4.1	4.3	3.9	4.2	4.6	4.2	4.0	4.2	4.2	4.5	4.2	4.2	4.3	
sig. test for means:													**					**				

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27B Staff were competent real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	1%	2%	0%	0%	3%	4%	1%	1%	1%	1%	0%	0%	1%	0%	1%	0%	1%	3%	2%	1%	1%
Unimportant	1%	0%	0%	0%	3%	0%	2%	0%	1%	1%	0%	0%	0%	3%	0%	0%	3%	0%	0%	2%	0%
Neutral	6%	5%	5%	9%	6%	4%	10%	6%	1%	8%	4%	9%	0%	5%	9%	8%	2%	5%	8%	6%	4%
Important	30%	22%	37%	24%	34%	24%	35%	28%	45%	28%	30%	36%	30%	32%	35%	29%	41%	21%	29%	32%	34%
Very important	45%	50%	42%	48%	39%	54%	39%	48%	35%	49%	40%	43%	55%	41%	44%	50%	35%	57%	52%	46%	50%
No response	17%	20%	16%	18%	15%	14%	13%	16%	17%	12%	25%	12%	15%	19%	11%	13%	18%	13%	9%	13%	12%
chi ² : mean for these data: sig. test for means:	4.4	(***) 4.5	4.4	4.5	4.2 *	4.5	(**) 4.3	4.4	(***) 4.3	4.4	4.5	4.4	4.6	(***) 4.4	4.4	4.5	4.3	4.5	(**) 4.4	4.4	4.5

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27C Staff were courteous real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	2%	0%	3%	4%	4%	3%	2%	2%	1%	0%	0%	0%	1%	1%	0%	3%	6%	5%	2%	1%
Unimportant	1%	0%	0%	0%	3%	0%	1%	0%	0%	1%	0%	2%	0%	1%	0%	1%	1%	0%	1%	1%	0%
Neutral	7%	7%	8%	6%	10%	0%	10%	7%	7%	12%	3%	3%	5%	5%	9%	10%	15%	1%	9%	9%	5%
Important	30%	27%	30%	30%	33%	30%	32%	30%	32%	27%	37%	38%	29%	45%	29%	33%	24%	25%	31%	26%	36%
Very important	41%	42%	44%	39%	36%	52%	40%	43%	41%	44%	31%	44%	55%	31%	42%	43%	40%	53%	44%	48%	44%
No response	18%	20%	19%	21%	15%	14%	14%	18%	18%	14%	30%	14%	11%	15%	19%	13%	18%	15%	11%	14%	14%
chi ² : mean for these data: sig. test for means:	4.3	(***) 4.3	4.4	4.3	4.1 *	4.5	4.2	4.3	(***) 4.3	4.3	4.4	4.4	4.6	(***) 4.2	4.4	4.4	4.2	4.4	(***) 4.2	4.4	4.4

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27D Staff provided me with all the help I needed	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	2%	0%	0%	3%	6%	1%	2%	2%	2%	0%	0%	0%	1%	1%	1%	1%	3%	3%	2%	1%
Unimportant	1%	0%	0%	0%	3%	0%	2%	0%	1%	1%	0%	0%	0%	1%	0%	0%	3%	0%	0%	1%	0%
Neutral	7%	7%	11%	3%	7%	4%	9%	7%	4%	11%	7%	9%	1%	0%	12%	10%	10%	5%	9%	9%	5%
Important	24%	20%	20%	30%	26%	26%	24%	25%	30%	21%	22%	28%	20%	27%	26%	26%	24%	21%	28%	20%	30%
Very important	48%	50%	49%	48%	45%	50%	48%	50%	42%	52%	45%	45%	65%	51%	48%	52%	37%	56%	50%	56%	51%
No response	18%	20%	19%	18%	17%	14%	16%	16%	21%	13%	25%	18%	14%	19%	13%	12%	25%	15%	11%	13%	14%
chi ² :		(***)							(***)					(***)					(***)		
mean for these data:	4.4	4.4	4.5	4.6	4.3	4.3	4.4	4.4	4.4	4.4	4.5	4.4	4.7	4.5	4.4	4.5	4.2	4.5	4.4	4.5	4.5
sig. test for means:													**								

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27E The information that I needed was available	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	2%	2%	0%	5%	6%	2%	3%	3%	3%	0%	1%	0%	3%	1%	2%	3%	4%	3%	3%	1%
Unimportant	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Neutral	8%	10%	10%	3%	10%	4%	11%	8%	5%	6%	7%	17%	7%	0%	12%	7%	18%	5%	8%	7%	7%
Important	25%	15%	22%	33%	29%	29%	29%	25%	33%	21%	37%	24%	25%	26%	30%	27%	31%	17%	20%	28%	27%
Very important	47%	50%	47%	45%	44%	44%	42%	49%	39%	56%	31%	41%	52%	48%	44%	50%	29%	59%	58%	49%	49%
No response	18%	22%	19%	18%	13%	18%	15%	16%	20%	14%	25%	17%	16%	24%	13%	14%	19%	15%	11%	13%	15%
chi ² :		(***)							(***)					(***)					*		
mean for these data:	4.4	4.4	4.4	4.5	4.2	4.3	4.3	4.4	4.3	4.5	4.3	4.2	4.5	4.5	4.3	4.4	4.0	4.5	4.5	4.4	4.4
sig. test for means:																	*				

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27F The information was easy to understand	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	2%	0%	3%	3%	4%	2%	2%	1%	1%	0%	1%	0%	1%	1%	0%	3%	4%	5%	1%	1%
Unimportant	1%	0%	2%	0%	2%	0%	2%	1%	0%	2%	0%	3%	1%	1%	0%	3%	0%	0%	3%	2%	0%
Neutral	7%	7%	7%	6%	9%	4%	11%	7%	3%	7%	7%	2%	6%	4%	11%	5%	10%	6%	6%	7%	7%
Important	28%	20%	31%	30%	30%	34%	27%	29%	39%	25%	34%	34%	29%	33%	34%	31%	32%	19%	20%	27%	41%
Very important	45%	47%	44%	42%	44%	48%	43%	46%	39%	53%	34%	45%	55%	45%	40%	48%	36%	56%	55%	51%	40%
No response	17%	22%	16%	18%	13%	11%	16%	15%	17%	12%	25%	17%	10%	15%	13%	12%	20%	15%	11%	12%	11%
chi ² :		(***)							(***)					(***)					***		
mean for these data:	4.4	4.4	4.4	4.3	4.3	4.4	4.3	4.4	4.4	4.4	4.4	4.4	4.5	4.4	4.3	4.4	4.2	4.4	4.3	4.4	4.3
sig. test for means:																					

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27G Forms were easy to fill out real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	2%	0%	3%	3%	4%	2%	2%	1%	1%	0%	0%	0%	3%	1%	0%	1%	4%	5%	1%	1%
Unimportant	1%	0%	2%	0%	1%	0%	0%	1%	0%	2%	0%	1%	1%	0%	0%	3%	0%	0%	2%	1%	1%
Neutral	11%	15%	11%	6%	13%	7%	19%	9%	7%	6%	19%	6%	22%	10%	17%	8%	20%	5%	4%	7%	18%
Important	28%	25%	27%	30%	31%	30%	25%	30%	47%	27%	21%	37%	19%	30%	29%	37%	30%	21%	29%	28%	35%
Very important	38%	30%	41%	39%	37%	41%	34%	39%	23%	49%	33%	37%	41%	34%	40%	37%	29%	48%	44%	48%	32%
No response	20%	27%	19%	21%	15%	18%	19%	18%	21%	14%	27%	19%	18%	23%	13%	15%	20%	22%	17%	15%	15%
chi ² : mean for these data: sig. test for means:	4.2	(***) 4.1	4.3	4.3	4.2	4.3	(***) 4.1	4.3	(***) 4.2	4.4	4.2	4.4	4.2	(***) 4.2	4.2	4.3	4.1	4.4	(***) 4.3	4.4	4.1

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(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27H The office is conveniently located	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	2%	5%	0%	3%	1%	7%	1%	3%	6%	0%	0%	5%	0%	0%	5%	0%	3%	4%	2%	2%	3%
Unimportant	1%	2%	0%	0%	1%	0%	1%	1%	1%	0%	0%	5%	0%	0%	0%	0%	1%	2%	2%	0%	0%
Neutral	13%	17%	7%	15%	14%	7%	16%	12%	16%	12%	20%	6%	6%	16%	17%	16%	10%	5%	12%	16%	11%
Important	33%	22%	38%	30%	36%	36%	37%	32%	34%	33%	33%	48%	29%	36%	31%	43%	33%	26%	28%	35%	34%
Very important	32%	30%	33%	30%	31%	35%	29%	33%	24%	39%	22%	19%	46%	29%	34%	28%	24%	43%	38%	32%	35%
No response	20%	22%	21%	21%	18%	14%	16%	19%	19%	16%	25%	18%	19%	19%	13%	13%	29%	20%	18%	15%	16%
chi ² :		(***)							(***)					(***)					(**)		
mean for these data:	4.1	3.9	4.3	4.1	4.1	4.1	4.1	4.1	3.9	4.3	4.0	3.8	4.5	4.2	4.0	4.1	4.0	4.3	4.2	4.1	4.2
sig. test for means:		*	*						*	*			*								

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27I Office hours are long enough real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	1%	2%	0%	0%	1%	4%	1%	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	2%	2%	0%	1%
Unimportant	3%	0%	3%	6%	2%	0%	2%	3%	4%	4%	4%	2%	0%	3%	3%	6%	5%	0%	6%	3%	2%
Neutral	15%	20%	12%	15%	13%	15%	20%	14%	21%	10%	23%	16%	8%	16%	20%	16%	10%	13%	11%	16%	18%
Important	32%	20%	32%	33%	41%	31%	29%	33%	31%	37%	30%	39%	35%	36%	27%	40%	38%	24%	32%	32%	31%
Very important	31%	35%	33%	24%	28%	36%	30%	32%	26%	34%	18%	26%	42%	26%	36%	23%	22%	44%	35%	34%	35%
No response	19%	22%	19%	21%	14%	14%	18%	17%	17%	15%	25%	18%	16%	19%	13%	14%	23%	18%	14%	14%	13%
chi ² : mean for these data: sig. test for means:	4.1	(***) 4.1	4.2	4.0	4.1	4.1	4.1	4.1	(***) 3.9	4.2	3.8	4.1	4.4*	(***) 4.1	4.1	3.9	4.0	4.3*	(*) 4.1	4.1	4.1

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff	
Q27J Service was offered in my choice of English or French languages	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109	
Very unimportant	2%	0%	0%	3%	2%	11% +++	2%	2%	5% +	1%	0%	1%	1%	1%	4%	0%	1%	2%	1%	1%	3%	
Unimportant	4%	5%	5%	3%	3%	4%	8%	3%	7%	3%	0%	0%	4%	0%	0%	9% +	7%	4%	4%	4%	5%	
Neutral	12%	15%	8%	12%	14%	7%	10%	13%	6%	9%	18%	8%	19%	21%	16%	9%	8%	7%	8%	13%	9%	
Important	27%	20%	31%	18%	35%	30%	29%	27%	36%	24%	30%	46% +	20%	30%	33%	30%	33%	19%	27%	30%	32%	
Very important	37%	35%	35%	45%	33%	38%	35%	38%	26% -	50% ++	27%	28% +	42%	28%	33%	38%	27%	52% ++	47% ++	38%	36%	
No response	19%	25%	21%	18%	13%	11%	16%	17%	20%	14%	25%	18%	14%	19%	13%	14%	24%	17%	13%	13%	15%	
chi ² : mean for these data: sig. test for means:	4.1	(***) 4.1	4.2	4.2	4.1	3.9	(*) 4.0	4.2	(***) 3.9 *	4.4 *	4.1	4.2	4.1	(***) 4.0	4.0	4.1	4.0	4.4 *	*	4.3	4.2	4.1

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT					PURPOSE OF THE VISIT					SERVICE PROVIDER				
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27K Service offered in languages other than French or English	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	7%	2%	5%	12%	5%	13%	4%	8%	16%	3%	0%	0%	8%	0%	5%	10%	8%	9%	8%	4%	10%
Unimportant	7%	12%	4%	9%	7%	3%	8%	7%	1%	5%	4%	7%	16%	7%	11%	3%	7%	10%	10%	5%	6%
Neutral	26%	15%	27%	33%	30%	16%	26%	27%	18%	37%	28%	18%	26%	19%	25%	36%	25%	28%	27%	34%	20%
Important	14%	12%	17%	6%	21%	18%	22%	13%	18%	10%	18%	27%	15%	17%	13%	17%	22%	8%	13%	16%	16%
Very important	23%	32%	24%	15%	19%	36%	19%	25%	24%	25%	24%	30%	17%	34%	28%	15%	9%	27%	25%	25%	29%
No response	22%	25%	23%	24%	18%	14%	20%	21%	23%	19%	25%	18%	19%	23%	18%	19%	29%	18%	17%	16%	18%
chi ² :		***					***		***					***					***		
mean for these data:	3.5	3.8	3.7	3.0	3.5	3.7	3.6	3.5	3.4	3.6	3.8	4.0	3.2	4.0	3.6	3.3	3.2	3.4	3.4	3.6	3.6
sig. test for means:				*								*		**							

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-nist	Other CIC staff
Q27L The service was provided in a fair and equitable manner	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	1%	2%	0%	0%	2%	4%	2%	1%	1%	0%	0%	0%	0%	1%	1%	0%	1%	2%	2%	1%	1%
Unimportant	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%
Neutral	8%	10%	6%	9%	7%	6%	6%	9%	9%	10%	4%	10%	6%	5%	9%	9%	10%	7%	11%	8%	4%
Important	31%	22%	33%	27%	43%	25%	31%	32%	39%	23%	41%	36%	31%	32%	30%	36%	38%	26%	27%	30%	35%
Very important	39%	37%	41%	42%	32%	51%	43%	39%	30%	48%	30%	37%	48%	45%	47%	40%	25%	45%	40%	44%	45%
No response	21%	27%	21%	21%	16%	14%	18%	19%	21%	18%	25%	18%	15%	15%	13%	15%	25%	21%	20%	16%	14%
chi ² :		(***)							(***)					(***)					(***)		
mean for these data:	4.4	4.3	4.4	4.4	4.2	4.4	4.4	4.3	4.2	4.4	4.3	4.3	4.5	4.4	4.4	4.4	4.1	4.4	4.3	4.4	4.5
sig. test for means:																					

Here is a list of various aspects of services we have touched upon so far. Please check the box which best describes the IMPORTANCE of each of the following for YOU.

(Detailed results)

	APPOINTMENT						REASON FOR THE VISIT						PURPOSE OF THE VISIT					SERVICE PROVIDER			
	TOTAL	Vancouver	Toronto	Montreal	Edm. Calg. Win.	Hlfx Ottawa	Yes	No	Gen. info.	Appl. form	Pers-onalized info	Compl. procedure	Fix a problem	Visitor	Perm. res.	Citi-zen-ship	Spon-sorshp	Other	Unif-ormed guard	Recep-tion-ist	Other CIC staff
Q27M The usual access you have to the Citizenship and Immigration Canada telephone centre	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
real # of participants:	284	40	82	33	98	31	80	196	51	89	35	38	33	33	63	62	46	72	55	120	109
Very unimportant	1%	2%	0%	0%	1%	6%	4%	0%	2%	0%	0%	1%	5%	0%	1%	1%	1%	0%	1%	0%	2%
Unimportant	2%	0%	3%	0%	3%	0%	5%	1%	7%	1%	3%	0%	0%	6%	0%	2%	1%	1%	1%	3%	0%
Neutral	19%	32%	14%	12%	20%	16%	18%	20%	16%	22%	9%	17%	26%	30%	16%	18%	16%	21%	15%	23%	20%
Important	31%	22%	37%	27%	38%	29%	29%	32%	30%	29%	42%	38%	29%	31%	37%	33%	38%	26%	24%	31%	36%
Very important	29%	17%	29%	42%	24%	35%	28%	30%	27%	35%	21%	26%	29%	19%	33%	33%	22%	35%	46%	29%	30%
No response	18%	25%	16%	18%	14%	14%	16%	16%	18%	12%	25%	18%	11%	15%	13%	13%	21%	17%	13%	12%	12%
chi ² :		(***)					(***)		(***)					(***)					(***)		
mean for these data:	4.0	3.7	4.1	4.4	3.9	4.0	3.8	4.1	3.9	4.1	4.1	4.1	3.9	3.7	4.2	4.1	4.0	4.1	4.3	4.0	4.0
sig. test for means:		*		**										*					*		

APPENDIX D

Verbatims of question 23

Verbatim answers to question 23

Wrong address for citizenship

My date of birth was wrong on my document. I thought my TKB should have been enough to be checked for date of birth. My RFL has to be changed.

They just let me wait, anyhow that be too long.

Office cannot provide information [...]

Didn't get to see an officer which would have been important.

They obviously have misplaced or lost part of my file. There was miscommunication. They sent my file to my lawyer's office but told me to come here today.

I phoned few times on [...] I did not get satisfied well.

Today she told us what we already knew. We had another man who was telling us that the client wasn't even a landed immigrant. And she has been for ten years. He told us we needed information we did 't need etc...

No forms

I didn't receive the service, which I want. I have to call to 1-800-number to get my service, for that I have to wait for three weeks.

Worst service from employees at the telephone center.

No answers as to when we can get an interview if required.

I had an appointment with a judge but it was cancelled and nobody contact me.

Well Yes and no because every time we pick application I need to pay.

I have paid the 30\$ fee for reapplying of my lost permanent of residence and I didn't get the receipt for reapplying for my lost permanent residence because I don't have my id's which were lost when I was travelling here to Winnipeg from Vancouver, 1 week ago.

Close up Shop and open a parking lot.

I was told to pick up my landing at 10 :30 am but I have to wait till my number is called to have what I came for.

Staff should try to make it a little more clear for us. They should make an extra effort.

This mistake was done at the immigration at the airport.

There is always the communication problem between the staff and the immigrant.

Verbatim answers to question 23

Wrong address for citizenship

They have no idea how to transfer application file from Buffalo office to another office .

The lady did not know 1.whether Sierra Leone has a refugees status with Canada 2. with individual provinces and 3. with Quebec in particular even though this some info is in the Gazette today.
