

Corporations Canada Survey of Client Intermediaries

Final: November 2, 2006

Thank you for agreeing to take part in this client satisfaction survey for Corporations Canada, the branch of Industry Canada responsible for incorporation at the federal level. Your participation will assist Corporations Canada in improving its services to you. This survey is registered with the national survey registration system¹.

The survey should take no more than 15 minutes to complete. You can save your responses at any time and return to complete the survey at your convenience. All responses will be treated in confidence – no individuals or organizations will be identified in any way.

If you have any questions about the survey, please contact Philippe Azzie of Phoenix by phone (613-260-1700, x 222) or email (pazzie@phoenixspi.ca).

¹The registration system has been created by the survey research industry to allow potential respondents to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free phone number is 1-800-554-9996.

NOTES:

A 'DON'T KNOW/NO RESPONSE' OPTION WILL BE AVAILABLE TO RESPONDENTS FOR ALL APPROPRIATE QUESTIONS. WHERE RELEVANT, A 'NOT APPLICABLE' OPTION WILL ALSO BE AVAILABLE AS A SEPARATE RESPONSE.

THE LINES SEPARATING QUESTIONS INDICATE WHERE THE 'PAGE BREAKS' WOULD BE IN THE ONLINE VERSION OF THE SURVEY.

SECTION 1: USE SERVICES & SERVICE CHANNELS

During the past 12 months, have you contacted Corporations Canada on behalf of one or more of your business clients? This could have been to file documents or make requests for any reason related to Corporations Canada products & services.

Yes

No*

*TERMINATE IF RESPONDENT SAYS 'NO' & DIRECT TO NEW WINDOW (SEE BELOW).

New Window:

Thank you for your willingness to take part in this client satisfaction survey. Unfortunately, only those who have had service dealings with Corporations Canada during the past 12 months on behalf of business clients are eligible to complete the survey. Is there another individual in your firm who has had dealings with Corporations Canada in the last 12 months and who can speak to your office's service experience?

Yes

No – TERMINATE*

*Thank you for your interest in Corporations Canada.

Link to: <http://corporationscanada.ic.gc.ca/epic/internet/incd-dgc.nsf/Intro>

IF YES:

Please provide the following information for this individual so that we may invite him/her to complete the survey:

Name:

Email Address:

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1. Corporations Canada provides various services to individuals and businesses that help companies become incorporated. During the past 12 months, which of the following services have you used on behalf of your business clients? CHECK ALL THAT APPLY

Name pre-approval process (i.e. request for a name decision letter; acceptability of a proposed corporate name)

Incorporation process

Filing of documents (e.g. annual returns, changes to corporate information, continuance, dissolution, amalgamation, amendment)

Certification and copies (e.g. obtaining copies of articles and other related documents)

Information services (i.e. make general/specific information enquiries)

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2. For each of the Corporations Canada services you've used, approximately how many transactions have you personally completed during the past 12 months? PROGRAM NOTE: ONLY SHOW THE SERVICES USED BY EACH RESPONDENT PER Q.2.

No. of Transactions	Name Pre-approval	Incorporation Process	Filing of documents	Certification & copies	Information Services
One only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6-10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11-20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More than 20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can't Recall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. During the past 12 months, in which of the following ways have you been in contact with Corporations Canada? Please focus on contact initiated by you, not contact initiated by Corporations Canada. CHECK ALL THAT APPLY

☐ By phone
☐ By mail or courier
☐ In person
☐ By email
☐ Online Filing
☐ Visit to website for information

SECTION 2: OVERALL CLIENT SATISFACTION

4. Thinking about the service you received from Corporations Canada during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
Staff were knowledgeable and competent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff were courteous and professional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were treated fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the amount of time it took to get the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the accessibility of the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were informed of everything you had to do in order to get the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff went the extra mile to make sure you got what you needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff gave you what you needed or guided you to others who could help you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was clear what you could do if you had a problem or question.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decisions were clearly explained to you.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received service in the official language of your choice (i.e. English or French).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You are confident that client information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

you provided will remain confidential.						
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5. Overall, how satisfied were you with the quality of service you received from Corporations Canada during the past 12 months?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied

6. Would you say the service you received exceeded your expectations, met your expectations, or fell short of your expectations?

Exceeded expectations
Met expectations
Fell short of expectations

7. For each of the methods you used to contact or deal with Corporations Canada during the past 12 months, how satisfied were you with the overall quality of service that you received? PROGRAMMING NOTE: ONLY SHOW THE SERVICE CHANNELS USED BY RESPONDENTS PER Q.4.

	Very dissatisfied 1	Dissatisfie d 2	Neither 3	Satisfie d 4	Very satisfied 5
By phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By mail or courier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Filing Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SECTION 3: SATISFACTION WITH SPECIFIC SERVICES

PROGRAMMING NOTE: NO RESPONDENT WILL BE ASKED TO COMPLETE MORE THAN TWO SURVEY MODULES ON SPECIFIC SERVICES. THE SURVEY SHOULD BE PROGRAMMED TO RANDOMIZE THE SELECTION OF MODULES, WHILE ENSURING THAT AN ADEQUATE NUMBER OF RESPONDENTS COMPLETE EACH MODULE.

Name Pre-approval Process

You mentioned that you conducted one or more name searches as part of the name pre-approval process during the past 12 months. Can you please confirm this?

Yes, did use this service

No, did not use this service (GO TO NEXT RELEVANT SECTION)

8. How did you obtain your NUANS report(s)? Did you ...?

Order your own from the NUANS Real-Time System

Use the assistance of a NUANS Registered Search House

IF USED REAL-TIME SYSTEM, ASK:

9. Please rate the extent to which you agree with each of the following statements about the NUANS Real-Time System. If something does not apply, please indicate this (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
The help files with examples were comprehensive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to register with the "Strategis Secure Server Facility".	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of obtaining a NUANS report is user-friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process of getting a name search done takes an appropriate amount of time to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. Please rate the extent to which you agree with each of the following statements about the pre-approval process. If something does not apply, please indicate this (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
The application requirements that a corporate name must meet are appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'Choosing a name' information on the Corporations Canada website was helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You are confident that the privacy of your clients is protected during the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reasons for decisions about proposed name(s) were clearly explained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You received the decision in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
NUANS forms are easy to understand and complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The NUANS on-line training module is useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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11. Overall, how satisfied were you with the name pre-approval process during the past 12 months?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5
Very Dissatisfied	Dissatisfied	Neither	Satisfied	Very Satisfied

12. Did you have any problems with the name pre-approval process during the past 12 months?

Yes
No

IF YES:

13. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Lack of support/assistance
 Technical problems/difficulties
 Obtaining a NUANS Real-Time report is difficult
 Name pre-approval requirements are too stringent
 Other (please specify): _____

Incorporation Process

You mentioned that you filed one or more federal incorporations during the past 12 months. Can you please confirm this?

Yes, did use this service
 No, did not use this service (GO TO NEXT RELEVANT SECTION)

14. Please rate the extent to which you agree with each of the following statements about the incorporation process. If something does not apply, please indicate this (N/A).
 [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
The application requirements for a	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Certificate of Incorporation are simple and easy to complete.						
The service fee to issue a Certificate of Incorporation is appropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporations Canada provides good value for the money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The incorporation process takes an appropriate amount of time to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Overall, how satisfied were you with the federal incorporation process during the past 12 months?

☐ ☐ ☐ ☐ ☐
1 2 3 4 5
Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

16. Did you have any problems with the federal incorporation process during the past 12 months?

Yes
No

IF YES:

17. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Lack of support/assistance
Technical problems/difficulties
Deficient applications for incorporation are not returned quickly
Re-submitting on-line is too complicated
Other (please specify): _____

Filing of Documents

You mentioned that you completed one or more filings during the past 12 months. Can you please confirm this?

Yes, did use this service
No, did not use this service (GO TO NEXT RELEVANT SECTION)

18. Which of the following filings did you complete in the past 12 months? CHECK ALL THAT APPLY

Annual return

Changes to corporate information
 Continuance
 Dissolution
 Amendment
 Amalgamation

19. For each of the filings you completed, which method did you use to file the document(s)? PROGRAMMING NOTE: ONLY SHOW THE FILINGS COMPLETED PER Q.18.

	Hard copy using courier, in-person services or mail	Electronically using email or the On-Line Filing Services	Both hard copy and electronic
Annual returns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to corporate information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dissolution	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amendment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. Thinking about the filings you completed in the past 12 months, please rate the extent to which you agree with each of the following statements about the forms. [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5
The forms are appropriate for the type of filing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The forms are easy to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is clear what information is needed to complete the forms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The forms ask for the right type of information.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The forms are well structured & intuitively organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. And, overall how satisfied were you with the filing process during the past 12 months?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

22. Did you have any problems with the filing process during the past 12 months?

Yes
 No

IF YES:

23. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Technical problems/difficulties
Problems with Online Filing Services
Compliance is generally burdensome
Forms were not received by Corporations Canada
Took too long for filings to be processed
Other (please specify): _____

Certification & Copies

You mentioned that you requested copies and/or certified copies of articles and other related documents in the past 12 months. Can you please confirm this?

Yes, did use this service
No, did not use this service (GO TO NEXT RELEVANT SECTION)

24. Thinking about the requests for copies of articles and other related documents that you've made in the past 12 months, please rate the extent to which you agree with each of the following statements. [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5
The forms are easy to complete.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The process to obtain copies of articles and other related documents is clear and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It took an appropriate amount of time to obtain the documents.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Overall, how satisfied were you with the process to obtain copies of articles and other related documents during the past 12 months?

☐ ☐ ☐ ☐ ☐
1 2 3 4 5
Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

26. Did you have any problems with the process during the past 12 months?

Yes
No

IF YES:

27. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Took too long
Did not receive the right documents
General lack of support/assistance
Had trouble finding out how to make the request(s)
Other (please specify): _____

Information Services (Enquiries)

You mentioned that you contacted Corporations Canada on one or more occasions to obtain information or make enquiries during the past 12 months. Can you please confirm this?

Yes, did use this service
No, did not use this service (GO TO NEXT RELEVANT SECTION)

28. Approximately how many times did you use Corporations Canada Information Services during the past 12 months, either in-person, over the phone or by email? If something does not apply, please indicate this (N/A).

Number of Times	In-person	Phone	Email
Once only	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2-5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6-10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11-20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 20	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Can't Recall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
N/A	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. What type of information were you looking for? CHECK ALL THAT APPLY

Information on federally incorporated entities
General information relating to the incorporation process
Assistance with on-line filings
Forms
Policies/regulations
Fee schedules
Compliance requirements
Information on the status of application submitted
Other. Please specify:_____

30. Thinking specifically about the service you received when using the Corporations Canada Information Services during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
Staff were knowledgeable and competent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the quality of the information or advice received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the amount of time it took to get the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the accessibility of the service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your questions were answered to your full satisfaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Overall, how satisfied were you with the quality of service you received when using Corporations Canada Information Services during the past 12 months?

☐ ————— ☐ ————— ☐ ————— ☐ ————— ☐
 1 2 3 4 5
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

32. Did you have any problems with Corporations Canada Information Services during the past 12 months?

Yes
No

IF YES:

33. What problems or difficulties did you encounter? CHECK ALL THAT APPLY

Poor client service
 Received inconsistent information
 Received incorrect information
 Staff not knowledgeable
 Had to wait in line for too long
 Took too long to speak to a client service representative
 It took too long to receive a response to my email
 Lack of support/assistance
 Other (please specify): _____

SECTION 4: ASSESSMENT OF ONLINE FILING SERVICES

*PROGRAMMING NOTE: SKIP IF DID NOT USE ONLINE FILING AT Q3.

You mentioned that you used Corporations Canada's Online Filing Centre one or more times during the past 12 months. Can you please confirm this?

Yes, did use this service

No, did not use this service (GO TO NEXT RELEVANT SECTION)

34. Approximately how many times did you submit documents online in the past 12 months?

Once only

2-5 times

6-10 times

11-25 times

Over 25 times

Don't know

35. What type of documents or requests did you submit using Corporations Canada Online Filing Services during the past 12 months? CHECK ALL THAT APPLY

Name pre-approval

Articles of incorporation

Annual returns

Changes of registered address

Changes of director

Articles of amendment

Certificate of compliance or existence

Other. Please specify:_____

36. For each of the documents or requests you submitted using the Online Filing Services, how satisfied were you with the overall process? PROGRAMMING NOTE: ONLY SHOW THE SUBMISSIONS COMPLETED BY RESPONDENTS PER Q.35.

	Very dissatisfied 1	Dissatisfied 2	Neither 3	Satisfied 4	Very satisfied 5
Name pre-approval	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Articles of incorporation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Annual returns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes of registered address	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes of director	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Articles of amendment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certificate of compliance or existence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. Please rate the extent to which you agree with each of the following statements about the electronic filing process. If something does not apply, please indicate this (N/A).
[ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5	N/A
The process is simple and easy to use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic filing is convenient because it can be accessed 24/7.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The reduced filing fee for electronic submissions is important to my clients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am confident that it is safe to send sensitive information to Corporations Canada using the Internet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information that I provide to Corporations Canada via the Internet is treated confidentially.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The faster turnaround time provided by electronic filing is a distinct advantage.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The immediate acknowledgement of receipt is an important feature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

38. Overall, how satisfied were you with the time it took to complete these electronic filing transactions during the past 12 months?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

ASK THOSE WHO DID NOT USE E-FILE:

39. You mentioned that you have not used the Online Filing Services to make electronic submissions to Corporations Canada during the past 12 months. Why not? CHECK ALL THAT APPLY

- Did not know that I could file online
- Experienced problems with the *Strategis* registration process
- My clients are not-for-profit
- Clients request paper filing
- Prefer to file by paper
- Online filing is difficult to use. Please specify why: _____
- Other. Please specify: _____

SECTION 5: ASSESSMENT OF THE WEBSITE

*PROGRAMMING NOTE: SKIP IF DID NOT USE WEBSITE AT Q3.

You mentioned that you visited Corporations Canada's website to obtain information during the past 12 months. Can you please confirm this?

Yes, I have visited this website

No, I have not visited this website (GO TO NEXT RELEVANT SECTION)

40. During this period, approximately how many times did you visit the Corporations Canada website to obtain information?

Once only

2-5 times

6-10 times

11-25 times

Over 25 times

41. Why do you typically visit the Corporations Canada website?

To use the Online Filing Services

To search the Federal Corporations Database Online

Search for information for a particular corporation

To access the Guide to Federal Incorporation

To obtain general information relating to the incorporation process

To download/print forms

To access policies/regulations

To obtain information kits

To visit the 'What's New' section

Other. Please specify: _____

42. Thinking about your use of the Corporations Canada website during the past 12 months, please indicate how much you agree or disagree with the following statements. If something does not apply to you, please select 'Not Applicable' (N/A). [ROTATE LIST]

	Strongly disagree 1	Disagree 2	Neither 3	Agree 4	Strongly agree 5
It was easy to find what you were looking for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You were satisfied with the scope or range of information and resources available on the website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The site had the information you needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The information on the website is up-to-date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The information on the website is clear and easy to understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The site was visually appealing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Overall, how satisfied are you with the quality of the Corporations Canada website during the past 12 months?

☐ ————— ☐ ————— ☐ ————— ☐ ————— ☐
 1 2 3 4 5
 Very Dissatisfied Dissatisfied Neither Satisfied Very Satisfied

ASK IF DISSATISFIED WITH WEBSITE (SCORES OF 1-2):

44. Why are you not satisfied with the website? CHECK ALL THAT APPLY

- Poorly organized/structured website
- Difficulty using/navigating website
- Tools/resources difficult to use
- Tools/resources not useful/relevant
- Information not up-to-date
- Information not accurate
- Lack of support/assistance
- Technical problems/difficulties
- Trouble finding the information sought. Please specify why: _____
- Other (please specify): _____

SECTION 6: SERVICE DELIVERY STRENGTHS & WEAKNESSES

45. Organizations typically have both strengths and weaknesses when it comes to service delivery. When you think of Corporations Canada as a service provider, what would you say are its principal strengths in terms of service delivery? CHECK ALL THAT APPLY

- Processes/procedures
- Professionalism of staff/personnel
- Quality of service
- Technical knowledge/expertise
- Understanding of client needs/priorities
- Responsiveness/client-oriented
- Communications
- Other. Please specify: _____

46. What would you say are the principal weaknesses of Corporations Canada in terms of service delivery? CHECK ALL THAT APPLY

Processes/procedures
Professionalism of staff/personnel
Quality of service
Technical knowledge/expertise
Understanding of client needs/priorities
Responsiveness/client-oriented
Communications
Other. Please specify: _____

SECTION 7: FUTURE DIRECTIONS

47. Do you have any suggestions to help Corporations Canada improve the quality of service it provides? PLEASE BE SPECIFIC.

SECTION 8: CORPORATE CHARACTERISTICS

These last questions are for background and statistical purposes. Please remember that your responses to these and other questions will be kept confidential.

48. Which of the following best describes you or your company?

Law firm
Accounting firm
Search house
Other. Please specify: _____

49. Including yourself, how many employees work for your business in Canada? Please include part-time staff as full-time equivalents.

One only
2-5
6-20
21-50
51-99
100-500
Over 500

50. Please identify your position within your company.

Owner/CEO/President

Comptroller/CFO

Lawyer

Paralegal

Accountant

Other. Please specify: _____

51. In what province or territory is the office you work in located?

- drop-down list of all provinces/territories in alphabetical order

Thank you. That completes the survey.
Your participation is greatly appreciated.

Link to Corporations Canada website.