

Access to Information User-Experience Survey

Background

Between July–August 2021, a User Experience (UX) Survey was conducted to gather feedback on the process of submitting an Access to Information (ATI) request for government records.

The survey was comprised of 4 sections, with a total of 32 questions, organized as follows:

1. Submitting a request (Q1-Q11)
2. Contact with an ATIP Officer (Q12-Q18)
3. Proactive Publication (Q19-Q24)
4. Demographic information (Q25-Q31)

The questions and the distribution of responses can be found below. Please note:

- Some survey questions were mandatory and others were optional, impacting the total number of responses received per question.
- Similarly, some questions allowed for respondents to select all options that applied, which increased the number of total responses received for a question.
- Each of these instances have been noted below.

Summary

The survey had 294 respondents. 13% (39 respondents) indicated that they had never submitted an ATI request. Given this was a user experience survey, the survey ends there for those respondents. On average, respondents who had submitted an ATI request indicated having submitted 3 requests overall and 2 in the last 2 years. 62 respondents who had submitted a request indicated having encountered difficulties finding out how to make the request. When asked what difficulties they encountered, most respondents indicated issues with the ATI process itself and not the platform. Results of the survey are aligned with what we have heard through public engagement. Key themes include:

- Expanding the right of access
- Increasing the amount of information released
- Reducing delays
- Strengthening proactive disclosure
- Improving the capacity of the access to information system

Questions and Responses

Question 1: Have you submitted an access to information request? / Avez-vous soumis une demande d'accès à l'information? (Mandatory question – 294 responses)

- Yes = 255 (87%)
- No = 39 (13%)

Note: As this was a survey designed to assess user experience, the survey ended at this point for the 39 respondents who stated they had never completed an access to information request.

Question 2: How many request(s) have you submitted overall? / En tout, combien de demandes avez-vous soumises? (Mandatory question – 255 responses)

- 1-5 = 113 (44%)
- 6-20 = 66 (26%)
- 21-50 = 26 (10%)
- 51-100 = 19 (8%)
- 101+ = 31 (12%)

Question 3: How many request(s) have you submitted in the last two years? / Combien de demandes avez-vous soumises au cours des deux dernières années? (Optional Question – results based on 234 responses)

- 0 = 7 (3%)
- 1-5 = 134 (57%)
- 6-20 = 48 (20%)
- 21-50 = 23 (9%)
- 51-100 = 14 (6%)
- 101+ = 7 (3%)

Question 4: When was the last time you submitted a request? / Quand avez-vous soumis une demande pour la dernière fois? (Optional Question : results based on 236 responses)

- Less than a year ago = 166 (70%)
- 1-2 years ago = 59 (25%)
- 2-3 years ago = 7 (3%)
- 3-5 years ago = 2 (<1%)
- Over 5 years ago = 2 (<1%)

Question 5: In the last two years, how did you submit your access to information request(s)? (Select all that apply) / Au cours des deux dernières années, quels moyens avez-vous utilisés pour transmettre vos demandes d'accès à l'information? (Veuillez sélectionner toutes les réponses qui s'appliquent.) (Mandatory Question – results based on 382 responses)

- I have not submitted a request in the last two years = 1 (<1%)
- Online platform (Government of Canada's ATIP Online Request Service) = 219 (57%)
- Online platform (Immigration, Refugees and Citizenship Canada's (IRCC) ATIP Online) = 49 (13%)
- Online platform (Library and Archive Canada's (LAC) ATIP Online) = 22 (6%)
- By mail (paper form or handwritten request) = 41 (11%)
- By email = 44 (12%)
- Other = 6 (2%)

Question 6: Did you encounter any difficulties finding out how to make the request(s)? / Avez-vous eu de la difficulté à trouver comment transmettre une demande? (Mandatory question – 255 responses)

- Yes (please specify) = 62 (24%)
- No = 193 (76%)

Question 7: Please specify/ Veuillez préciser

- Please refer to comments in dataset.

Question 8: Did you encounter any difficulty determining to which federal institution your request(s) should be made? / Avez-vous eu de la difficulté à déterminer à quelle institution fédérale vous deviez adresser votre demande? (Mandatory question – 255 responses)

- Yes (please specify) = 50 (20%)
- No = 205 (80%)

Question 9: Please specify / Veuillez préciser

- Please refer to comments in dataset.

Question 10: Did you receive a response(s) within 30 days after the department received your request, as established by the Access to Information Act? / Avez-vous reçu vos réponses dans les 30 jours suivant la réception de vos demandes par le ministère, comme le prévoit la Loi sur l'accès à l'information? (Mandatory question – 255 responses)

- Yes = 76 (31%)
- No = 103 (40%)
- Yes, but only for some of my request(s) = 67 (26%)
- Don't know = 8 (3%)

Question 11: Did you receive all the information you requested? / Avez-vous reçu toute l'information que vous avez demandée?(Mandatory question – 255 responses)

- Yes = 43 (17%)
- No – 160 (63%)
- Yes, but only for some of my request(s) = 46 (18%)
- Don't know = 6 (2%)

Question 12: Did you receive the information in the format you requested? / Avez-vous reçu l'information dans le format que vous avez demandé? (Mandatory question – 255 responses)

- Yes = 113 (44%)
- No = 81 (32%)
- Yes, but only for some of my request(s) = 45 (18%)
- Don't know = 16 (6%)

Question 13: Have you ever encountered any other issues with the process of submitting an access to information request?/ Avez-vous déjà rencontré d'autres problèmes dans le cadre du processus de présentation d'une demande d'accès à l'information? (Mandatory question – 255 responses)

- Yes = 136 (53%)
- No = 119 (47%)

Question 14: Please specify / Veuillez préciser

- Please refer to comments in dataset.

Question 15: Has a representative from an institution to which you have submitted a request ever reached out to you about your request(s)? / Un représentant d'une institution à laquelle vous avez présenté une demande vous a-t-il déjà contacté au sujet de vos demandes? (Mandatory question – 255 responses)

- Yes = 189 (74%)
- No = 66 (26%)

Question 16: What subject was discussed with the ATIP Officer? Select all that apply / Quel était le sujet de discussion avec l'agent(e) de l'AIPRP? (Sélectionnez toutes les réponses qui s'appliquent) (Mandatory for those who responded yes in Q. 15 – results based on 580 responses)

- Date range = 84 (14%)
- Area of search = 78 (13%)
- Interpretation of the request = 106 (18%)
- Scope of the request = 115 (20%)
- Time extensions = 122 (21%)
- Means/format for release = 45 (8%)
- Other (please specify) = 30 (6%)

Question 17: Did the assistance from the ATIP Officer help you with your request(s)? / L'agent(e) de l'AIPRP a-t-il été en mesure de vous aider avec vos demandes? (Mandatory question – 255 responses)

- Yes = 62 (25%)
- No = 100 (40%)
- Yes, but only for some requests = 81 (33%)
- Prefer not to answer = 4 (2%)

Question 18: In the last two years, have you filed a complaint with the Office of the Information Commissioner regarding an Access to Information request that you made? / Au cours des deux dernières années, avez-vous déposé une plainte auprès du Commissariat à l'information concernant une demande d'accès à l'information que vous avez présentée? (Mandatory question – 255 responses)

- Yes = 88 (34%)
- No = 167 (65%)

Question 19: Did you encounter any issues finding information about how to make a complaint? / Avez-vous eu de la difficulté à trouver de l'information sur la façon de déposer une plainte? (Mandatory for those who responded yes in Q. 18 – results based on 88 responses)

- Yes = 16 (18%)
- No = 70 (80%)
- Prefer not to say = 2 (2%)

Question 20: What was the nature of the complaint? (Select all that apply) / Quelle était la nature de la plainte? (Sélectionnez toutes les réponses qui s'appliquent) (Mandatory for those who responded yes in Q. 18 – results based on 226 responses)

- 30-day and any extended time periods have elapsed and a final response from the institution was not received = 64 (28%)

- Time extension: Extension of time claimed under section 9 of the Access to Information Act = 40 (18%)
- Exemptions/Exclusions: records were entirely or partially withheld by institutions = 60 (27%)
- Incomplete search/no records response: the institution found no records or provided fewer records than expected for your request = 47 (21%)
- Prefer not to say = 1 (<1%)
- Other (please specify) = 14 (6%)

Question 21: Are you aware that the government of Canada is required to proactively publish certain types of information? / Êtes-vous au courant que le gouvernement du Canada est tenu de publier de manière proactive certains types d'informations? (Mandatory question – 255 responses)

- Yes = 199 (78%)
- No = 56 (22%)

Question 22: Are you aware of the Open Government Portal (<https://open.canada.ca/en>)? / Connaissez-vous le Portail du gouvernement ouvert (<https://ouvert.canada.ca/fr>)? (Mandatory question – 255 responses)

- Yes = 157 (62%)
- No = 98 (38%)

Question 23: Have you ever used the Open Government Portal to look for published information before submitting an access to information request? / Avez-vous déjà utilisé le Portail du gouvernement ouvert pour rechercher des informations publiées avant de présenter une demande d'accès à l'information? (Mandatory question for those who responded yes to Question 22 – results based on 157 responses)

- Yes = 124 (79%)
- No = 33 (21%)

Question 24: Did you find other information of interest while navigating the Open Government Portal? / Avez-vous trouvé d'autres informations intéressantes pendant que vous naviguiez dans le site du Portail du gouvernement ouvert? (Mandatory question for those who responded yes to Question 23 – results based on 124 responses)

- Yes = 83 (67%)
- No = 41 (33%)

Question 25: Did you find the information you were looking for on the Open Government Portal? / Avez-vous trouvé l'information que vous recherchiez dans le Portail du gouvernement ouvert? (Mandatory question for those who responded yes to Question 23 – results based on 124 responses)

- Yes = 56 (45%)
- No = 68 (55%)

Question 26: Please specify / Veuillez préciser

- Please refer to comments in dataset.

Question 27: Do you have any further comments related to access to information you would like to

make? / Avez-vous d'autres commentaires liés à l'accès à l'information dont vous aimeriez nous faire part?

- Please refer to comments in dataset.

Demographic Questions

Question 28: Are you a Canadian citizen or permanent resident? / Êtes-vous un(e) citoyen(-ne) canadien(-ne) ou un(e) résident(e) permanent(e)? (Optional question – results based on 252 responses)

- Yes = 248 (98%)
- No = 4 (2%)

Question 29: In which province or territory do you reside? / Dans quelle province ou dans quel territoire résidez-vous? (Optional question – results based on 247 responses)

- Alberta = 10 (4%)
- British Columbia = 37 (15%)
- Manitoba = 8 (3%)
- New Brunswick = 7 (3%)
- Newfoundland and Labrador = 4 (2%)
- Nova Scotia = 13 (5%)
- Ontario = 124 (50%)
- Quebec = 33 (13%)
- Saskatchewan = 3 (1%)
- Northwest Territories = 0
- Nunavut = 0
- Prince Edward Island = 0
- Yukon = 0
- Outside Canada = 8 (3%)

Question 30: Which category of requester best describes you? / Quelle catégorie de demandeur vous décrit le mieux? (Optional question – 255 responses)

- Academia = 28 (10%)
- Business (private sector) = 43 (17%)
- Media = 20 (8%)
- Member of the public = 96 (38%)
- Non-government institution = 23 (9%)
- Prefer not to disclose = 20 (8%)
- Other = 25 (10%)

Question 31: Do you identify with any of the following equity-seeking groups? (Select all that apply) / Appartenez-vous à l'un des groupes suivants en quête d'équité? (Sélectionnez toutes les réponses qui s'appliquent.) (Optional question – results based on 293 responses)

- Indigenous peoples = 29 (10%)
- Person with disabilities = 28 (10%)
- LGBTQ2+ = 25 (9%)

- Visible minority = 33 (11%)
- Women = 65 (22%)
- None = 64 (22%)
- Prefer not to answer = 40 (14%)
- Other (please specify) = 9 (3%)

Question 32: Do you live in a rural or remote community? / Vivez-vous dans une communauté rurale ou éloignée? (Optional question – results based on 254 responses)

- Yes = 37 (14%)
- No = 20 (81%)
- Prefer not to answer = 12 (5%)