May 13, 2013

Dear [Redacted]

Re: Your request for access to information under Part II of the Access to Information and Protection of Privacy Act [Our File #: AES/007/2013]

On March 14, 2013, the Department of Advanced Education and Skills received your request for access to the following records:

I am requesting under the Access to Information Act:
A list of each poll/survey conducted by the Department of Advanced Education & Skills from October 2011 to present detailing
- Mode (telephone, written, online etc.)
- The party contracted/commissioned to conduct each poll/survey
- The cost of each poll/survey (for example cost of contracting third party)
- Purpose of each poll/survey
- Content of each poll/survey (questions)
- Results of each poll/survey

This is to inform you that your request for access to these records has been granted in part. In accordance with your request for a copy of the records, the appropriate copies have been enclosed.

Access to the remaining records, and/or information contained within the records, has been refused in accordance with the following exceptions to disclosure, as specified in the Access to Information and Protection of Privacy Act (the Act):

Section 20 (1)(b) - The head of a public body may refuse to disclose to an applicant information that would reveal the contents of a formal research report or audit report that in the opinion of the head of the public body is incomplete unless no progress has been made on it for more than 3 years.

Section 27 (1)(a) - The head of a public body may refuse to disclose to an applicant information that would reveal trade secrets of a third party.

As required by subsection 7(2) of the Act, we have severed information that is excepted from disclosure and have provided you with as much information as possible.

Section 43 of the Act provides that you may ask the Information and Privacy Commissioner to review this partial refusal of access or you may appeal the refusal to the Supreme Court Trial Division. A request to the Information and Privacy Commissioner shall be made in writing within 60 days of the date of this letter or within a longer period that may be allowed by the Commissioner.
The address and contact information of the Information and Privacy Commissioner is as follows:

Office of the Information and Privacy Commissioner  
34 Pippy Place  
P. O. Box 13004, Stn. A  
St. John’s, NL, A1B 3V8  
Telephone: (709) 729-6309  
Facsimile: (709) 729-6500

In the event that you choose to appeal to the Supreme Court, you must do so within 30 days of the date of this letter. Section 60 of the Act sets out the process to be followed when filing such an appeal.

Please be advised that responsive records will be published following a 72 hour period after the response is sent electronically to you or five days in the case where records are mailed to you. It is the goal to have the responsive records posted to the Office of Public Engagement's website within one business day following the applicable period of time. Please note that requests for personal information will not be posted online.

If you have any further questions, please feel free to contact Janelle Kenway, at telephone number 729-7920.

Yours sincerely,

Darrin Pike  
Deputy Minister

Enclosure
<table>
<thead>
<tr>
<th>Survey Title</th>
<th>Mode</th>
<th>Party contracted</th>
<th>Cost</th>
<th>Target Population</th>
<th>Purpose</th>
<th>Content</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Targeted Initiative for Older Workers</td>
<td>Telephone</td>
<td>Goss Gilroy Inc.</td>
<td>$5,000</td>
<td>Clients who participated in the Targeted Initiative for Older Workers Program</td>
<td>Follow up with clients to see if they have gained/retained employment and satisfaction with the program</td>
<td>Questionnaire Attached</td>
<td>Report Attached</td>
</tr>
<tr>
<td>Career Search (Graduate Follow up Survey)</td>
<td>Telephone supplemented by mail out</td>
<td>Internal - NL Stats Agency</td>
<td>$40,000</td>
<td>Graduates from Post-Secondary Institutions within NL (between Sept. 2010-Aug 2011)</td>
<td>To gather detailed information on graduates’ experiences and labour market outcomes since graduation. It helps ensure that institutions remain accountable for the programs they offer and also allows policy makers, administrators, students and the general public make informed decisions regarding post-secondary education in the province. It is conducted on a biennial basis.</td>
<td>See attached surveys: One for MUN, CNA and Private training graduates and one for certified journeypersons</td>
<td>Data collection for the current iteration began on Feb 25/13 and is currently being conducted. Reports are expected in early 2014. The reports for the previous iteration (2010) are available online at <a href="http://www.aes.gov.nl.ca/publications/postsecondary/cs2010_mun.html">www.aes.gov.nl.ca/publications/postsecondary/cs2010_mun.html</a> and <a href="http://www.aes.gov.nl.ca/publications/postsecondary/cs2010_college.html">www.aes.gov.nl.ca/publications/postsecondary/cs2010_college.html</a></td>
</tr>
<tr>
<td>Beyond High School</td>
<td>Telephone supplemented by mail out</td>
<td>Internal - NL Stats Agency</td>
<td>$25,000</td>
<td>June 2011 High School Graduates within NL</td>
<td>Provides policy makers, program administrators, parents and students with insight into the decisions graduates make after graduation. It includes details on high school graduates’ post-graduation activities to determine who is or is not pursuing post-secondary education and why; the reasons students choose programs and institutions; their primary career information sources; and long-term career plans</td>
<td>See attached Survey</td>
<td>Draft - Sec. 20 (1) (b)</td>
</tr>
<tr>
<td>Citizens First 6 National Survey</td>
<td>Mail / Online / Telephone</td>
<td>Institute for Citizen-Centered Service</td>
<td>$80,000 (NL contribution for larger sample size only)</td>
<td>Citizens of Newfoundland and Labrador (Adults)</td>
<td>To receive more detailed information on client satisfaction with Government Services in the province</td>
<td>Survey (trade secrets of a third party) - Sec 27 (1) (a)</td>
<td>Draft - Sec. 20 (1) (b)</td>
</tr>
<tr>
<td>Survey Title</td>
<td>Mode</td>
<td>Party contracted</td>
<td>Cost</td>
<td>Target Population</td>
<td>Purpose</td>
<td>Content</td>
<td>Results</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-----------------------</td>
<td>------------------</td>
<td>--------------------</td>
<td>---------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>----------------------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Income Support Client Survey</td>
<td>Mail / Telephone</td>
<td>NL Stat's Agency</td>
<td></td>
<td>Income Support Clients</td>
<td>To find out the views and opinion of clients on our Quality of service, Access to services – channels of availing, Awareness of benefits and services available from the Department, Barriers that might prevent clients from working full time and whether their basic needs are being met by the department</td>
<td>Questionnaire Attached</td>
<td>Summary Report Attached</td>
</tr>
<tr>
<td>Working Client Questionnaire</td>
<td>Questionnaire (sent with Mail back form)</td>
<td>Internal</td>
<td>Survey was included with mail-back form, Internal staff completing analysis; no additional cost to the department</td>
<td>Clients receiving the Working Income Supplement</td>
<td>Part of the Working Income Supplement Unit's evaluation</td>
<td>Questionnaire Attached</td>
<td>Draft - Sec. 20 (1) (b)</td>
</tr>
<tr>
<td>Ongoing 3 month and 12 month follow up surveys for Labour Market Agreement clients</td>
<td>Telephone Survey</td>
<td>Market Quest</td>
<td>$48,717 ('12-13 fiscal yr)</td>
<td>Individuals who receive employment and training supports who are non-EI eligible</td>
<td>Follow up with clients to see if they have gained/retained employment</td>
<td>3 month and 12 month surveys attached</td>
<td>Results can be found here: <a href="http://www.aes.gov.nl.ca/publications/lmd/Performance_Indicators_Report_2011_2012.pdf">http://www.aes.gov.nl.ca/publications/lmd/Performance_Indicators_Report_2011_2012.pdf</a></td>
</tr>
<tr>
<td>Work Activity Survey - 10 iterations - commenced March 2009, ended January 2013</td>
<td>Telephone Survey</td>
<td>MQO (7 surveys), CRA (3 surveys)</td>
<td>$60,000 / per survey</td>
<td>Working age population in NL (18-64)</td>
<td>The Work Activity Survey is a survey of working age residents of NL (18-64) and is used to supplement results from Statistics Canada's Labour Force Survey. Indicators reported: participation rates, employment rates, and unemployment rates, employment share by occupation and industry, percentage share of seasonal and mobile workers</td>
<td>Most recent version attached</td>
<td>Draft - Sec. 20 (1) (b)</td>
</tr>
</tbody>
</table>
Potential copyright material

If you wish to obtain a copy please contact the ATIPP Office at (709) 729-7072 or atippoffice@gov.nl.ca.
The Department of Advanced Education and Skills (AES), in partnership with the Newfoundland and Labrador Statistics Agency (NLSA), is conducting a survey of all journeypersons certified in Newfoundland and Labrador between September 1, 2010 and August 31, 2011.

The purpose of this survey is to gather detailed information on journeypersons’ experiences and labour market outcomes since completing the certification exam. Your feedback is very important and will be used by the Department as well as post-secondary institutions to evaluate and improve programs and policies pertaining to apprentices and journeypersons.

Although participation in this survey is voluntary, your co-operation is very important to ensure that the information collected is as accurate and comprehensive as possible. Your answers will be kept strictly confidential as required by the Statistics Agency Act. No identifying information will be presented.

If you have any questions about privacy, confidentiality, or the survey’s content, please contact the NLSA at 729-1604 in the greater St. John’s area or call toll-free at 1-888-461-5244.

**IF ASKED:** The survey will take 15 minutes to complete.

### Qualifying Questions

**S1.** Our records indicate you successfully completed your journeyperson certification exam between September 1, 2010 and August 31, 2011. Is this correct?

- [ ] Yes 01 CONTINUE
- [ ] No 02 IF NOT 2010-2011 JOURNEYPERSON, THANK AND TERMINATE

### Section A: Certification Verification

Before we begin the survey, we’d like to verify the information we have for you.

**A1a.** According to our records, you were certified in the [INSERT NAME OF TRADE] trade. Is this information correct?

- [ ] Yes 01 CONTINUE
- [ ] No 02 RECORD CORRECT INFORMATION AND CONTINUE

**A1b.** The method of certification we have listed for you is [INSERT CERTIFICATION METHOD]. Is this information correct?

- [ ] Yes 01 CONTINUE
- [ ] No 02 RECORD CORRECT INFORMATION AND CONTINUE
Section B: Activity Before Pursuing Certification in the Trade

Next, we’d like to ask you a few questions about the period before you started pursuing certification in the [INSERT NAME OF TRADE] trade.

B1. Immediately before pursuing certification in the [INSERT NAME OF TRADE] trade, what was the HIGHEST level of education you had completed? **DO NOT READ LIST**

<table>
<thead>
<tr>
<th>Level of Education</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grades K-9</td>
<td>01</td>
</tr>
<tr>
<td>Partial completion of high school diploma/ Some high school</td>
<td>02</td>
</tr>
<tr>
<td>Partial completion of Adult Basic Education (ABE)/ Some ABE</td>
<td>03</td>
</tr>
<tr>
<td>Adult Basic Education (ABE)</td>
<td>04</td>
</tr>
<tr>
<td>General Education Diploma (GED)</td>
<td>05</td>
</tr>
<tr>
<td>High school diploma</td>
<td>06</td>
</tr>
<tr>
<td>Comprehensive Arts and Science (CAS) College Transition Certificate</td>
<td>07</td>
</tr>
<tr>
<td>Partial completion of public/private college diploma/certificate</td>
<td>08</td>
</tr>
<tr>
<td>Completed public/private college diploma/certificate</td>
<td>09</td>
</tr>
<tr>
<td>Certified journeyperson/ Registered apprentice/ Red Seal</td>
<td>10</td>
</tr>
<tr>
<td>Partial completion of university</td>
<td>11</td>
</tr>
<tr>
<td>Completed university diploma/certificate below bachelor level</td>
<td>12</td>
</tr>
<tr>
<td>Bachelor's degree (B.A., B.Sc., etc)</td>
<td>13</td>
</tr>
<tr>
<td>Professional degree (Medical Doctor, Dentist, Professional Engineer, Pharmacist, Registered Nurse, etc) Interviewer Note: A degree where one MUST have a licence or certificate or be registered with the regulatory body for the occupation.</td>
<td>14</td>
</tr>
<tr>
<td>Master's degree (M.A., M.Sc., M.Ed., etc)</td>
<td>15</td>
</tr>
<tr>
<td>Doctorate (PhD., D.Sc., D.Ed., etc)</td>
<td>16</td>
</tr>
<tr>
<td>Canadian Armed Forces (army, navy, air force, etc)</td>
<td>17</td>
</tr>
<tr>
<td>Canadian Coast Guard College</td>
<td>18</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>90</td>
</tr>
</tbody>
</table>

**Interviewer Note:**

IF B1=01, 02, OR 03, CONTINUE
IF B1=04, 05, OR 06, GO TO B3
ELSE, GO TO B4

B2. Did you complete a standardized test (e.g., Canadian Adult Achievement Test) to measure your level of educational achievement before pursuing certification in the [INSERT NAME OF TRADE] trade?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

B3. Did you complete the Comprehensive Arts and Science (CAS) College Transition Certificate program offered by the College of the North Atlantic?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

B4. Immediately before pursuing certification in the [INSERT NAME OF TRADE] trade, in which province or territory did you reside? **DO NOT READ LIST**

<table>
<thead>
<tr>
<th>Province or Territory</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newfoundland and Labrador</td>
<td>01</td>
</tr>
<tr>
<td>Alberta</td>
<td>02</td>
</tr>
<tr>
<td>British Columbia</td>
<td>03</td>
</tr>
<tr>
<td>Manitoba</td>
<td>04</td>
</tr>
<tr>
<td>New Brunswick</td>
<td>05</td>
</tr>
<tr>
<td>Northwest Territories</td>
<td>06</td>
</tr>
<tr>
<td>Nova Scotia</td>
<td>07</td>
</tr>
<tr>
<td>Nunavut</td>
<td>08</td>
</tr>
<tr>
<td>Ontario</td>
<td>09</td>
</tr>
<tr>
<td>Prince Edward Island</td>
<td>10</td>
</tr>
<tr>
<td>Quebec</td>
<td>11</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>12</td>
</tr>
<tr>
<td>Yukon</td>
<td>13</td>
</tr>
<tr>
<td>United States</td>
<td>14</td>
</tr>
<tr>
<td>Outside Canada and the United States</td>
<td>15</td>
</tr>
</tbody>
</table>
B5. During the 12 months before pursuing certification in the [INSERT NAME OF TRADE] trade, what was your MAIN activity, that is, the activity at which you spent the majority of your time? READ LIST

- Attending high school 01
- Attending a post-secondary institution (full-time or part-time) 02
- Working in a paid position or self-employed (full-time or part-time) 03
- Volunteering 04
- Travelling 05
- Or something else (Please specify) (VOL) 90

B6. When you started pursuing certification in the [INSERT NAME OF TRADE] trade, how knowledgeable were you about the opportunity for employment in this trade? Would you say you were very knowledgeable, somewhat knowledgeable, not very knowledgeable, or not at all knowledgeable?

- Very knowledgeable 01 CONTINUE
- Somewhat knowledgeable 02 CONTINUE
- Not very knowledgeable 03 GO TO SECTION C
- Not at all knowledgeable 04 GO TO SECTION C
- Don’t know (VOL) 98 GO TO SECTION C

B7. From what sources did you get your information about employment opportunities in the [INSERT NAME OF TRADE] trade? DO NOT READ LIST, SELECT ALL THAT APPLY

- High school teachers 01
- High school guidance counsellors 02
- Career Development 2201 high school course 03
- Other high school courses 04
- Career planning centres/ Career counselors 05
- Career days/fairs/seminars 06
- Parents or other relatives 07
- Friends/ peers/ classmates 08
- Co-workers 09
- Internet/ Career information websites 10
- Post-secondary institutional literature 11
- Post-secondary institutional representatives (e.g., recruitment officers) 12
- Contacted/visited the post-secondary institution directly 13
- Media, including TV/ Radio/ Newspaper 14
- CareerSearch 15
- Provincial government (Please specify) 16
- Federal government (Please specify) 17
- Other (Please specify) 90
- I did not gather information about employment opportunities in my chosen trade 97

B8. To what extent did employment opportunities influence your choice of the [INSERT NAME OF TRADE] trade? Would you say a lot of influence, some influence, a little influence, or not at all?

- A lot 01
- Some 02
- A little 03
- Not at all 04
- Don’t know (VOL) 98
Section C: Trade Information

The next few questions are about your [INSERT NAME OF TRADE] trade.

IF B4=01, CONTINUE
ELSE, GO TO C3

C1. Did you move away from your community of residence to pursue certification in the [INSERT NAME OF TRADE] trade?

   Yes 01  CONTINUE
   No  02  GO TO C3

C2. How many kilometres did you move from your community to pursue certification in the [INSERT NAME OF TRADE] trade? READ LIST

   Less than 40 km  01
   40-79 km  02
   80-199 km  03
   200-499 km  04
   Or, 500 km or more  05
   Don’t know (VOL)  98

C3. Why did you decide to become a certified journeyperson in the [INSERT NAME OF TRADE] trade? DO NOT READ LIST, SELECT ALL THAT APPLY

   Employer encouragement  01
   To upgrade qualifications  02
   Greater employment opportunities  03
   To improve wages  04
   Personal interest  05
   Sponsorship opportunity  06
   To enhance interprovincial mobility in the trade  07
   Already had a job in the trade  08
   Family encouragement  09
   Other (Please specify)  90

C4. Prior to writing the certification exam, how many years did you work in the [INSERT NAME OF TRADE] trade? RECORD NUMBER OF YEARS

   Less than one year  96
   Don’t know  98

C5. During your on-the-job experience for the [INSERT NAME OF TRADE] trade, where did you log your hours? READ LIST, SELECT ALL THAT APPLY

   Inside your community of residence in Newfoundland and Labrador  01  GO TO C8
   Outside your community of residence, but within the province  02  GO TO C8
   Or, outside of the province  03  CONTINUE

C6. Where did you log your hours out of the province? DO NOT READ LIST, SELECT ALL THAT APPLY

   Alberta  01
   British Columbia  02
   Manitoba  03
   New Brunswick  04
   Northwest Territories  05
   Nova Scotia  06
   Nunavut  07
   Ontario  08
   Prince Edward Island  09
   Quebec  10
   Saskatchewan  11
   Yukon  12
   Outside Canada  13
C7. Why did you log your hours outside the province? DO NOT READ LIST, SELECT ALL THAT APPLY

- Couldn’t find a job in your trade in the province 01
- Couldn’t find any type of job in the province 02
- Higher wages outside Newfoundland and Labrador 03
- Better employment opportunities outside Newfoundland and Labrador 04
- To obtain workplace skills only available outside the province 05
- Wanted to live outside Newfoundland and Labrador 06
- Was living or originally from outside Newfoundland and Labrador 07
- Was offered a job elsewhere 08
- Job requirement 09
- Personal reasons 10
- Ability to log hours faster 11
- Other (Please specify) 90

C8. Were you successful in your first attempt at writing the certification exam in the [INSERT NAME OF TRADE] trade?

- Yes 01 GO TO SECTION D
- No 02 CONTINUE

C9. How many times in total, did you write the certification exam in the [INSERT NAME OF TRADE] trade (including the time you passed)? RECORD NUMBER OF TIMES

- Don’t know 98

Section D: Certification Through Apprenticeship

IF METHOD OF CERTIFICATION IS TRADES QUALIFIER, GO TO SECTION E
IF METHOD OF CERTIFICATION IS APPRENTICESHIP, CONTINUE

The next few questions are about the specifics of your apprenticeship program in the [INSERT NAME OF TRADE] trade.

D1. At which institution did you complete your entry-level apprenticeship training? If you completed your entry-level training in the [INSERT NAME OF TRADE] trade at more than one institution, please provide the institution where the majority of your training took place. RECORD INSTITUTION NAME

D2. In which province or territory did you complete your entry-level training? DO NOT READ LIST, SELECT ALL THAT APPLY

- Alberta 01
- British Columbia 02
- Manitoba 03
- New Brunswick 04
- Northwest Territories 05
- Nova Scotia 06
- Nunavut 07
- Ontario 08
- Prince Edward Island 09
- Quebec 10
- Saskatchewan 11
- Yukon 12
- Outside Canada 13

D3. When did you begin your entry-level training for the [INSERT NAME OF TRADE] trade? RECORD MONTH AND YEAR

- Don’t know 98
D4. Do you feel the entry-level apprenticeship training in the [INSERT NAME OF TRADE] trade adequately prepared you for the job market?

Yes 01 GO TO D6
No 02 CONTINUE

D5. Why do you feel this way? DO NOT READ LIST, SELECT ALL THAT APPLY

Skills taught in school did not match those needed on-the-job 01
Poor instruction 02
Training was too short 03
Not enough material covered 04
Equipment was out-of-date 05
Not enough equipment 06
Computer access was limited 07
Other (Please specify) 90

D6. Did you have difficulty finding trade-related employment during your apprenticeship in the [INSERT NAME OF TRADE] trade?

Yes 01 CONTINUE
No 02 GO TO D8

D7. Why do you think you had difficulty finding trade-related employment? DO NOT READ LIST, SELECT ALL THAT APPLY

No jobs available in trade 01
Unable to get into union 02
Limitations on number of apprentices per journeyperson 03
Lack of experience 04
Lack of contacts/connections 05
Other (Please specify) 90

D8. Did you complete your advanced-level training in the [INSERT NAME OF TRADE] trade at the same institution where you completed your entry-level training?

Yes 01 GO TO D11
No 02 CONTINUE

D9. At which institution did you complete your advanced-level training? If you completed your advanced-level training in the [INSERT NAME OF TRADE] trade at more than one institution, please provide the institution where the majority of your training took place. RECORD INSTITUTION NAME

D10. In which province or territory did you complete your advanced-level training? DO NOT READ LIST, SELECT ALL THAT APPLY

Alberta 01
British Columbia 02
Manitoba 03
New Brunswick 04
Northwest Territories 05
Nova Scotia 06
Nunavut 07
Ontario 08
Prince Edward Island 09
Quebec 10
Saskatchewan 11
Yukon 12
Outside Canada 13
D11. Do you feel the advanced-level apprenticeship courses in the [INSERT NAME OF TRADE] trade adequately prepared you for the certification exam?

| Yes | 01 | GO TO D13 |
| No  | 02 | CONTINUE |

D12. Why do you feel this way? DO NOT READ LIST, SELECT ALL THAT APPLY

- Skills taught in school did not match those needed on-the-job
- Material covered in school was not presented in the same or similar manner to that presented on the certification exam
- Insufficient exposure to the knowledge and skills required for the certification exam
- Poor instruction
- Training was too short
- Not enough material covered
- Equipment was out-of-date
- Not enough equipment
- Computer access was limited
- Other (Please specify)

D13. Do you feel the on-the-job component of your apprenticeship program in the [INSERT NAME OF TRADE] trade adequately prepared you for the certification exam?

| Yes | 01 | GO TO D15 |
| No  | 02 | CONTINUE |

D14. Why do you feel this way? DO NOT READ LIST, SELECT ALL THAT APPLY

- Lack of guidance/supervision from journeyperson
- Insufficient exposure to the skills needed for the exam
- Equipment was out-of-date
- Not enough equipment
- Difficulty getting time off work for training courses
- Other (Please specify)

D15. Did you engage in a prior learning assessment and recognition (PLAR) process prior to writing the certification exam?

| Yes | 01 | CONTINUE |
| No  | 02 | GO TO SECTION F |

D16. How satisfied would you say you were with the PLAR process? Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, not very satisfied, or not at all satisfied?

| Very satisfied | 01 |
| Somewhat satisfied | 02 |
| Neither satisfied nor dissatisfied | 03 |
| Not very satisfied | 04 |
| Not at all satisfied | 05 |
| Don’t know (VOL) | 98 |

GO TO SECTION F
Section E: Certification Through Trades Qualifier

The next few questions are about the specifics of your trades qualifier training in the [INSERT NAME OF TRADE] trade.

IF C9=3 OR MORE TIMES (TRADES QUALIFIER WITH INSTITUTIONAL TRAINING), GO TO E2 ELSE, CONTINUE

E1. Did you complete any of your trades qualifier training at a post-secondary institution?

Yes 01 CONTINUE (ALSO TRADES QUALIFIER WITH INSTITUTIONAL TRAINING)
No 02 GO TO SECTION H

E2. At which institution did you complete your trades qualifier training? If you completed your trades qualifier training in the [INSERT NAME OF TRADE] trade at more than one institution, please provide the institution where the majority of your training took place.

RECORD INSTITUTION NAME

E3. In which province or territory did you complete your trades qualifier training? DO NOT READ LIST, SELECT ALL THAT APPLY

Alberta 01
British Columbia 02
Manitoba 03
New Brunswick 04
Northwest Territories 05
Nova Scotia 06
Nunavut 07
Ontario 08
Prince Edward Island 09
Quebec 10
Saskatchewan 11
Yukon 12
Outside Canada 13

E4. Do you feel the trades qualifier training in the [INSERT NAME OF TRADE] trade adequately prepared you for the certification exam?

Yes 01 GO TO E6
No 02 CONTINUE

E5. Why do you feel this way? DO NOT READ LIST, SELECT ALL THAT APPLY

Skills taught in school did not match those needed on-the-job 01
Material covered in school was not presented in the same or similar manner to that presented on the certification exam 02
Insufficient exposure to the knowledge and skills required for the certification exam 03
Poor instruction 04
Training was too short 05
Not enough material covered 06
Equipment was out-of-date 07
Not enough equipment 08
Computer access was limited 09
Other (Please specify) 90

E6. Did you engage in a prior learning assessment and recognition (PLAR) process prior to writing the certification exam?

Yes 01 CONTINUE
No 02 GO TO E8
E7. How satisfied would you say you were with the PLAR process? Would you say you are very satisfied, somewhat satisfied, neither satisfied nor dissatisfied, not very satisfied, or not at all satisfied?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very satisfied</td>
<td>01</td>
</tr>
<tr>
<td>Somewhat satisfied</td>
<td>02</td>
</tr>
<tr>
<td>Neither satisfied nor dissatisfied</td>
<td>03</td>
</tr>
<tr>
<td>Not very satisfied</td>
<td>04</td>
</tr>
<tr>
<td>Not at all satisfied</td>
<td>05</td>
</tr>
<tr>
<td>Don’t know (VOL)</td>
<td>98</td>
</tr>
</tbody>
</table>

E8. Were you ever registered as an apprentice in the [INSERT NAME OF TRADE] trade?

<table>
<thead>
<tr>
<th>Response</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01</td>
</tr>
<tr>
<td>No</td>
<td>02</td>
</tr>
</tbody>
</table>

---

**Section F: Institutional Training Satisfaction**

**IF METHOD OF CERTIFICATION IS APPRENTICESHIP READ:** The next few questions examine your level of satisfaction with the advanced-level training you completed in the [INSERT NAME OF TRADE] trade.

**IF METHOD OF CERTIFICATION IS TRADES QUALIFIER WITH INSTITUTIONAL TRAINING READ:** The next few questions examine your level of satisfaction with the trades qualifier training you completed in the [INSERT NAME OF TRADE] trade.

**F1. IF METHOD OF CERTIFICATION IS APPRENTICESHIP ASK:** Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction with the following aspects of your advanced-level training for the [INSERT NAME OF TRADE] trade...

**IF METHOD OF CERTIFICATION IS TRADES QUALIFIER WITH INSTITUTIONAL TRAINING ASK:** Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction with the following aspects of your trades qualifier training for the [INSERT NAME OF TRADE] trade...

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Very satisfied</th>
<th>Don’t know/Unsure (VOL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal investment of time required for classes and study</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Extent to which the training provided you with the skills needed for related employment</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Class sizes</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Methods by which course work was assessed/graded</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Financial investment required</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Quality of textbooks and learning materials</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Quality of facilities (e.g., labs, classrooms)</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Content of course material covered</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Ability to access courses when wanted/needed</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Understanding how the apprenticeship system works</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall cost of the training</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall quality of instruction</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall quality of the training</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall quality of the institution</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
</tbody>
</table>
F2. **IF METHOD OF CERTIFICATION IS APPRENTICESHIP ASK:** How likely would you be to recommend the advanced-level training for the [INSERT NAME OF TRADE] trade to others? Would you say very likely, somewhat likely, not very likely, or not at all likely?

**IF METHOD OF CERTIFICATION IS TRADES QUALIFIER WITH INSTITUTIONAL TRAINING ASK:** How likely would you be to recommend the trades qualifier training for the [INSERT NAME OF TRADE] trade to others? Would you say very likely, somewhat likely, not very likely, or not at all likely?

- Very likely: 01
- Somewhat likely: 02
- Not very likely: 03
- Not at all likely: 04
- Don’t know (VOL): 98

**Section G: Financing Your Institutional Training**

Now some questions on how you financed your institutional training for the [INSERT NAME OF TRADE] trade. Please be assured that all information provided will be strictly confidential and no identifying information will be presented.

G1a. What was your MAIN source of funding for your institutional training for the [INSERT NAME OF TRADE] trade, that is, the source where your largest amount of funding for this trade came from? **DO NOT READ LIST**

G1b. What other sources did you use to fund your institutional training for the [INSERT NAME OF TRADE] trade? **DO NOT READ LIST, SELECT ALL THAT APPLY**

<table>
<thead>
<tr>
<th>MAIN SOURCE</th>
<th>OTHER SOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government student loans (Federal and/or Provincial)</td>
<td>01</td>
</tr>
<tr>
<td>Bursaries/ Scholarships (non-repayable)</td>
<td>02</td>
</tr>
<tr>
<td>Assistance or grants from employers (non-repayable)</td>
<td>03</td>
</tr>
<tr>
<td>Assistance or grants from government other than student loans (non-repayable)</td>
<td>04</td>
</tr>
<tr>
<td>Personal bank/credit union loan</td>
<td>05</td>
</tr>
<tr>
<td>Personal bank/credit union line of credit</td>
<td>06</td>
</tr>
<tr>
<td>Parental/family loan</td>
<td>07</td>
</tr>
<tr>
<td>Other private loans</td>
<td>08</td>
</tr>
<tr>
<td>Parental/family assistance (non-repayable gift)</td>
<td>09</td>
</tr>
<tr>
<td>Work-term employment</td>
<td>10</td>
</tr>
<tr>
<td>Employment during the school year (non work-term)</td>
<td>11</td>
</tr>
<tr>
<td>Employment during the summer (non work-term)</td>
<td>12</td>
</tr>
<tr>
<td>Registered Education Savings Plan (RESP)/ Canada Education Savings Grant (CESG)/ Other educational savings plans</td>
<td>13</td>
</tr>
<tr>
<td>Employment Insurance (HRSDC/ AES (formerly HRLE) sponsorship)</td>
<td>14</td>
</tr>
<tr>
<td>Income support/ Social assistance</td>
<td>15</td>
</tr>
<tr>
<td>Sponsorship from aboriginal government/band or group</td>
<td>16</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>90</td>
</tr>
<tr>
<td>No other methods</td>
<td>-</td>
</tr>
</tbody>
</table>

**IF GOVERNMENT STUDENT LOANS NOT MENTIONED IN G1a OR G1b, ASK G2 ELSE, GO TO G3**

G2. Did you receive a government student loan (Federal and/or Provincial) to fund your institutional training for the [INSERT NAME OF TRADE] trade?

- Yes: 01
- No: 02

**IF G1a OR G1b=01, 05, 06, 07, or 08 OR G2=01, CONTINUE ELSE, GO TO SECTION H**
G3. Have you made any payments towards the loan(s) or line of credit you used to fund your program (even if you are currently NOT making payments)?

Yes 01 CONTINUE
No 02 GO TO SECTION H

G4. Have you ever experienced any difficulty making those payments?

Yes 01
No 02 GO TO SECTION H

Section H: Current Employment Activities

The next series of questions concern your employment activities during the week of [INSERT LAST FULL WEEK BEFORE THE START OF DATA COLLECTION, SUNDAY TO SATURDAY], 2013.

H1. Which of the following best describes your employment situation during the week of [INSERT REFERENCE WEEK], 2013? READ LIST

- Working or self-employed, either part-time or full-time, in a paid position (This does not include volunteering or employment without pay) 01 CONTINUE
- Not working in a paid position 04 GO TO H13
- Don’t know/Refused (VOL) 99 GO TO SECTION I

Next, I would like to ask a few questions about the job you held during the week of [INSERT REFERENCE WEEK], 2013. If you held more than one job during that week, please refer to the job where you typically worked the most number of hours.

H2. During that week, were you working for an employer or self-employed?

Employer 01 CONTINUE
Self-employed 02 GO TO H4

H3. Was this job with the same employer you had prior to becoming certified in the [INSERT NAME OF TRADE] trade?

Yes 01
No 02

H4. When did you start this job/self-employment? Note: Start date can be before certification date. RECORD MONTH AND YEAR

Don’t know 98

H5. Would you describe this job as…

- Permanent (that is, no fixed end date) 01
- Temporary/Contractual (may or may not have a fixed end date) 02
- Casual (employed on a call-in basis) 03
- Or, seasonal 04
- Don’t know (VOL) 98

H6a. What was your occupation during the week of [INSERT REFERENCE WEEK], 2013? RECORD RESPONSE, PROBE FOR DETAILS TO ALLOW 4 DIGIT NOC CODING

H6b. What were your main duties and responsibilities? RECORD RESPONSE

H7. In what type of business or industry did you work at this job? RECORD RESPONSE, NAICS 2 DIGIT CODING

H8a. Approximately how many hours did you work at this job during the week of [INSERT REFERENCE WEEK], 2013? RECORD NUMBER OF HOURS

Don’t know 98 GO TO H9a
H8b. You indicated you worked [INSERT RESPONSE FROM H8a] hours during the week of [INSERT REFERENCE WEEK], 2013, at this job. Is this correct?

Yes 01 CONTINUE
No 02 GO TO H8a

H9a. What is your salary or wage in this job, before taxes and other deductions, INCLUDING any overtime, commissions or bonuses, during the week of [INSERT REFERENCE WEEK], 2013? RECORD SALARY/WAGE

Hourly 01
Weekly 02
Bi-weekly (every two weeks) 03
Semi-monthly (twice a month) 04
Yearly 05
Don’t know 98 GO TO H10
Refused 99 GO TO H10

H9b. You indicated that you earned a salary or wage of [INSERT SALARY/WAGE FROM H9a] during the week of [INSERT REFERENCE WEEK], 2013, in this job. Is this correct?

Yes 01 CONTINUE
No 02 GO TO H9a

H10. In which province or territory did you work during the week of [INSERT REFERENCE WEEK], 2013?

Newfoundland and Labrador 01
Alberta 02
British Columbia 03
Manitoba 04
New Brunswick 05
Northwest Territories 06
Nova Scotia 07
Nunavut 08
Ontario 09
Prince Edward Island 10
Quebec 11
Saskatchewan 12
Yukon 13
United States 14
Outside Canada and the United States 15

H11. Would you say that the job you held during the week of [INSERT REFERENCE WEEK], 2013 was directly, indirectly, or not at all related to the [INSERT NAME OF TRADE] trade in which you are certified?

Directly related 01 GO TO SECTION I
Indirectly related 02 GO TO SECTION I
Not at all related 03 CONTINUE
Don’t know (VOL) 98 GO TO SECTION I

H12. Why did you work in a job that was not directly or indirectly related to the [INSERT NAME OF TRADE] trade in which you are certified? DO NOT READ LIST, SELECT ALL THAT APPLY

Current job was offered to me/was available 01
Better pay/hours/benefits in present job 02
Couldn’t find trade-related job 03
Didn’t look for trade-related job 04
Training was inadequate for related job positions available 05
Didn’t like trade-related job 06
Other (Please specify) 90

GO TO SECTION I
H13. Were you looking for a job during the week of [INSERT REFERENCE WEEK], 2013?

Yes 01 GO TO SECTION I
No 02 CONTINUE

H14. Why were you not looking for a job during the week of [INSERT REFERENCE WEEK], 2013? DO NOT READ LIST, SELECT ALL THAT APPLY

- Expecting to be recalled from temporary or seasonal layoff 01
- Starting a new job within the next four weeks 02
- Maternity/paternity leave 03
- Own illness or disability 04
- Caring for dependents (childcare, eldercare) 05
- Other personal or family responsibilities 06
- Waiting for replies from employers 07
- Believes no work available (in area or suited to skills) 08
- Not interested in working 09
- Retired 10
- Other (Please specify) 90

Section I: Post-Certification Activities

The next few questions concern your overall educational and employment activities since becoming certified in the [INSERT NAME OF TRADE] trade.

11. Have you enrolled in an education or training program since becoming certified in the [INSERT NAME OF TRADE] trade?

Yes 01 CONTINUE
No 02 GO TO I9

12. Were you enrolled in this other program during the week of [INSERT REFERENCE WEEK], 2013?

Yes 01
No 02

13. Is/Was this training directly, indirectly, or not at all related to the [INSERT NAME OF TRADE] trade in which you are certified?

- Directly related 01
- Indirectly related 02
- Not at all related 03
- Don’t know (VOL) 98

14. What is/was your major field of study or program name for this other program? RECORD RESPONSE, PROBE IF NECESSARY TO GET AN ACCURATE PROGRAM NAME

15. What is/was the name of the institution in which you enrolled for this other program? RECORD RESPONSE

16. What type of post-secondary institution is/was this?

- University 01
- Public Community College 02
- Private Training Institution 03

17. Did/Do you mostly attend this other program...

- Full-time 01
- Part-time 02
I8. Why did you decide to take further studies? **DO NOT READ LIST, SELECT ALL THAT APPLY**

- Your job required further training (e.g., employer specific) 01
- To upgrade qualifications in a present area 02
- Could not find a job 03
- Could not find a job related to your trade 04
- Personal interest 05
- To pursue academic interests 07
- To increase wages/benefits 08
- To enhance job opportunities 09
- Wanted to change careers 10
- Other (Please specify) 90

The next couple of questions will again be about the trade we have been asking you about for the majority of this survey, that is, the trade in which you completed your journeyperson certification exam between September 1, 2010 and August 31, 2011.

I9. How many different employers have you had since becoming certified in the [INSERT NAME OF TRADE] trade? If you have been self-employed, please include yourself as an employer. **RECORD NUMBER OF EMPLOYERS, CANNOT BE 0 IF H1=01**

IF I9=0, GO TO SECTION J
ELSE, CONTINUE

I10. Upon becoming certified in the [INSERT NAME OF TRADE] trade, how many months did it take you to find your first full-time job (that is, a job where you worked 30 or more hours per week)? **RECORD NUMBER OF MONTHS**

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time job obtained before certification</td>
<td>95</td>
</tr>
<tr>
<td>Less than one month</td>
<td>96</td>
</tr>
<tr>
<td>Have not yet found full-time job</td>
<td>97</td>
</tr>
</tbody>
</table>

CONTINUE

I11. How many months did it take you to find your first full-time job that was directly or indirectly related to the [INSERT NAME OF TRADE] trade? **RECORD NUMBER OF MONTHS**

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time job related to training obtained before certification</td>
<td>95</td>
</tr>
<tr>
<td>Less than one month</td>
<td>96</td>
</tr>
<tr>
<td>Have not found full-time job related to trade</td>
<td>97</td>
</tr>
<tr>
<td>Same job as I10</td>
<td>98</td>
</tr>
</tbody>
</table>

GO TO SECTION J

**Section J: Demographics**

The final few demographic questions will help us compare the experiences of different groups of journeypersons. Please be assured that all information provided will be strictly confidential and will be used for statistical purposes only.

J1. Record Gender **DO NOT ASK**

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>01</td>
</tr>
<tr>
<td>Female</td>
<td>02</td>
</tr>
</tbody>
</table>

J2. Into which of the following broad age categories do you fall? **READ LIST**

<table>
<thead>
<tr>
<th>Option</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>18-24</td>
<td>01</td>
</tr>
<tr>
<td>25-34</td>
<td>02</td>
</tr>
<tr>
<td>35-44</td>
<td>03</td>
</tr>
<tr>
<td>45-54</td>
<td>04</td>
</tr>
<tr>
<td>55-64</td>
<td>05</td>
</tr>
<tr>
<td>Or, 65 or older</td>
<td>06</td>
</tr>
<tr>
<td>Refused (VOL)</td>
<td>99</td>
</tr>
</tbody>
</table>
J3. What is your marital status? **READ LIST**

- Single or never married 01
- Married or living common-law 02
- Separated or divorced 03
- Or, widowed 04
- Refused (VOL) 99

J4. Do you have Aboriginal status?

- Yes 01 **CONTINUE**
- No 02 **GO TO J6**
- Refused 99 **GO TO J6**

J5. Please self-identify your Aboriginal status. **DO NOT READ LIST**

- NunatuKavut (Métis/Labrador Métis) 01
- Innu (Innu Nation/ Naskapi/ ILNU) 02
- Mi’kmaq (Qalipu/ Miawpukek First Nation/ Federation of Newfoundland Indians and associated bands) 03
- Inuit (Nunatsiavut/ LIA) 04
- Mi’kmaq (non-status) 05
- Indian (non-status Canada) 06
- Other (Please specify) 90

J6. Do you have any long-term visible or non-visible disabilities, that is, disabilities that have lasted or are expected to last six months or more?

- Yes 01 **CONTINUE**
- No 02 **GO TO J8**
- Refused 99 **GO TO J8**

J7. Please describe your disability. **RECORD RESPONSE**

J8. Do you have any dependants, that is, children, parents or other individuals who live with you and rely upon you for financial support?

- Yes 01 **CONTINUE**
- No 02 **GO TO J10a**
- Refused 99 **GO TO J10a**

J9. How many dependants do you currently have? **RECORD NUMBER**
J10a. To your knowledge, what is the highest level of education completed by your father (or male legal guardian)? READ LIST

J10b. To your knowledge, what is the highest level of education completed by your mother (or female legal guardian)? READ LIST

<table>
<thead>
<tr>
<th>Grade 9 or less</th>
<th>FATHER/MALE GUARDIAN</th>
<th>MOTHER/FEMALE GUARDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>01</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Grades 10-12 (but did not graduate)</th>
<th>02</th>
<th>02</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Graduated high school/ High school equivalency (ABE/GED)</th>
<th>03</th>
<th>03</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Partial completion of public/private college diploma/certificate</th>
<th>04</th>
<th>04</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Completed public/private college diploma/certificate</th>
<th>05</th>
<th>05</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Certified journeyperson/registered apprentice/Red Seal</th>
<th>06</th>
<th>06</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Partial completion of university</th>
<th>07</th>
<th>07</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>University diploma/certificate below bachelor level</th>
<th>08</th>
<th>08</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Bachelor's degree (B.A.; B.Sc., etc)</th>
<th>09</th>
<th>09</th>
</tr>
</thead>
</table>

| Professional degree (Medical Doctor, Dentist, Professional Engineer, Pharmacist, Registered Nurse, etc) | 10 | 10 |

Interviewer Note: A degree where one MUST have a licence or certificate or be registered with the regulatory body for the occupation.

<table>
<thead>
<tr>
<th>Master’s degree (M.A., M.Sc., M.Ed., etc)</th>
<th>11</th>
<th>11</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Doctorate (PhD., D.Sc., D.Ed., etc)</th>
<th>12</th>
<th>12</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Canadian Armed Forces (army, navy, air force, etc)</th>
<th>13</th>
<th>13</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Canadian Coast Guard College</th>
<th>14</th>
<th>14</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Other (Please specify)</th>
<th>90</th>
<th>90</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>No male/female guardian (VOL)</th>
<th>97</th>
<th>97</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Don’t know (VOL)</th>
<th>98</th>
<th>98</th>
</tr>
</thead>
</table>

| Refused (VOL) | 99 | 99 |

J11. To the best of your knowledge, which of the following categories best describes your total household income in 2011, before taxes and other deductions? If you live at home, total household income should include the income of your parents, siblings and spouse/partner if applicable. If you are living in residence or with roommates, we are looking for your individual income only. Is it… READ LIST

<table>
<thead>
<tr>
<th>Less than $20,000</th>
<th>01</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>$20,000 to less than $40,000</th>
<th>02</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>$40,000 to less than $60,000</th>
<th>03</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>$60,000 to less than $80,000</th>
<th>04</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>$80,000 to less than $100,000</th>
<th>05</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Or, $100,000 or more</th>
<th>05</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Don’t know (VOL)</th>
<th>98</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Refused (VOL)</th>
<th>99</th>
</tr>
</thead>
</table>

J12. In which province or territory do you currently reside?

Newfoundland and Labrador 01   GO TO SECTION K
Alberta 02 CONTINUE
British Columbia 03 CONTINUE
Manitoba 04 CONTINUE
New Brunswick 05 CONTINUE
Northwest Territories 06 CONTINUE
Nova Scotia 07 CONTINUE
Nunavut 08 CONTINUE
Ontario 09 CONTINUE
Prince Edward Island 10 CONTINUE
Quebec 11 CONTINUE
Saskatchewan 12 CONTINUE
Yukon 13 CONTINUE
United States 14 CONTINUE
Outside Canada and the United States 15 CONTINUE
J13. Do you intend to return to Newfoundland and Labrador to reside?

Yes 01 CONTINUE
No 02 GO TO J15
Don’t know 98 GO TO SECTION K

J14. When do you intend to return to Newfoundland and Labrador? DO NOT READ LIST

Less than one year from now 01 GO TO SECTION K
One year to less than three years from now 02 GO TO SECTION K
Three years or more from now 03 GO TO SECTION K
Don’t know 98 GO TO SECTION K

J15. Why do you NOT intend to return to Newfoundland and Labrador? DO NOT READ LIST, SELECT ALL THAT APPLY

Job security elsewhere 01
Family settled elsewhere 02
Few or no employment opportunities in NL 03
Salaries in NL are too low 04
Personal reasons 05
Looking for a change 06
Other (Please specify) 90

Section K: Contact Information

The Department of Advanced Education and Skills would like to follow up with certified journeypersons and may carry out another survey within the next few years.

K1. Would you be willing to be contacted in the future for another survey conducted by the Department of Advanced Education and Skills related to your journeypersons’ experience? You will be under no obligation to participate at that time if you change your mind. And once again, none of the information you have provided in this survey will be personally identifiable.

Yes 01 CONTINUE
No 02 GO TO END

K2. We would like to update the contact information we have for you in our records so that we can contact you again in a few years. Please remember, the only purpose for updating your contact information is to contact you regarding participation in a future survey.

Confirm Name: First and last name

Confirm Phone Number: The phone number we have on file for you is [INSERT IMPORTED NUMBER]. Will this be the best number at which to reach you? IF NO, ASK FOR BEST NUMBER AND RECORD

Confirm Permanent Address: The address we have in file for you is [INSERT IMPORTED ADDRESS]. Is this your permanent address? IF NO, ASK FOR PERMANENT ADDRESS: P.O. Box/Street Number and Address, City/Town, Province and Postal Code

Confirm Email Address: The email address we have in file for you is [INSERT IMPORTED EMAIL ADDRESS]. Is this correct? IF NO, ASK FOR EMAIL ADDRESS: CONFIRM SPELLING

Thank you very much for your time and cooperation. Your feedback is greatly appreciated. Have a great day/evening!
The Department of Advanced Education and Skills (AES), in partnership with the Newfoundland and Labrador Statistics Agency (NLSA), is conducting a survey of graduates from post-secondary programs in Newfoundland and Labrador who convocated or graduated between September 1, 2010 and August 31, 2011.

The purpose of this survey is to gather detailed information on graduates’ experiences and labour market outcomes since graduation. Your feedback is very important and will be used by the Department as well as post-secondary institutions to evaluate and improve programs and policies pertaining to students and graduates.

Although participation in this survey is voluntary, your co-operation is very important to ensure that the information collected is as accurate and comprehensive as possible. Your answers will be kept strictly confidential as required by the Statistics Agency Act. No identifying information will be presented.

If you have any questions about privacy, confidentiality, or the survey’s content, please contact the NLSA at 729-1604 in the greater St. John’s area or call toll-free at 1-888-461-5244.

IF ASKED: The survey will take 15 minutes to complete.

### Qualifying Questions

**S1. FOR MUN GRADUATES ASK:** Our records indicate you convocated from a post-secondary institution in Newfoundland and Labrador between September 1, 2010 and August 31, 2011. Is this correct?

**FOR CNA/PTI GRADUATES ASK:** Our records indicate you graduated from a post-secondary institution in Newfoundland and Labrador between September 1, 2010 and August 31, 2011. Is this correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01 CONTINUE</td>
</tr>
<tr>
<td>No</td>
<td>02 IF NOT 2010-2011 GRADUATE, THANK AND TERMINATE</td>
</tr>
</tbody>
</table>

### Section A: Program Verification

Before we begin the survey, we’d like to verify the information we have for you.

**A1. FOR MUN GRADUATES ASK:** Our records indicate that in 2010-2011, you convocated from [INSERT NAME OF INSTITUTION]. Is this information correct?

**FOR CNA/PTI GRADUATES ASK:** Our records indicate that in 2010-2011, you graduated from [INSERT NAME OF INSTITUTION]. Is this information correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01 CONTINUE</td>
</tr>
<tr>
<td>No</td>
<td>02 RECORD CORRECT INFORMATION AND CONTINUE</td>
</tr>
</tbody>
</table>

**A2. FOR MUN GRADUATES ASK:** We have your convocation date listed as [INSERT CONVOCATION MONTH AND YEAR]. Is this information correct?

**FOR CNA/PTI GRADUATES ASK:** We have your graduation date listed as [INSERT GRADUATION MONTH AND YEAR]. Is this information correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01 CONTINUE</td>
</tr>
<tr>
<td>No</td>
<td>02 RECORD CORRECT INFORMATION AND CONTINUE</td>
</tr>
</tbody>
</table>

**A3.** The program you completed was [INSERT NAME OF PROGRAM]. Is this information correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>01 CONTINUE</td>
</tr>
<tr>
<td>No</td>
<td>02 RECORD CORRECT INFORMATION AND CONTINUE</td>
</tr>
</tbody>
</table>
A4. When did you start your program? ENTER MONTH AND YEAR

Don’t know 98

IF THERE IS A MAJOR LISTED IN THE MASTER FILE, CONTINUE ELSE, GO TO SECTION B

A5. The major field of study we have listed for you is [INSERT MAJOR]. Is this information correct?

Yes 01 CONTINUE
No 02 RECORD CORRECT INFORMATION AND CONTINUE

A6. When did you declare your major for the [INSERT NAME OF PROGRAM] program? ENTER MONTH AND YEAR

Section B: Activity Before Enrolling in the Program

Next, we’d like to ask you a few questions about the period before you started the [INSERT NAME OF PROGRAM] program.

B1. Immediately before enrolling in the [INSERT NAME OF PROGRAM] program, what was the highest level of education you had completed? DO NOT READ LIST

Grades K-9 01
Partial completion of high school diploma/ Some high school 02
Partial completion of Adult Basic Education (ABE)/ Some ABE 03
Adult Basic Education (ABE) 04
General Education Diploma (GED) 05
High school diploma 06
Comprehensive Arts and Science (CAS) College Transition Certificate 07
Partial completion of public/private college diploma/certificate 08
Completed public/private college diploma/certificate 09
Certified journeyperson/ Registered apprentice/ Red Seal 10
Partial completion of university 11
Completed university diploma/certificate below bachelor level 12
Bachelor’s degree (B.A., B.Sc., etc) 13
Professional degree (Medical Doctor, Dentist, Professional Engineer, Pharmacist, Registered Nurse, etc) 14
Interviewer Note: A degree where one MUST have a licence or certificate or be registered with the regulatory body for the occupation.
Master’s degree (M.A., M.Sc., M.Ed., etc) 15
Doctorate (PhD., D.Sc., D.Ed., etc) 16
Canadian Armed Forces (army, navy, air force, etc) 17
Canadian Coast Guard College 18
Other (Please specify) 90

IF B1=01, 02, OR 03, CONTINUE
IF B1=04, 05, OR 06, GO TO B3
ELSE, GO TO B4

B2. Did you complete a standardized test (e.g., Canadian Adult Achievement Test) to measure your level of educational achievement for admission into the [INSERT NAME OF PROGRAM] program?

Yes 01
No 02

B3. Did you complete the Comprehensive Arts and Science (CAS) College Transition Certificate program offered by the College of the North Atlantic?

Yes 01
No 02
B4. Immediately before enrolling in the [INSERT NAME OF PROGRAM] program, in which province or territory did you reside? **DO NOT READ LIST**

Newfoundland and Labrador 01  
Alberta 02  
British Columbia 03  
Manitoba 04  
New Brunswick 05  
Northwest Territories 06  
Nova Scotia 07  
Nunavut 08  
Ontario 09  
Prince Edward Island 10  
Quebec 11  
Saskatchewan 12  
Yukon 13  
United States 14  
Outside Canada and the United States 15

B5. During the 12 months before you enrolled in the [INSERT NAME OF PROGRAM] program, what was your MAIN activity, that is, the activity at which you spent the majority of your time? **READ LIST**

- Attending high school 01  
- Attending a post-secondary institution (full-time or part-time) 02  
- Working in a paid position or self-employed (full-time or part-time) 03  
- Volunteering 04  
- Travelling 05  

Or, something else (Please specify) (VOL) 90

B6. Upon entering the [INSERT NAME OF PROGRAM] program, how knowledgeable were you about the opportunity for employment in your chosen field? Would you say you were very knowledgeable, somewhat knowledgeable, not very knowledgeable, or not at all knowledgeable?

- Very knowledgeable 01 **CONTINUE**  
- Somewhat knowledgeable 02 **CONTINUE**  
- Not very knowledgeable 03 **GO TO SECTION C**  
- Not at all knowledgeable 04 **GO TO SECTION C**  

Don’t know (VOL) 98 **GO TO SECTION C**

B7. From what sources did you get your information about employment opportunities in your chosen field? **DO NOT READ LIST, SELECT ALL THAT APPLY**

- High school teachers 01  
- High school guidance counsellors 02  
- Career Development 2201 high school course 03  
- Other high school courses 04  
- Career planning centres/ Career counselors 05  
- Career days/fairs/seminars 06  
- Parents or other relatives 07  
- Friends/ peers/ classmates 08  
- Co-workers 09  
- Internet/ Career information websites 10  
- Post-secondary institutional literature 11  
- Post-secondary institutional representatives (e.g., recruitment officers) 12  
- Contacted/ visited the post-secondary institution personally 13  
- Media (TV/ Radio/ Newspaper) 14  
- CareerSearch 15  
- Provincial government (Please specify) 16  
- Federal government (Please specify) 17  
- Other (Please specify) 90  
- I did not gather information about employment opportunities in my chosen field 97
B8. To what extent did employment opportunities influence your choice of the [INSERT NAME OF PROGRAM] program? Would you a lot of influence, some influence, a little influence, or not at all?

- A lot 01
- Some 02
- A little 03
- Not at all 04
- Don’t know (VOL) 98

Section C: Program Information

The next few questions are about your [INSERT NAME OF PROGRAM] program.

C1. Did you physically attend the institution in which you were enrolled for any or all of your classes, or did you complete your entire program through distance education (including online and web courses)?

- Attended at least one class at the educational institution 01 CONTINUE
- Program was completed entirely by distance education 02 GO TO C4
- Don’t know (VOL) 98 GO TO C4

IF B4=01, CONTINUE ELSE, GO TO C4

C2. Did you move away from your community of residence to access the [INSERT NAME OF PROGRAM] program?

- Yes 01 CONTINUE
- No 02 GO TO C4

C3. How many kilometres did you move from your community to access the [INSERT NAME OF PROGRAM] program? READ LIST

- Less than 40 km 01
- 40-79 km 02
- 80-199 km 03
- 200-499 km 04
- Or, 500 km or more 05
- Don’t know (VOL) 98

C4. Was practical experience such as co-op placements, work-term placements, practicum placements, or employment internships a required component of the [INSERT NAME OF PROGRAM] program?

- Yes 01 CONTINUE
- No 02 GO TO C6

C5. Were any of those co-op placements, work-term placements, practicum placements, or employment internships paid positions?

- Yes 01
- No 02

C6. When did you complete the requirements for the [INSERT NAME OF PROGRAM] program? That is, when did you write your last exam, complete your final placement or internship, submit your last paper, or defend your thesis? ENTER MONTH AND YEAR

- Don’t know 98

C7. Was the [INSERT NAME OF PROGRAM] program your first choice for a post-secondary program?

- Yes 01 GO TO SECTION D
- No (Please specify name of first-choice program) 02 CONTINUE
C8. What was the MAIN reason why you switched from your first program of choice?

DO NOT READ LIST

[Interviewer Note: Includes respondents who completed their first choice program, those who started but did not complete their first choice program, as well as those who did not start their first choice program]

- Completed first choice program, and then started this program
- Lack of interest in first choice program
- Lack of employment opportunities in first choice program
- First choice program was not offered in location of choice
- Did not have the prerequisites for the first choice program (courses and/or grades required)
- First choice program was full
- Waiting list for first choice program or required courses was too long
- First choice program was not financially feasible
- Other (Please specify)

Section D: Program Satisfaction

The next few questions examine your level of satisfaction with various aspects of the [INSERT NAME OF PROGRAM] program.

D1. Using a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, please rate your level of satisfaction with the following aspects of your [INSERT NAME OF PROGRAM] program...

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Very dissatisfied</th>
<th>Somewhat dissatisfied</th>
<th>Neither satisfied nor dissatisfied</th>
<th>Somewhat satisfied</th>
<th>Very satisfied</th>
<th>Don’t know/ Unsure (VOL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal investment of time required for classes and study</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Extent to which the program provided you with the skills needed for related employment</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Methods by which course work was assessed/graded</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Financial investment required</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Quality of textbooks and learning materials</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Content of course material covered</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Ability to access courses when wanted/needed</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Extent to which your practical experience provided you with the skills needed for related employment</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Quality of tools/equipment/supplies used for any practical training</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall cost of the program</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall quality of instruction</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
<tr>
<td>Overall quality of the program</td>
<td>01</td>
<td>02</td>
<td>03</td>
<td>04</td>
<td>05</td>
<td>98</td>
</tr>
</tbody>
</table>

D2. How likely would you be to recommend the [INSERT NAME OF PROGRAM] program to others? Would you say very likely, somewhat likely, not very likely, or not at all likely?

<table>
<thead>
<tr>
<th>Recommendation Level</th>
<th>Likelihood</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very likely</td>
<td>01</td>
</tr>
<tr>
<td>Somewhat likely</td>
<td>02</td>
</tr>
<tr>
<td>Not very likely</td>
<td>03</td>
</tr>
<tr>
<td>Not at all likely</td>
<td>04</td>
</tr>
<tr>
<td>Don’t know (VOL)</td>
<td>98</td>
</tr>
</tbody>
</table>
Section E: Financing Your Education

Now some questions on how you financed the [INSERT NAME OF PROGRAM] program referenced throughout the survey. Please be assured that all information provided will be strictly confidential and no identifying information will be presented.

E1a. What was your MAIN source of funding for the [INSERT NAME OF PROGRAM] program you completed, that is, the source where your largest amount of funding for this program came from? DO NOT READ LIST

E1b. What other sources did you use to fund the [INSERT NAME OF PROGRAM] program you completed? DO NOT READ LIST, SELECT ALL THAT APPLY

<table>
<thead>
<tr>
<th>MAIN SOURCE</th>
<th>OTHER SOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government student loans (Federal and/or Provincial)</td>
<td>01</td>
</tr>
<tr>
<td>Bursaries/ Scholarships (non-repayable)</td>
<td>02</td>
</tr>
<tr>
<td>Assistance or grants from employers (non-repayable)</td>
<td>03</td>
</tr>
<tr>
<td>Assistance or grants from government other than student loans (non-repayable)</td>
<td>04</td>
</tr>
<tr>
<td>Personal bank/credit union loan</td>
<td>05</td>
</tr>
<tr>
<td>Personal bank/credit union line of credit</td>
<td>06</td>
</tr>
<tr>
<td>Parental/family loan</td>
<td>07</td>
</tr>
<tr>
<td>Other private loans</td>
<td>08</td>
</tr>
<tr>
<td>Parental/family assistance (non-repayable gift)</td>
<td>09</td>
</tr>
<tr>
<td>Work-term employment</td>
<td>10</td>
</tr>
<tr>
<td>Employment during the school year (not work-term)</td>
<td>11</td>
</tr>
<tr>
<td>Employment during the summer (not work-term)</td>
<td>12</td>
</tr>
<tr>
<td>Registered Education Savings Plan (RESP)/ Canada Education Savings Grant (CESG)/ Other educational savings plans</td>
<td>13 13</td>
</tr>
<tr>
<td>Employment Insurance (HRSDC/ AES (formerly HRLE) sponsorship)</td>
<td>14 14</td>
</tr>
<tr>
<td>Income support/ Social assistance</td>
<td>15 15</td>
</tr>
<tr>
<td>Sponsorship from aboriginal government/band or group</td>
<td>16 16</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>90 90</td>
</tr>
<tr>
<td>No other methods</td>
<td>97</td>
</tr>
</tbody>
</table>

IF GOVERNMENT STUDENT LOANS NOT MENTIONED IN E1a OR E1b, CONTINUE ELSE, GO TO E3

E2. Did you receive a government student loan (Federal and/or Provincial) to fund the [INSERT NAME OF PROGRAM] program you completed?

Yes 01
No 02

IF E1a OR E1b= 01, 05, 06, 07 or 08 OR E3=01, CONTINUE ELSE, GO TO SECTION F

E3. Have you made any payments towards the loan(s) or line of credit you used to fund your program (even if you are currently NOT making payments)?

Yes 01 CONTINUE
No 02 GO TO SECTION F

E4. Have you ever experienced any difficulty making those payments?

Yes 01
No 02
Section F: Current Employment Activities

The next series of questions concern your employment activities during the week of [INSERT LAST FULL WEEK BEFORE THE START OF DATA COLLECTION, SUNDAY TO SATURDAY], 2013.

F1. Which of the following best describes your employment situation during the week of [INSERT REFERENCE WEEK], 2013? READ LIST

- Working or self-employed, either part-time or full-time, in a paid position (This does not include volunteering or employment without pay) 01 CONTINUE
- Not working in a paid position 02 GO TO F13
- Don't know/Refused (VOL) 99 GO TO SECTION G

Next, I would like to ask a few questions about the job you held during the week of [INSERT REFERENCE WEEK], 2013. If you held more than one job during that week, please refer to the job where you typically worked the most number of hours.

F2. During that week, were you working for an employer or self-employed?

- Employer 01
- Self-employed 02

F3. When did you start this job/self-employment? Note: Start date can be before convocation/graduation date. RECORD MONTH AND YEAR

- Don't know 98

F4. Would you describe this job as…

- Permanent (that is, no fixed end date) 01
- Temporary/Contractual (may or may not have a fixed end date) 02
- Casual (employed on a call-in basis) 03
- Or, seasonal 04
- Don't know (VOL) 98

F5a. What was your occupation during the week of [INSERT REFERENCE WEEK], 2013? RECORD RESPONSE, PROBE FOR DETAILS TO ALLOW 4 DIGIT NOC CODING

F5b. What were your main duties and responsibilities? RECORD RESPONSE

F6. In what type of business or industry did you work at this job? RECORD RESPONSE, NAICS 2 DIGIT CODING

F7a. Approximately how many hours did you work at this job during the week of [INSERT REFERENCE WEEK], 2013? RECORD NUMBER OF HOURS

- Don't know 98 GO TO F8a

F7b. You indicated you worked [INSERT RESPONSE FROM F7a] hours during the week of [INSERT REFERENCE WEEK], 2013, at this job. Is this correct?

- Yes 01 CONTINUE
- No 02 GO TO F7a

F8a. What was your salary or wage in this job, before taxes and other deductions, INCLUDING any overtime, commissions or bonuses, during the week of [INSERT REFERENCE WEEK], 2013? RECORD SALARY/WAGE

- Hourly 01
- Weekly 02
- Bi-weekly (every two weeks) 03
- Semi-monthly (twice a month) 04
- Yearly 05
- Don't know 98 GO TO F9
- Refused 99 GO TO F9
F8b. You indicated that you earned a salary or wage of [INSERT SALARY/WAGE FROM F8a] during the week of [INSERT REFERENCE WEEK], 2013, in this job. Is this correct?

Yes 01 CONTINUE
No 02 GO TO F8a

F9. In which province or territory did you work during the week of [INSERT REFERENCE WEEK], 2013?

Newfoundland and Labrador 01
Alberta 02
British Columbia 03
Manitoba 04
New Brunswick 05
Northwest Territories 06
Nova Scotia 07
Nunavut 08
Ontario 09
Prince Edward Island 10
Quebec 11
Saskatchewan 12
Yukon 13
United States 14
Outside Canada and the United States 15

F10. Would you say that the [INSERT NAME OF PROGRAM] program you completed was
good preparation for the job you held during the week of [INSERT REFERENCE
WEEK], 2013?

Yes 01
No 02
Don’t know 98

F11. Would you say that the job you held during the week of [INSERT REFERENCE WEEK],
2013 was directly, indirectly, or not at all related to the [INSERT NAME OF PROGRAM] program you completed?

Directly related 01 GO TO SECTION G
Indirectly related 02 GO TO SECTION G
Not at all related 03 CONTINUE
Don’t know (VOL) 98 GO TO SECTION G

F12. Why did you work in a job that was not directly or indirectly related to the [INSERT NAME OF PROGRAM] program you completed? DO NOT READ LIST, SELECT ALL THAT APPLY

Current job was offered to me/was available 01
Better pay/hours/benefits in present job 02
Couldn’t find job related to program 03
Didn’t look for job related to program 04
Program training was inadequate for related job positions available 05
Didn’t like job related to program 06
Other (Please specify) 90

GO TO SECTION G

F13. Were you looking for a job during the week of [INSERT REFERENCE WEEK], 2013?

Yes 01 GO TO SECTION G
No 02 CONTINUE
F14. Why were you not looking for a job during the week of [INSERT REFERENCE WEEK], 2013? DO NOT READ LIST, SELECT ALL THAT APPLY

- Expecting to be recalled from temporary or seasonal layoff
- Starting a new job within the next four weeks
- Maternity/paternity leave
- Own illness or disability
- Caring for dependents (childcare, eldercare)
- Other personal or family responsibilities
- Waiting for replies from employers
- Believes no work available (in area or suited to skills)
- Not interested in working
- Retired
- Other (Please specify)

Section G: Post-Graduation Activities

The next few questions concern your overall educational and employment activities since completing the [INSERT NAME OF PROGRAM] program.

IF CNA OR PTI GRADUATE, CONTINUE ELSE, GO TO G4

G1. Was your [INSERT NAME OF PROGRAM] program a trade in which you were eligible to register as an apprentice upon program completion?

- Yes
- No
- Currently in the process of registering

G2. Did you register as an apprentice after completing the program?

- Yes
- No
- Currently in the process of registering

G3. Why did you not register as an apprentice after completing the [INSERT NAME OF PROGRAM] program? DO NOT READ LIST, SELECT ALL THAT APPLY

- Could not find employment in the trade
- Found employment in another trade
- Could not find a journeyperson to sign off hours
- Decided to pursue further studies
- Moved to another province
- Not a requirement for current position
- Decided not to (no reason)
- Other (Please specify)

G4. After completing the [INSERT NAME OF PROGRAM] program, were there any certification requirements (e.g., examinations) you were required to complete in order to work in the field/industry?

- Yes
- No

G5. Did the [INSERT NAME OF PROGRAM] program adequately prepare you to meet those certification requirements?

- Yes
- No

G6. Have you enrolled in another education or training program since completing the [INSERT NAME OF PROGRAM] program?

- Yes
- No
G7 Were you enrolled in this other program during the week of [INSERT REFERENCE WEEK], 2013?

Yes 01
No 02

G8. What is/was your major field of study or program name for this other program? RECORD RESPONSE, PROBE IF NECESSARY TO GET AN ACCURATE PROGRAM NAME

G9. What is/was the name of the institution in which you enrolled for this other program? RECORD RESPONSE

G10. What type of post-secondary institution is/was this?

University 01
Public Community College 02
Private Training Institution 03

G11. Did/Do you mostly attend this other program…

Full-time 01
Part-time 02

G12. Why did you decide to take further studies? DO NOT READ LIST, SELECT ALL THAT APPLY

Your job required further training 01
To upgrade qualifications in a present area 02
Could not find a job 03
Could not find a job related to your training 04
Personal interest 05
To enroll in an apprenticeship program 06
To pursue academic interests 07
To increase wages/benefits 08
To enhance job opportunities 09
Wanted to change careers 10
Other (Please specify) 90

The next couple of questions will again be about the program we have been asking you about for the majority of this survey, that is, the program from which you graduated or convocated from between September 1, 2010 and August 31, 2011

G13. How many different employers have you had since completing your [INSERT NAME OF PROGRAM] program? If you have been self-employed, please include yourself as an employer. RECORD NUMBER OF EMPLOYERS, CANNOT BE 0 IF F1=01

IF G13=0, GO TO SECTION H
ELSE, CONTINUE

G14. Upon completing the [INSERT NAME OF PROGRAM] program, how many months did it take you to find your first full-time job (that is, a job where you worked 30 or more hours per week)? RECORD NUMBER OF MONTHS

Full-time job obtained before completion of program 95 CONTINUE
Less than one month 96 CONTINUE
Have not yet found full-time job 97 GO TO SECTION H

G15. How many months did it take you to find your first full-time job that was directly or indirectly related to the [INSERT NAME OF PROGRAM] program? RECORD NUMBER OF MONTHS

Full-time job related to training obtained before completion of program 95
Less than one month 96
Have not found full-time job related to training 97
Same job as G14 98
Section H: Demographics

The final few demographic questions will help us compare the experiences of different groups of graduates. Please be assured that all information provided will be strictly confidential and will be used for statistical purposes only.

H1. Record Gender DO NOT ASK

Male 01
Female 02

H2. Into which of the following broad age categories do you fall? READ LIST

18-24 01
25-34 02
35-44 03
45-54 04
55-64 05
Or, 65 or older 06
Refused (VOL) 99

H3. What is your marital status? READ LIST

Single or never married 01
Married or living common-law 02
Separated or divorced 03
Or, widowed 04
Refused (VOL) 99

H4. Do you have Aboriginal status?

Yes 01 CONTINUE
No 02 GO TO H6
Refused 99 GO TO H6

H5. Please self-identify your Aboriginal status. DO NOT READ LIST

NunatuKavut (Métis/Labrador Métis) 01
Innu (Innu Nation/ Naskapi/ ILNU) 02
Mi'kmaq (Qalipu/ Miawpukek First Nation/ Federation of Newfoundland Indians and associated bands) 03
Inuit (Nunatsiavut/ LIA) 04
Mi'kmaq (non-status) 05
Indian (non-status Canada) 06
Other (Please specify) 90

H6. Do you have any long-term visible or non-visible disabilities, that is, disabilities that have lasted or are expected to last six months or more?

Yes 01 CONTINUE
No 02 GO TO H8
Refused 99 GO TO H8

H7. Please describe your disability. RECORD RESPONSE

H8. Do you have any dependants, that is, children, parents or other individuals who live with you and rely upon you for financial support?

Yes 01 CONTINUE
No 02 GO TO H10a
Refused 99 GO TO H10a

H9. How many dependants do you currently have? RECORD NUMBER
H10a. To your knowledge, what is the HIGHEST level of education completed by your father (or male legal guardian)? READ LIST

H10b. To your knowledge, what is the HIGHEST level of education completed by your mother (or female legal guardian)? READ LIST

<table>
<thead>
<tr>
<th>FATHER/MALE GUARDIAN</th>
<th>MOTHER/FEMALE GUARDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade 9 or less</td>
<td>01</td>
</tr>
<tr>
<td>Grades 10-12 (but did not graduate)</td>
<td>02</td>
</tr>
<tr>
<td>Graduated high school/High school equivalency (ABE/GED)</td>
<td>03</td>
</tr>
<tr>
<td>Partial completion of public/private college diploma/certificate</td>
<td>04</td>
</tr>
<tr>
<td>Completed public/private college diploma/certificate</td>
<td>05</td>
</tr>
<tr>
<td>Certified journey person/Registered Apprentice/Red Seal</td>
<td>06</td>
</tr>
<tr>
<td>Partial completion of university</td>
<td>07</td>
</tr>
<tr>
<td>University diploma/certificate below bachelor level</td>
<td>08</td>
</tr>
<tr>
<td>Bachelor’s degree (B.A., B.Sc., etc)</td>
<td>09</td>
</tr>
<tr>
<td>Professional degree (Medical Doctor, Dentist, Professional Engineer, Pharmacist, Registered Nurse, etc)</td>
<td>10</td>
</tr>
</tbody>
</table>

Interviewer Note: A degree where one MUST have a licence or certificate or be registered with the regulatory body for the occupation.

<table>
<thead>
<tr>
<th>FATHER/MALE GUARDIAN</th>
<th>MOTHER/FEMALE GUARDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>Master’s degree (M.A., M.Sc., M.Ed., etc)</td>
<td>11</td>
</tr>
<tr>
<td>Doctorate (Ph.D., D.Sc., D.Ed., etc)</td>
<td>12</td>
</tr>
<tr>
<td>Canadian Armed Forces (army, navy, air force, etc)</td>
<td>13</td>
</tr>
<tr>
<td>Canadian Coast Guard College</td>
<td>14</td>
</tr>
<tr>
<td>Other (Please specify)</td>
<td>90</td>
</tr>
<tr>
<td>No male/female guardian (VOL)</td>
<td>97</td>
</tr>
<tr>
<td>Don’t know (VOL)</td>
<td>98</td>
</tr>
<tr>
<td>Refused (VOL)</td>
<td>99</td>
</tr>
</tbody>
</table>

H11. To the best of your knowledge, which of the following categories best describes your total household income in 2011, before taxes and other deductions? If you live at home, total household income should include the income of your parents, siblings and spouse/partner if applicable. If you are living in residence or with roommates, we are looking for your individual income only. Is it… READ LIST

| Less than $20,000 | 01 |
| $20,000 to less than $40,000 | 02 |
| $40,000 to less than $60,000 | 03 |
| $60,000 to less than $80,000 | 04 |
| $80,000 to less than $100,000 | 05 |
| Or, $100,000 or more | 05 |
| Don’t know (VOL) | 98 |
| Refused (VOL) | 99 |

H12. In which province or territory do you currently reside?

| Newfoundland and Labrador | 01 | GO TO SECTION I |
| Alberta | 02 | CONTINUE |
| British Columbia | 03 | CONTINUE |
| Manitoba | 04 | CONTINUE |
| New Brunswick | 05 | CONTINUE |
| Northwest Territories | 06 | CONTINUE |
| Nova Scotia | 07 | CONTINUE |
| Nunavut | 08 | CONTINUE |
| Ontario | 09 | CONTINUE |
| Prince Edward Island | 10 | CONTINUE |
| Quebec | 11 | CONTINUE |
| Saskatchewan | 12 | CONTINUE |
| Yukon | 13 | CONTINUE |
| United States | 14 | CONTINUE |
| Outside Canada and the United States | 15 | CONTINUE |
H13. Do you intend to return to Newfoundland and Labrador to reside?

Yes 01 CONTINUE
No 02 GO TO H15
Don’t know 98 GO TO SECTION I

H14. When do you intend to return to Newfoundland and Labrador? DO NOT READ LIST

Less than one year from now 01 GO TO SECTION I
One year to less than three years from now 02 GO TO SECTION I
Three years or more from now 03 GO TO SECTION I
Don’t know 98 GO TO SECTION I

H15. Why do you NOT intend to return to Newfoundland and Labrador? DO NOT READ LIST, SELECT ALL THAT APPLY

Job security elsewhere 01
Family settled elsewhere 02
No employment opportunities in NL 03
Salaries in NL are too low 04
Personal reasons 05
Looking for a change 06
Other (Please specify) 90

Section I: Contact Information

The Department of Advanced Education and Skills would like to follow up with post-secondary graduates and may carry out another survey within the next few years.

I1. Would you be willing to be contacted in the future for another survey conducted by the Department of Advanced Education and Skills related to your post-secondary education experience? You will be under no obligation to participate at that time if you change your mind. And once again, none of the information you have provided in this survey will be personally identifiable.

Yes 01 CONTINUE
No 02 GO TO END

I2. We would like to update the contact information we have for you in our records so that we can contact you again in a few years. Please remember, the only purpose for updating your contact information is to contact you regarding participation in a future survey.

Confirm Name: First and last name
Confirm Phone Number: The phone number we have on file for you is [INSERT IMPORTED NUMBER]. Will this be the best number at which to reach you? IF NO, ASK FOR BEST NUMBER AND RECORD
Ask for Permanent Address: The address we have in file for you is [INSERT IMPORTED ADDRESS]. Is this your permanent address? IF NO, ASK FOR PERMANENT ADDRESS: P.O. Box/Street Number and Address, City/Town, Province and Postal Code
Confirm Email Address: The email address we have in file for you is [INSERT IMPORTED EMAIL ADDRESS]. Is this correct? IF NO, ASK FOR EMAIL ADDRESS: CONFIRM SPELLING

Thank you very much for your time and cooperation. Your feedback is greatly appreciated. Have a great day/evening!
Department of Advanced Education and Skills – Beyond High School Survey 2011

Purpose

The Department of Advanced Education and Skills, in partnership with the Newfoundland and Labrador Statistics Agency, is conducting a survey of June 2011 high school graduates. The purpose of this survey is to explore the experiences of high school graduates with respect to employment, education and career planning. The information collected will be used to further improve the educational and career planning resources available to high school students upon graduation.

Confidentiality

Although participation in this survey is voluntary, your co-operation is important to ensure that the information collected is as accurate and as comprehensive as possible.

The survey will only take 20-25 minutes to complete, and your answers will be kept strictly confidential as required by the Statistics Agency Act. No identifying information will be presented.

If you have any questions concerning privacy, confidentiality, or the survey’s content, please contact the NLSA at 729-1604 in the greater St. John’s area or call toll-free at 1-888-461-5244.

Instructions

• Do not write your name or any other personal identifying information on this questionnaire.
• Pay special attention to notes and instructions contained throughout the questionnaire as they will guide you as to which questions/sections to answer/complete.
• Please read each question carefully before selecting a response.
• Indicate selections by marking an “x” or “checkmark” in the circle as shown below:

 Returning the Questionnaire

Please return the completed questionnaire at your earliest convenience using the enclosed postage paid addressed envelope.
Section 1 – Qualifying Questions

1. Did you graduate from high school in 2011?
   1 ○ Yes       2 ○ No   ► END SURVEY

2. Our records indicate you graduated from [INSERT NAME OF HIGH SCHOOL]. Is this correct?
   1 ○ Yes
   2 ○ No (please provide the name of the high school from which you graduated): _______________________________

Section 2 – High School Experiences

The first series of questions deal with your activities and experiences during high school.

3. Please indicate whether you participated in any of the following courses/programs during high school. If yes, please indicate whether the course/program influenced your decision on what to do following high school graduation. READ AND ROTATE LIST.

<table>
<thead>
<tr>
<th>PROGRAM/COURSE</th>
<th>DID YOU PARTICIPATE DURING HIGH SCHOOL?</th>
<th>IF YES, DID THE PROGRAM/COURSE INFLUENCE YOUR DECISION ON WHAT TO DO FOLLOWING HIGH SCHOOL GRADUATION?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>a) Co-op Education</td>
<td>1 ○</td>
<td>2 ○</td>
</tr>
<tr>
<td>b) Advanced Placement (AP) Courses</td>
<td>1 ○</td>
<td>2 ○</td>
</tr>
<tr>
<td>c) International Baccalaureate (IB) Program</td>
<td>1 ○</td>
<td>2 ○</td>
</tr>
<tr>
<td>d) Enterprise Education</td>
<td>1 ○</td>
<td>2 ○</td>
</tr>
<tr>
<td>e) Skilled Trades and Technology Program</td>
<td>1 ○</td>
<td>2 ○</td>
</tr>
</tbody>
</table>

In CATI, the interviewer will ask if the respondent participated in the courses. All the “no” responses will be filtered out and then for the “yes” responses they will be asked whether it influenced their post-high school activities.
4. Which of the following influenced your decision on what to do following high school graduation? (Please select all that apply) **READ AND ROTATE LIST**

2. Youth Retention and Attraction Strategy (YRAS) website (www.lmiworks.nl.ca/yras)
3. Labour Market and Career Information (LMIworks) website (www.lmiworks.nl.ca)
4. Occupational interviews conducted during high school
5. Career planning session with guidance counsellor
6. Career Cruising (www.careercruising.com)
7. Jobs in NL website (www.jobsinnl.ca)
8. Career days/fairs/seminars
9. Career Development 2201 (high school course)
10. Other (please specify): ___________________________________________________________________________

5. Please indicate whether you were provided with adequate information on each of the following post-secondary options while in high school. **READ AND ROTATE LIST**

<table>
<thead>
<tr>
<th>POST-SECONDARY OPTION</th>
<th>WERE YOU PROVIDED WITH ADEQUATE INFORMATION?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td>a) Private Community College (e.g., College of the North Atlantic)</td>
<td>1</td>
</tr>
<tr>
<td>b) Private Training Institutions (e.g., Academy Canada, Keyin College)</td>
<td>1</td>
</tr>
<tr>
<td>c) Skilled Trades/Apprenticeship Programs (Residential Electrician, Steamfitter/Pipe fitter, Cook, etc.)</td>
<td>1</td>
</tr>
<tr>
<td>d) University</td>
<td>1</td>
</tr>
<tr>
<td>e) Other (please specify): ________________________________</td>
<td>1</td>
</tr>
</tbody>
</table>

6. Do you feel that high school provided you with adequate preparation for entering post-secondary education or training?

1. Yes ➤ **GO TO Q8**
2. No

7. Why do you feel that high school did NOT provide you with adequate preparation for entering post-secondary education or training?

_________________________________________________________________________________________________________________________________________________________
8. Do you feel that high school provided you with adequate preparation for entering the workforce?

1 ○ Yes  ►  GO TO Q10  
2 ○ No

9. Why do you feel that high school did NOT provide you with adequate preparation for entering the workforce?

______________________________________________________________________________________________

10. In terms of a percentage, what was the overall average of your final Grade 12 (Level III) marks? Would you say it was between ........... READ LIST (Please select one response only)

1 ○ 50% to 59%  
2 ○ 60% to 69%  
3 ○ 70% to 79%  
4 ○ 80% or higher  
8 ○ Don’t know

Section 3 – High School Employment and Career Goals

The next series of questions examine your employment status during high school and the factors contributing to your choice of career.

11. Did you have a job at any point while in high school? This only includes employment during the school year (September to June) and not summer jobs.

1 ○ Yes  
2 ○ No  ►  GO TO Q15

12. Why did you hold a job while in high school? (Select all that apply) DO NOT READ LIST (NOTE: If respondent says “for money”, please probe to determine what the money was for, e.g., spending money, money for continuing education/training, etc.)

1 ○ To earn money for continuing education or training  
2 ○ To get money for something specific  
3 ○ To earn spending money  
4 ○ To gain work experience  
5 ○ To help my family  
7 ○ Other (please specify): _______________________________________________________________________

13. What was your main job during high school, that is, the job you held the longest?

______________________________________________________________________________________________

14. On average, approximately how many hours per week did you work at that job? ______________________ (Note: once answered, the interviewer should re-confirm number of hours before moving on)

15. Do you have a career goal?

1 ○ Yes  
2 ○ No  ►  GO TO Q19
16. Looking back, when did you first start thinking about a career goal? DO NOT READ LIST (NOTE: interviewer must get respondents to clarify what grade/level they first started thinking about a career goal, OR if it was after high school graduation.

1 ○ Grade 9 or earlier  2 ○ Grade 10 (Level I)  3 ○ Grade 11 (Level II)  4 ○ Grade 12 (Level III)  5 ○ After high school graduation

If Q11 = 2, go to Q19. Otherwise, continue to Q17

17. You previously stated that you were employed during high school. Was the job you described a deciding factor in your career goal?

1 ○ Yes  2 ○ No  ▶ GO TO Q19

18. Why was this job a deciding factor in your career goal?

________________________________________________________________________________________________

19. Have you ever considered starting your own business?

1 ○ Yes  2 ○ No

20. Would you consider moving within Newfoundland and Labrador to obtain employment?

1 ○ Yes  2 ○ No

21. Would you consider moving outside Newfoundland and Labrador to obtain employment?

1 ○ Yes  2 ○ No

▶ PLEASE CONTINUE TO SECTION 4
# Section 4 – Career Planning and Counselling Resources

The next series of questions deal with career planning resources.

## 22. During your high school years, who/what was your primary source of information when gathering post-secondary and/or career-related information? (Please select one response only) **DO NOT READ LIST**

- 1 ○ Institutional literature (e.g., academic calendars, pamphlets, brochures, etc.)
- 2 ○ Institutional representatives (e.g., recruitment officers)
- 3 ○ Internet/career information websites
- 4 ○ Media (e.g., magazine, TV, radio)
- 5 ○ Career planning centres
- 6 ○ High school teachers
- 7 ○ Guidance counsellors
- 8 ○ Parents/guardians
- 9 ○ Brothers/sisters
- 10 ○ Friends/peers
- 97 ○ Other (please specify): ________________________________
- 11 ○ I did not gather post-secondary or career related information during high school ▶ GO TO Q24

## 23. What other sources of information did you utilize when gathering post-secondary and/or career-related information? (Please select all that apply) **DO NOT READ LIST**

- 1 ○ Institutional literature (e.g., academic calendars, pamphlets, brochures, etc.)
- 2 ○ Institutional representatives (e.g., recruitment officers)
- 3 ○ Internet/career information websites
- 4 ○ Media (e.g., magazine, TV, radio)
- 5 ○ Career planning centres
- 6 ○ High school teachers
- 7 ○ Guidance counsellors
- 8 ○ Parents/guardians
- 9 ○ Brothers/sisters
- 10 ○ Friends/peers
- 97 ○ Other (please specify): ________________________________
- 11 ○ No other sources

## 24. Which of the following career counselling services are you aware of? (Please select all that apply) **READ AND ROTATE LIST**

- 1 ○ Career and Financial Counseling Services (provided by Student Financial Services)
- 2 ○ HRLE Labour Market and Career Information Hotline (1-800-563-6600)
- 3 ○ HRLE Employment Assistance Services
- 4 ○ HRLE Career Work Centres
- 5 ○ HRLE Linkages Program
- 6 ○ LMIworks website (www.lmiworks.nl.ca)
- 7 ○ Career Cruising (www.careercruising.com)
- 8 ○ Career Development Partnership Initiative (CDPI)
- 9 ○ Guidance counsellor
- 10 ○ I am not aware of any of the above career counselling services
25. The *CareerSearch* document produced by the Department of Advanced Education and Skills provides employment and earning details of recent graduates from post-secondary institutions in Newfoundland and Labrador? Prior to this survey, were you aware of the *CareerSearch* document?

1 ○ Yes  2 ○ No  ► GO TO Q29

26. Did you use the *CareerSearch* document in gathering post-secondary and/or career-related information?

1 ○ Yes  2 ○ No  ► GO TO Q29

27. How helpful was this document? Would you say it was........ READ LIST

1 ○ Very helpful  2 ○ Somewhat helpful  3 ○ Not very helpful  4 ○ Not at all helpful

If Q27 = DK, go to Q29

28. Why do you say this?
_________________________________________________________________________________________________

29. The Newfoundland and Labrador Student Aid Program offers needs-based financial assistance intended to supplement student and family resources and consists of the Canada and Newfoundland and Labrador Student Loan Programs. Prior to this survey, were you aware of the Newfoundland and Labrador Student Aid Program?

1 ○ Yes  2 ○ No  ► GO TO Q37

30. Have you ever used the Student Aid website (www.gov.nl.ca/studentaid) to obtain information?

1 ○ Yes  2 ○ No  ► GO TO Q37

31. How useful was the information you received? Would you say it was........ READ LIST

1 ○ Very useful  2 ○ Somewhat useful  3 ○ Not very useful  4 ○ Not at all useful

If Q31 = DK, go to Q33

32. Why do you say this?
_________________________________________________________________________________________________
33. Have you ever called the Student Aid toll-free number (1-888-657-0800) to obtain information?

1 ○ Yes  2 ○ No  ► GO TO Q36

34. How useful was the information you received? Would you say it was....... READ LIST

1 ○ Very useful  2 ○ Somewhat useful  3 ○ Not very useful  4 ○ Not at all useful

If Q34 = DK, go to Q36

35. Why do you say this?
_________________________________________________________________________________________________

36. During high school did you apply for government Student Aid?

1 ○ Yes  2 ○ No

37. Which of the following other financial aid sources are you aware of? (Please select all that apply) READ AND ROTATE LIST

1 ○ Support for post-secondary education for people with disabilities
2 ○ Financing for apprenticeship training  3 ○ Financial incentives for health professionals
4 ○ Scholarships  5 ○ Bursaries
7 ○ Other (please specify): ____________________________________________________________
6 ○ I am not aware of any of the above financial aid sources

Section 5 – Post-Secondary Qualifier

38. Are you currently enrolled in a post-secondary institution? By post-secondary institution, I am referring to a university, public career college or private training institution.

1 ○ Yes  2 ○ No  ► GO TO SECTION 10
39. Please indicate which of the following factors influenced your decision to pursue post-secondary education. (Please select all that apply) **READ LIST**

1 ○ Employment opportunities  
2 ○ Potential for high earnings  
3 ○ Interest in furthering education  
4 ○ Family encouragement  
5 ○ Friends opinions  
6 ○ Interest in subject area  
7 ○ Other (please specify): _________________________________________________________________________  
8 ○ Neither of the above factors influenced my decision to pursue post-secondary education

---

**Section 6 — General Post-Secondary Information**

The next series of questions explore your post-secondary experience.

40. Are you enrolled in a post-secondary institution within Newfoundland and Labrador?

1 ○ Yes  
2 ○ No ► GO TO Q50

41. Is any component of your post-secondary studies being delivered through Distance Education, including online/web based courses?

1 ○ Yes  
2 ○ No

42. At which post-secondary institution are you currently enrolled? **DO NOT READ LIST**

1 ○ Memorial University (incl. Marine Institute and Grenfell Campus) ► CONTINUE TO Q43

2 ○ College of the North Atlantic ► GO TO Q44  
3 ○ Academy Canada ► GO TO Q45

4 ○ Keyin College (incl. the former Centrac College of Business, Trades and Technology) ► GO TO Q46

5 ○ Eastern College (formerly known as Compu College School of Business)  
6 ○ BAC Training Centre

7 ○ Corona College  
8 ○ Boilermakers Industrial Training Institute  
9 ○ Canadian Training Institute

10 ○ Gander Flight Training  
11 ○ Carpenters Millwright College  
12 ○ Central Training Academy

13 ○ UA Training Centre  
14 ○ DieTrac Technical Institute  
15 ○ Operating Engineers College

16 ○ Western College  
17 ○ LeMoine’s School of Hair Design  
18 ○ Woodford Training Centre

19 ○ Ironworkers Education and Training Co. Inc.

**All other private training institutes without specified skips go to Q47**
43. At which Memorial University campus are you currently enrolled? **DO NOT READ LIST**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>○</td>
<td>St. John’s (Main Campus)</td>
</tr>
<tr>
<td>2</td>
<td>○</td>
<td>St. John’s (Marine Institute)</td>
</tr>
<tr>
<td>3</td>
<td>○</td>
<td>Corner Brook (Grenfell Campus)</td>
</tr>
<tr>
<td>4</td>
<td>○</td>
<td>Burin</td>
</tr>
<tr>
<td>5</td>
<td>○</td>
<td>Carbonear</td>
</tr>
<tr>
<td>6</td>
<td>○</td>
<td>Grand Falls - Windsor</td>
</tr>
<tr>
<td>7</td>
<td>○</td>
<td>Labrador West</td>
</tr>
<tr>
<td>8</td>
<td>○</td>
<td>Happy Valley – Goose Bay</td>
</tr>
<tr>
<td>9</td>
<td>○</td>
<td>Program is entirely through distance/online</td>
</tr>
</tbody>
</table>

**Go to Q47**

44. At which College of the North Atlantic campus are you currently enrolled? **DO NOT READ LIST**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>○</td>
<td>Baie Verte</td>
</tr>
<tr>
<td>2</td>
<td>○</td>
<td>Bay St. George</td>
</tr>
<tr>
<td>3</td>
<td>○</td>
<td>Bonavista</td>
</tr>
<tr>
<td>4</td>
<td>○</td>
<td>Burin</td>
</tr>
<tr>
<td>5</td>
<td>○</td>
<td>Corner Brook</td>
</tr>
<tr>
<td>6</td>
<td>○</td>
<td>Carbonear</td>
</tr>
<tr>
<td>7</td>
<td>○</td>
<td>Clarenville</td>
</tr>
<tr>
<td>8</td>
<td>○</td>
<td>Placentia</td>
</tr>
<tr>
<td>9</td>
<td>○</td>
<td>Port Aux Basques</td>
</tr>
<tr>
<td>10</td>
<td>○</td>
<td>Gander</td>
</tr>
<tr>
<td>11</td>
<td>○</td>
<td>Grand Falls - Windsor</td>
</tr>
<tr>
<td>12</td>
<td>○</td>
<td>Happy Valley – Goose Bay</td>
</tr>
<tr>
<td>13</td>
<td>○</td>
<td>Labrador West</td>
</tr>
<tr>
<td>14</td>
<td>○</td>
<td>St. John’s (Prince Phillip Drive)</td>
</tr>
<tr>
<td>15</td>
<td>○</td>
<td>St. John’s (Ridge Road)</td>
</tr>
<tr>
<td>16</td>
<td>○</td>
<td>Seal Cove</td>
</tr>
<tr>
<td>17</td>
<td>○</td>
<td>St. Anthony</td>
</tr>
<tr>
<td>18</td>
<td>○</td>
<td>Program is entirely through distance/online</td>
</tr>
</tbody>
</table>

**Go to Q47**

45. Which Academy Canada campus are you attending? **DO NOT READ LIST**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>○</td>
<td>St. John’s (Kenmount Road)</td>
</tr>
<tr>
<td>2</td>
<td>○</td>
<td>St. John’s (Harding Road)</td>
</tr>
<tr>
<td>3</td>
<td>○</td>
<td>Corner Brook</td>
</tr>
<tr>
<td>4</td>
<td>○</td>
<td>Program is entirely through distance/online</td>
</tr>
</tbody>
</table>

**Go to Q47**
46. Which Keyin College campus are you attending? **DO NOT READ LIST**

- 1 ○ Burin (formally Centrac College of Business, Trades and Technology)
- 2 ○ Carbonear
- 3 ○ Clarenville
- 4 ○ Gander
- 5 ○ Grand Falls - Windsor
- 6 ○ Marystown
- 7 ○ St. John’s
- 8 ○ Program is entirely through distance/online

47. Did you move away from your home community to attend post-secondary?

- 1 ○ Yes
- 2 ○ No  ► **GO TO Q49**

48. How many kilometers did you move from your home community to attend post-secondary? (Please select one response only) **READ LIST**

- 1 ○ Less than 40km
- 2 ○ 40km-79km
- 3 ○ 80km-199km
- 4 ○ 200km-499km
- 5 ○ 500km or more
- 6 ○ Don’t know

49. Do you intend to stay in Newfoundland and Labrador to work when you have finished your program?

- 1 ○ Yes
- 2 ○ No
- 8 ○ Don’t know  ► **GO TO Q56**

50. Which out-of-province institution are you currently attending?

________________________________________________________________________________________________

51. What type of post-secondary institution is this? (Please select one response only) **DO NOT READ LIST**

- 1 ○ University
- 2 ○ Public community college
- 3 ○ Private Training Institution
- 7 ○ Other (Please specify): ________________________________________________________________
52. Is any component of your post-secondary studies being delivered through Distance Education, including on-line/web based courses?

1 ○ Yes  2 ○ No

53. In which province or territory is this institution located? **DO NOT READ LIST**

1 ○ Alberta  2 ○ British Columbia  3 ○ Manitoba
4 ○ Nova Scotia  5 ○ New Brunswick  6 ○ Northwest Territories
7 ○ Nunavut  8 ○ Prince Edward Island  9 ○ Ontario
10 ○ Quebec  11 ○ Saskatchewan  12 ○ Yukon
13 ○ United States  14 ○ Outside United States and Canada

54. Why did you choose to pursue post-secondary education outside of Newfoundland and Labrador? (Please select all that apply) **DO NOT READ LIST**

1 ○ Financial assistance/scholarships available at out of province institutions
2 ○ The program I wanted is not offered in NL  3 ○ Smaller class sizes at out of province institutions
4 ○ I was accepted outside NL  5 ○ Wanted to attend a post-secondary institution outside of NL
6 ○ Personal/family reasons  7 ○ Higher quality programs at out of province institutions
8 ○ Friends attending an out of province institution  9 ○ Other siblings/family attending an out of province institution
10 ○ No specific reason  97 ○ Other (please specify): _______________________________

55. Do you intend to return to Newfoundland and Labrador to find employment once you have completed your program of study?

1 ○ Yes  2 ○ No  8 ○ Don’t know

56. Are you currently attending post-secondary full-time or part-time?

1 ○ Full-time  2 ○ Part-time
57. How many kilometers do you travel one-way to get to class? (Please select one response only) READ LIST

1 ○ Less than 20km  2 ○ 20km-39km  3 ○ 40km-79km  4 ○ 80km or more  8 ○ Don’t know

58. What is your major field of study or program name?

__________________________________________________________________________  ➤ CONTINUE TO Q59

2 ○ I have not yet chosen a program or field of study  ➤ GO TO Q63

➢ For university students, we are looking for degree type (BA, BSc, MA, MSc, etc.). They also may be doing a diploma program. Major/minor is not necessary. For all others it will be the program name.

➢ Comprehensive Arts and Sciences (CAS) is acceptable. General studies is not. Code as option 2 above.

59. What is the total duration of your program expected to be? (Please enter the number of months OR years.)

Interviewer must specify whether it’s months or years when entering the number. Also, once response is given, interviewer should re-confirm duration before moving on.

_________________________

60. Upon completion of your program, which of the following will you have attained? (Please select all that apply) READ LIST

1 ○ Certificate  2 ○ Diploma  3 ○ Degree

4 ○ Registered Apprentice/Certified Journeyperson/Red Seal

7 ○ Other (please specify): _______________________________________________________________________

61. How likely are you to complete the program you are currently studying? Would you say you are…..(Please select one response only) READ LIST

1 ○ Very likely  ➤ GO TO Q63

2 ○ Somewhat likely  ➤ GO TO Q63

3 ○ Not very likely  ➤ CONTINUE TO Q62

4 ○ Not at all likely  ➤ CONTINUE TO Q62

8 ○ Don’t know  ➤ GO TO Q63

62. Why are you unlikely to complete the program? ________________________________________________
63. Do you intend to pursue further post-secondary education after the completion of your current studies?

1 ○ Yes  2 ○ No  8 ○ Don’t know

64. What is the highest level of education you wish to obtain? (Please select one response only) DO NOT READ LIST

1 ○ 1-2 year certificate/diploma
2 ○ 3 year diploma or longer
3 ○ Registered Apprentice/Certified Journeyperson/Red Seal
4 ○ Bachelor’s Degree (B.A., B.Sc., B.Ed., B.Eng., etc.)
5 ○ Master’s Degree (M.A., M.Sc., M.Ed., M.Eng., etc.)
6 ○ Doctorate Degree (Ph.D., D.Sc., D.Ed., etc.)
7 ○ Professional degree (Law LL.B., Medicine M.D., Dentistry D.D.S.)
8 ○ Professional designation (Accounting-CA, banking, insurance, etc.)
9 ○ Other (Please specify): _______________________________________________________________________

Section 7 – Institution Specific Questions

The next series of questions concern your choice of post-secondary institution.

65. What was your first choice for a post-secondary institution? Was it (INSERT INSTITUTION NAME FROM Q42/Q50) or was it somewhere else.

1 ○ Current institution (INSERT INSTITUTION NAME FROM Q42/Q50)
7 ○ Other (please specify): _______________________________________________________________________

66. Are you currently waitlisted for any post-secondary institutions?

1 ○ Yes (please specify institution(s)): _______________________________________________________________________
2 ○ No
67. How did you first learn about the institution you are currently attending? (Please select one response only) DO NOT READ LIST

1 ○ General mail out/non-addressed mail
2 ○ Spoke to graduate from institution
3 ○ Read institutional literature (e.g., academic calendars, pamphlets, brochures, etc.)
4 ○ Recruiter/speaker from institution
5 ○ Visited the institution
6 ○ Friends
7 ○ Family/relatives
8 ○ Teachers
9 ○ Guidance counsellors
10 ○ Career counsellors
11 ○ Career days/fairs/seminars
12 ○ HRLE Labour market and Career Information Hotline (1-800-563-6600)
13 ○ Internet
14 ○ Media (magazines/books/radio/tv)
15 ○ LMIworks website (www.lmiworks.nl.ca)
16 ○ CareerSearch
97 ○ Other (please specify): ____________________________

68. How else did you learn about the institution you are currently attending? (Please select all that apply) DO NOT READ LIST

1 ○ General mail out/non-addressed mail
2 ○ Spoke to graduate from institution
3 ○ Read institutional literature (e.g., academic calendars, pamphlets, brochures, etc.)
4 ○ Recruiter/speaker from institution
5 ○ Visited the institution
6 ○ Friends
7 ○ Family/relatives
8 ○ Teachers
9 ○ Guidance counsellors
10 ○ Career counsellors
11 ○ Career days/fairs/seminars
12 ○ HRLE Labour market and Career Information Hotline (1-800-563-6600)
13 ○ Internet
14 ○ Media (magazines/books/radio/tv)
15 ○ LMIworks website (www.lmiworks.nl.ca)
16 ○ CareerSearch
97 ○ Other (please specify): ____________________________
17 ○ No other ways

69. Did you research other post-secondary institutions before choosing this one?

1 ○ Yes
2 ○ No
70. Why did you choose to attend your current post-secondary institution? (Please select all that apply) DO NOT READ LIST

<table>
<thead>
<tr>
<th></th>
<th>Tuition</th>
<th>Located in or close to hometown</th>
<th>Family influence and support</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Advice from teachers</th>
<th>Advice from guidance counsellors</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Availability of desired programs/course offerings</th>
<th>Student/school facilities/on campus resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Length of program</th>
<th>Reputation of school</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Size of classes</th>
<th>Extracurricular activities available</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Financial aid/scholarships</th>
<th>Waitlisted for first choice</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Accepted at this institution</th>
<th>Other (please specify):__________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

71. How satisfied are you with your current post-secondary institution to date? Would you say you are….. READ LIST

<table>
<thead>
<tr>
<th></th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Neither satisfied nor dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If Q71 = DK, go to Q73

72. Why do you feel this way?

_________________________________________________________________________________________________
_________________________________________________________________________________________________

73. If you had your time back, would you have chosen the same institution or a different one?

<table>
<thead>
<tr>
<th></th>
<th>Same institution (INSERT INSTITUTION NAME FROM Q42/Q50)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Different institution (please specify institution):__________________</td>
</tr>
</tbody>
</table>

If Q58 = 2, go to Q75
Section 8 – Program Specific Questions

The next series of questions concern your choice of post-secondary program.

74. Was your first choice for a post-secondary program (INSERT PROGRAM NAME FROM Q58) or was it something else?

1 ○ Current program (INSERT PROGRAM NAME FROM Q58)
7 ○ Other (please specify): ________________________________

75. Are you currently waitlisted for any post-secondary programs?

1 ○ Yes (please specify program(s)): ________________________________
2 ○ No

If Q58 = 2, go to Section 9 (Q81)

76. How did you first learn about the program you are currently completing? (Please select one response only) DO NOT READ LIST

1 ○ General mail out/non-addressed mail
3 ○ Read program literature (e.g., academic calendars, pamphlets, brochures, etc.)
4 ○ Recruiter/speaker from institution
6 ○ Friends
8 ○ Teachers
10 ○ Career counsellors
12 ○ HRLE Labour market and Career Information Hotline (1-800-563-6600)
13 ○ Internet
15 ○ LMIworks website (www.lmiworks.nl.ca)
97 ○ Other (please specify): ________________________________
### 77. How else did you learn about the program you are currently completing? (Please select all that apply) **DO NOT READ LIST**

1. General mail out/non-addressed mail
2. Spoke to graduate of program
3. Read program literature (e.g., academic calendars, pamphlets, brochures, etc.)
4. Recruiter/speaker from institution
5. Visited the institution
6. Friends
7. Family/relatives
8. Teachers
9. Guidance counsellors
10. Career counsellors
11. Career days/fairs/seminars
12. HRLE Labour market and Career Information Hotline (1-800-563-6600)
13. Internet
14. Media (magazines/books/radio/tv)
15. LMIworks website (www.lmiworks.nl.ca)
16. CareerSearch
17. No other ways

18. Other (please specify): _______________________________________________________________________

### 78. Did you research other post-secondary programs before choosing this one?

1. Yes
2. No

### 79. Why did you choose to study your current post-secondary program? (Please select all that apply) **DO NOT READ LIST**

1. Tuition
2. Located in or close to hometown
3. Family influence and support
4. Friends
5. Advice from teachers
6. Advice from guidance counsellors
7. Earning potential
8. Job prospects upon graduation
9. Opportunity to travel with job
10. Program content
11. Length of course/program
12. Reputation of program/institution
13. Facilities/resources
14. Accepted for this program
15. Interest in subject
16. Contact with a recruiter representing this program
17. Availability of work terms/on the job training
18. Waitlisted for first choice
19. Was not accepted for first choice
20. Provides good background for future post-secondary education

18. Other (please specify): _______________________________________________________________________

18. **Waitlisted for first choice**
19. **Was not accepted for first choice**
80. How satisfied are you with your current post-secondary program to date? Would you say you are...

1 ○ Very satisfied
2 ○ Somewhat satisfied
3 ○ Neither satisfied nor dissatisfied
4 ○ Somewhat dissatisfied
5 ○ Very dissatisfied

If Q80 = DK, go to Q82

81. Why do you feel this way?
_________________________________________________________________________________________________
_________________________________________________________________________________________________

82. If you had your time back, would you have chosen the same program or a different one?
1 ○ Same program (INSERT PROGRAM NAME FROM Q58)
2 ○ Different program (please specify program): ________________________________________________________

Section 9 – Employment Status and Financing Your Education

The next series of questions concern your current employment status and the means by which you are financing your post-secondary education.

83. Are you currently working or self-employed? (This only includes paid employment and does not include volunteering or employment without pay)
1 ○ Yes
2 ○ No ► GO TO Q88

84. Could you please describe what kind of work you are doing? (Please provide your main duties and responsibilities) (If you currently have more than one job, please provide the information for the one in which you work the most hours per week) ____________

85. In what type of business, industry or service are you working? (E.g., retail, construction, fish processing, etc.)
______________________________________________________________________________________________

86. On average, approximately how many hours per week do you work at this job? (Once response is given, interviewer should re-confirm number of hours before moving on)
1 ○ Please specify number of hours per week: _________________________________________________________

If Q86 = DK, go to Q87 or Q88 depending on their status with respect to Q58
If Q58 = 2, go Q8
87. Would you say your job is directly, indirectly, or not at all related to your current program of study?

1 ○ Directly related  2 ○ Indirectly related  3 ○ Not at all related

88. Did you apply for scholarships or bursaries?

1 ○ Yes ► GO TO Q90  2 ○ No

89. Why did you NOT apply for scholarships or bursaries?

_________________________________________________________________________________________________

90. What is the main method by which you are financing your post-secondary education? (Please select one response only) DO NOT READ LIST

1 ○ Government student loans (federal and/or provincial)  2 ○ Bursaries/scholarships (non-repayable)
3 ○ Personal bank/credit union loan  4 ○ Bank line of credit
5 ○ Other private loans (e.g., from family or friends)  6 ○ Savings from present job
7 ○ Savings from a previous job (e.g., summer job)  8 ○ Tutoring for Tuition Program
9 ○ Student Work and Service Program (SWASP)  10 ○ Employment Insurance (HRSDC/HRLE sponsorship)
11 ○ Income support/social assistance  12 ○ Family financial support (non-repayable gift)
13 ○ Sponsorship from aboriginal government, band or group  14 ○ Assistance or grants other than student loans (non-repayable)
15 ○ Registered Education Savings Plan (RESP)/Canada Education Savings Grant (CESG)/other educational savings plans
97 ○ Other (please specify): _______________________________________________________________________

► PLEASE CONTINUE TO Q91
91. What other methods are you using to finance your post-secondary education? (Please select all that apply) DO NOT READ LIST

1  ○ Government student loans (federal and/or provincial)
2  ○ Bursaries/scholarships (non-repayable)
3  ○ Personal bank/credit union loan
4  ○ Bank line of credit
5  ○ Other private loans (e.g., from family or friends)
6  ○ Savings from present job
7  ○ Savings from a previous job (e.g., summer job)
8  ○ Tutoring for Tuition Program
9  ○ Student Work and Service Program (SWASP)
10 ○ Employment Insurance (HRSDC/HRLE sponsorship)
11 ○ Income support/social assistance
12 ○ Family financial support (non-repayable gift)
13 ○ Sponsorship from aboriginal government, band or group
14 ○ Assistance or grants other than student loans (non-repayable)
15 ○ Registered Education Savings Plan (RESP)/Canada Education Savings Grant (CESG)/other educational savings plans
97 ○ Other (please specify): ____________________________________________
16 ○ No other methods

GO TO SECTION 12

Section 10 – Not Attending Post-Secondary

The next series of questions examine your activities while not attending a post-secondary institution.

92. Are you currently working or self-employed? (This only includes paid employment and does not include volunteering or employment without pay)

1  ○ Yes  ► GO TO Q95
2  ○ No

93. Are you currently looking for a job?

1  ○ Yes  ► GO TO SECTION 11
2  ○ No

94. Why are you not looking for a job? (Please select all that apply) DO NOT READ LIST

1  ○ Own illness or disability
2  ○ Caring for dependants (childcare, eldercare)
3  ○ Other personal or family responsibilities
4  ○ Waiting from reply from employers
5  ○ Believes no work available in area or suited to skills
6  ○ Not interested in working
7  ○ Other (please specify): __________________________
8  ○ No reason
95. Could you please describe what kind of work you are doing? (Please provide your main duties and responsibilities) (If you currently have more than one job, please provide the information for the one in which you work the most hours per week) ____________

96. In what type of business, industry or service are you working? (E.g., retail, construction, fish processing, etc.)

____________________________________________________________________________________________

97. On average, approximately how many hours per week do you work at this job? (Once response is given, interviewer should re-confirm number of hours before moving on)

1 ☐ Please specify number of hours per week: ______________________________________________________________________

98. On average, what is your salary or wage in this job, before taxes and other deductions, INCLUDING any overtime, commissions or bonuses? ___________________________

Section 11 – Reasons for Not Attending Post-Secondary and Future Plans

The next series of questions explore the reasons why you have decided not to attend post-secondary at this time as well as your future plans with respect to post-secondary studies.

99. Have financial issues influenced your decision not to attend a post-secondary institution at this time?

1 ☐ Yes 2 ☐ No  ► GO TO Q101

100. Please indicate which of the following specific financial issues played a part in your decision not to attend a post-secondary institution at this time. (Please select all that apply) READ AND ROTATE LIST

1 ☐ I cannot afford to quit my job or reduce my hours of work to attend school
2 ☐ I will lose my current job status/benefits if I attend school 3 ☐ I am afraid of getting into too much debt
4 ☐ I was not able to get enough money to attend school 5 ☐ The program I wish to take is too expensive
6 ☐ None of the above financial issues played a part in my decision not to attend a post-secondary institution

If Q100 = 6, answer Q101. Otherwise, go to Q102

101. What was the main financial issue that influenced your decision not to attend a post-secondary institution at this time?

____________________________________________________________________________________________
102. Have non-financial issues influenced your decision not to attend a post-secondary institution at this time?

1 ○ Yes 2 ○ No ▶ GO TO Q105

103. Please indicate which of the following non-financial factors played a part in your decision not to attend a post-secondary institution at this time. (Please select all that apply) READ AND ROTATE LIST

1 ○ I wish to take a break from studying/do not wish to return to academic life
2 ○ I feel that a post-secondary education will not help me get a job
3 ○ I would have to move away from my home/community
4 ○ I am planning on doing some travel before deciding
5 ○ I have a secure job in a career area that I enjoy
6 ○ I have a lack of interest in post-secondary studies
7 ○ None of the above factors played a part in my decision not to attend a post-secondary institution

If Q103 = 7, answer Q104. Otherwise, go to Q105

104. What was the main non-financial factor that influenced your decision not to attend post-secondary studies at this time?

____________________________________________________________________________________________

105. Did being waitlisted for a program and/or institution influence your decision not to attend a post-secondary institution at this time?

1 ○ Yes 2 ○ No ▶ GO TO Q107

106. Please identify the institution(s) and/or program(s) for which you are currently waitlisted (maximum of two).

1 ○ Institution #1: ___________________________ Program #1: ___________________________

2 ○ Institution #2: ___________________________ Program #2: ___________________________
107. Did the need to upgrade your marks influence your decision not to attend a post-secondary institution at this time?

1  ○  Yes  2  ○  No  ▶ GO TO Q109

108. Have you returned to high school or accessed Adult Basic Education (ABE)/General Educational Development (GED) to improve your grades?

1  ○  Yes  2  ○  No

109. Please indicate which of the following remaining factors influenced your decision not to attend a post-secondary institution at this time. (Please select all that apply) READ LIST

1  ○  Not accepted into desired institution/program  2  ○  Wanted to make money  3  ○  Career path undecided
4  ○  Would have to leave home to attend  5  ○  Currently employed  6  ○  Childcare issues
7  ○  Personal/family reasons
97  ○  Other (please specify): ____________________________________________________________

110. Did you attend a post-secondary institution at any point since high school but have since discontinued?

1  ○  Yes  2  ○  No  ▶ GO TO Q112

111. Why did you discontinue your studies? (Please select all that apply) DO NOT READ LIST

1  ○  Program was not what I expected  2  ○  Difficulty of program/low grades  3  ○  Financial issues
4  ○  Lost interest in the program  5  ○  Undecided on a career path  6  ○  Employment
7  ○  Personal/family reasons  97  ○  Other (please specify): ________________________________

112. Are you planning to attend a post-secondary institution in the future?

1  ○  Yes  2  ○  No  ▶ GO TO SECTION 12  8  ○  Don’t know  ▶ GO TO SECTION 12
113. What type of post-secondary institution are you planning on attending?  **DO NOT READ LIST**

1 ○ University
2 ○ Public community college
3 ○ Private training institution
7 ○ Other (please specify): ______________________________________________________________
8 ○ Don’t know  ► GO TO Q115

114. What is the name of the post-secondary institution you plan to attend?
____________________________________________________________________________________

115. Is the institution you plan on attending located in Newfoundland and Labrador?

1 ○ Yes
2 ○ No

116. How will you fund your post-secondary studies? (Please select all that apply)  **DO NOT READ LIST**

1 ○ Government student loans (federal and/or provincial)
2 ○ Bursaries/scholarships (non-repayable)
3 ○ Personal bank/credit union loan
4 ○ Bank line of credit
5 ○ Other private loans (e.g., from family or friends)
6 ○ Savings from present job
7 ○ Savings from a previous job (e.g., summer job)
8 ○ Tutoring for Tuition Program
9 ○ Student Work and Service Program (SWASP)
10 ○ Employment Insurance (HRSDC/HRLE sponsorship)
11 ○ Income support/social assistance
12 ○ Family financial support (non-repayable gift)
13 ○ Sponsorship from aboriginal government, band or group
14 ○ Assistance or grants other than student loans (non-repayable)
15 ○ Registered Education Savings Plan (RESP)/Canada Education Savings Grant (CESG)/other educational savings plans
97 ○ Other (please specify): ___________________________________________________________________

---

Section 12 – Demographics and Contact Information

Please answer the following questions for research and statistical purposes only.

117. What is your gender?

1 ○ Male
2 ○ Female
9 ○ Refused
118. Do you have Aboriginal status?

1 ○ Yes  2 ○ No  ► GO Q120  9 ○ Refused  ► GO TO Q120

119. Please self-identify your Aboriginal status. (Please select one response only) DO NOT READ LIST

1 ○ Métis (NunatuKavut)  2 ○ Innu (Innu Nation/Naskapi/ILNU)
3 ○ Mi’kmaq (Qalipu/Miawpuek First Nation/Federation of Newfoundland Indians and associated bands)
4 ○ Inuit (Nunatsiavut/LJA)  5 ○ Mi’kmaq (non-status)
6 ○ Indian (non-status Canada)  7 ○ Other (please specify): _____________________________

120. Do you have any long-term visible or non-visible disabilities, that is, disabilities that have lasted or are expected to last six months or more?

1 ○ Yes  2 ○ No  ► GO Q122  9 ○ Refused  ► GO TO Q122

121. Please describe your disability.

____________________________________________________________________________

122. Do you have any dependants, that is, children, parents or other individuals who live with you and rely upon you for financial support?

1 ○ Yes  2 ○ No  ► GO Q124  9 ○ Refused  ► GO TO Q124

123. How many dependants do you currently have? _________________________

124. In which province or territory do you currently reside? DO NOT READ LIST

1 ○ Newfoundland and Labrador  2 ○ Alberta  3 ○ British Columbia
4 ○ Manitoba  5 ○ Nova Scotia  6 ○ New Brunswick
7 ○ Northwest Territories  8 ○ Nunavut  9 ○ Prince Edward Island
10 ○ Ontario  11 ○ Quebec  12 ○ Saskatchewan
13 ○ Yukon  14 ○ United States  15 ○ Outside United States and Canada
125. What is the name of the community in which you currently reside?
_______________________________________________________________

126. With whom do you currently reside? (Please select all that apply) **DO NOT READ LIST**

1 O Parents  2 O Siblings  3 O Other family members
4 O Spouse or partner  5 O Your children  6 O Other children (unrelated)
7 O Friends/roommates  8 O Live alone  97 O Other (please specify): ___________________

127. To the best of your knowledge, what is the highest level of education completed by your father (or male legal guardian)? (Please select one response only) **READ LIST**

<table>
<thead>
<tr>
<th>LEVEL OF EDUCATION</th>
<th>FATHER/MALE GUARDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Grades K-8</td>
<td>1 O</td>
</tr>
<tr>
<td>b) Grades 9-12 (but did not graduate)</td>
<td>2 O</td>
</tr>
<tr>
<td>c) Graduated high school/high school equivalency (ABE/GED)</td>
<td>3 O</td>
</tr>
<tr>
<td>d) Some private/public college education</td>
<td>4 O</td>
</tr>
<tr>
<td>e) Completed private/public college education</td>
<td>5 O</td>
</tr>
<tr>
<td>f) Certified journeyperson/registered apprentice/Red Seal</td>
<td>6 O</td>
</tr>
<tr>
<td>g) Some university education</td>
<td>7 O</td>
</tr>
<tr>
<td>h) Completed university certificate or diploma below a bachelor’s degree</td>
<td>8 O</td>
</tr>
<tr>
<td>i) University degree (Bachelor’s, Master’s, PhD)</td>
<td>9 O</td>
</tr>
<tr>
<td>j) Professional degree (law, medicine, dentistry)</td>
<td>10 O</td>
</tr>
<tr>
<td>k) Other (please specify): ________________________________</td>
<td>97 O</td>
</tr>
<tr>
<td>l) No male guardian</td>
<td>11 O</td>
</tr>
<tr>
<td>m) Don’t know</td>
<td>98 O</td>
</tr>
<tr>
<td>n) Refused</td>
<td>99 O</td>
</tr>
</tbody>
</table>
128. To the best of your knowledge, what is the highest level of education completed by your mother (or female legal guardian)? (Please select one response only) READ LIST

<table>
<thead>
<tr>
<th>LEVEL OF EDUCATION</th>
<th>MOTHER/FEMALE GUARDIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) Grades K-8</td>
<td>1 ○</td>
</tr>
<tr>
<td>b) Grades 9-12 (but did not graduate)</td>
<td>2 ○</td>
</tr>
<tr>
<td>c) Graduated high school/high school equivalency (ABE/GED)</td>
<td>3 ○</td>
</tr>
<tr>
<td>d) Some private/public college education</td>
<td>4 ○</td>
</tr>
<tr>
<td>e) Completed private/public college education</td>
<td>5 ○</td>
</tr>
<tr>
<td>f) Certified journeyperson/registered apprentice/Red Seal</td>
<td>6 ○</td>
</tr>
<tr>
<td>g) Some university education</td>
<td>7 ○</td>
</tr>
<tr>
<td>h) Completed university certificate or diploma below a bachelor’s degree</td>
<td>8 ○</td>
</tr>
<tr>
<td>i) University degree (Bachelor’s, Master’s, PhD)</td>
<td>9 ○</td>
</tr>
<tr>
<td>j) Professional degree (law, medicine, dentistry)</td>
<td>10 ○</td>
</tr>
<tr>
<td>k) Other (please specify):</td>
<td></td>
</tr>
<tr>
<td>l) No female guardian</td>
<td>11 ○</td>
</tr>
<tr>
<td>m) Don’t know</td>
<td>98 ○</td>
</tr>
<tr>
<td>n) Refused</td>
<td>99 ○</td>
</tr>
</tbody>
</table>

129. To the best of your knowledge, which of the following categories best describes the total household income of your family during the time when you were in high school? (This is income before taxes and other deductions). READ LIST

1 ○ Less than $20,000  
2 ○ $20,000 to less than $40,000  
3 ○ $40,000 to less than $60,000  
4 ○ $60,000 to less than $80,000  
5 ○ $80,000 to less than $100,000  
6 ○ $100,000 or more  
8 ○ Don’t know  
9 ○ Refused

130. The Department of Advanced Education and Skills may continue to follow up with 2011 high school graduates. Would you be willing to be interviewed again in a few years?

1 ○ Yes  
2 ○ No  ➤ GO TO Q136
131. The address I have for you is [INSERT PERMANENT STREET ADDRESS, CITY, PROVINCE, POSTAL CODE]. Is this correct?

1 ○ Yes
2 ○ No (Record street name and number/P.O.Box, City/town, Province/state, Postal/zip code)

132. The telephone number I have for you is [INSERT PHONE NUMBER]. Is this correct?

1 ○ Yes
2 ○ No (Record area code and phone number)

133. Could you please provide your email address? ____________________________________________

134. Should you relocate over the next few years, is there another person we could contact who would help us to get in touch with you? We would contact this person only to obtain your new contact information.

1 ○ Yes
2 ○ No ► GO TO Q136

135. Could we please have his/her name, address and telephone number? ________________

136. Please provide any comments/suggestions you may have related to this questionnaire and its content.

________________________________________________________________________________________________
________________________________________________________________________________________________
________________________________________________________________________________________________

Thank you for your participation.
Please remember that all information is kept strictly confidential.

Newfoundland and Labrador

Newfoundland and Labrador Statistics Agency
www.stats.gov.nl.ca
Department of Human Resources, Labour and Employment – Client Survey 2011

Purpose

The Department of Human Resources, Labour and Employment (HRLE) would like to get your views on the services and supports you receive. As a result, the Newfoundland and Labrador Statistics Agency (NLSA) is conducting a survey on behalf of HRLE to measure your awareness of HRLE services, how you access the services, and the quality of services you receive. It will also examine potential barriers to employment and whether or not your needs are ultimately being met. The information collected will be used to improve HRLE programs and services and to guide future changes to programs and supports.

Confidentiality

Your participation in this survey is voluntary. However, your co-operation would be very helpful in making improvements to HRLE programs and services.

The survey will only take 10 to 15 minutes to complete, and your answers will be kept strictly confidential as required by the Statistics Agency Act. No identifying information will be presented. For statistical purposes, survey data will be integrated with administrative files managed by HRLE to improve analysis and reporting.

Also, please be assured that your responses will not impact any of your services or benefits.

If you have any questions concerning privacy, confidentiality, or the survey’s content, please contact the NLSA at 729-1604 in the greater St. John’s area or call toll-free at 1-888-461-5244.

Instructions

• Do not write your name or any other personal identifying information on this questionnaire.
• Pay special attention to notes and instructions contained throughout the questionnaire. They will guide you as to which questions/sections to answer/complete.
• Please read each question carefully before selecting a response.
• Indicate selections by marking an “x” or “checkmark” in the circle as shown below:

  ☒ ☐

• For questions presented in tables, circle the number to indicate the desired response.

Returning the Questionnaire

Please return the completed questionnaire at your earliest convenience using the enclosed postage paid addressed envelope.
### Section 1 – Awareness and Utilization of HRLE Programs, Benefits and Services

1. Which of the following HRLE programs, benefits and services are you aware of? (Please select all that apply)

   1. [ ] Income support basic benefits
   2. [ ] Extended drug card coverage for 6 months after leaving IS and taking a job
   3. [ ] Child care support (private child care for those working and receiving income support benefits)
   4. [ ] Earning exemptions while receiving income support (earning some wages without impacting IS benefits)
   5. [ ] Overlap of income support benefits and wages for the first 30 days of a new job
   6. [ ] High school incentive allowance for children over 18 who are still in school (if parents are receiving IS)
   7. [ ] Job Start Benefit (additional funding if you are accepting a new job)
   8. [ ] Employment development supports (work clothes, short-term training, placement allowances, etc.)
   9. [ ] Resume writing and job search assistance
   10. [ ] Wage subsidies (partial wages provided to employers who hire you)
   11. [ ] Skills development (financial assistance to help pay for training that will assist with getting a job)
   12. [ ] Employment and career counselling
   13. [ ] I am not aware of any of these programs, benefits or services ➤ Go To Q3

2. Which of the following HRLE programs, benefits and services have you used in the last 6 months? (Please select all that apply)

   1. [ ] Income support basic benefits
   2. [ ] Extended drug card coverage for 6 months after leaving IS and taking a job
   3. [ ] Child care support (private child care for those working and receiving income support benefits)
   4. [ ] Earning exemptions while receiving income support (earning some wages without impacting IS benefits)
   5. [ ] Overlap of income support benefits and wages for the first 30 days of a new job
   6. [ ] High school incentive allowance for children over 18 who are still in school (if parents are receiving IS)
   7. [ ] Job Start Benefit (additional funding if you are accepting a new job)
   8. [ ] Employment development supports (work clothes, short-term training, placement allowances, etc.)
   9. [ ] Resume writing and job search assistance
   10. [ ] Wage subsidies (partial wages provided to employers who hire you)
   11. [ ] Skills development (financial assistance to help pay for training that will assist with getting a job)
   12. [ ] Employment and career counselling
   13. [ ] I have not used any of any of these programs, benefits or services in the last 6 months
Section 2 – Accessing HRLE Programs, Benefits and Services By Telephone

3. What number do you normally use to call HRLE? (Please select one response only)

1 ○ Toll-free 1-800 number  2 ○ Local office number  3 ○ I do not normally call HRLE/I do not have a number

4. Have you contacted HRLE by telephone in the last 6 months (either to access a program/benefit/service or to look for information)?

1 ○ Yes  2 ○ No ► Go To Q9

5. Which of the following issues have you experienced while dealing with HRLE by telephone during the last 6 months? (Please select all that apply)

1 ○ I was disconnected/cut-off while on the phone.
2 ○ I was transferred to more than 3 people when I called.
3 ○ I had to wait more than 10 minutes on the phone.
4 ○ It took more than 2 working days for someone to return my call.
5 ○ I have not experienced any of these issues while dealing with HRLE by telephone during the last 6 months.

6. Please tell us whether you agree (yes or no) with each of the following statements related to your experience dealing with HRLE by telephone during the last 6 months. (Please circle the number to indicate your answer)

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>DO YOU AGREE?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td>a) Staff listened to my concerns.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>b) Staff treated me with respect.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>c) Staff were helpful.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>d) Staff were knowledgeable.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>e) Staff knew what HRLE programs I was eligible for.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>f) Staff knew what programs I was eligible for from agencies other than HRLE.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>g) Staff referred me to other agencies that could assist me.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>h) I received accurate information.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>i) Staff were clear in explaining what I needed to do.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>j) Staff went the extra mile to make sure I got what I needed.</td>
<td>1 2  8</td>
</tr>
<tr>
<td>k) I am comfortable that any personal information I provide to HRLE over the phone will remain confidential.</td>
<td>1 2  8</td>
</tr>
</tbody>
</table>
7. Overall, have you gotten what you needed from HRLE by telephone during the last 6 months? (i.e., an answer to a question, information on a program/service, a positive outcome, etc.)

1 ○ Yes 2 ○ No 3 ○ I only got part of what I needed

8. Overall, are you satisfied with the level of service you received while dealing with HRLE by telephone during the last 6 months?

1 ○ Yes 2 ○ No

Section 3 – Accessing HRLE Programs, Benefits and Services In Person

9. Do you know where the nearest HRLE office is located?

1 ○ Yes 2 ○ No

10. Have you visited a HRLE office in the last 6 months (either to access a program/benefit/service or to look for information)?

1 ○ Yes 2 ○ No ► Go To Q15

11. Which of the following issues have you experienced while visiting HRLE offices during the last 6 months? (Please select all that apply)

1 ○ The HRLE office was closed when I visited.
2 ○ I had to go to more than one office/location to get served.
3 ○ I had to wait more than 10 minutes in person at a HRLE office/service location.
4 ○ I had to deal with more than 3 staff members while visiting a HRLE office.
5 ○ I had trouble understanding and/or filling out the forms I was given.
6 ○ I had trouble understanding signs at the HRLE office.
7 ○ I have not experienced any of these issues while visiting a HRLE office during the last 6 months.
12. Please tell us whether you agree (yes or no) with each of the following statements related to your experience visiting HRLE offices during the last 6 months. (Please circle the number to indicate your answer)

<table>
<thead>
<tr>
<th>STATEMENT</th>
<th>DO YOU AGREE?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>YES</td>
</tr>
<tr>
<td>a) Staff listened to my concerns.</td>
<td>1</td>
</tr>
<tr>
<td>b) Staff treated me with respect.</td>
<td>1</td>
</tr>
<tr>
<td>c) Staff were helpful.</td>
<td>1</td>
</tr>
<tr>
<td>d) Staff were knowledgeable.</td>
<td>1</td>
</tr>
<tr>
<td>e) Staff knew what HRLE programs I was eligible for.</td>
<td>1</td>
</tr>
<tr>
<td>f) Staff knew what programs I was eligible for from agencies other than HRLE.</td>
<td>1</td>
</tr>
<tr>
<td>g) Staff referred me to other agencies that could assist me.</td>
<td>1</td>
</tr>
<tr>
<td>h) I received accurate information.</td>
<td>1</td>
</tr>
<tr>
<td>i) Staff were clear in explaining what I needed to do.</td>
<td>1</td>
</tr>
<tr>
<td>j) Staff went the extra mile to make sure I got what I needed.</td>
<td>1</td>
</tr>
<tr>
<td>k) I am comfortable that any personal information I provide to HRLE in person will remain confidential.</td>
<td>1</td>
</tr>
<tr>
<td>l) HRLE offices were clean.</td>
<td>1</td>
</tr>
<tr>
<td>m) Waiting areas were comfortable.</td>
<td>1</td>
</tr>
</tbody>
</table>

13. Overall, have you gotten what you needed while visiting HRLE offices during the last 6 months? (i.e., an answer to a question, information on a program/service, a positive outcome, etc.)

1 ○ Yes  2 ○ No  3 ○ I only got part of what I needed

14. Overall, are you satisfied with the level of service you received while visiting HRLE offices during the last 6 months?

1 ○ Yes  2 ○ No

Section 4 – Accessing HRLE Programs, Benefits and Services Through Email/Online

15. Have you visited the HRLE’s website in the last 6 months?

1 ○ Yes  2 ○ No  ► Go To Q18

16. Were you able to find the information you were looking for?

1 ○ Yes  2 ○ No  3 ○ I only got part of what I was looking for
17. Which of the following issues have you experienced while visiting HRLE’s website during the last 6 months? (Please select all that apply)

1. ○ I had difficulty finding HRLE’s website
2. ○ It took more than 5 clicks to find what I was looking for on the website
3. ○ I had to go to more than one website to get what I was looking for
4. ○ It took more than 24 hours to receive a reply to an e-mail message
5. ○ The service(s) I wanted to access were not available online
6. ○ I found the website confusing and/or difficult to navigate
7. ○ I have not experienced any of these issues while visiting HRLE’s website during the last 6 months

18. Are you aware of the new email service for the Income Support Program?

1. ○ Yes  
2. ○ No  ► Go To Q21

19. Have you used the new email service for the Income Support Program?

1. ○ Yes  
2. ○ No  ► Go to Q21

20. Were you satisfied with the new email service for the Income Support Program?

1. ○ Yes  
2. ○ No

21. Would you be willing to access your HRLE programs, benefits and services on the Internet if they were available?

1. ○ Yes  
2. ○ No  ► Go To Q23

22. Which HRLE programs, benefits and services would you like to be able to access on the Internet? (Please select all that apply)

1. ○ Check the status of an application  
2. ○ Check the status of a cheque or payment
3. ○ Request to appeal a decision  
4. ○ Apply for programs, benefits or services
5. ○ Submit a change of address  
7. ○ Other (please specify): ________________________________________________________________
## Section 5 – Summary Questions

### 23. During your experience dealing with HRLE during the last six months, were you ever told that you were NOT eligible for a program, benefit or service?

1. Yes  
2. No  

► Go To Q26

### 24. Were staff clear in explaining why you were not eligible for the program, benefit or service?

1. Yes  
2. No

### 25. Did staff offer you any other options when you were informed you were not eligible?

1. Yes  
2. No

### 26. Overall, do you feel that your basic needs are being met by HRLE?

1. Yes  
2. No  

► Go To Q28

### 27. In your opinion, what can HRLE do to better meet your basic needs?

______________________________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

### 28. Overall, what is your preferred way to contact HRLE? (Please select one response only)

1. Phone  
2. In-person  
3. E-mail  
4. Internet – online self-service (if available)

7. Other (please specify): ______________________________________________________________________

### 29. Are you currently receiving your payments from HRLE through the mail or through Direct Deposit?

1. Through the mail

2. Through Direct Deposit  

3. Both through the mail and direct deposit  

4. I am not receiving direct payments/benefit paid directly by HRLE

► Go To Q31
30. Why are you NOT using Direct Deposit? Do NOT read list

1 ○ Did not know it was an option
2 ○ It is faster to receive my payments by mail
3 ○ Have limited access to banking in my area
4 ○ Cost associated with bank account/debit card
5 ○ Have a garnishment order in place
6 ○ Too easy to overspend with a debit card
7 ○ The process to sign up for direct deposit is too complicated
97 ○ Other (please specify): ___________________

Section 6 – Barriers to Full-Time Employment (Not to be Asked to Skills Development and Wage Subsidy Clients)

31. What, if anything, do you feel is the MAIN issue preventing you from working? (Please provide one response only) If respondent indicates they are currently working, interviewer to ask if it’s full-time or part-time.

____________________________________________________________________________________________

32. Please provide any other issues you feel prevent you from working.

____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

Section 7 – Demographics

Please answer each of the following questions for research and statistical purposes only.

33. Are you of Aboriginal descent?

1 ○ Yes 2 ○ No ►Go To Q35

34. Please identify your Aboriginal status.

1 ○ Mi’kmaq (Qalipu/Miawpukek First Nation/Federation of Newfoundland Indians and associated bands)
2 ○ Métis (NunatuKavut) 3 ○ Innu (Innu Nation/Naskapi/ILNU)
4 ○ Inuit (Nunatsiavut/LIA) 5 ○ Mi’kmaq (non-status)
6 ○ Indian (non-status Canada) 7 ○ Other (please specify): ___________________
35. Do you have a disability? To be asked to Skills Development and Wage Subsidy clients only

1 ○ Yes  2 ○ No

36. Please identify your family type. To be asked to Skills Development and Wage Subsidy clients only

1 ○ Single  2 ○ Single parent  3 ○ Couple with children  4 ○ Couple without children
7 ○ Other (please specify): ____________________________________________________________________

37. Please provide any suggestions or comments you have related to this survey and its content.
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

Please remember that all information is kept strictly confidential.

Thank you for your participation.

Newfoundland Labrador

Newfoundland and Labrador Statistics Agency
www.stats.gov.nl.ca
HRLE (AES) Client Survey Results
Purpose of survey:

• To collect baseline of client satisfaction.
• To increase our understanding of levels of client awareness.
• To get a picture of clients’ preferred channel of access.
• To better understand why clients are not subscribing to direct deposit
• To inform the Legislative Review of the Income & Employment Support Act
Highlights of Results

- Of the 3535 clients contacted 52% (1832) responded.
- Respondents were most aware of income support and skills development programs and least aware of overlap of wages and income support in first 30 days of working.
- Most used services: IS, resume writing, skills development.
- 71% agreed that staff knew what programs in HRLE the client was eligible for.
- 41% agreed that staff knew what programs outside of HRLE the client was eligible for.
- In the 90th percentile – staff listen well, are respectful, keep information confidential.
Highlights of Results (cont’d)

• Over 90% have not visited HRLE (AES) website
• 74% are not aware of IS email services
• 46% would be willing to use internet to get service and benefits
• 71% felt staff did not offer them other services if they were not eligible for the service they wanted
• 76% prefer to access by phone: 18% prefer to access in person
• Top 3 reasons clients aren’t working: medical (55%), can’t find work (11%), child care (8%)
• 20% don’t have direct deposit because they don’t have an account
• 34% self identified as having a disability
## Breakdown of Respondents by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Count</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>499</td>
<td>27.20%</td>
</tr>
<tr>
<td>Central</td>
<td>526</td>
<td>28.70%</td>
</tr>
<tr>
<td>Western</td>
<td>522</td>
<td>28.50%</td>
</tr>
<tr>
<td>Labrador</td>
<td>285</td>
<td>15.60%</td>
</tr>
<tr>
<td>Total</td>
<td>1832</td>
<td>100%</td>
</tr>
</tbody>
</table>
## Respondents by Program

### Number of Respondents - By Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Frequency</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Support</td>
<td>1717</td>
<td>93.7%</td>
</tr>
<tr>
<td>Wage Subsidy/Skills Development</td>
<td>84</td>
<td>4.5%</td>
</tr>
<tr>
<td>CEYS</td>
<td>31</td>
<td>1.6%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>1832</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>


Awareness and Utilization

Which of the following HRLE programs Benefits and services are you aware of? Select all that apply

- Income support (Basic Benefits) 97.8%
- Employment and Career counseling 56.3%
- Extended Drug Card 55.8%
- Resume Writing and job search assist. 53.9%
- Earning Exemptions (while on inc. sup.) 50.6%
- Employment and Career Counseling 49.1%
- Wage Subsidies 46.5%
- Child Care Support 46.0%
- Employment Development Support 39.0%
- Job Start Benefit 35.0%
- High School Incentive Allowance 34.4%
- Overlap of Inc. Sup. Benefits 32.5%
## Awareness by Region

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income support basic benefits</td>
<td>97.60%</td>
<td>98.50%</td>
<td>97.30%</td>
<td>97.50%</td>
<td>97.80%</td>
</tr>
<tr>
<td>Skills development (financial assistance to help pay for training that will assist with getting a job)</td>
<td>55.50%</td>
<td>60.30%</td>
<td>58.00%</td>
<td>47.00%</td>
<td>56.30%</td>
</tr>
<tr>
<td>Extended drug card coverage for 6 months after leaving IS and taking a job</td>
<td>63.90%</td>
<td>65.60%</td>
<td>45.80%</td>
<td>41.80%</td>
<td>55.80%</td>
</tr>
<tr>
<td>Resume writing and job search assistance</td>
<td>56.70%</td>
<td>56.50%</td>
<td>52.70%</td>
<td>46.70%</td>
<td>53.90%</td>
</tr>
<tr>
<td>Earning exemptions while receiving income support (earning some wages without impacting IS benefits)</td>
<td>53.50%</td>
<td>55.30%</td>
<td>47.70%</td>
<td>42.10%</td>
<td>50.60%</td>
</tr>
<tr>
<td>Employment and career counseling</td>
<td>54.10%</td>
<td>51.10%</td>
<td>45.00%</td>
<td>43.90%</td>
<td>49.10%</td>
</tr>
<tr>
<td>Wage subsidies (partial wages provided to employers who hire you)</td>
<td>48.10%</td>
<td>52.70%</td>
<td>42.70%</td>
<td>38.90%</td>
<td>46.50%</td>
</tr>
<tr>
<td>Child care support (private child care for those working and receiving income support benefits)</td>
<td>48.10%</td>
<td>47.50%</td>
<td>45.40%</td>
<td>40.70%</td>
<td>46.00%</td>
</tr>
<tr>
<td>Employment development supports (work clothes, short-term training, placement allowances, etc.)</td>
<td>40.30%</td>
<td>43.70%</td>
<td>38.70%</td>
<td>33.70%</td>
<td>39.80%</td>
</tr>
<tr>
<td>Job Start Benefit (additional funding if you are accepting a new job)</td>
<td>37.30%</td>
<td>39.20%</td>
<td>31.80%</td>
<td>29.50%</td>
<td>35.00%</td>
</tr>
<tr>
<td>High school incentive allowance for children over 18 who are still in school (if parents are receiving IS)</td>
<td>36.50%</td>
<td>34.60%</td>
<td>34.70%</td>
<td>29.80%</td>
<td>34.40%</td>
</tr>
<tr>
<td>Overlap of income support benefits and wages for the first 30 days of a new job</td>
<td>33.30%</td>
<td>36.30%</td>
<td>29.50%</td>
<td>29.80%</td>
<td>32.50%</td>
</tr>
</tbody>
</table>
Utilization

Which of the following HRLE programs Benefits and Services have you used in the last 6 months? Select all that apply

• Income support (Basic Benefits) 93.1%
• Resume Writing and Job Search assistance 8.0%
• Extended drug card coverage 7.2%
• Skills Development 7.0%
• Employment and Career Counseling 6.0%
• Earning Exemptions (while rec. inc. supp.) 5.3%
### Usage by Region

<table>
<thead>
<tr>
<th>Service</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income support basic benefits</td>
<td>95%</td>
<td>95%</td>
<td>91%</td>
<td>91%</td>
<td>93%</td>
</tr>
<tr>
<td>Resume writing and job search assistance</td>
<td>8%</td>
<td>9%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Resume writing and job search assistance</td>
<td>8%</td>
<td>9%</td>
<td>8%</td>
<td>8%</td>
<td>8%</td>
</tr>
<tr>
<td>Extended drug card coverage for 6 months after leaving IS and taking a job</td>
<td>8%</td>
<td>8%</td>
<td>5%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Skills development (financial assistance to help pay for training that will assist with getting a job)</td>
<td>5%</td>
<td>6%</td>
<td>9%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Employment and career counselling</td>
<td>7%</td>
<td>...</td>
<td>6%</td>
<td>...</td>
<td>6%</td>
</tr>
<tr>
<td>Earning exemptions while receiving income support (earning some wages without impacting IS benefits)</td>
<td>...</td>
<td>...</td>
<td>6%</td>
<td>7%</td>
<td>5%</td>
</tr>
<tr>
<td>Overlap of income support benefits and wages for the first 30 days of a new job</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>5%</td>
<td>...</td>
</tr>
</tbody>
</table>
Results by Channel of Access
Telephone Access

What number do you normally use to call HRLE (AES)?

- Toll free 1-800 number 46.3%
- Local office number 41.0%
- I do not normally call HRLE
  / I do not have a number 12.6%
## What number do you normally use to call HRLE (AES)?

<table>
<thead>
<tr>
<th></th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Toll-free 1-800 number</strong></td>
<td>22.6%</td>
<td>70.2%</td>
<td>61.3%</td>
<td>16.5%</td>
<td>46.3%</td>
</tr>
<tr>
<td><strong>Local office number</strong></td>
<td>63.5%</td>
<td>18.3%</td>
<td>28.7%</td>
<td>66.3%</td>
<td>41.0%</td>
</tr>
<tr>
<td><strong>I do not normally call HRLE/I do not have a number</strong></td>
<td>13.8%</td>
<td>11.6%</td>
<td>10.0%</td>
<td>17.2%</td>
<td>12.6%</td>
</tr>
</tbody>
</table>
Telephone Access

Have you contacted HRLE (AES) by telephone in the last 6 months (either to access/program/benefit/service or to look for information)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>51.1%</td>
<td>47.3%</td>
</tr>
<tr>
<td>Central</td>
<td>54.9%</td>
<td>43.9%</td>
</tr>
<tr>
<td>Western</td>
<td>52.3%</td>
<td>46.4%</td>
</tr>
<tr>
<td>Labrador</td>
<td>47.4%</td>
<td>49.8%</td>
</tr>
<tr>
<td>Total</td>
<td>52.0%</td>
<td>46.5%</td>
</tr>
</tbody>
</table>
Telephone Issues by Region

Which of the following issues have you experienced while dealing with HRLE by telephone during the last 6 months

- I had to wait more than 10 minutes on the ph. 52.8%
- I have not experienced any of these issues 34.8%
- It took more than 2 days for return call 34.1%
- I was transferred to more than 3 people when I called 24.4%
- I was disconnected/cut-off while on the ph. 16.9%
## Telephone Issues by Region

<table>
<thead>
<tr>
<th>Issue</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>I had to wait more than 10 minutes on the phone.</td>
<td>78.0%</td>
<td>56.1%</td>
<td>40.7%</td>
<td>23.0%</td>
<td>52.8%</td>
</tr>
<tr>
<td>I have not experienced any of these issues while dealing with HRLE by telephone during the last 6 months.</td>
<td>16.9%</td>
<td>31.8%</td>
<td>42.5%</td>
<td>59.3%</td>
<td>34.8%</td>
</tr>
<tr>
<td>It took more than 2 working days for someone to return my call.</td>
<td>34.1%</td>
<td>36.7%</td>
<td>35.2%</td>
<td>26.7%</td>
<td>34.1%</td>
</tr>
<tr>
<td>I was transferred to more than 3 people when I called.</td>
<td>33.7%</td>
<td>21.1%</td>
<td>24.2%</td>
<td>14.1%</td>
<td>24.4%</td>
</tr>
<tr>
<td>I was disconnected/cut-off while on the phone.</td>
<td>35.3%</td>
<td>9.7%</td>
<td>12.8%</td>
<td>5.9%</td>
<td>16.9%</td>
</tr>
</tbody>
</table>
# HRLE Staff Listened to Concerns

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>90.2%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Central</td>
<td>92.3%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Western</td>
<td>89.4%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Labrador</td>
<td>86.7%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Total</td>
<td>90.0%</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
Clients were Treated with Respect

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>88.2%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Central</td>
<td>95.8%</td>
<td>…</td>
</tr>
<tr>
<td>Western</td>
<td>95.2%</td>
<td>…</td>
</tr>
<tr>
<td>Labrador</td>
<td>85.2%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Total</td>
<td>92.1%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>
HRLE Staff were Helpful

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>87.7%</td>
<td>9.8%</td>
</tr>
<tr>
<td>Central</td>
<td>93.4%</td>
<td>…</td>
</tr>
<tr>
<td>Western</td>
<td>93.8%</td>
<td>…</td>
</tr>
<tr>
<td>Labrador</td>
<td>88.1%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Total</td>
<td>91.3%</td>
<td>7.1%</td>
</tr>
</tbody>
</table>
Staff were Knowledgeable

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>83.9%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Central</td>
<td>93.4%</td>
<td>…</td>
</tr>
<tr>
<td>Western</td>
<td>91.2%</td>
<td>…</td>
</tr>
<tr>
<td>Labrador</td>
<td>86.7%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Total</td>
<td>89.5%</td>
<td>8.5%</td>
</tr>
</tbody>
</table>
Program Eligibility

Staff knew what HRLE programs I was eligible for

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>67%</td>
<td>20.8%</td>
<td>14.5%</td>
</tr>
<tr>
<td>Central</td>
<td>74.4%</td>
<td>11.4%</td>
<td>14.2%</td>
</tr>
<tr>
<td>Western</td>
<td>72.9%</td>
<td>14.3%</td>
<td>12.8%</td>
</tr>
<tr>
<td>Labrador</td>
<td>75.6%</td>
<td>12.6%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Total</td>
<td>71.5%</td>
<td>14.9%</td>
<td>13.6%</td>
</tr>
</tbody>
</table>
### Staff knowledge of External Programs

Staff knew what programs I was eligible for from agencies other than HRLE

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>36.1%</td>
<td>30.6%</td>
<td>33.3%</td>
</tr>
<tr>
<td>Central</td>
<td>44.3%</td>
<td>23.2%</td>
<td>32.2%</td>
</tr>
<tr>
<td>Western</td>
<td>43.2%</td>
<td>31.5%</td>
<td>25.3%</td>
</tr>
<tr>
<td>Labrador</td>
<td>43.7%</td>
<td>31.9%</td>
<td>24.4%</td>
</tr>
<tr>
<td>Total</td>
<td>41.7%</td>
<td>28.8%</td>
<td>29.4%</td>
</tr>
</tbody>
</table>
HRLE Staff Referrals

Staff referred me to other agencies that could assist me

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>31.6%</td>
<td>57.3%</td>
<td>10.2%</td>
</tr>
<tr>
<td>Central</td>
<td>38.4%</td>
<td>52.2%</td>
<td>9.3%</td>
</tr>
<tr>
<td>Western</td>
<td>36.3%</td>
<td>56.4%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Labrador</td>
<td>41.5%</td>
<td>54.1%</td>
<td>...</td>
</tr>
<tr>
<td>Total</td>
<td>36.7%</td>
<td>55.0%</td>
<td>8.3%</td>
</tr>
</tbody>
</table>
### Accuracy of Information

I received accurate information

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>82.7%</td>
<td>14.5%</td>
</tr>
<tr>
<td>Central</td>
<td>91.3%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Western</td>
<td>86.8%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Labrador</td>
<td>81.5%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Total</td>
<td>86.3%</td>
<td>11.3%</td>
</tr>
</tbody>
</table>
Clarity of Information

Staff were clear in explaining what I needed to do

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>82.0%</td>
<td>15.7%</td>
</tr>
<tr>
<td>Central</td>
<td>90.7%</td>
<td>8.0%</td>
</tr>
<tr>
<td>Western</td>
<td>88.3%</td>
<td>9.2%</td>
</tr>
<tr>
<td>Labrador</td>
<td>83.0%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Total</td>
<td>86.6%</td>
<td>11.2%</td>
</tr>
</tbody>
</table>
Extra Mile

Staff went the extra mile to make sure I got what I needed

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Dk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>67.8%</td>
<td>28.2%</td>
<td></td>
</tr>
<tr>
<td>Central</td>
<td>79.9%</td>
<td>15.9%</td>
<td></td>
</tr>
<tr>
<td>Western</td>
<td>76.2%</td>
<td>1.2%</td>
<td></td>
</tr>
<tr>
<td>Labrador</td>
<td>68.1%</td>
<td>26.7%</td>
<td>5.2%</td>
</tr>
<tr>
<td>Total</td>
<td>73.9%</td>
<td>22.3%</td>
<td></td>
</tr>
</tbody>
</table>
Confidentiality

I am comfortable that any personal information that I provide to HRLE in person will remain confidential

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>92.9%</td>
<td>...</td>
</tr>
<tr>
<td>Central</td>
<td>96.2%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>93.4%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Labrador</td>
<td>92.6%</td>
<td>...</td>
</tr>
<tr>
<td>Total</td>
<td>94.0%</td>
<td>...</td>
</tr>
</tbody>
</table>
Needs Met

Overall, have you gotten what you needed from HRLE by telephone during the last 6 months? (i.e., an answer to a question, information on a program/service, a positive outcome, etc.)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Dk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>78.0%</td>
<td>15.3%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Central</td>
<td>84.4%</td>
<td>10.4%</td>
<td></td>
</tr>
<tr>
<td>Western</td>
<td>83.2%</td>
<td>12.5%</td>
<td></td>
</tr>
<tr>
<td>Labrador</td>
<td>82.2%</td>
<td>9.6%</td>
<td>8.1%</td>
</tr>
<tr>
<td>Total</td>
<td>82.0%</td>
<td>12.2%</td>
<td>5.5%</td>
</tr>
</tbody>
</table>
# Satisfaction Level

Overall, are you satisfied with the level of service you received while dealing with HRLE by telephone during the last 6 months

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>79.2%</td>
<td>19.6%</td>
</tr>
<tr>
<td>Central</td>
<td>90.3%</td>
<td>9.0%</td>
</tr>
<tr>
<td>Western</td>
<td>86.4%</td>
<td>12.4%</td>
</tr>
<tr>
<td>Labrador</td>
<td>78.5%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Total</td>
<td>84.6%</td>
<td>14.3%</td>
</tr>
</tbody>
</table>
In Person Access
Knowledge of Location

Do you know where the nearest HRLE office is located

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>83.0%</td>
<td>17.0%</td>
</tr>
<tr>
<td>Central</td>
<td>86.3%</td>
<td>13.7%</td>
</tr>
<tr>
<td>Western</td>
<td>88.3%</td>
<td>11.7%</td>
</tr>
<tr>
<td>Labrador</td>
<td>86.7%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Total</td>
<td>86.0%</td>
<td>14.0%</td>
</tr>
</tbody>
</table>
Have you visited a HRLE office in the last 6 months (either to access a program/benefit/service or to look for information)?

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>30.3%</td>
<td>69.1%</td>
</tr>
<tr>
<td>Central</td>
<td>33.5%</td>
<td>66.5%</td>
</tr>
<tr>
<td>Western</td>
<td>38.1%</td>
<td>61.9%</td>
</tr>
<tr>
<td>Labrador</td>
<td>37.9%</td>
<td>61.1%</td>
</tr>
<tr>
<td>Total</td>
<td>34.6%</td>
<td>65.0%</td>
</tr>
</tbody>
</table>
In Person Access Issues

Which of the following issues have you experienced while visiting HRLE offices during the last 6 months?

- I have not experienced any of these issues while visiting a HRLE office during the last 6 months _________ 61.8%
- I had to wait more than 10 minutes in person at a HRLE office/service location ______________________ 24.3%
- I had trouble understanding and/or filling out the forms I was given. ________________________________ 11.7%
- I had to deal with more than 3 staff members while visiting a HRLE office. _________________________ 8.5%
- The HRLE office was closed when I visited _________ 7.1%
- I had to go to more than one office/location to get served ______________________________ 6.5%
Which of the following issues have you experienced while visiting HRLE offices during the last 6 months?

<table>
<thead>
<tr>
<th>Issue</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have not experienced any of these issues while visiting a HRLE office during the last 6 months.</td>
<td>58.3%</td>
<td>73.9%</td>
<td>57.3%</td>
<td>55.6%</td>
<td>61.8%</td>
</tr>
<tr>
<td>I had to wait more than 10 minutes in person at a HRLE office/service location.</td>
<td>30.5%</td>
<td>15.3%</td>
<td>28.1%</td>
<td>23.1%</td>
<td>24.3%</td>
</tr>
<tr>
<td>I had trouble understanding and/or filling out the forms I was given.</td>
<td>9.3%</td>
<td>6.8%</td>
<td>12.1%</td>
<td>22.2%</td>
<td>11.7%</td>
</tr>
<tr>
<td>I had to deal with more than 3 staff members while visiting a HRLE office.</td>
<td>8.6%</td>
<td>6.8%</td>
<td>8.0%</td>
<td>12.0%</td>
<td>8.5%</td>
</tr>
<tr>
<td>The HRLE office was closed when I visited.</td>
<td>7.9%</td>
<td>...</td>
<td>9.5%</td>
<td>...</td>
<td>7.1%</td>
</tr>
<tr>
<td>I had to go to more than one office/location to get served.</td>
<td>7.9%</td>
<td>...</td>
<td>8.0%</td>
<td>...</td>
<td>6.5%</td>
</tr>
<tr>
<td>I had trouble understanding signs at the HRLE office.</td>
<td>5.3%</td>
<td>...</td>
<td>...</td>
<td>7.4%</td>
<td>...</td>
</tr>
</tbody>
</table>
## Staff Listening

Staff listened to my concerns

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>95.4%</td>
<td>...</td>
</tr>
<tr>
<td>Central</td>
<td>96.6%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>92.5%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Labrador</td>
<td>92.6%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Total</td>
<td>94.3%</td>
<td>...</td>
</tr>
</tbody>
</table>
Respect (In Person)

Staff treated me with respect

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>94%</td>
<td>...</td>
</tr>
<tr>
<td>Central</td>
<td>96.6%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>92.5%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Labrador</td>
<td>92.6%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Total</td>
<td>94.3%</td>
<td>...</td>
</tr>
</tbody>
</table>
Helpful Staff

Staff were helpful

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>93.4%</td>
<td>5.3%</td>
</tr>
<tr>
<td>Central</td>
<td>94.9%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>96.5%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>91.7%</td>
<td>5.6%</td>
</tr>
<tr>
<td>Total</td>
<td>94.5%</td>
<td>...</td>
</tr>
</tbody>
</table>
## Knowledgeable Staff

Staff were knowledgeable

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>90.7%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Central</td>
<td>96.6%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>97.0%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>94.4%</td>
<td>...</td>
</tr>
<tr>
<td>Total</td>
<td>95.0%</td>
<td>...</td>
</tr>
</tbody>
</table>
## Program Eligibility Within HRLE

Staff knew what HRLE programs I was eligible for

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>DK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>73.5%</td>
<td>12.6%</td>
<td>13.9%</td>
</tr>
<tr>
<td>Central</td>
<td>83.5%</td>
<td>5.7%</td>
<td>10.8%</td>
</tr>
<tr>
<td>Western</td>
<td>78.9%</td>
<td>7.5%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Labrador</td>
<td>84.3%</td>
<td>7.4%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Total</td>
<td>79.8%</td>
<td>8.2%</td>
<td>12.0%</td>
</tr>
</tbody>
</table>
Program Eligibility (Outside)

Staff knew what programs I was eligible for from agencies other than HRLE

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Dk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>47.0%</td>
<td>25.8%</td>
<td>27.2%</td>
</tr>
<tr>
<td>Central</td>
<td>54.5%</td>
<td>16.5%</td>
<td>29.0%</td>
</tr>
<tr>
<td>Western</td>
<td>56.3%</td>
<td>17.1%</td>
<td>26.6%</td>
</tr>
<tr>
<td>Labrador</td>
<td>65.7%</td>
<td>20.4%</td>
<td>13.9%</td>
</tr>
<tr>
<td>Total</td>
<td>55.3%</td>
<td>19.6%</td>
<td>25.2%</td>
</tr>
</tbody>
</table>
Referrals (Outside)

Staff referred me to other agencies that could assist me

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Dk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>38.4%</td>
<td>53.6%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Central</td>
<td>46.0%</td>
<td>46.6%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Western</td>
<td>40.2%</td>
<td>48.2%</td>
<td>11.6%</td>
</tr>
<tr>
<td>Labrador</td>
<td>51.9%</td>
<td>43.5%</td>
<td>…</td>
</tr>
<tr>
<td>Total</td>
<td>43.9%</td>
<td>48.3%</td>
<td>8.4%</td>
</tr>
</tbody>
</table>
Accurate Information

I received accurate information

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>89.4%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Central</td>
<td>92.6%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Western</td>
<td>91.0%</td>
<td>7.0%</td>
</tr>
<tr>
<td>Labrador</td>
<td>86.1%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Total</td>
<td>90.2%</td>
<td>7.9%</td>
</tr>
</tbody>
</table>
Staff Clarity

Staff were clear in explaining what I needed to do

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>88.1%</td>
<td>10.6%</td>
</tr>
<tr>
<td>Central</td>
<td>93.8%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>96.0%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>90.7%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Total</td>
<td>92.6%</td>
<td>6.2%</td>
</tr>
</tbody>
</table>
Staff Going the Extra Mile

Staff went the extra mile to make sure I got what I needed

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>74.2%</td>
<td>21.2%</td>
</tr>
<tr>
<td>Central</td>
<td>83.0%</td>
<td>14.2%</td>
</tr>
<tr>
<td>Western</td>
<td>84.4%</td>
<td>14.1%</td>
</tr>
<tr>
<td>Labrador</td>
<td>78.7%</td>
<td>18.5%</td>
</tr>
<tr>
<td>Total</td>
<td>80.6%</td>
<td>16.6%</td>
</tr>
</tbody>
</table>
Confidentiality

I am comfortable that any personal information I provide to HRLE in person will remain confidential

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>92.7%</td>
<td>6.6%</td>
</tr>
<tr>
<td>Central</td>
<td>95.5%</td>
<td>…</td>
</tr>
<tr>
<td>Western</td>
<td>96.0%</td>
<td>…</td>
</tr>
<tr>
<td>Labrador</td>
<td>94.4%</td>
<td>…</td>
</tr>
<tr>
<td>Total</td>
<td>94.8%</td>
<td>…</td>
</tr>
</tbody>
</table>
## Clean Offices

**HRLE offices were clean**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Avalon</td>
<td>99.3%</td>
<td></td>
</tr>
<tr>
<td>• Central</td>
<td>99.4%</td>
<td></td>
</tr>
<tr>
<td>• Western</td>
<td>99.5%</td>
<td></td>
</tr>
<tr>
<td>• Labrador</td>
<td>97.2%</td>
<td></td>
</tr>
<tr>
<td>• Total</td>
<td>99.1%</td>
<td></td>
</tr>
</tbody>
</table>
## Waiting Areas

Waiting areas were comfortable

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>95.4%</td>
<td>...</td>
</tr>
<tr>
<td>Central</td>
<td>95.5%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>96.0%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>96.3%</td>
<td>...</td>
</tr>
<tr>
<td>Total</td>
<td>95.7%</td>
<td>...</td>
</tr>
</tbody>
</table>
**Needs Were Met**

Overall, have you gotten what you needed while visiting HRLE offices during the last 6 months (i.e. an answer to a question, information on a program…)

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
<th>Only got part of need</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>80.8%</td>
<td>11.3%</td>
<td>7.3%</td>
</tr>
<tr>
<td>Central</td>
<td>89.2%</td>
<td>8.0%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>91.0%</td>
<td>6.0%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>87.0%</td>
<td>10.2%</td>
<td>...</td>
</tr>
<tr>
<td>Total</td>
<td>87.4%</td>
<td>8.5%</td>
<td>...</td>
</tr>
</tbody>
</table>
Satisfaction in Services

Overall, are you satisfied with the level of service you received while visiting the HRLE offices during the last 6 months?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>90.1%</td>
<td>9.9%</td>
</tr>
<tr>
<td>Central</td>
<td>93.8%</td>
<td>6.3%</td>
</tr>
<tr>
<td>Western</td>
<td>92.0%</td>
<td>7.5%</td>
</tr>
<tr>
<td>Labrador</td>
<td>91.7%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Total</td>
<td>92.0%</td>
<td>7.9%</td>
</tr>
</tbody>
</table>
Email/Online Access
## Email/ Online Access

Have you visited the HRLE website in the last 6 months

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>12.6%</td>
<td>87.0%</td>
</tr>
<tr>
<td>Central</td>
<td>10.6%</td>
<td>89.2%</td>
</tr>
<tr>
<td>Western</td>
<td>7.9%</td>
<td>91.8%</td>
</tr>
<tr>
<td>Labrador</td>
<td>5.3%</td>
<td>94.7%</td>
</tr>
<tr>
<td>Total</td>
<td>9.6%</td>
<td>90.2%</td>
</tr>
</tbody>
</table>
Finding Information on Website

Were you able to find the information you were looking for

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>87.3%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Central</td>
<td>89.3%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>97.6%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>80.0%</td>
<td>13.3%</td>
</tr>
<tr>
<td>Total</td>
<td>89.7%</td>
<td>6.3%</td>
</tr>
</tbody>
</table>
Website Issues

Which of the following issues have you experienced while visiting HRLE’s website

- I have not experienced any of those issues 52.0%
- Took 5 clicks (or more) to find what I was looking for 26.9%
- I had to go to more than one website 20.6%
- I found the website confusing/difficult to navigate 16.6%
- Services wanted to access not available 16.0%
- Took more than 24 hrs for email reply 10.3%
- I had difficulty finding HRLE website 6.3%
<table>
<thead>
<tr>
<th>Issue</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have not experienced any of these issues while visiting HRLE’s website during the last 6 months.</td>
<td>50.8%</td>
<td>48.2%</td>
<td>68.3%</td>
<td>26.7%</td>
<td>52.0%</td>
</tr>
<tr>
<td>It took more than 5 clicks to find what I was looking for on the website.</td>
<td>28.6%</td>
<td>32.1%</td>
<td>12.2%</td>
<td>40.0%</td>
<td>26.9%</td>
</tr>
<tr>
<td>I had to go to more than one website to get what I was looking for.</td>
<td>17.5%</td>
<td>23.2%</td>
<td>17.1%</td>
<td>33.3%</td>
<td>20.6%</td>
</tr>
<tr>
<td>I found the website confusing and/or difficult to navigate.</td>
<td>15.9%</td>
<td>19.6%</td>
<td>7.3%</td>
<td>33.3%</td>
<td>16.6%</td>
</tr>
<tr>
<td>The service(s) I wanted to access were not available online.</td>
<td>…</td>
<td>19.6%</td>
<td>…</td>
<td>26.7%</td>
<td>16.0%</td>
</tr>
<tr>
<td>It took more than 24 hours to receive a reply to an e-mail message.</td>
<td>12.7%</td>
<td>7.1%</td>
<td>7.3%</td>
<td>20.0%</td>
<td>10.3%</td>
</tr>
<tr>
<td>I had difficulty finding the HRLE’s website.</td>
<td>11.1%</td>
<td>7.1%</td>
<td>…</td>
<td>…</td>
<td>6.3%</td>
</tr>
</tbody>
</table>
### Awareness of New Email Service

Are you aware of the new email service for the income support program

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>33.9%</td>
<td>66.1%</td>
</tr>
<tr>
<td>Central</td>
<td>28.9%</td>
<td>71.1%</td>
</tr>
<tr>
<td>Western</td>
<td>23.2%</td>
<td>76.8%</td>
</tr>
<tr>
<td>Labrador</td>
<td>12.3%</td>
<td>87.7%</td>
</tr>
<tr>
<td>Total</td>
<td>26.0%</td>
<td>74.0%</td>
</tr>
</tbody>
</table>
Use of Email Service

Have you used the new email service for the income support program

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>14.2%</td>
<td>85.8%</td>
</tr>
<tr>
<td>Central</td>
<td>7.9%</td>
<td>92.1%</td>
</tr>
<tr>
<td>Western</td>
<td>7.4%</td>
<td>92.6%</td>
</tr>
<tr>
<td>Labrador</td>
<td>5.7%</td>
<td>94.3%</td>
</tr>
<tr>
<td>Total</td>
<td>9.9%</td>
<td>90.1%</td>
</tr>
</tbody>
</table>
Satisfaction with Email Service

Were you satisfied with the new email service for the Income Support Program

<table>
<thead>
<tr>
<th>Region</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>75.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Central</td>
<td>91.7%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Western</td>
<td>88.9%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Labrador</td>
<td>50.0%</td>
<td>50.0%</td>
</tr>
<tr>
<td>Total</td>
<td>80.9%</td>
<td>19.1%</td>
</tr>
</tbody>
</table>
Willingness to Access Online Services

Would you be willing to access your HRLE programs, benefits and services on the internet if they were available

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>47.9%</td>
<td>49.3%</td>
</tr>
<tr>
<td>Central</td>
<td>44.3%</td>
<td>52.5%</td>
</tr>
<tr>
<td>Western</td>
<td>44.6%</td>
<td>52.7%</td>
</tr>
<tr>
<td>Labrador</td>
<td>50.9%</td>
<td>46.0%</td>
</tr>
<tr>
<td>Total</td>
<td>46.4%</td>
<td>50.7%</td>
</tr>
</tbody>
</table>
Services Willing to Use Online

Which HRLE programs, benefits and services would you like to be able to access on the internet

- Apply for programs benefits or services 89.6%
- Check the status of a cheque or payment 89.3%
- Check the status of an application 86.3%
- Submit a change of address 83.4%
- Request to appeal a decision 81.2%
Which HRLE programs, benefits and services would you like to be able to access on the internet

<table>
<thead>
<tr>
<th>Service</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apply for programs, benefits or services</td>
<td>92.1%</td>
<td>87.2%</td>
<td>89.9%</td>
<td>89.0%</td>
<td>89.6%</td>
</tr>
<tr>
<td>Check the status of a cheque or payment</td>
<td>88.1%</td>
<td>89.2%</td>
<td>91.5%</td>
<td>87.7%</td>
<td>89.3%</td>
</tr>
<tr>
<td>Check the status of an application</td>
<td>86.2%</td>
<td>87.6%</td>
<td>84.6%</td>
<td>87.0%</td>
<td>86.3%</td>
</tr>
<tr>
<td>Submit a change of address</td>
<td>85.0%</td>
<td>81.2%</td>
<td>84.6%</td>
<td>82.5%</td>
<td>83.4%</td>
</tr>
<tr>
<td>Request to appeal a decision</td>
<td>84.6%</td>
<td>78.4%</td>
<td>79.4%</td>
<td>83.1%</td>
<td>81.2%</td>
</tr>
</tbody>
</table>
Other Online Programs

Specified ‘other’ programs, benefits and services that respondents said they would like to access online

- Available job opportunities 25.9%
- Other 22.2%
- Access to general information/forms 18.5%
- Medical/Health related services 14.8%
- Available edu./training opportunities 11.1%
- Direct contact with case worker 7.4%
Specified ‘other’ programs, benefits and services that respondents said they would like to access online

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Available job opportunities</td>
<td>33.3%</td>
<td>50.0%</td>
<td>14.3%</td>
<td>...</td>
<td>25.9%</td>
</tr>
<tr>
<td>Other</td>
<td>22.2%</td>
<td>16.7%</td>
<td>28.6%</td>
<td>20.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>Access to general information/forms</td>
<td>22.2%</td>
<td>...</td>
<td>14.3%</td>
<td>40.0%</td>
<td>18.5%</td>
</tr>
<tr>
<td>Medical/health related services (drug card inquiries, medical travel expenses, etc.)</td>
<td>11.1%</td>
<td>...</td>
<td>14.3%</td>
<td>40.0%</td>
<td>14.8%</td>
</tr>
<tr>
<td>Available educational/training opportunities</td>
<td>11.1%</td>
<td>...</td>
<td>28.6%</td>
<td>...</td>
<td>11.1%</td>
</tr>
<tr>
<td>Direct contact with case worker</td>
<td>...</td>
<td>33.3%</td>
<td>...</td>
<td>...</td>
<td>7.4%</td>
</tr>
</tbody>
</table>
Other Programs Willing to Access Online

‘Other’ programs that 22.2% of subset of respondents said they would like to access online

• Online services aimed at older workers, people with disabilities and children with special needs
• Be able to use online services to schedule an appointment or phone call
Summary Questions
Eligibility

During your experience with HRLE over the last six months were you ever told that you were NOT eligible for a program

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>11.8%</td>
<td>88.2%</td>
</tr>
<tr>
<td>Central</td>
<td>10.6%</td>
<td>89.4%</td>
</tr>
<tr>
<td>Western</td>
<td>9.6%</td>
<td>90.4%</td>
</tr>
<tr>
<td>Labrador</td>
<td>10.9%</td>
<td>89.1%</td>
</tr>
<tr>
<td>Total</td>
<td>10.7%</td>
<td>89.3%</td>
</tr>
</tbody>
</table>
## Clear Refusals

Were staff clear in explaining why you were not eligible for the program, benefit or service?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Dk</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>54.2%</td>
<td>42.4%</td>
<td>...</td>
</tr>
<tr>
<td>Central</td>
<td>71.4%</td>
<td>26.8%</td>
<td>...</td>
</tr>
<tr>
<td>Western</td>
<td>72.0%</td>
<td>26.0%</td>
<td>...</td>
</tr>
<tr>
<td>Labrador</td>
<td>48.4%</td>
<td>45.2%</td>
<td>6.5%</td>
</tr>
<tr>
<td>Total</td>
<td>62.8%</td>
<td>34.2%</td>
<td>...</td>
</tr>
</tbody>
</table>
Options when Ineligible

Did staff offer you any other options when you were informed you were not eligible?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>25.4%</td>
<td>71.2%</td>
</tr>
<tr>
<td>Central</td>
<td>32.1%</td>
<td>67.9%</td>
</tr>
<tr>
<td>Western</td>
<td>32.0%</td>
<td>68.0%</td>
</tr>
<tr>
<td>Labrador</td>
<td>16.1%</td>
<td>83.9%</td>
</tr>
<tr>
<td>Total</td>
<td>27.6%</td>
<td>71.4%</td>
</tr>
</tbody>
</table>
Basic Needs

Overall, do you feel that your basic needs are being met by HRLE

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>74.7%</td>
<td>23.2%</td>
</tr>
<tr>
<td>Central</td>
<td>78.9%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Western</td>
<td>77.6%</td>
<td>19.2%</td>
</tr>
<tr>
<td>Labrador</td>
<td>76.1%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Total</td>
<td>77.0%</td>
<td>20.4%</td>
</tr>
</tbody>
</table>
## Areas to Improve

<table>
<thead>
<tr>
<th>Area Description</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase benefits/expand services (increase financial support, dental coverage, expand drug card coverage, improve transportation/childcare services, etc.)</td>
<td>67.5%</td>
<td>68.5%</td>
<td>66.4%</td>
<td>50.0%</td>
<td>64.6%</td>
</tr>
<tr>
<td>Improve level of service (knowledgeable staff, prompt, thorough and consistent responses, improved access to services, increased contact with case worker, treat clients equally and with respect, etc.)</td>
<td>23.0%</td>
<td>17.1%</td>
<td>17.2%</td>
<td>17.6%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>11.9%</td>
<td>16.2%</td>
<td>17.2%</td>
<td>33.8%</td>
<td>18.1%</td>
</tr>
</tbody>
</table>
Preferred Method of Contact

Overall, what is your preferred way to contact HRLE

<table>
<thead>
<tr>
<th></th>
<th>Phone</th>
<th>In-Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>73.9%</td>
<td>17.4%</td>
</tr>
<tr>
<td>Central</td>
<td>79.5%</td>
<td>16.0%</td>
</tr>
<tr>
<td>Western</td>
<td>79.5%</td>
<td>15.9%</td>
</tr>
<tr>
<td>Labrador</td>
<td>68.8%</td>
<td>24.9%</td>
</tr>
<tr>
<td>Total</td>
<td>76.3%</td>
<td>17.7%</td>
</tr>
</tbody>
</table>
Mail/ Direct Deposit

Are you currently receiving your payments from HRLE through the mail or through Direct Deposit?

- Mail 64.2%
- Direct deposit 26.9%
- I am not receiving dir. pay 1.6%
Are you currently receiving your payments from HRLE through the mail or through Direct Deposit?

<table>
<thead>
<tr>
<th></th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through the mail</td>
<td>53.9%</td>
<td>71.3%</td>
<td>67.8%</td>
<td>62.5%</td>
<td>64.2%</td>
</tr>
<tr>
<td>Through Direct Deposit</td>
<td>37.5%</td>
<td>20.9%</td>
<td>23.8%</td>
<td>24.9%</td>
<td>26.9%</td>
</tr>
<tr>
<td>I am not receiving direct payments/benefit paid directly by HRLE</td>
<td>6.6%</td>
<td>7.2%</td>
<td>6.9%</td>
<td>11.2%</td>
<td>7.6%</td>
</tr>
</tbody>
</table>
## Direct Deposit Use

**Why are you NOT using Direct Deposit?**

- No bank account: 19.9%
- Don’t know: 19.3%
- No reason/ never got around to it: 11.6%
- Didn’t know was option: 10.5%
- Personal preference: 8.8%
- Prefer mail: 7.9%
- Cost associated w/ bank account: 5.4%
- Faster to rec. by mail: 5.0%
## Why are you NOT using Direct Deposit?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does not have/want a bank account/bank card (don't bank regularly, not enough money to maintain an account, just never got around to it, etc.)</td>
<td>19.3%</td>
<td>22.4%</td>
<td>16.4%</td>
<td>22.5%</td>
<td>19.9%</td>
</tr>
<tr>
<td>Don't know</td>
<td>21.9%</td>
<td>16.0%</td>
<td>20.6%</td>
<td>19.7%</td>
<td>19.3%</td>
</tr>
<tr>
<td>No particular reason provided/Just never considered it or got around to doing it</td>
<td>10.4%</td>
<td>13.3%</td>
<td>11.9%</td>
<td>9.0%</td>
<td>11.6%</td>
</tr>
<tr>
<td>It is faster to receive my payments by mail</td>
<td>7.8%</td>
<td>12.0%</td>
<td>12.1%</td>
<td>7.9%</td>
<td>10.5%</td>
</tr>
<tr>
<td>Personal preference/circumstances (Don't like/trust banks/direct deposit, disability makes interpersonal banking difficult, prefer to have cheque in hand as tangible proof of payment, etc.)</td>
<td>9.3%</td>
<td>10.4%</td>
<td>7.9%</td>
<td>6.7%</td>
<td>8.8%</td>
</tr>
<tr>
<td>Prefer the mail (easier, more familiar with the process, less chance for error, best option for them personally, etc.)</td>
<td>7.4%</td>
<td>8.5%</td>
<td>8.5%</td>
<td>6.2%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Cost associated with bank account/debit card</td>
<td>5.9%</td>
<td>...</td>
<td>6.2%</td>
<td>9.0%</td>
<td>5.4%</td>
</tr>
<tr>
<td>Have limited access to banking in my area</td>
<td>5.2%</td>
<td>...</td>
<td>5.4%</td>
<td>5.1%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Did not know it was an option</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>6.2%</td>
<td>...</td>
</tr>
</tbody>
</table>
Barriers to Full Time Employment
Barriers to Employment

What, if anything, do you feel is the MAIN issue preventing you from working

- Medical condition/health 52.5%
- Lack of avail. Jobs/ no work 11.4%
- Caring for children 8.4%
- Lack of education/ training 5.0%

*Note: This question was not asked to skills developments and wage subsidy clients
What, if anything, do you feel is the MAIN issue preventing you from working

<table>
<thead>
<tr>
<th>Issue</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical condition/Health issues (incl. mental health/behavioural/cognitive disorders/disabilities and women who are pregnant)</td>
<td>53.6%</td>
<td>55.4%</td>
<td>52.5%</td>
<td>44.8%</td>
<td>52.5%</td>
</tr>
<tr>
<td>Lack of available jobs/Cannot find work</td>
<td>7.2%</td>
<td>13.6%</td>
<td>12.4%</td>
<td>13.4%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Caring for children (incl. those caring for special needs children and those unable to find or afford childcare services)</td>
<td>8.4%</td>
<td>8.1%</td>
<td>8.5%</td>
<td>8.6%</td>
<td>8.4%</td>
</tr>
<tr>
<td>Lack of education/training/work experience (incl. those who have difficulty/are unable to read and/or write)</td>
<td>7.0%</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>5.0%</td>
</tr>
<tr>
<td>Currently working full-time (30 hrs per week or more)</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>5.2%</td>
<td>...</td>
</tr>
</tbody>
</table>
Barriers to Employment

Please provide any other issues you feel prevent you from working

- No other issues: 52.7%
- Don’t know: 21.8%
- Medical condition/ health: 5.5%
Please provide any other issues you feel prevent you from working

<table>
<thead>
<tr>
<th>Issue</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No other issues</td>
<td>53.6%</td>
<td>53.1%</td>
<td>48.2%</td>
<td>58.8%</td>
<td>52.7%</td>
</tr>
<tr>
<td>Don't know</td>
<td>19.2%</td>
<td>24.9%</td>
<td>23.6%</td>
<td>17.1%</td>
<td>21.8%</td>
</tr>
<tr>
<td>Medical condition/Health issues (incl. mental health/behavioural/cognitive disorders/disabilities and women who are pregnant)</td>
<td>6.5%</td>
<td>…</td>
<td>7.8%</td>
<td>…</td>
<td>5.5%</td>
</tr>
<tr>
<td>Lack of available jobs/Cannot find work</td>
<td>…</td>
<td>5.0%</td>
<td>…</td>
<td>…</td>
<td>…</td>
</tr>
</tbody>
</table>
Demographics
Demographics

Are you of aboriginal decent?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td></td>
<td>97.0%</td>
</tr>
<tr>
<td>Central</td>
<td></td>
<td>92.4%</td>
</tr>
<tr>
<td>Western</td>
<td>28.7%</td>
<td>67.8%</td>
</tr>
<tr>
<td>Labrador</td>
<td>61.1%</td>
<td>38.9%</td>
</tr>
<tr>
<td>Total</td>
<td>20.1%</td>
<td>78.3%</td>
</tr>
</tbody>
</table>
Demographics

Please identify your Aboriginal status:

- Inuit (Nunatsiavut/LIA)  25.5%
- Métis (NunatuKavut)  17.7%
- Mi’kmaq  15.8%
- Mi'kmaq (non-status)  12.5%
- Don’t know  11.4%
- Indian (non-status Canada)  9.5%
<table>
<thead>
<tr>
<th>Aboriginal Status</th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inuit (Nunatsiavut/LIA)</td>
<td>25.0%</td>
<td>...</td>
<td>...</td>
<td>50.6%</td>
<td>25.5%</td>
</tr>
<tr>
<td>Métis (NunatuKavut)</td>
<td>...</td>
<td>9.4%</td>
<td>...</td>
<td>34.5%</td>
<td>17.7%</td>
</tr>
<tr>
<td>Mi’kmaq (Qalipu/Miawpukek First Nation/Federation of Newfoundland Indians and associated bands)</td>
<td>...</td>
<td>28.1%</td>
<td>30.0%</td>
<td>...</td>
<td>15.8%</td>
</tr>
<tr>
<td>Mi'kmaq (non-status)</td>
<td>25.0%</td>
<td>18.8%</td>
<td>24.0%</td>
<td>...</td>
<td>12.5%</td>
</tr>
<tr>
<td>Don't know</td>
<td>25.0%</td>
<td>...</td>
<td>20.7%</td>
<td>...</td>
<td>11.4%</td>
</tr>
<tr>
<td>Indian (non-status Canada)</td>
<td>16.7%</td>
<td>15.6%</td>
<td>17.3%</td>
<td>...</td>
<td>9.5%</td>
</tr>
<tr>
<td>Innu (Innu Nation/Naskapi/ILNU)</td>
<td>...</td>
<td>...</td>
<td>...</td>
<td>6.9%</td>
<td>...</td>
</tr>
<tr>
<td>Other (Please specify:)</td>
<td>...</td>
<td>9.4%</td>
<td>...</td>
<td>...</td>
<td>...</td>
</tr>
</tbody>
</table>
Demographics

Do you have a disability?

<table>
<thead>
<tr>
<th>Region</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avalon</td>
<td>35.3%</td>
<td>64.7%</td>
</tr>
<tr>
<td>Central</td>
<td>32.1%</td>
<td>67.9%</td>
</tr>
<tr>
<td>Western</td>
<td>34.3%</td>
<td>65.7%</td>
</tr>
<tr>
<td>Labrador</td>
<td>34.0%</td>
<td>66.0%</td>
</tr>
<tr>
<td>Total</td>
<td>33.9%</td>
<td>66.1%</td>
</tr>
</tbody>
</table>
Demographics

Please identify your family type

• Single 57.5%
• Single parent 16.9%
• Couple without children 16.0%
• Couple with children 16.0%
## Family Type by Region

<table>
<thead>
<tr>
<th></th>
<th>Avalon</th>
<th>Central</th>
<th>Western</th>
<th>Labrador</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td>60.5%</td>
<td>56.5%</td>
<td>53.6%</td>
<td>61.1%</td>
<td>57.5%</td>
</tr>
<tr>
<td>Single parent</td>
<td>18.6%</td>
<td>14.1%</td>
<td>17.0%</td>
<td>18.6%</td>
<td>16.9%</td>
</tr>
<tr>
<td>Couple without children</td>
<td>13.2%</td>
<td>20.2%</td>
<td>18.6%</td>
<td>8.8%</td>
<td>16.0%</td>
</tr>
<tr>
<td>Couple with children</td>
<td>7.6%</td>
<td>9.1%</td>
<td>10.7%</td>
<td>11.6%</td>
<td>9.6%</td>
</tr>
</tbody>
</table>
Please Help us Improve our Services

We are interested in knowing how our clients find work opportunities and if they are aware of the benefits offered to working clients. We would appreciate you taking the time to complete this questionnaire and returning it with your Mailback form. You do not need to indicate your name on this form and it will be separated from your Mailback once received. This information will be kept confidential.

(1) Before you started work, were you involved with staff of the Career, Employment and Youth Services division (CEYS) with this department? If yes, please explain __________________________________________________________
   ______________________________________________________________________________________
(2) How did you find work?
   • I found work on my own (Yes or No)
   • AES sponsored my job (Yes or No)
   • I visited the AES Career Work Centre (Yes or No)
   • I was working with a CSO/CDS through CEYS (Yes or No)
   • If you found work another way please explain____________________________________________
(3) Did you know about any of the following AES benefits before you started work?
   • Job Start benefit of $125 for singles or $250 for families when you start work (once in a 12 month period). (Yes or No) If yes, how did you find out about it? __________________________________
   • Overlap of your Income Support and earnings in your first 30 days of employment (income from your job is not considered in the first 30 days). (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Six months Extended Drug Card coverage (for the entire family) should you leave Income Support for earnings. (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Assistance with Child Care expenses; if applicable. (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Allowable exemptions deducted from your earnings (this is done to reduce the amount of earnings deducted from your Income Support benefits). (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Single parents only: Earned Income Supplement-up to an extra $348/month added to your benefits (depending on your hours and rate of pay). (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Resume writing and job search assistance through CEYS. (Yes or No) If yes, how did you find out about it?
   ______________________________________________________________________________________
   • Any other benefit; please specify: _________________________________________________________
(4) Was there any benefit(s) that helped you decide to go to work? (Yes or No) If yes, which benefit(s)?
   ______________________________________________________________________________________
(5) If you experienced challenges going to work what have they been? _____________________________
   ______________________________________________________________________________________
(6) Do you have any suggestions or comments that may help us improve our services?
   ______________________________________________________________________________________

Thank you for your time; your feedback is very valuable. Please use the other side of this form if you need more space.
LMA SURVEY
THREE MONTH CLIENT FOLLOW UP

INTRO

Hello, my name is <name> and I am calling from MarketQuest Research on behalf of the Government of Newfoundland and Labrador.

May I please speak with NAME?

INTERVIEWER: If person, continue
If no, ask to speak to that person and repeat introduction.
If the person is not available, arrange call-back.
If the person is known, but not at this number, arrange call-back
If no one living in household by that name, THANK AND TERMINATE CALL

Hello, my name is <name> and I am calling from MarketQuest Research on behalf of the Department of Advanced Education and Skills, Government of Newfoundland and Labrador. Today/Tonight, we are conducting a survey to gather information about your recent participation in [INSERT ACTIVITY TYPE/PROJECT] with [INSERT EMPLOYER/ORGANIZATION]. This information will be used to develop effective programs and services. For example, we will be looking for your views on whether the experience has helped and in what way. Would you have time right now to answer some questions about the program/service you participated in?

INTERVIEWER NOTE: If client is unsure/does not remember participating in [INSERT PROGRAM/SERVICE NAME], provide a description of their participation in [INSERT ACTIVITY TYPE/PROJECT] using the imported information provided.

PROVIDE ONLY IF NECESSARY: The interview will take about 20 minutes, depending on how many of the questions apply to you.

INTERVIEWER: If yes, continue
If no, arrange call-back.
If refused, record refusal

When you started the (INSERT ACTIVITY TYPE/PROJECT) you agreed to disclose and use your information for program monitoring, evaluation, and research to improve the quality of our programs and services. In this survey we will be collecting information on:
- where you are now and what you are doing; and
- what your future plans might be.

We will also be checking that the information already in our records is complete and correct.

I’d like to assure you that your participation is voluntary and any information you provide will be kept completely confidential. You will not be identified in any way. If there are any questions that you do not wish to answer, please feel free to point these out to me and we can skip to the next question. Your refusal to answer any question will in no way impact any benefits or services you may be receiving now or in the future. You also have the right to stop the survey at any time.
SECTION 1: PROGRAM INFORMATION

To begin, I’d like to confirm some information about your participation in [INSERT ACTIVITY TYPE/PROJECT] with [INSERT EMPLOYER/ORGANIZATION].

1-2. Our records indicate you finished participating in [INSERT ACTIVITY TYPE /PROJECT] on [INSERT END DATE]. To confirm, have you completed your [INSERT ACTIVITY TYPE /PROJECT], did you terminate before completing, or are you currently working towards completion?

- 01 Completed GO TO 1-4
- 02 Terminated before completing GO TO 1-3
- 03 Currently working towards completion RECORD UPDATED END DATE AND INDICATE THAT HE/SHE WILL BE CONTACTED AFTER HE/SHE HAS COMPLETED [INSERT ACTIVITY TYPE /PROJECT]. – GO TO END

1-3. What was the main reason for ending early? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

- 01 Was not what I expected
- 02 Found employment
- 03 Changed programs
- 04 Changed employer
- 05 Supports were not sufficient
- 90 Other (Please Specify)

Even though you did not complete the [INSERT ACTIVITY TYPE /PROJECT], I have some additional questions regarding your experiences before and after your involvement in the program/service. We are collecting this information from all participants, regardless of whether or not they completed their program/service.

GO TO SECTION 2

1-4 Did you receive a credential at the end of this program?

- 01 Yes CONTINUE
- 02 No GO TO SECTION 2
1-5 What was the credential? READ LIST OPTIONS ONLY IF NECESSARY FOR CLARIFICATION, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma

01 High School Completion
02 High School Equivalency/GED
03 Adult Basic Education (ABE) Completion
04 Post-Secondary Certificate (one year program in recognized area of study)
05 Post-Secondary Diploma (two or three year programs in recognized area of study)
06 Post-Secondary Degree
07 Apprenticeship Certification (Please Specify)
08 Industry or Professional Certificate or License (including Safety Certification) (Please Specify)
09 Credits toward a recognized degree, diploma or industry certification
90 Course Completion Certificate/Other (Please Specify)
98 Don’t know/Refused

SECTION 2: EMPLOYMENT STATUS AT START OF PROGRAM/SERVICE

Employment Status

Next, I would like to ask you some questions about your work activity when you started the [INSERT ACTIVITY TYPE /PROJECT].

2-1. Were you working when you started the [INSERT ACTIVITY TYPE /PROJECT]? This includes paid or unpaid work in your own business or a family business but does not include volunteering.

Interviewer Note: If respondent was on a temporary leave from his/her job for reasons such as sickness or personal leave not related to the program/service, code as “Yes”, If temporarily laid off (e.g., business conditions/off season for seasonal worker) or permanently laid off, code as “No”.

01 Yes CODE AS A & GO TO 2-9
02 No CONTINUE
03 Permanently unable to work (LTD) CODE AS B & GO TO SECTION 3

2-2. Did you: READ LIST

a. Quit a job to participate in the [INSERT ACTIVITY TYPE /PROJECT]? 01 02
b. Take a temporary leave of absence from a job to participate in the [[INSERT ACTIVITY TYPE /PROJECT]]? 01 02

IF YES TO 2-2 A, CODE AS B & GO TO 2-9
IF YES TO 2-2 B, CODE AS A & GO TO 2-9
ELSE, CODE AS B & CONTINUE
Unemployed/Not in the Labour Force

2-3. What is the main reason you were not working before participating in [INSERT ACTIVITY TYPE /PROJECT]? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

01 Laid off
02 Left job due to job dissatisfaction
03 Sick/Health problem
04 Dismissed from job (i.e., fired)
05 Waiting to start a job
06 Moved to a new community and had to leave job
07 Did not want to work
08 Had other personal or family responsibilities
09 Caring for elderly family members
10 Caring for own children
11 On maternity/paternity leave
12 No work/jobs available
13 Going to school
14 Retired
90 Other - Specify
98 Don’t know/Refused

2-4. Did you look for work in the four weeks before you started the [INSERT ACTIVITY TYPE /PROJECT]?

01 Yes CONTINUE
02 No GO TO 2-8a

2-5. What were you doing to try and find work? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES

01 Contacting employer directly/interview
02 Contacting public employment agency programs/courses
03 Contacting private employment agency
04 Contacting friends or relatives
05 Contacting school/university employment centre
06 Sending out resumes/filled out applications
07 Checking union/professional registers
08 Placing or answering ads
09 Looking at ads
10 Attending job training programs or courses (e.g., keyboarding course to improve skills)
90 Other (Please Specify)
97 Nothing
98 Don’t know
2-6. What kind of job/occupation were you looking for? **RECORD RESPONSE**

2-7. What are the most important activities or duties of this job/occupation? **PROBE:** What kind of work would you be doing as part of the job/occupation? **RECORD RESPONSE**

2-8a. Were you receiving EI immediately before participating in [INSERT ACTIVITY TYPE /PROJECT]?  
   01 Yes  
   02 No

2-8b. Were you receiving any other source of income immediately before participating in [INSERT ACTIVITY TYPE /PROJECT]? **DO NOT READ LIST**  
   01 Social Assistance  
   02 Maternity/Paternity Benefits  
   90 Other (Please Specify)  
   97 No other source of income  
   98 Don’t know/Refused

GO TO SECTION 3

**Previous Job Description**

**IF 2-1=01, READ:** I am now going to ask a few questions about the job you worked at when you started the [INSERT ACTIVITY TYPE /PROJECT].

**IF 2-2A=01, READ:** I am now going to ask a few questions about the job you quit to participate in the [INSERT ACTIVITY TYPE /PROJECT].

**IF 2-2B=01, READ:** I am now going to ask a few questions about the job from which you took a temporary leave to participate in the [INSERT ACTIVITY TYPE /PROJECT].

2-9. When did you start working at this job/business? ENTER MM/YY  
   98 Don’t know

2-10. Were you an employee or were you self-employed in this job?  
   01 Employee **GO TO 2-12**  
   02 Self-employed **CONTINUE**  
   03 Unpaid work in family business **GO TO 2-12**  
   90 Don’t know (presume employee) **GO TO 2-12**
2-11. What was the name of your business? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified.

90 Record response
99 Refused

GO TO 2-13

2-12. What was the name of the business or organization where you worked? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified.

90 Record response
99 Refused

2-13. What was your occupation for this job? **RECORD RESPONSE**

2-14. What were your most important activities or duties? **PROBE:** What kind of work were you doing? **RECORD RESPONSE**

2-15. Was this job a student job, either an internship, placement, co-op, or summer job?

01 Yes **GO TO 2-17**
02 No **CONTINUE**

2-16. Was this job permanent (that is, no set termination date), temporary, or seasonal?

01 Permanent (no set termination date)
02 Temporary (a set termination date: e.g., term, casual, call-in or contractual)
03 Seasonal
90 Other (Please Specify)
98 Don’t know

2-17. How many hours per week did you usually work at this job? **RECORD NUMBER OF HOURS**

98 Don’t know **GO TO 2-19**

2-18. You said that you usually worked [**INSERT NUMBER OF HOURS FROM 2-17**] hours per week. Is this correct?

01 Yes **CONTINUE**
02 No **GO TO 2-17**
2-19 On average, what was your salary or wage in this job, before taxes and deductions INCLUDING any overtime, tips, commissions or bonuses? RECORD SALARY/WAGE

$____

01 Hourly
02 Weekly
03 Bi-weekly (every two weeks)
04 Semi-monthly (twice a month)
05 Yearly
98 Don’t know
99 Refused

2-19b. You said that you earned a salary or wage of [INSERT SALARY/WAGE FROM 2-19] [INSERT PAY PERIOD FROM 2-19] in this job before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses. Is this correct?

01 Yes CON TINUE
02 No GO TO 2-19

2-20. In what kind of business or industry were you working? RECORD RESPONSE

SECTION 3: PROGRAM EXPERIENCES

The next few questions refer specifically to your participation in [INSERT ACTIVITY TYPE/PROJECT] with [INSERT EMPLOYER/ORGANIZATION].

3-1. Please tell me if you were very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the following aspects of your participation in [INSERT ACTIVITY TYPE/PROJECT]. If one of these items does not apply to you, please tell me and I will move on to the next item. How satisfied were you with…READ AND ROTATE LIST

Programming notes:

Ask a. only if Applicant is ‘Participant’ (imported field)
Ask e. and f. only if respondent is in a program type which provides financial assistance (imported field)

a. The initial application process
b. The extent to which staff were available and easy to reach
c. The extent to which staff were helpful in answering questions or resolving problems
d. The extent to which staff were professional
e. The financial assistance to cover your basic training or work expenses
f. The financial assistance to cover your basic living expenses

01 Very satisfied
02 Somewhat satisfied
03 Somewhat dissatisfied
04 Very dissatisfied
ASK 3-1g. FOR EACH ITEM IN 3-1a-f RESPONDENT ANSWERS SOMEWHAT OR VERY DISSATISFIED

3-1g. Why were you [INSERT RESPONSE FROM 3-1a-f] with the [INSERT STATEMENT FROM 3-1a-f]? RECORD RESPONSE

IF APPLICANT IS ‘PARTICIPANT’, CONTINUE ELSE, GO TO 3-3

3-2. Would you say the [INSERT ACTIVITY TYPE/PROJECT] fell below the expectations, met the expectations, or exceeded the expectations you had when you first made the decision to participate?

01 Fell below expectations
02 Met expectations
03 Exceeded expectations
98 Don’t know

3-3. How satisfied are you with the overall experience of participating in [INSERT ACTIVITY TYPE/PROJECT]…are you…? READ LIST

01 Very satisfied GO TO 4-1
02 Somewhat satisfied GO TO 4-1
03 Somewhat dissatisfied CONTINUE
04 Very dissatisfied CONTINUE
97 Neither satisfied nor dissatisfied (DO NOT READ) GO TO 4-1
98 Don’t know (DO NOT READ) GO TO 4-1

3-4. Why are you [INSERT RESPONSE FROM 3-3] with the overall experience? RECORD RESPONSE
SECTION 4: CURRENT EMPLOYMENT

Current Employment Status

During this next section of the survey, I would like to ask you some questions about what you have been doing since you participated in [INSERT ACTIVITY TYPE /PROJECT].

4-1. Are you currently working at a job or business? This includes paid or unpaid work in your own business or a family business but does not include volunteering.

01 Yes CODE AS C & GO TO 4-8
02 No CONTINUE TO SKIPS PRIOR TO 4-2A

Unemployed/Not in the Labour Force

IF 2-1=01 (EMPLOYED AT START) OR 2-2b=01 (TOOK TEMPORARY LEAVE), CONTINUE ELSE, GO TO 4-2b

4-2a1. IF 2-1=01: What is the main reason you are no longer working for the business or organization at which you were employed at the start of the [INSERT ACTIVITY TYPE /PROJECT]?

4-2a2. IF 2-2b=01: What is the main reason you are no longer working for the business or organization from which you took a temporary leave to participate in the [INSERT ACTIVITY TYPE /PROJECT]?

DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

01 Laid off
02 Left job due to job dissatisfaction
03 Sick/Health problem
04 Dismissed from job (i.e., fired)
05 Business/Organization shut down
06 Moved to a new community and had to leave job
07 Family responsibilities
08 On maternity/paternity leave CODE AS C & GO TO 4-7
09 Returned to school
10 Retired CODE AS D & GO TO 4-3
90 Other - Specify
98 Don’t know/Refused
4-2b. What is the main reason you are not working now? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

01 Laid off
02 Left job due to job dissatisfaction
03 Sick/Health problem (CONFIRM RESPONDENT IS NOT ON TEMP. LEAVE FROM A JOB)
04 Dismissed from job (i.e., fired)
05 Waiting to start a job
06 Moved to a new community and had to leave job
07 Did not want to work
08 Had other personal or family responsibilities
09 Caring for elderly family members
10 Caring for own children
11 On maternity/paternity leave
12 No work/jobs available
13 Going to school
14 Retired
90 Other - Specify
98 Don’t know/Refused

4-3. Are you currently looking for work?

01 Yes
02 No

4-4. What are you doing to try and find work? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES

01 Contacting employer directly/interview
02 Contacting public employment agency programs/courses
03 Contacting private employment agency
04 Contacting friends or relatives
05 Contacting school/university employment centre
06 Sending out resumes/filled out applications
07 Checking union/professional registers
08 Placing or answering ads
09 Looking at ads
10 Attending job training programs or courses (e.g., keyboarding course to improve skills)
90 Other (Please Specify)
97 Nothing
98 Don’t know
4-5. What kind of job/occupation are you looking for? RECORD RESPONSE

4-6. What are the most important activities or duties of this job/occupation? PROBE: What kind of work would you be doing as part of the job/occupation? RECORD RESPONSE

4-7. Are you currently receiving EI?

01 Yes
02 No

4-7b. Are you receiving any other source of income? DO NOT READ LIST.

01 Social Assistance
02 Maternity/paternity benefits
03 Other (Please Specify)
97 No source of income
98 Don’t know/Refused

IF (4-2a1 or 4-2a2 =08) or (4-2b=11) (MAT/PAT LEAVE), CONTINUE ELSE, GO TO SKIP BEFORE 4-20

Current Job Description

IF (4-2a1 or 4-2a2 =08) or (4-2b=11) (MAT/PAT LEAVE), READ: I am now going to ask a few questions about the job from which you are on maternity/paternity leave.
ELSE, READ: I am now going to ask a few general questions about your current job.

4-8a1. IF 2-1=01: First of all, is this job with the same business or organization you worked for at the start of the [INSERT ACTIVITY TYPE /PROJECT]?

4-8a2. IF 2-2a=01: First of all, is this job with the same business or organization from which you quit to start the [INSERT ACTIVITY TYPE /PROJECT]?

4-8a3. IF 2-2b=01: First of all, is this job with the same business or organization from which you took a leave of absence to start the [INSERT ACTIVITY TYPE /PROJECT]?

01 Yes CODE AS E & GO TO NEXT SKIP
02 No CODE AS F & GO TO NEXT SKIP

IF 4-8a1, 4-8a2 or 4-8a3=01, GO TO 4-8a5
IF 4-8a1 or 4-8a3 = 02, CONTINUE
ELSE, GO TO 4-8b
4-8a4. What is the main reason you are no longer working with your previous employer? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

INTERVIEWER NOTE: Previous employer is employer he/she was either working with at the start of the project/activity or the employer from which he/she took a temporary leave of absence to participate in the project/activity.

- 01 Laid off
- 02 Left job due to job dissatisfaction
- 03 Dismissed from job (i.e., Fired)
- 04 Business/Organization shut down
- 05 Wanted better pay/hours/stability
- 06 Wanted a job more related to interests/training
- 07 Wanted better career progression or development opportunities
- 08 Wanted to work closer to home
- 90 Other – Specify
- 98 Don’t know/Refused

GO TO 4-8b

4-8a5. Did your employment with this business or organization change in any of the following ways after your involvement in [INSERT ACTIVITY TYPE /PROJECT]…[READ LIST]:

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Occupation</td>
<td>01</td>
<td>02</td>
</tr>
<tr>
<td>b. Status</td>
<td>01</td>
<td>02</td>
</tr>
<tr>
<td>c. Hours worked per week</td>
<td>01</td>
<td>02</td>
</tr>
<tr>
<td>d. Salary or wage</td>
<td>01</td>
<td>02</td>
</tr>
</tbody>
</table>

IF NO TO ALL OF 4-8a5, GO TO SKIP BEFORE 4-20
ELSE, CONTINUE

4-8b. When did you start working in your current job/position? **ENTER MM/YY**

INTERVIEWER NOTE: For those who are still employed with the same business or organization but their position has changed in some way, this question refers to when they started working in this changed position.

- 98 Don’t know

IF YES TO ANY OF 4-8a5, GO TO SKIP BEFORE 4-12
ELSE, CONTINUE
4-9. Are you an employee or are you self-employed in this job?

01 Employee IF 4-8a1, 4-8a2 or 4-8a3=01, GO TO 4-12
ELSE, GO TO 4-11

02 Self-employed IF 4-8a1, 4-8a2 or 4-8a3=01, GO TO 4-12,
ELSE, CONTINUE

03 Unpaid work in family business IF 4-8a1, 4-8a2 or 4-8a3=01, GO TO 4-12,
ELSE, GO TO 4-11

90 Don’t know (presume employee) IF 4-8a1, 4-8a2 or 4-8a3=01, GO TO 4-12,
ELSE, GO TO 4-11

4-10. What is the name of your business? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified. RECORD RESPONSE

GO TO 4-12

4-11. What is the name of the business or organization where you work? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified. RECORD RESPONSE

IF 4-8a5a=02, GO TO SKIP BEFORE 4-15
ELSE, CONTINUE

4-12. What is your occupation for this job? RECORD RESPONSE

4-13. What are your most important activities or duties? PROBE: What kind of work are you doing?
RECORD RESPONSE

IF YES TO ANY OF 4-8a5, GO TO SKIP BEFORE 4-15
ELSE, CONTINUE

4-14. Is this job a student job, either an internship, placement, co-op or summer job?

01 Yes GO TO 4-16
02 No CONTINUE

IF 4-8a5b=02, GO TO SKIP BEFORE 4-16
ELSE, CONTINUE

4-15. Is this job permanent (that is, no set termination date), temporary or, seasonal?

01 Permanent (no set termination date)
02 Temporary (a set termination date: e.g., term, casual, call-in or contractual)
03 Seasonal
90 Other (Please Specify)
98 Don’t know
4-16. How many hours per week do you usually work at this job? RECORD NUMBER OF HOURS

- 98  Don’t know   GO TO 4-18

4-17. You said that you usually work [INSERT NUMBER OF HOURS FROM 4-16] hours. Is this correct?

- 01  Yes  CONTINUE
- 02  No   GO TO 4-16

4-18. On average, what is your salary or wage in this job, before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses? RECORD SALARY/WAGE

$____

- 01  Hourly
- 02  Weekly
- 03  Bi-weekly (every two weeks)
- 04  Semi-monthly (twice a month)
- 05  Yearly
- 98  Don’t know
- 99  Refused

4-18b. You said that you earned a salary or wage of [INSERT SALARY/WAGE FROM 4-18] per [INSERT PAY PERIOD FROM 4-18] in this job before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses. Is this correct?

- 01  Yes  CONTINUE
- 02  No   GO TO 4-18

4-19. In what kind of business or industry are you working? RECORD RESPONSE

IF 1-2 = 02, GO TO 4-21
ELSE, GO TO SKIPS FOR 4-20
Relevance of Intervention/Activity

4-20. Based on your participation in [INSERT ACTIVITY TYPE/PROJECT], please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements. READ LIST; ROTATE LIST

PROGRAMMING NOTES:

IF CODE B & D: ASK A, F, J, & L
IF CODE B & C: ASK B,G,K,L,N & J
IF CODE A & D: ASK C,H,L,J & N
IF CODE A & E: ASK D,C,H,L,O & N
IF CODE A & F: ASK C,E,L,M & O

a. My experience in (activity/ project) will help me obtain future employment.

b. My experience in (activity/ project) helped me obtain my job.

c. The training and/or service I received was directly related to my job duties at the time.

d. The skills I developed and training I received helped me maintain my job.

e. The training and/or service I received helped me obtain my job.

f. My experience in (activity/ project) has equipped me to look for different types of jobs than I was able to before.

g. The training, services and/or experience I received made it easier for me to find a job sooner than I could have otherwise.

h. The training and/or service I received helped me do my job better.

j. I feel I am more employable as a result of the training and/or experience I received (e.g. more skills, knowledge of labour market, flexibility, etc).

k. The training, services and/or experience I received allowed me to look for a different type of job than I could have before.

l. The training and/or service I received helped me improve my skills and knowledge.

m. I can apply the training and/or skills I gained to my current workplace.

n. I can apply the training and/or skills I gained to other employers or workplaces.

o. I feel I am more promotable as a result of the training and/or service I received (e.g. more skills, knowledge, flexibility, etc).

01 Strongly agree
02 Somewhat agree
03 Somewhat disagree
04    Strongly disagree
97    No opinion/Neither agree nor disagree (DO NOT READ)
98    Don’t know (DO NOT READ)

4-21. Thinking about your entire experience with [INSERT ACTIVITY TYPE/PROJECT], would you like to make any additional comments? RECORD RESPONSE

  99 No comments

SECTION 5: EDUCATION/TRAINING PLANS POST INTERVENTION

In this next section, I would like to ask you about any education and training programs you enrolled in, or are planning to enroll in, SINCE participating in [INSERT ACTIVITY TYPE /PROJECT].

5-1. Are you currently enrolled in an education/training program?

  01 Yes                  CONTINUE
  02 No                   GO TO 5-10
  98 Don’t know           GO TO 5-10

5-2. What is the name of the program you are pursuing? RECORD RESPONSE

5-3. In what field is this program? READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE

  01 Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)
  02 Education
  03 Visual and performing arts, and communications technologies
  04 Humanities
  05 Social and behavioral sciences and law
  06 Business, management and public administration
  07 Physical and life sciences and technologies
  08 Mathematics, computer and information sciences
  09 Architecture, engineering and related technologies
  10 Agriculture, natural resources and conservation
  11 Health, parks, recreation and fitness
  12 Personal, protective and transportation services
  90 Other (Please Specify)

IF 5-3=01, CONTINUE
ELSE, GO TO 5-5
5-4. In which apprenticeable trade is this program? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

01 Agricultural Service Technician
02 Appliance Service Technician
03 Automotive Painter
04 Automotive Service Technician
05 Baker
06 Boilermaker
07 Boom Truck Operator
08 Bricklayer
09 Cabinetmaker
10 Carpenter
11 Concrete Finisher
12 Construction Craft Worker
13 Construction Electrician
14 Cook
15 Driller/Blaster
16 Electric Motor System Technician
17 Electronics Technician (Consumer Products)
18 Floorcovering Installer
19 Glazier
20 Hairstylist
21 Heavy Duty Equipment Technician
22 Heavy Equipment Operator
23 Industrial Electrician
24 Industrial Instrument Mechanic
25 Industrial Mechanic (Millwright)
26 Insulator (Heat and Frost)
27 Ironworker (Generalist)
28 Ironworker (Reinforcing)
29 Ironworker (Structural/Ornamental)
30 Lather (Interior Systems Mechanic)
31 Machinist
32 Metal Fabricator (Fitter)
33 Miner
34 Mobile Crane Operator
35 Motorcycle Mechanic
36 Motor Vehicle Body Repairer
37 Oil Burner Mechanic
38 Painter and Decorator
39 Partsperson
40 Plumber
41 Powerline Technician (operating)
42 Powerline Technician (construction)
43 Power Systems Operator
44 Recreation Vehicle Service Technician
5-5. Will you receive a credential at the end of this program?

01 Yes CONTINUE
02 No GO TO 5-7
98 Don’t know GO TO 5-7

5-6. What will be the credential? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma.

01 High School Completion
02 High School Equivalency/GED
03 Adult Basic Education (ABE) Completion
04 Post-Secondary Certificate (one year program in recognized area of study)
05 Post-Secondary Diploma (two or three year programs in recognized area of study)
06 Post-Secondary Degree
07 Apprenticeship Certification (Please Specify)
08 Industry or Professional Certificate or License (including Safety Certification) (please specify)
90 Course Completion Certificate/Other (Please Specify)
98 Don’t know/Refused

5-7. When did you start this program? ENTER Month/Year

5-8. When will you finish this program? ENTER Month/Year

98 Don’t know/Refused
5-9. What financial resources are you using to pay for this program? **DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES**

01 EI
02 Student loan
03 Other government funding (Specify source in as much detail as possible: Ask for program name and government department/agency)
04 Personal income or savings
05 Employer paid
90 Other (Please Specify)

5-10. Are you planning to pursue any further education/training in the future?

01 Yes CONTINUE
02 No GO TO SECTION 6
98 Don’t know GO TO SECTION 6

5-11. What is the name of the program you plan to pursue? **RECORD RESPONSE**

5-12. In what field is this program? **READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE**

01 Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)
02 Education
03 Visual and performing arts, and communications technologies
04 Humanities
05 Social and behavioral sciences and law
06 Business, management and public administration
07 Physical and life sciences and technologies
08 Mathematics, computer and information sciences
09 Architecture, engineering and related technologies
10 Agriculture, natural resources and conservation
11 Health, parks, recreation and fitness
12 Personal, protective and transportation services
90 Other (Please Specify)

**IF 5-12=01, CONTINUE ELSE, GO TO 5-14**

5-13. In which apprenticeable trade is this program? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

01 Agricultural Service Technician
02 Appliance Service Technician
03 Automotive Painter
04 Automotive Service Technician
05 Baker
06 Boilermaker
07  Boom Truck Operator
08  Bricklayer
09  Cabinetmaker
10  Carpenter
11  Concrete Finisher
12  Construction Craft Worker
13  Construction Electrician
14  Cook
15  Driller/Blaster
16  Electric Motor System Technician
17  Electronics Technician (Consumer Products)
18  Floorcovering Installer
19  Glazier
20  Hairstylist
21  Heavy Duty Equipment Technician
22  Heavy Equipment Operator
23  Industrial Electrician
24  Industrial Instrument Mechanic
25  Industrial Mechanic (Millwright)
26  Insulator (Heat and Frost)
27  Ironworker (Generalist)
28  Ironworker (Reinforcing)
29  Ironworker (Structural/Ornamental)
30  Lather (Interior Systems Mechanic)
31  Machinist
32  Metal Fabricator (Fitter)
33  Miner
34  Mobile Crane Operator
35  Motorcycle Mechanic
36  Motor Vehicle Body Repairer
37  Oil Burner Mechanic
38  Painter and Decorator
39  Partsperson
40  Plumber
41  Powerline Technician (operating)
42  Powerline Technician (construction)
43  Power Systems Operator
44  Recreation Vehicle Service Technician
45  Refrigeration and Air Conditioning Mechanic
46  Residential Electrician
47  Rig Technician
48  Roofer
49  Sheet Metal Worker
50  Small Equipment Repair Technician
51  Sprinkler System Installer
52  Steamfitter/Pipefitter
53  Stonemason
5-14. Will you receive a credential at the end of this program?

01 Yes CONTINUE
02 No GO TO 5-16
98 Don’t know GO TO 5-16

5-15. What will be the credential? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma.

01 High School Completion
02 High School Equivalency/GED
03 Adult Basic Education (ABE) Completion
04 Post-Secondary Certificate (one year program in recognized area of study)
05 Post-Secondary Diploma (two or three year programs in recognized area of study)
06 Post-Secondary Degree
07 Apprenticeship Certification (Please Specify)
08 Industry or Professional Certificate or License (including Safety Certification) (please specify)
09 Course Completion Certificate/Other (Please Specify)
98 Don’t know/Refused

5-16. When will you start this program? **ENTER Month/Year**

98 Don’t know/Refused

5-17. When will you finish this program? **ENTER Month/Year**

98 Don’t know/Refused

5-18. What financial resources will you use to pay for this program? **DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES**

01 EI
02 Student loan
03 Other government funding (Specify source in as much detail as possible: Ask for program name and government department/agency)
04 Personal income or savings
05 Employer paid
90 Other (Please Specify)
SECTION 6: DEMOGRAPHIC INFORMATION

Next, a few questions for classification purposes only.

6-1. RECORD GENDER (DO NOT ASK)

01 Male
02 Female

6-2. Please indicate if any of the following statements apply to you: READ LIST

   a. I am a member of an aboriginal group
   b. I have a disability
   c. I am an immigrant
   d. I am under the age of 30  (Youth)
   e. I am over the age of 50  (Older Worker)

01 Yes
02 No

6-3. What is the highest level of education you had completed BEFORE participation in [INSERT ACTIVITY TYPE /PROJECT]? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

01 Grade 9 or less
02 Grade 10
03 Grades 11 to 13, Did not graduate
04 Grades 11 to 13, Graduated high school
05 Adult Basic Education (ABE) Diploma
06 General Education Diploma (GED)
07 Some post-secondary education (public/private college diploma/ certificate/ university)
08 Public/private college diploma/certificate (including trades)
09 University diploma/certificate below bachelor level
10 Bachelor degree (BA, BSc, 4-year Bed, etc.)
11 Diploma/certificate above bachelor level
12 Professional degree (MD, DDS, DMD, DVM, Law, OD, MDiv or 1 yr>bachelor’s)
13 Master’s Degree (MA, MSc, Med)
14 Doctorate (PhD, DSc, Ded)
90 Other (Please Specify)
98 Don’t know
SECTION 7: VERIFICATION OF CLIENT INFORMATION

Finally, I would like to first of all confirm some information I have on file.

INTERVIEWER NOTE: If any of the following information is not imported, please ask for it: “May I please have your…”

7-1. Our records indicate that your full name is [INSERT CLIENT NAME]. Is this correct?

01 Yes CONTINUE
02 No RECORD CORRECT INFORMATION

7-2. Our records indicate that your current mailing address is [INSERT CLIENT ADDRESS]. Is this correct?

01 Yes CONTINUE
02 No RECORD CORRECT INFORMATION

7-3. Our records indicate that your current email address is [INSERT CLIENT EMAIL]. Is this correct?

01 Yes CONTINUE
02 No RECORD CORRECT INFORMATION

7-4. Your date of birth is listed in our records as [INSERT CLIENT DATE OF BIRTH]. Is this correct?

01 Yes CONTINUE
02 No RECORD CORRECT INFORMATION

SECTION 8: INFORMED CONSENT

8-1. For the purpose of evaluating programs, we may need to link your responses to other databases of information. To do this we will need to share a personal identifier like your social insurance number. Such linking will help us figure out if the program you completed helped increase your employment opportunities, or improved your income level, or even helped you move into a better position at work. Examples of where these databases might exist include: Human Resource and Skills Development Canada, Service Canada, Statistics Canada, the Canada Revenue Agency, governments or agencies in other provinces and territories, provincial departments such as Education or Finance, or employers or other organizations.

Your privacy will be strictly preserved during the data sharing and linking process. Examples of information that could be linked for evaluation purposes include employment status, work history, EI/Non EI eligibility, change in income level, change in education level…etc.

Do you agree to this statement: I give consent to share and use my personal identifier to link to other data for program evaluation and research conducted to improve the quality of programs and services offered.
IF SOCIAL INSURANCE NUMBER IS IMPORTED, GO TO 8-3
IF NOT, CONTINUE

8-2. Could you please state your Social Insurance Number? **IF NEEDED:** This will be the personal identifier used to link your survey responses with other data on file if needed. **RECORD NUMBER**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
<td>CONTINUE</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
<td>GO TO END</td>
</tr>
</tbody>
</table>

8-3. You said your Social Insurance Number is [RECALL FROM 8-2]…is this correct?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
<td>CONTINUE</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
<td>GO TO 8-2</td>
</tr>
</tbody>
</table>

END:

Thank you very much for your time and cooperation. The information you have provided has been very helpful and will greatly assist the province in providing appropriate employment and training supports to the citizens of Newfoundland and Labrador.

If you have any questions on the survey, or wish to contact someone concerning the information you have provided you may contact the Labour Market Agreement Unit, Department of Advanced Education and Skills. Tel: 709-729-7469 OR 709-729-7286.

Have a great day/evening!

CODE LEGEND:

A – EMPLOYED AT START OF PROGRAM/ACTIVITY
B – UNEMPLOYED AT START OF PROGRAM/ACTIVITY
C – CURRENTLY EMPLOYED
D – CURRENTLY UNEMPLOYED
E – CURRENTLY EMPLOYED BY SAME EMPLOYER
F - CURRENTLY EMPLOYED BY DIFFERENT EMPLOYER
LMA SURVEY
TWELVE MONTH CLIENT FOLLOW UP

PROGRAMMING NOTE: IF CLIENT COMPLETED 3 MONTH SURVEY, IMPORT PREVIOUS ID, 2-1, 2-2a, 2-2b AND WORKBEFORE

INTRO

Hello, my name is <name> and I am calling from MarketQuest-Omnifacts Research on behalf of the Government of Newfoundland and Labrador.

May I please speak with NAME?

INTERVIEWER: If person, continue
   If no, ask to speak to that person and repeat introduction.
   If the person is not available, arrange call-back.
   If the person is known, but not at this number, arrange call-back
   If no one living in household by that name, THANK AND TERMINATE CALL

Hello, my name is <name> and I am calling from MarketQuest-Omnifacts Research on behalf of the Department of Advanced Education and Skills, Government of Newfoundland and Labrador. Today/Tonight, we are conducting a survey to gather information about your participation about 12 months ago in [INSERT ACTIVITY TYPE/PROJECT] with [INSERT EMPLOYER/ORGANIZATION]. This is the second and final survey we are doing with participants of this program. This information will be used to develop effective programs and services. For example, we will be looking for your views on whether the experience has helped and in what way. Would you have time right now to answer some questions about the program/service you participated in?

INTERVIEWER NOTE: If client is unsure/does not remember participating in [INSERT PROGRAM/SERVICE NAME], provide a description of their participation in [INSERT ACTIVITY TYPE/PROJECT] using the imported information provided.

INTERVIEWER NOTE: If client indicates they were surveyed several months ago, indicate that was a three month follow-up and this survey is a longer-term and final follow-up that is being conducted with all participants of [INSERT ACTIVITY TYPE/PROJECT].

PROVIDE ONLY IF NECESSARY: The interview will take about 15 minutes, depending on how many of the questions apply to you.

INTERVIEWER: If yes, continue
   If no, arrange call-back.
   If refused, record refusal

When you started the (INSERT ACTIVITY TYPE/PROJECT) you agreed to disclose and use your information for program monitoring, evaluation, and research to improve the quality of our programs and services. In this survey we will be collecting information on:
   - where you are now and what you are doing; and
   - what your future plans might be.

We will also be checking that information already in our records is complete and correct.
I’d like to assure you that your participation is voluntary and any information you provide will be kept completely confidential. You will not be identified in any way. If there are any questions that you do not wish to answer, please feel free to point these out to me and we can skip to the next question. Your refusal to answer any question will in no way impact any benefits or services you may be receiving now or in the future. You also have the right to stop the survey at any time.

SECTION 1: PROGRAM INFORMATION

To begin, I’d like to confirm some information about your participation in [INSERT ACTIVITY TYPE/PROJECT] with [INSERT EMPLOYER/ORGANIZATION].

1-1. Our records indicate you completed your [INSERT ACTIVITY TYPE /PROJECT] on [INSERT END DATE]. Did your program involve your participation in some form of training or enrolment in an educational program or institution?

   01  Yes   CONTINUE
   02  No     GO TO SECTION 2.0

1-2 Did you receive formal certification or credentials at the completion of that training? Credentials would include examples such as degrees, diplomas, certificates (including high school graduation or equivalency) and licences (e.g. LPN). Certifications would include examples such as journeyperson certifications, required occupational safety certifications and professional designations (e.g., CA, CPA)

INTERVIEWER NOTE: READ FORMAL DEFINITIONS ONLY IF NECESSARY FOR CLARIFICATION

**Credential:** Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licences (e.g. LPN).

**Certification:** Documented recognition by a governing body that a person has attained occupational proficiency. Examples would be journeyperson certifications, required occupational safety certifications, professional designations (e.g., CA, CPA, etc)

   01  Yes   CONTINUE
   02  No     GO TO SECTION 2.0
1-3  What was the credential/certification? READ LIST OPTIONS ONLY IF NECESSARY FOR CLARIFICATION, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma

01  High School Completion
02  High School Equivalency/GED
03  Adult Basic Education (ABE) Completion
04  Post-Secondary Certificate (one year program in recognized area of study)
05  Post-Secondary Diploma (two or three year programs in recognized area of study)
06  Post-Secondary Degree
07  Apprenticeship Certification (Please Specify)
08  Industry or Professional Certificate or License required to work in a position/occupation (including Safety Certification) (Please Specify)
09  Credits toward a recognized degree, diploma or industry certification
10  Certificate of Participation
90  Other (Please Specify)
98  Don’t know/Refused

SECTION 2: EMPLOYMENT STATUS AT START OF PROGRAM/SERVICE

Employment Status

IF 3 MONTH SURVEY COMPLETED, GO TO SECTION 3, ELSE, CONTINUE

Next, I would like to ask you some questions about your work activity when you started the [INSERT ACTIVITY TYPE /PROJECT].

2-1. Were you working when you started the [INSERT ACTIVITY TYPE /PROJECT]? This includes paid or unpaid work in your own business or a family business but does not include volunteering.

   Interviewer Note: If respondent was on a temporary leave from his/her job for reasons such as sickness or personal leave not related to the program/service, code as “Yes”, If temporarily laid off (e.g., business conditions/off season for seasonal worker) or permanently laid off, code as “No”.

   01  Yes CODE AS A & GO TO SKIPS BEFORE 2-6
   02  No CONTINUE
   03  Permanently unable to work (LTD) CODE AS B & GO TO SECTION 3

2-2. Did you: READ LIST

   a. Quit a job to participate in the [INSERT ACTIVITY TYPE /PROJECT]? 01 02
   b. Take a temporary leave of absence from a job to participate in the [[INSERT ACTIVITY TYPE /PROJECT]]? 01 02
Unemployed/Not in the Labour Force

2-3. What is the main reason you were not working before participating in [INSERT ACTIVITY TYPE /PROJECT]? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

01 Laid off
02 Left job due to job dissatisfaction
03 Sick/Health problem
04 Dismissed from job (i.e., fired)
05 Waiting to start a job
06 Moved to a new community and had to leave job
07 Did not want to work
08 Had other personal or family responsibilities
09 Caring for elderly family members
10 Caring for own children
11 On maternity/paternity leave
12 No work/jobs available
13 Going to school
14 Retired
15 Other - Specify
16 No other source of income
17 Don’t know/Refused

2-4. Did you look for work in the four weeks before you started the [INSERT ACTIVITY TYPE /PROJECT]?

01 Yes
02 No

2-5a. Were you receiving EI immediately before participating in [INSERT ACTIVITY TYPE /PROJECT]?

01 Yes
02 No

2-5b. Were you receiving any other source of income immediately before participating in [INSERT ACTIVITY TYPE /PROJECT]? DO NOT READ LIST

01 Social Assistance
02 Maternity/Paternity Benefits
90 Other (Please Specify)
97 No other source of income
98 Don’t know/Refused
GO TO SECTION 3

Previous Job Description

IF 2-1=01, READ: I am now going to ask a few questions about the job you worked at when you started the [INSERT ACTIVITY TYPE /PROJECT].

IF 2-2A=01, READ: I am now going to ask a few questions about the job you quit to participate in the [INSERT ACTIVITY TYPE /PROJECT].

IF 2-2B=01, READ: I am now going to ask a few questions about the job from which you took a temporary leave to participate in the [INSERT ACTIVITY TYPE /PROJECT].

2-6. Were you an employee or were you self-employed in this job?

   01   Employee  GO TO 2-8
   02   Self-employed  CONTINUE
   03   Unpaid work in family business  GO TO 2-8
   90   Don’t know (presume employee)  GO TO 2-8

2-7. What was the name of your business? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified.

   90   Record response
   99   Refused

GO TO 2-9

2-8. What was the name of the business or organization where you worked? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified.

   90   Record response
   99   Refused

2-9. Was this job a student job, either an internship, placement, co-op, or summer job?

   01   Yes  GO TO SECTION 3
   02   No  CONTINUE

2-10. Was this job permanent (that is, no set termination date), temporary, or seasonal?

   01   Permanent (no set termination date)
   02   Temporary (a set termination date: e.g., term, casual, call-in or contractual)
   03   Seasonal
   90   Other (Please Specify)
   98   Don’t know
SECTION 3: CURRENT EMPLOYMENT STATUS

Current Employment Status

During this section of the survey, I will be asking some questions about what you have been doing SINCE you participated in [INSERT ACTIVITY TYPE /PROJECT].

3-1. Are you currently working at a job or business? This includes paid or unpaid work in your own business or a family business but does not include volunteering.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
<td>CODE AS C &amp; GO TO 3-8</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
<td>CONTINUE TO SKIPS PRIOR TO 3-2A</td>
</tr>
</tbody>
</table>

Unemployed/Not in the Labour Force

IF EMPLOYED AT START (2-1=01 OR IMP2-1=01) OR TOOK TEMPORARY LEAVE (2-2b=01 OR IMP2-2b=01), CONTINUE ELSE, GO TO 3-2b

3-2a1. IF 2-1=01 OR IMP2-1=01: What is the main reason you are no longer working for the business or organization at which you were employed at the start of the [INSERT ACTIVITY TYPE /PROJECT]?

3-2a2. IF 2-2b=01 OR IMP2-2b=01: What is the main reason you are no longer working for the business or organization from which you took a temporary leave to participate in the [INSERT ACTIVITY TYPE /PROJECT]?

DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Laid off</td>
</tr>
<tr>
<td>02</td>
<td>Left job due to job dissatisfaction</td>
</tr>
<tr>
<td>03</td>
<td>Sick/Health problem</td>
</tr>
<tr>
<td>04</td>
<td>Dismissed from job (i.e., fired)</td>
</tr>
<tr>
<td>05</td>
<td>Business/Organization shut down</td>
</tr>
<tr>
<td>06</td>
<td>Moved to a new community and had to leave job</td>
</tr>
<tr>
<td>07</td>
<td>Family responsibilities</td>
</tr>
<tr>
<td>08</td>
<td>On maternity/paternity leave</td>
</tr>
<tr>
<td>09</td>
<td>Returned to school</td>
</tr>
<tr>
<td>10</td>
<td>Retired</td>
</tr>
<tr>
<td>90</td>
<td>Other - Specify</td>
</tr>
<tr>
<td>98</td>
<td>Don’t know/Refused</td>
</tr>
</tbody>
</table>
3-2b. What is the main reason you are not working now? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason.

01 Laid off  
02 Left job due to job dissatisfaction  
03 Sick/Health problem (CONFIRM RESPONDENT IS NOT ON TEMP. LEAVE FROM A JOB)  
04 Dismissed from job (i.e., fired)  
05 Waiting to start a job  
06 Moved to a new community and had to leave job  
07 Did not want to work  
08 Had other personal or family responsibilities  
09 Caring for elderly family members  
10 Caring for own children  
11 On maternity/paternity leave  
12 No work/jobs available  
13 Going to school  
14 In another supported program/intervention  
15 Retired  
90 Other - Specify  
98 Don’t know/Refused

3-3. Are you currently looking for work?  
01 Yes  CONTINUE  
02 No  GO TO 3-7

3-4. What are you doing to try and find work? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES

01 Contacting employer directly/interview  
02 Contacting public employment agency programs/courses  
03 Contacting private employment agency  
04 Contacting friends or relatives  
05 Contacting school/university employment centre  
06 Sending out resumes/filled out applications  
07 Checking union/professional registers  
08 Placing or answering ads  
09 Looking at ads  
10 Attending job training programs or courses (e.g., keyboarding course to improve skills)  
90 Other (Please Specify)  
97 Nothing  
98 Don’t know
3-5 What kind of job/occupation are you looking for? RECORD RESPONSE

3-6 What are the most important activities or duties of this job/occupation? PROBE: What kind of work would you be doing as part of the job/occupation? RECORD RESPONSE

3-7 Are you currently receiving EI?

01 Yes
02 No

3-7b. Are you receiving any other source of income? DO NOT READ LIST.

01 Social Assistance
02 Maternity/paternity benefits
90 Other (Please Specify)
97 No source of income
98 Don’t know/Refused

IF (3-2a1 or 3-2a2 =08) or (3-2b=11) (MAT/PAT LEAVE), CONTINUE
ELSE, GO TO SKIP BEFORE 3-20

**Current Job Description**

IF (3-2a1 or 3-2a2 =08) or (3-2b=11) (MAT/PAT LEAVE), READ: I am now going to ask a few questions about the job from which you are on maternity/paternity leave.
ELSE, READ: I am now going to ask a few general questions about your current job.

3-8a1. IF 2-1=01 OR IMP2-1=01: First of all, is this job with the same business or organization you worked for at the start of the [INSERT ACTIVITY TYPE /PROJECT]?

3-8a2. IF 2-2a=01 OR IMP2-2a=01: First of all, is this job with the same business or organization from which you quit to start the [INSERT ACTIVITY TYPE /PROJECT]?

3-8a3. IF 2-2b=01 OR IMP2-2b=01: First of all, is this job with the same business or organization from which you took a leave of absence to start the [INSERT ACTIVITY TYPE /PROJECT]?

01 Yes CODE AS E & GO TO NEXT SKIP
02 No CODE AS F & GO TO NEXT SKIP

IF 3-8a1, 3-8a2 or 3-8a3=01, GO TO 3-8a5
IF 3-8a1 or 3-8a3 = 02, CONTINUE
ELSE, GO TO 3-8b
3-8a4. What is the main reason you are no longer working with your previous employer? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

INTERVIEWER NOTE: Previous employer is employer he/she was either working with at the start of the project/activity or the employer from which he/she took a temporary leave of absence to participate in the project/activity.

<table>
<thead>
<tr>
<th></th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Laid off</td>
</tr>
<tr>
<td>02</td>
<td>Left job due to job dissatisfaction</td>
</tr>
<tr>
<td>03</td>
<td>Dismissed from job (i.e., Fired)</td>
</tr>
<tr>
<td>04</td>
<td>Business/Organization shut down</td>
</tr>
<tr>
<td>05</td>
<td>Wanted better pay/hours/stability</td>
</tr>
<tr>
<td>06</td>
<td>Wanted a job more related to interests/training</td>
</tr>
<tr>
<td>07</td>
<td>Wanted better career progression or development opportunities</td>
</tr>
<tr>
<td>08</td>
<td>Wanted to work closer to home</td>
</tr>
<tr>
<td>90</td>
<td>Other – Specify</td>
</tr>
<tr>
<td>98</td>
<td>Don’t know/Refused</td>
</tr>
</tbody>
</table>

**GO TO 3-8b**

3-8a5. Did your employment with this business or organization change in any of the following ways after your involvement in [INSERT ACTIVITY TYPE /PROJECT]…[READ LIST]:

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Occupation (for example, activities, duties, job responsibilities, etc)</td>
<td>01</td>
<td>02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Status (for example, permanent, temporary, seasonal, etc)</td>
<td>01</td>
<td>02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Hours worked per week</td>
<td>01</td>
<td>02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Salary or wage</td>
<td>01</td>
<td>02</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3-8b. When did you start working in your current job/position? **ENTER MM/YY**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>98</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

**IF YES TO ANY OF 3-8a5, CONTINUE**

**IF 3-8a1, 3-8a2, OR 3-8a3 = 02, CONTINUE**

**ELSE, GO TO 3-12**
3-9. Are you an employee or are you self-employed in this job?

- **01 Employee**
  - IF 3-8a1, 3-8a2 or 3-8a3=01, GO TO 3-12
  - ELSE, GO TO 3-11

- **02 Self-employed**
  - IF 3-8a1, 3-8a2 or 3-8a3=01, GO TO 3-12, ELSE, CONTINUE

- **03 Unpaid work in family business**
  - IF 3-8a1, 3-8a2 or 3-8a3=01, GO TO 3-12, ELSE, GO TO 3-11

- **90 Don’t know (presume employee)**
  - IF 3-8a1, 3-8a2 or 3-8a3=01, GO TO 3-12, ELSE, GO TO 3-11

3-10. What is the name of your business? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified. RECORD RESPONSE

GO TO 3-12

3-11. What is the name of the business or organization where you work? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be publicly identified. RECORD RESPONSE

3-12. What is your occupation for this job? RECORD RESPONSE

3-13. What are your most important activities or duties? PROBE: What kind of work are you doing? RECORD RESPONSE

IF YES TO ANY OF 3-8a5, CONTINUE
IF 3-8a1, 3-8a2, OR 3-8a3 = 02, CONTINUE
ELSE, GO TO 3-16

3-14. Is this job a student job, either an internship, placement, co-op or summer job?

- **01 Yes**
  - GO TO 3-16

- **02 No**
  - CONTINUE

IF 3-8a5b=02, GO TO 3-16
ELSE, CONTINUE

3-15. Is this job permanent (that is, no set termination date), temporary or, seasonal?

- **01 Permanent (no set termination date)**
- **02 Temporary (a set termination date: e.g., term, casual, call-in or contractual)**
- **03 Seasonal**
- **90 Other (Please Specify)**
- **98 Don’t know**
3-16. How many hours per week do you usually work at this job? **RECORD NUMBER OF HOURS**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>98</td>
<td>Don’t know</td>
<td><strong>GO TO 3-18</strong></td>
</tr>
</tbody>
</table>

3-17. You said that you usually work [INSERT NUMBER OF HOURS FROM 3-16] hours. Is this correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>

3-18 On average, what is your salary or wage in this job, before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses? **RECORD SALARY/WAGE**

<p>| |</p>
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$____</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Hourly</td>
</tr>
<tr>
<td>02</td>
<td>Weekly</td>
</tr>
<tr>
<td>03</td>
<td>Bi-weekly (every two weeks)</td>
</tr>
<tr>
<td>04</td>
<td>Semi-monthly (twice a month)</td>
</tr>
<tr>
<td>05</td>
<td>Yearly</td>
</tr>
<tr>
<td>98</td>
<td>Don’t know</td>
</tr>
<tr>
<td>99</td>
<td>Refused</td>
</tr>
</tbody>
</table>

3-18b. You said that you earned a salary or wage of [INSERT SALARY/WAGE FROM 3-18] per [INSERT PAY PERIOD FROM 3-18] in this job before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses. Is this correct?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>

3-19. In what kind of business or industry are you working? **RECORD RESPONSE**
Relevance of Intervention/Activity

3-20 Based on your participation in [INSERT ACTIVITY TYPE/PROJECT], please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements. READ LIST; ROTATE LIST

PROGRAMMING NOTES:
IF CODE B (INCLUDING IMPORTED) & D: ASK A, F, J, & L
IF CODE B (INCLUDING IMPORTED) & C: ASK B,G,K,L,N & J
IF CODE A (INCLUDING IMPORTED) & D: ASK C,H,L,J, N & A
IF CODE A (INCLUDING IMPORTED) & E: ASK D,C,H,L,O & N
IF CODE A (INCLUDING IMPORTED) & F: ASK C,E,L,M & O

a. My experience in (activity/ project) will help me obtain future employment.

b. My experience in (activity/ project) helped me obtain my job.

c. The training and/or service I received was directly related to my job duties at the time.

d. The skills I developed and training I received helped me maintain my job.

e. The training and/or service I received helped me obtain my job.

f. My experience in (activity/ project) has equipped me to look for different types of jobs than I was able to before.

g. The training, services and/or experience I received made it easier for me to find a job sooner than I could have otherwise.

h. The training and/or service I received helped me do my job better.

j. I feel I am more employable as a result of the training and/or experience I received (e.g. more skills, knowledge of labour market, flexibility, etc).

k. The training, services and/or experience I received allowed me to look for a different type of job than I could have before.

l. The training and/or service I received helped me improve my skills and knowledge.

m. I can apply the training and/or skills I gained to my current workplace.

n. I can apply the training and/or skills I gained to other employers or workplaces.

o. I feel I am more promotable as a result of the training and/or service I received (e.g. more skills, knowledge, flexibility, etc).
01 Strongly agree
02 Somewhat agree
03 Somewhat disagree
04 Strongly disagree
97 No opinion/Neither agree nor disagree (DO NOT READ)
98 Don’t know (DO NOT READ)

3-21. Thinking about your entire experience with [INSERT ACTIVITY TYPE/PROJECT], would you like to make any additional comments? RECORD RESPONSE

99 No comments

SECTION 4: EDUCATION/TRAINING PLANS POST INTERVENTION

In this next section, I would like to ask you about any education and training programs you enrolled in, or are planning to enroll in, SINCE participating in [INSERT ACTIVITY TYPE /PROJECT].

4-1. Are you currently enrolled in an education/training program?

01 Yes CONTINUE
02 No GO TO 4-10
98 Don’t know GO TO 4-10

4-2. What is the name of the program you are pursuing? RECORD RESPONSE

4-3. In what field is this program? READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE

01 Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)
02 Education
03 Visual and performing arts, and communications technologies
04 Humanities
05 Social and behavioral sciences and law
06 Business, management and public administration
07 Physical and life sciences and technologies
08 Mathematics, computer and information sciences
09 Architecture, engineering and related technologies
10 Agriculture, natural resources and conservation
11 Health, parks, recreation and fitness
12 Personal, protective and transportation services
90 Other (Please Specify)

IF 4-3=01, CONTINUE
ELSE, GO TO 4-5
4-4. In which apprenticeable trade is this program? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

01 Agricultural Service Technician
02 Appliance Service Technician
03 Automotive Painter
04 Automotive Service Technician
05 Baker
06 Boilermaker
07 Boom Truck Operator
08 Bricklayer
09 Cabinetmaker
10 Carpenter
11 Concrete Finisher
12 Construction Craft Worker
13 Construction Electrician
14 Cook
15 Driller/Blaster
16 Electric Motor System Technician
17 Electronics Technician (Consumer Products)
18 Floorcovering Installer
19 Glazier
20 Hairstylist
21 Heavy Duty Equipment Technician
22 Heavy Equipment Operator
23 Industrial Electrician
24 Industrial Instrument Mechanic
25 Industrial Mechanic (Millwright)
26 Insulator (Heat and Frost)
27 Ironworker (Generalist)
28 Ironworker (Reinforcing)
29 Ironworker (Structural/Ornamental)
30 Lather (Interior Systems Mechanic)
31 Machinist
32 Metal Fabricator (Fitter)
33 Miner
34 Mobile Crane Operator
35 Motorcycle Mechanic
36 Motor Vehicle Body Repairer
37 Oil Burner Mechanic
38 Painter and Decorator
39 Partsperson
40 Plumber
41 Powerline Technician (operating)
42 Powerline Technician (construction)
43 Power Systems Operator
44 Recreation Vehicle Service Technician
Refrigeration and Air Conditioning Mechanic
Residential Electrician
Rig Technician
Roof
Sheet Metal Worker
Small Equipment Repair Technician
Sprinkler System Installer
Steamfitter/Pipefitter
Stonemason
Tilesetter
Tool and Die Maker
Tower Crane Operator
Truck-Trailer Repairer
Truck and Transport Mechanic
Welder
Other (please specify)

4-5. Will you receive a credential or certification at the end of this program? Credentials include examples such as degrees, diplomas, certificates (including high school graduation or equivalency) and licences (e.g. LPN). Certifications include examples such as journeyperson certifications, required occupational safety certifications and professional designations (e.g., CA, CPA).

INTERVIEWER NOTE: READ FORMAL DEFINITIONS ONLY IF NECESSARY FOR CLARIFICATION

**Credential:** Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licences (e.g. LPN).

**Certification:** Documented recognition by a governing body that a person has attained occupational proficiency. Examples would be journeyperson certifications, required occupational safety certifications, professional designations (e.g., CA, CPA, etc)

| 01 | Yes | CONTINUE |
| 02 | No  | GO TO 4-7 |
| 98 | Don’t know | GO TO 4-7 |
4-6. What will be the credential? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

**INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma.**

01 High School Completion
02 High School Equivalency/GED
03 Adult Basic Education (ABE) Completion
04 Post-Secondary Certificate (one year program in recognized area of study)
05 Post-Secondary Diploma (two or three year programs in recognized area of study)
06 Post-Secondary Degree
07 Apprenticeship Certification (Please Specify)
08 Industry or Professional Certificate or License (including Safety Certification) (please specify)
09 Certificate of Participation
90 Other (please specify)
98 Don’t know/Refused

4-7. When did you start this program? **ENTER Month/Year**

4-8. When will you finish this program? **ENTER Month/Year**

98 Don’t know/Refused

4-9. What financial resources are you using to pay for this program? **DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES**

01 EI
02 Student loan
03 Other government funding (Specify source in as much detail as possible: Ask for program name and government department/agency)
04 Personal income or savings
05 Employer paid
90 Other (Please Specify)

4-10. Are you planning to pursue any further education/training in the future?

01 Yes CONTINUE
02 No GO TO SECTION 5
98 Don’t know GO TO SECTION 5

4-11. What is the name of the program you plan to pursue? **RECORD RESPONSE**
4-12. In what field is this program? **READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)</td>
</tr>
<tr>
<td>02</td>
<td>Education</td>
</tr>
<tr>
<td>03</td>
<td>Visual and performing arts, and communications technologies</td>
</tr>
<tr>
<td>04</td>
<td>Humanities</td>
</tr>
<tr>
<td>05</td>
<td>Social and behavioral sciences and law</td>
</tr>
<tr>
<td>06</td>
<td>Business, management and public administration</td>
</tr>
<tr>
<td>07</td>
<td>Physical and life sciences and technologies</td>
</tr>
<tr>
<td>08</td>
<td>Mathematics, computer and information sciences</td>
</tr>
<tr>
<td>09</td>
<td>Architecture, engineering and related technologies</td>
</tr>
<tr>
<td>10</td>
<td>Agriculture, natural resources and conservation</td>
</tr>
<tr>
<td>11</td>
<td>Health, parks, recreation and fitness</td>
</tr>
<tr>
<td>12</td>
<td>Personal, protective and transportation services</td>
</tr>
<tr>
<td>90</td>
<td>Other (Please Specify)</td>
</tr>
</tbody>
</table>

**IF 4-12=01, CONTINUE**  
**ELSE, GO TO 4-14**

4-13. In which apprenticeable trade is this program? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Agricultural Service Technician</td>
</tr>
<tr>
<td>02</td>
<td>Appliance Service Technician</td>
</tr>
<tr>
<td>03</td>
<td>Automotive Painter</td>
</tr>
<tr>
<td>04</td>
<td>Automotive Service Technician</td>
</tr>
<tr>
<td>05</td>
<td>Baker</td>
</tr>
<tr>
<td>06</td>
<td>Boilermaker</td>
</tr>
<tr>
<td>07</td>
<td>Boom Truck Operator</td>
</tr>
<tr>
<td>08</td>
<td>Bricklayer</td>
</tr>
<tr>
<td>09</td>
<td>Cabinetmaker</td>
</tr>
<tr>
<td>10</td>
<td>Carpenter</td>
</tr>
<tr>
<td>11</td>
<td>Concrete Finisher</td>
</tr>
<tr>
<td>12</td>
<td>Construction Craft Worker</td>
</tr>
<tr>
<td>13</td>
<td>Construction Electrician</td>
</tr>
<tr>
<td>14</td>
<td>Cook</td>
</tr>
<tr>
<td>15</td>
<td>Driller/Blaster</td>
</tr>
<tr>
<td>16</td>
<td>Electric Motor System Technician</td>
</tr>
<tr>
<td>17</td>
<td>Electronics Technician (Consumer Products)</td>
</tr>
<tr>
<td>18</td>
<td>Floorcovering Installer</td>
</tr>
<tr>
<td>19</td>
<td>Glazier</td>
</tr>
<tr>
<td>20</td>
<td>Hairstylist</td>
</tr>
<tr>
<td>21</td>
<td>Heavy Duty Equipment Technician</td>
</tr>
<tr>
<td>22</td>
<td>Heavy Equipment Operator</td>
</tr>
<tr>
<td>23</td>
<td>Industrial Electrician</td>
</tr>
<tr>
<td>24</td>
<td>Industrial Instrument Mechanic</td>
</tr>
<tr>
<td>25</td>
<td>Industrial Mechanic (Millwright)</td>
</tr>
<tr>
<td>26</td>
<td>Insulator (Heat and Frost)</td>
</tr>
<tr>
<td>27</td>
<td>Ironworker (Generalist)</td>
</tr>
<tr>
<td>28</td>
<td>Ironworker (Reinforcing)</td>
</tr>
<tr>
<td>29</td>
<td>Ironworker (Structural/Ornamental)</td>
</tr>
<tr>
<td>30</td>
<td>Lather (Interior Systems Mechanic)</td>
</tr>
<tr>
<td>31</td>
<td>Machinist</td>
</tr>
<tr>
<td>32</td>
<td>Metal Fabricator (Fitter)</td>
</tr>
<tr>
<td>33</td>
<td>Miner</td>
</tr>
<tr>
<td>34</td>
<td>Mobile Crane Operator</td>
</tr>
<tr>
<td>35</td>
<td>Motorcycle Mechanic</td>
</tr>
<tr>
<td>36</td>
<td>Motor Vehicle Body Repairer</td>
</tr>
<tr>
<td>37</td>
<td>Oil Burner Mechanic</td>
</tr>
<tr>
<td>38</td>
<td>Painter and Decorator</td>
</tr>
<tr>
<td>39</td>
<td>Partsperson</td>
</tr>
<tr>
<td>40</td>
<td>Plumber</td>
</tr>
<tr>
<td>41</td>
<td>Powerline Technician (operating)</td>
</tr>
<tr>
<td>42</td>
<td>Powerline Technician (construction)</td>
</tr>
<tr>
<td>43</td>
<td>Power Systems Operator</td>
</tr>
<tr>
<td>44</td>
<td>Recreation Vehicle Service Technician</td>
</tr>
<tr>
<td>45</td>
<td>Refrigeration and Air Conditioning Mechanic</td>
</tr>
<tr>
<td>46</td>
<td>Residential Electrician</td>
</tr>
<tr>
<td>47</td>
<td>Rig Technician</td>
</tr>
<tr>
<td>48</td>
<td>Roofer</td>
</tr>
<tr>
<td>49</td>
<td>Sheet Metal Worker</td>
</tr>
<tr>
<td>50</td>
<td>Small Equipment Repair Technician</td>
</tr>
<tr>
<td>51</td>
<td>Sprinkler System Installer</td>
</tr>
<tr>
<td>52</td>
<td>Steamfitter/Pipefitter</td>
</tr>
<tr>
<td>53</td>
<td>Stonemason</td>
</tr>
<tr>
<td>54</td>
<td>Tilesetter</td>
</tr>
<tr>
<td>55</td>
<td>Tool and Die Maker</td>
</tr>
<tr>
<td>56</td>
<td>Tower Crane Operator</td>
</tr>
<tr>
<td>57</td>
<td>Truck-Trailer Repairer</td>
</tr>
<tr>
<td>58</td>
<td>Truck and Transport Mechanic</td>
</tr>
<tr>
<td>59</td>
<td>Welder</td>
</tr>
<tr>
<td>60</td>
<td>Other (please specify)</td>
</tr>
</tbody>
</table>
4-14. Will you receive a credential at the end of this program? Credentials include examples such as degrees, diplomas, certificates (including high school graduation or equivalency) and licences (e.g. LPN). Certifications include examples such as journeyperson certifications, required occupational safety certifications and professional designations (e.g., CA, CPA).

**INTERVIEWER NOTE: READ FORMAL DEFINITIONS ONLY IF NECESSARY FOR CLARIFICATION**

**Credential:** Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licences (e.g. LPN).

**Certification:** Documented recognition by a governing body that a person has attained occupational proficiency. Examples would be journeyperson certifications, required occupational safety certifications, professional designations (e.g., CA, CPA, etc)

01 Yes CONTINUE
02 No GO TO 4-16
98 Don’t know GO TO 4-16

4-15. What will be the credential? **DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE**

**INTERVIEWER NOTE: Probe to differentiate between post-secondary certificate and post-secondary diploma.**

01 High School Completion
02 High School Equivalency/GED
03 Adult Basic Education (ABE) Completion
04 Post-Secondary Certificate (one year program in recognized area of study)
05 Post-Secondary Diploma (two or three year programs in recognized area of study)
06 Post-Secondary Degree
07 Apprenticeship Certification (Please Specify)
08 Industry or Professional Certificate or License (including Safety Certification) (please specify)
09 Certificate of Participation
90 Other (please specify)
98 Don’t know/Refused

4-16. When will you start this program? **ENTER Month/Year**

98 Don’t know/Refused

4-17. When will you finish this program? **ENTER Month/Year**

98 Don’t know/Refused
4-18. What financial resources will you use to pay for this program? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>EI</td>
</tr>
<tr>
<td>02</td>
<td>Student loan</td>
</tr>
<tr>
<td>03</td>
<td>Other government funding (Specify source in as much detail as possible: Ask for program name and government department/agency)</td>
</tr>
<tr>
<td>04</td>
<td>Personal income or savings</td>
</tr>
<tr>
<td>05</td>
<td>Employer paid</td>
</tr>
<tr>
<td>90</td>
<td>Other (Please Specify)</td>
</tr>
<tr>
<td>98</td>
<td>Don’t know/Refused</td>
</tr>
</tbody>
</table>

SECTION 5: DEMOGRAPHIC INFORMATION

Next, a few questions for classification purposes only.

5-1 RECORD GENDER (DO NOT ASK)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Male</td>
</tr>
<tr>
<td>02</td>
<td>Female</td>
</tr>
</tbody>
</table>

5-2. Please indicate if any of the following statements apply to you: READ LIST

a. I am a member of an aboriginal group
b. I have a disability
c. I am an immigrant
d. I am under the age of 30 (Youth)
e. I am over the age of 50 (Older Worker)

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>
5-3. What is the highest level of education you had completed BEFORE participation in [INSERT ACTIVITY TYPE /PROJECT]? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Grade 9 or less</td>
</tr>
<tr>
<td>02</td>
<td>Grade 10</td>
</tr>
<tr>
<td>03</td>
<td>Grades 11 to 13, Did not graduate</td>
</tr>
<tr>
<td>04</td>
<td>Grades 11 to 13, Graduated high school</td>
</tr>
<tr>
<td>05</td>
<td>Adult Basic Education (ABE) Diploma</td>
</tr>
<tr>
<td>06</td>
<td>General Education Diploma (GED)</td>
</tr>
<tr>
<td>07</td>
<td>Some post-secondary education (public/private college diploma/ certificate/ university)</td>
</tr>
<tr>
<td>08</td>
<td>Public/private college diploma/certificate (including trades)</td>
</tr>
<tr>
<td>09</td>
<td>University diploma/certificate below bachelor level</td>
</tr>
<tr>
<td>10</td>
<td>Bachelor degree (BA, BSc, 4-year Bed, etc.)</td>
</tr>
<tr>
<td>11</td>
<td>Diploma/certificate above bachelor level</td>
</tr>
<tr>
<td>12</td>
<td>Professional degree (MD, DDS, DMD, DVM, Law, OD, MDiv or 1 yr&gt; bachelor’s)</td>
</tr>
<tr>
<td>13</td>
<td>Master’s Degree (MA, MSc, Med)</td>
</tr>
<tr>
<td>14</td>
<td>Doctorate (PhD, DSc, Ded)</td>
</tr>
<tr>
<td>90</td>
<td>Other (Please Specify)</td>
</tr>
<tr>
<td>98</td>
<td>Don’t know</td>
</tr>
</tbody>
</table>

**SECTION 6: VERIFICATION OF CLIENT INFORMATION**

Finally, I would like to first of all confirm some information I have on file.

**INTERVIEWER NOTE:** If any of the following information is not imported, please ask for it: “May I please have your…”

6-1 Our records indicate that your full name is [INSERT CLIENT NAME]. Is this correct?

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>

CONTINUE

RECORD CORRECT INFORMATION

6-2 Our records indicate that your current mailing address is [INSERT CLIENT ADDRESS]. Is this correct?

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>

CONTINUE

RECORD CORRECT INFORMATION

6-3 Our records indicate that your current email address is [INSERT CLIENT EMAIL]. Is this correct?

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
</tr>
</tbody>
</table>

CONTINUE

RECORD CORRECT INFORMATION
6-4 Your date of birth is listed in our records as [INSERT CLIENT DATE OF BIRTH]. Is this correct?

01 Yes CONTINUE
02 No RECORD CORRECT INFORMATION

SECTION 7: INFORMED CONSENT

7-1. For the purpose of evaluating programs, we may need to link your responses to other databases of information. To do this we will need to share a personal identifier like your social insurance number. Such linking will help us figure out if the program you completed helped increase your employment opportunities, or improved your income level, or even helped you move into a better position at work. Examples of where these databases might exist include: Human Resource and Skills Development Canada, Service Canada, Statistics Canada, the Canada Revenue Agency, governments or agencies in other provinces and territories, provincial departments such as Education or Finance, or employers or other organizations.

Your privacy will be strictly preserved during the data sharing and linking process. Examples of information that could be linked for evaluation purposes include employment status, work history, EI/Non EI eligibility, change in income level, change in education level…etc.

Do you agree to this statement: I give consent to share and use my personal identifier to link to other data for program evaluation and research conducted to improve the quality of programs and services offered.

01 Yes CONTINUE
02 No GO TO END

IF SOCIAL INSURANCE NUMBER IS IMPORTED, GO TO 7-3
IF NOT, CONTINUE

7-2. Could you please state your Social Insurance Number? IF NEEDED: This will be the personal identifier used to link your survey responses with other data on file if needed. RECORD NUMBER

99 Refused

7-3 You said your Social Insurance Number is [RECALL FROM 7-2]…is this correct?

01 Yes CONTINUE
02 No GO TO 7-2

END:
Thank you very much for your time and cooperation. The information you have provided has been very helpful and will greatly assist the province in providing appropriate employment and training supports to the citizens of Newfoundland and Labrador.

If you have any questions on the survey, or wish to contact someone concerning the information you have provided you may contact the Labour Market Agreement Unit, Department of Advanced Education and Skills. Tel: 709-729-7469 OR 709-729-7286.

Have a great day/evening!

CODE LEGEND:

A – EMPLOYED AT START OF PROGRAM/ACTIVITY
B – UNEMPLOYED AT START OF PROGRAM/ACTIVITY
C – CURRENTLY EMPLOYED
D – CURRENTLY UNEMPLOYED
E – CURRENTLY EMPLOYED BY SAME EMPLOYER
F – CURRENTLY EMPLOYED BY DIFFERENT EMPLOYER
INTRO

My name is <name> and I am calling from [INSERT NAME OF COMPANY] on behalf of the Government of Newfoundland and Labrador. Today/Tonight, we are conducting a survey to gather information about the province’s workforce, including people who are working and not working. This information will help Government to better understand current employment trends, and plan and develop programs and services to better meet the needs of all Newfoundlanders and Labradors.

Is there someone in the household who is 18-34 years of age?

INTERVIEWER: If yes, continue
If no, ask to speak to that person and repeat introduction.
If the person is not available, arrange call-back.
If no one living in household in that age range,
THANK AND TERMINATE CALL

Great! Would you have time right now to answer some questions about your work-related activities?
1  Yes (CONTINUE)
2  No (ARRANGE CALL BACK)

PROVIDE ONLY IF NECESSARY: The interview will take about 20-25 minutes, depending on how many of the questions apply to you.

I’d like to assure you that your participation is voluntary and any information you provide will be kept completely confidential and you will not be identified in any way. If there are any questions that you do not wish to answer, please feel free to point these out to me and I’ll go on to the next question. You have the right to terminate the interview at any time.

RECORD GENDER (DO NOT ASK)
1  Male
2  Female

To begin, could you please tell me in what year you were born?
ENTER YEAR - IF AGE IS LESS THAN 18 OR 65 AND OLDER, THANK AND TERMINATE CALL
99 - REFUSED, THANK AND TERMINATE CALL

PROGRAMMING NOTE: Compute variables for AGE

AGE=2013-YOB
IF AGE IS LESS THAN 18 OR OLDER THAN 65, THANK AND TERMINATE CALL
IF AGE IS BETWEEN 19 AND 64 THEN GO TO AGE CATEGORY CALCULATION ELSE CONTINUE

And could you please tell me in what month you were born?
1=January
2=February
3=March
4=April
5=May
6=June
7=July
PROGRAMMING NOTE: Compute variables for AGE CATEGORY
IF AGE IS 18 AND MONTH IS LESS THAN 2=FEBRUARY, THEN GO TO AGE CATEGORY CALCULATION
IF AGE IS 18 AND MONTH IS 2=FEBRUARY OR GREATER, THANK AND TERMINATE CALL

IF AGE IS 65 AND MONTH IS LESS THAN 2=FEBRUARY, THANK AND TERMINATE CALL THEN GO TO AGE CATEGORY CALCULATION
IF AGE IS 65 AND MONTH IS 2=FEBRUARY OR GREATER, THEN GO TO AGE CATEGORY CALCULATION

AGECAT
1=18-24
2=25-34
3=35-44
4=45-54
5=55-64

INTERVIEWER NOTE: If the respondent is not 18-64 and is wondering why they can’t complete the survey then please say “for the purposes of this particular study we are looking to speak to Newfoundlanders and Labradors in a particular age group: those who are between 18 and 64 years of age by the end of the January 2013.”
PART I: LABOUR FORCE STATUS

During the first part of this survey, I would like to ask you some questions about your recent work activity during a specific week – Sunday [January 13] to Saturday [January 19], 2013. We will refer to this week as the “reference week” throughout the survey. IF NEEDED: This week is used to ensure a consistent reference period for all survey respondents.

**Employed/Self-Employed**

1. Did you work at a job or business during the week of [January 13-19, 2013]? This includes paid work, or unpaid work in your own business or a family business but does not include volunteering.
   
   1  Yes  go to Q8  
   2  No  CONTINUE  
   3  Permanently unable to work (LTD)  CONTINUE  
   98  Don’t know/refused  CONTINUE

**Unemployed/Not in the Labour Force**

2. Have you ever worked at a job or business?

   1  Yes  CONTINUE  
   2  No  go to Q4  
   98  Don’t know/refused  go to Q4

3. When did you last finish work at a job or business? That is when did you last finish work prior to the week of [January 13-19, 2013]” Record month and year

3b. [If Q3M=DK OR Q3Y=DK] Have you worked since [October 31, 2012]?

   1  Yes  
   2  No  
   98  Don’t know/refused

PROGRAMMING NOTE: compute variable for THREEMO.

If Q3b=1 then THREEMO=1=worked within the last 3 months  
If Q3b=2 then THREEMO=2=last worked more than 3 months ago  
If Q3b=98 then THREEMO=2=last worked more than 3 months ago  
If {(Q3M=11 OR Q3M=12) AND Q3Y=2012) OR (Q3M=1 AND Q3Y=2013)} then  
THREEMO=1=worked within the last 3 months; else THREEMO=2=last worked more than 3 months ago

4. What is the main reason you were not working during the week of [January 13-19, 2013]? INTERVIEWER NOTE: If respondent provides a general answer, please probe to find out a more specific reason. DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

   1  Laid off (Permanent or temporary)/Seasonal worker/Casual worker  Go to Q5  
   2  Left the job due to job dissatisfaction  go to Q13  
   3  Dismissed from job (that is, fired)  go to Q13  
   4  On rotation leave period/work schedule CONFIRM QC1 THEN go to Part II CODE AS A  
   5  Waiting to start a job  go to Q7  
   6  On annual leave/holidays  CONFIRM QC1 THEN go to Part II CODE AS A  
   7  Involved in a labour dispute/strike  CONFIRM QC1 THEN go to Part II CODE AS A  
   8  Moved to a new community and had to leave your job  go to Q13  
   9  Did not want to work  go to Q14  
   10  Keeping house  go to Q13
11 Had other personal or family responsibilities  
go to Q4b
12 Caring for elderly family members  
go to Q4b
13 Caring for own children  
go to Q4b
14 On maternity/paternity  
go to Q4b
15 No work/jobs available  
go to Q13
16 Going to school  
go to Q12
17 On an unpaid student work-term  
CONFIRM QC3 THEN CODE AS C, go to Part II
18 Retired  
go to Q13
19 Permanently unable to work due to a disability  
CONFIRM QC4 THEN CODE C2  
or long-term illness  
go to Part II if THREEMO=1; Else, go to Part III
20 Short-term illness, have a job  
CONFIRM QC2 THEN go to Part II CODE AS A
21 Short-term illness, do not have a job  
CONFIRM QC2 THEN go to Q13
22 Volunteering  
go to Q13
23 Personal leave  
CONFIRM QC1 THEN go to Part II CODE AS A
90 Other - Specify  
go to Q13
98 Don’t know  
go to Q13
99 Refused  
go to Q13

INTERVIEWER NOTE: If response is some kind of layoff, but is more specific than these codes then please choose code 01- laid off (permanent or temporary)/seasonal worker/casual worker, do not type specific reason for laid off in 90-Other - Specify. If you select 01 in Q4 then you will be able to code the specific reason for lay-off in Q5.

PROGRAMMING NOTE: Need to add confirmation question in for some of the responses in Q4

If Q4=04, 06, 07, or 23 then go to QC1
If Q4=20 or 21 then go to QC2
If Q4=17 then go to QC3
If Q4=19 then go to QC4

QC1. You said that you were not working during the week of [January 13-19, 2013] because you were [INSERT RESPONSE FROM Q4]. To confirm, were you employed during the week of [January 13-19, 2013] but absent from your job because you were [INSERT RESPONSE FROM Q4]?

1 Yes  go to Part II CODE AS A
2 No  go back to Q4

QC2. You said that you were not working during the week of [January 13-19, 2013] because of a short term illness. To confirm, were you not working during the week of [January 13-19, 2013] because of [INSERT RESPONSE FROM Q4]?

1 Yes  If Q4=20 then go to Part II CODE AS A  
If Q4=21 then go to Q13
2 No  go back to Q4

QC3 You said that you were not working during the week of [January 13-19, 2013] because you were [INSERT RESPONSE FROM Q4]. Is this correct?

1 Yes  go to Part II CODE AS C
2 No  go back to Q4

QC4 You said that you were not working during the week of [January 13-19, 2013] because you were [INSERT RESPONSE FROM Q4]. Is this correct?
1. Yes  
   CODE AS C2;  
   *If last worked within past three months (THREEMO=1) then go to Part II, else go to Part III*  
2. No  
   *go back to Q4*

4b. Did you have a job or business from which you were absent during the week of [January 13-19, 2013]?  
3. Yes  
   *go to skip below CODE AS A*  
4. No  
5. Refused  
6. Don’t Know  
*If Q4=11, go to Q13*  
*Else, CONTINUE*

4c. Were you receiving Employment Insurance benefits during the week of [January 13-19, 2013]?  
1. Yes  
   *GO TO Q13*  
2. No  
   *GO TO Q13*  
3. Refused  
   *GO TO Q13*  
4. Don’t Know  
   *GO TO Q13*  

5. Can you be more specific about the reason for lay-off? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE  
1. Seasonal nature of job, seasonal job  
2. Temporary lay-off, business conditions (e.g., not enough work, drop in orders, retooling, etc.)  
3. Casual job  
4. End of temporary, term, or contract job (non-seasonal)  
5. Permanent lay-off, Company moved  
6. Permanent lay-off, Company went out of business or declining business conditions  
7. Dismissal by employer (i.e., fired)  
8. Other – specify:  
*INTERVIEWER NOTE: A job is considered a recurring seasonal job if it is a job that you return to each season. Examples include fishing, farming, forestry, and some types of construction.*  
*If Q5 = 1, 2 or 3 continue, else go to Q15*

6. Do you expect to be recalled within the next 6 months?  
1. Yes  
   *CONTINUE*  
2. No  
   *GO TO Q15*  
98. Don’t know  
   *CONTINUE*

7. Has your employer confirmed a start date before Sunday, [February 17, 2013]?  
1. Yes  
2. No  
98. Don’t know  
*INTERVIEWER NOTE: This is the four week period following the end of the reference week.*  
*Go to Q15*
8. Were you or will you be paid for working during the week of [January 13-19, 2013]?
   1 Yes  CODE A1 and go to Part II
   2 No  CONTINUE

9. Did you work 15 hours or more during the week of [January 13-19, 2013]?
   1 Yes  CODE A3 and go to Part II
   2 No  go to Q15

12. Are you a full-time student?
   1 Yes  CODE C and if worked within the last 3 months (THREEMO=1) go to Part II, else go to Part III
   2 No  go to Q15
   98 Don’t know  go to Q15

13. Did you want to work during the week of [January 13-19, 2013]?
   1 Yes
   2 No

   If Q13=Yes, go to Q15
   If Q13=No and Q4=10,11,12,13,14,15, 18, go to Q15
   If Q13=No and Q4=2,3,8,21,22,90, 98, 99, continue

14. What is the main reason you did not want to work? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE
   1 Unable to work due to a disability or long-term illness
   2 Don’t believe any jobs available, No jobs available
   3 Previously looked for work, no jobs available
   4 Employers think too old, too young or some other discrimination
   5 Not qualified due to lack of skills, experience, education or training
   90 Other – Specify
   98 Don’t know
   99 Refused

15. Did you look for work between [December 23, 2012] and [January 19, 2013]?
   Note: This is the four week period before the end of the reference week.
   1 Yes  CONTINUE
   2 No  go to Q18

16. What were you doing to try and find work? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES
   1 Contacting employer directly/interview
   2 Contacting public employment agency programs/courses
   3 Contacting private employment agency
   4 Contacting friends or relatives
   5 Contacting school/university employment centre
6. Sending out resumes/filled out applications
7. Checking union/professional registers
8. Placing or answering ads
9. Looking at ads
10. Attending job training programs or courses (e.g. keyboarding course to improve skills)
90. Other - Specify
97. Nothing
98. Don’t know

17. What kind of job/occupation are you looking for? RECORD RESPONSE

INTERVIEWER NOTE: if needed, clarify that when asking occupation you are interested in “job title”, “position title”, or “name of position”.

INTERVIEWER NOTE: Please provide enough detail so that responses can be coded into specific occupations. For example, ‘technician’ is too general, ‘technician’ could refer to ‘electrical technician’, ‘computer technician’, ‘laboratory technician’, ‘heavy equipment technician’, etc. Please provide enough detail to allow for NOC coding.

18. Were you available for work during the week of [January 13-19, 2013] if a suitable job was available or offered to you or you were recalled to work?

1. Yes
2. No

If Q4b=1, CODE A: Employed and go to Part II
If Q5=2 and Q6=Yes and Q18=Yes CODE B: Unemployed and go to Part II
If Q7=Yes and Q18=Yes, CODE B: Unemployed and go to Part II
If Q15=No, CODE C: NIL and go to Part II
If Q15=Yes and Q18=Yes, CODE B: Unemployed and go to Part II
If Q15=Yes and Q18=No, CODE C: NIL and go to Part II

PART II: MAIN JOB DESCRIPTION

IF CODE A, go to skip after Q18c
IF CODE C2, go to skip after Q18c
IF Q15=1, go to skip after Q18c
IF CODE B or C and worked within the last 3 months (THREEMO=1), go to skip after Q18c
Else, continue

18b. Will you be looking for work in the next year (from now until the end of January 2014)?

1. Yes CONTINUE
2. No GO TO SKIP AFTER Q18c.

18c. What type of occupation would you be looking for? RECORD RESPONSE

INTERVIEWER NOTE: if needed, clarify that when asking occupation you are interested in “job title”, “position title”, or “name of position”.

INTERVIEWER NOTE: Please provide enough detail so that responses can be coded into specific occupations. For example, ‘technician’ is too general, ‘technician’ could refer to ‘electrical technician’,
‘computer technician’, ‘laboratory technician’, ‘heavy equipment technician’, etc. Please provide enough detail to allow for NOC coding.

IF Q2=Never Worked, go to Part III (Education)
IF Code B or Code C or Code=C2 and THREEMO=2=last worked more than 3 months ago, go to Part III, else all A’s, B’s, C’s and C2’s continue

If Code=B, C, or C2, read: “Now I would now like to ask you some questions about the last job or business in which you worked”.

If Code=A and Q4b=1, read: “Now I would like to ask you some questions about the job or business from which you were absent during the week of [January 13-19, 2013]”.

If Code=A, read: “Now I would now like to ask you some questions about your job or business during the week of [January 13-19, 2013]”.

19. Was this job a student internship, placement, co-op or summer job?
   1 Yes
   2 No

20. Were you working in more than one job or business during the same period?
   1 Yes
   2 No

   IF Q19=1, CONTINUE; IF Q19=2, GO TO INTRODUCTIONS

20b. Have you ever had a job that was not a student internship, placement, co-op or summer job?
   1 Yes
   2 No

If Q19=1, age is less than 25 years, and Q20=2, go to Part III (Education)

If Q19=1, age is less than 25 years, and Q20=1, read: “I would now like to ask you some questions about the other job/business you held during this period, that is, the non-student related job”.

If Q19=1, age is 25 years or older, and Q20=2 and Q20b=1, read: “I would now like to ask you some questions about the last job/business you held prior to your student job”.

If Q19=1, age is 25 years or older, and Q20=1, read: “I would now like to ask you some questions about the other job/business you held during this period, that is, the non-student related job”.

If Code A, Q4b=1, Q19=2 and Q20=1, read: “I would now like to ask you some questions about the main job or business from which you were absent during the week of [January 13-19, 2013], that is the job or business you worked the most number of hours”.

If Code A, Q19=2 and Q20=2, read: “Now some further questions about the job or business from which you were absent during the week of [January 13-19, 2013]”.

If Code A, Q19=2 and Q20=1, read: “I would now like to ask you some questions about your main job or business during the week of [January 13-19, 2013], that is the job or business where you worked the most number of hours”
If Code A, Q19=2 and Q20=2, read: “Now some further questions about your job or business during the week of [January 13-19, 2013].”

If Code B or C, Q19=2 and Q20=1, read: “I would now like to ask you some questions about your last main job/business during this period, that is the job/business where you worked for the longest period, or the most number of weeks”.

If Code B or C, Q19=2 and Q20=2, read: “I would now like to ask you some questions about the last job/business you worked at”.

**Occupation and Industry**

To start, I’d like to ask a few general questions about the type of job you worked at.

21. When did you start working at this job/business? ENTER Month/Year, Date if possible  
   Begin: MM/YY  
   98 Don’t know

22. Were you an employee or were you self-employed in this job?  
   1 Employee go to Q25  
   2 Self-employed CONTINUE  
   3 Unpaid work in family business go to Q25  
   98 Don’t know (presume employee) go to Q25

23. Did you have an incorporated business?  
   1 Yes CONTINUE  
   2 No CONTINUE  
   98 Don’t know/Refused CONTINUE

24. What was the name of your business? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be identified. RECORD RESPONSE  
   go to Q26

25. What is the name of the business or organization where you worked? This information is needed only to help us identify the types of businesses worked in. No personal information will be made public from this survey and no individual businesses will be identified. RECORD RESPONSE

26. Would you classify this business or organization as public, non-profit or private sector?

[Interviewer Note: The public sector includes employees in public administration at the federal, provincial and municipal levels, as well as in Crown corporations, liquor control boards and other government institutions such as schools (including universities), hospitals, and public libraries. The private sector comprises all other employees and self-employed owners of businesses, and self-employed persons without businesses. Non-profit includes organizations which exist for educational or charitable reasons, and shareholders or trustees do not benefit financially.]
27. What was your occupation for this job? RECORD RESPONSE

INTERVIEWER NOTE: if needed, clarify that when asking occupation you are interested in “job title”, “position title”, or “name of position”.

INTERVIEWER NOTE: Please provide enough detail so that responses can be coded into specific occupations. For example, ‘technician’ is too general, ‘technician’ could refer to ‘electrical technician’, ‘computer technician’, ‘laboratory technician’, ‘heavy equipment technician’, etc. Please provide enough detail to allow for NOC coding.

28. What were your most important activities or duties? PROBE: What kind of work were you doing? RECORD RESPONSE

INTERVIEWER NOTE: Please probe for details. Should record 5 or 6 duties/tasks that respondent does/did on a daily basis.

29. In total, how many years of work experience do/did you have in this occupation? This refers to the total amount of experience you have in this occupation, including any experience outside of the job we are asking about.

RECORD NUMBER OF YEARS OR NUMBER OF MONTHS IF LESS THAN ONE YEAR

98 Don’t know

30. In what kind of business or industry were you working? RECORD RESPONSE

INTERVIEWER NOTE: Please probe for details to allow NAICS coding.

### Hours Worked and Work Classification

Next, I’d like you to think about the hours you worked in this job and your job description.

If Q22=1 or 98, Go to Q32
Else, continue

31. How many hours per week did you usually work at this job?

RECORD NUMBER OF HOURS

998 Don’t know – GO TO Q38

31a. You said that you usually worked [INSERT NUMBER OF HOURS FROM Q31] hours. Is this correct?

1 Yes

2 No

If 2, go to Q31.
Else, CONTINUE

If Q31 is less than 30 hours Go to Q35
Else, go to Q38
32. How many hours per week, excluding overtime, did you usually work at this job?
   RECORD NUMBER OF HOURS
   998  Don’t know

32a. You said that you usually worked [INSERT NUMBER OF HOURS FROM Q32] hours, excluding overtime. Is this correct?
   1  Yes
   2  No

   If 2, go to Q32.
   Else, CONTINUE

33. How many paid overtime hours per week did you usually work at this job?
   RECORD NUMBER OF HOURS
   97   None
   98   Don’t know

33a. You said that you usually worked [INSERT NUMBER OF HOURS FROM Q33] paid overtime hours. Is this correct?
   1  Yes
   2  No

   If 2, go to Q33.
   Else, CONTINUE

34. How many unpaid overtime hours per week did you usually work at this job?
   RECORD NUMBER OF HOURS
   97   None
   98   Don’t know

34a. You said that you usually worked [INSERT NUMBER OF HOURS FROM Q34] unpaid overtime hours. Is this correct?
   1  Yes
   2  No

   If 2, go to Q34.
   Else, CONTINUE

   If Q32 is less than 30 hours, continue
   Else go to Q38

35. What is the main reason you worked less than 30 hours per week? DO NOT READ LIST,
   ACCEPT ONLY ONE RESPONSE
   1  Own illness or disability
   2  Caring for own children
   3  Caring for elderly relative
   4  Other personal or family responsibilities
   5  Going to school
   6  Business conditions
   7  Could not find work with 30+ hours per week
   8  By choice
   90  Other:(Please Specify)
   98  Don’t know

   INTERVIEWER NOTE: If respondent indicates that there were multiple reasons, please probe for main reason why respondent worked part-time.
36. How many hours per week would you prefer to work?
   RECORD NUMBER OF HOURS
   97 Prefer not to work

   If Q36 is less than 30 hours, continue
   Else go to Q38

37. What is the main reason you would prefer to work less than 30 hours per week?
   RECORD RESPONSE

38. How many weeks per year do/did you usually work in this job? Interviewer Note: This includes any paid vacation time.
   RECORD NUMBER OF WEEKS (ensure number check 1 to 52)

   If Q22=2 or 3, go to Q40
   Else, continue

39. Were you a member of a union in this job?
   1 Yes
   2 No
   98 Don’t know
   99 Refused

40. Was this job permanent (that is, no set termination date), temporary or, seasonal?,

   1 Permanent (no set termination date)
   2 Temporary (a set termination date: e.g., term, casual, call-in or contractual)
   3 Seasonal
   90 Other (please specify)
   98 Don’t know

   INTERVIEWER NOTE: A job is considered a recurring seasonal job if it is a job that you return to each season. Examples include fishing, farming, forestry, and some types of construction.

41. Which of the following best describes your regular work schedule, excluding any overtime, in this job? READ LIST, ACCEPT ONLY ONE RESPONSE
   1 Regular Daytime Schedule (Monday to Friday)
   2 Regular Weekly Schedule (including evenings and weekends)
   3 Shift Work
   4 Rotational Schedule – Please explain: ______ (e.g., three weeks on, three weeks off)
   90 Other (Please specify)
   98 Don’t know

Wages and Benefits

Next, a few questions about wages and benefits in this job.

If Q22= 3, Go to Q47
Else, continue

42. On average, what was your salary or wage in this job, before taxes and deductions, EXCLUDING any overtime, tips, commissions or bonuses? RECORD SALARY/WAGE

$____

   1 Hourly
   2 Weekly
3 Bi-weekly (every two weeks)
4 Semi-monthly (twice a month)
5 Yearly
98 Don’t know
99 Refused

42a. You said that you earned a salary or wage of [INSERT SALARY/WAGE FROM Q42] per [INSERT PAY PERIOD FROM Q42] in this job, before taxes and deductions, EXCLUDING any overtime, tips, commissions or bonuses. Is this correct?
   1 Yes
   2 No

If 2, go to Q42.
Else, CONTINUE

43. Did you usually work overtime or receive tips, commissions or bonuses in this job?
   1 Yes CONTINUE
   2 No Go to skip before Q45
   98 Don’t know Go to skip before Q45
   99 Refused Go to skip before Q45

If Q22=2, Go to Q47
Else, continue

44. On average, what was your salary or wage in this job, before taxes and deductions, INCLUDING any overtime, tips, commissions or bonuses? RECORD SALARY/WAGE
   $____
   1 Hourly
   2 Weekly
   3 Bi-weekly (every two weeks)
   4 Semi-monthly (twice a month)
   5 Yearly
   98 Don’t know
   99 Refused

44a. You said that you earned a salary or wage of [INSERT SALARY/WAGE FROM Q44] per [INSERT PAY PERIOD FROM Q44] in this job, INCLUDING any overtime, tips, commissions or bonuses before taxes and deductions. Is this correct?
   1 Yes
   2 No

If 2, go to Q44.
Else, CONTINUE

If Q22=2, Go to Q47
Else, continue

45. How were you/would you be compensated for overtime? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES
   1 Paid
   2 Time off
   3 Bonus
   90 Other (please specify)
   96 Not entitled to overtime compensation

46. Were any of the following non-wage benefits available to you from your employer in this job? READ LIST, SELECT ALL THAT APPLY
   1 Pension plan (not including CPP)
   2 Life insurance plan
3 Disability insurance plan
4 Medical insurance or health plan
5 Dental plan or dental coverage within health plan
6 Employee discounts
7 Group RRSP
8 Stock purchase or other stock savings plan
9 Employee assistance program
10 Maternity/paternity benefits above standard benefits provided through EI (i.e., top up)
11 On-site daycare/childcare
12 Flexible working hours
13 Financial support for formal education such as paid tuition
14 Living allowance
15 Transportation allowance
90 Anything else? – please specify: ____
97 None
98 Don’t know

**Place of Work**

*Now I’d like to ask you a few questions about the location of this job.*

47. Where was this job located, that is, where did you go to work for this job? READ LIST, ACCEPT ONLY ONE RESPONSE
1 Within Newfoundland and Labrador CONTINUE
2 Newfoundland and Labrador – Offshore GO TO Q48c
3 Another province/territory of Canada outside Newfoundland and Labrador GO TO Q50
4 Outside Canada GO TO Q51
9 Refused GO TO Q51b

48. In what community of Newfoundland and Labrador was this job located? RECORD RESPONSE

48b. Did you **permanently** reside in this community when you worked at this job?

1 Yes GO TO Q51b
2 No CONTINUE
3 Refused GO TO Q51b

48c. In what community did you **permanently** reside at that time? RECORD RESPONSE

*Go to Q51b*

50. In what province or territory of Canada was this job located?
1 Alberta
2 British Columbia
3 Manitoba
4 New Brunswick
5 Northwest Territories
6 Nova Scotia
7 Nunavut
8 Ontario
9 Prince Edward Island
10 Quebec
11 Saskatchewan
12 Yukon

*Go to Q51c*
51. In which country was this job located? RECORD RESPONSE

Go to Q51c

51b. Did you work outside of Newfoundland and Labrador at any point since the start of November 2012? This does not include normal business travel.

1 Yes CONTINUE
2 No GO TO SKIP BEFORE Q52
9 Refused GO TO SKIP BEFORE Q52

51c. Did you maintain a permanent residence (e.g., apartment, house, etc) in Newfoundland and Labrador while you worked outside the province at this job?

1 Yes CONTINUE
2 No GO TO SKIP BEFORE Q52

INTERVIEWER NOTE: Maintaining a permanent residence means they did not change their mailing address for this job. Respondents who answer “yes” to this question did not change their permanent mailing address for this job. If they have moved outside the province select “no”.

51d. What is the main reason you worked outside the province? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

1 More pay/higher wages outside of Newfoundland and Labrador
2 Better employment benefits outside of Newfoundland and Labrador
3 No jobs/not enough job opportunities in Newfoundland and Labrador
4 Personal preference to work outside of Newfoundland and Labrador
5 Career advancement
90 Other: (please specify)
98 Don’t know

51e. What was your usual work cycle at this job (e.g. three weeks on, three weeks off) RECORD RESPONSE

51f. When you were living away, were you living in a: READ LIST, ACCEPT ONLY ONE RESPONSE

1 Work camp
2 Hotel/Motel
3 Other rented accommodation
90 Other (Please specify)
99 Refused

51g. Under what conditions would you consider working in Newfoundland and Labrador? DO NOT READ LIST, ACCEPT MULTIPLE RESPONSES

1 More pay/higher wages
2 Better employment benefits
3 Job opportunities in Newfoundland and Labrador
4 Career advancement
90 Other: (please specify)
97 Would not consider working in Newfoundland and Labrador

Retirement
If Q4=18, Go to Q55
If age is 45 or older, go to Q52a
Else, go to Part III

Next, a few questions on retirement.

52a. At what age do you plan to retire? RECORD AGE
   97  I do not plan on retiring  GO TO PART III
   98  Don’t know  CONTINUE
   99  Refused  CONTINUE

53. When would that be? READ LIST, ACCEPT ONLY ONE RESPONSE
   1  Within the next 2 years
   2  More than 2 years from now, but within the next 5 years
   3  More than 5 years from now, but within the next 10 years
   4  More than 10 years from now
   98  Don’t know

INTERVIEWER NOTE: If respondent does not report at what age they plan to retire (Q52a is Don’t know or Refused) then in Q53 we are looking for an estimate of when they plan to retire. For example, the respondent may not know exactly when they plan to retire, but they may know that they plan to retire in about 5 or 10 years.

54. Would you consider working after retirement?
   1  Yes  GO TO Q57
   2  No  GO TO PART III
   98  Don’t know  GO TO Q57

55. At what age did you retire? RECORD AGE
   99  Refused

56. Would you consider returning to the workforce?
   1  Yes  CONTINUE
   2  No  GO TO PART III
   98  Don’t know  CONTINUE

57. Under what conditions would you consider working after retirement? RECORD RESPONSE

58. Would you return to the same occupation from which you retired?
   1  Yes  CONTINUE
   2  No  GO TO Q59
   98  Don’t Know  CONTINUE

58b. What occupation would this be? PROBE: What kind of work would this be? RECORD RESPONSE

INTERVIEWER NOTE: if needed, clarify that when asking occupation you are interested in “job title”, “position title”, or “name of position”.

INTERVIEWER NOTE: Please provide enough detail so that responses can be coded into specific occupations. For example, ‘technician’ is too general, ‘technician’ could refer to ‘electrical technician’, ‘computer technician’, ‘laboratory technician’, ‘heavy equipment technician’, etc. Please provide enough detail to allow for NOC coding.

GO TO PART III
59. What occupation would you want to work in? PROBE: What kind of work would this be? RECORD RESPONSE
INTERVIEWER NOTE: if needed, clarify that when asking occupation you are interested in “job title”, “position title”, or “name of position”.

INTERVIEWER NOTE: Please provide enough detail so that responses can be coded into specific occupations. For example, ‘technician’ is too general, ‘technician’ could refer to ‘electrical technician’, ‘computer technician’, ‘laboratory technician’, ‘heavy equipment technician’, etc. Please provide enough detail to allow for NOC coding.

PART III: EDUCATION/TRAINING

In this next section, I would like to ask you about any education and training programs you have completed or are currently in the process of completing.

65. Have you ever completed a post-secondary program?
   1  Yes CONTINUE
   2  No Go to Q79
   99 Refused (VOL) Go to Q79

Now I would like to gather information on the MOST RECENT post-secondary program you completed.

66. For your MOST RECENTLY completed post-secondary program, where was the post-secondary institution located? READ LIST, ACCEPT ONLY ONE RESPONSE
   1  Within Newfoundland and Labrador
   2  In another province/territory of Canada outside Newfoundland and Labrador
   3  Outside Canada

67. Did you attend this program mostly full-time or mostly part-time?
   1  Full-time
   2  Part-time

70. What was the name of the MOST RECENT program you completed?

72. In what field was this program? READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE
   1  Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)
   2  Education
   3  Visual and performing arts, and communications technologies
   4  Humanities
   5  Social and behavioural sciences and law
   6  Business, management and public administration
   7  Physical and life sciences and technologies
   8  Mathematics, computer and information sciences
   9  Architecture, engineering and related technologies
   10 Agriculture, natural resources and conservation
   11 Health, parks, recreation and fitness
   12 Personal, protective and transportation services
   90 Other (Please specify)

INTERVIEWER NOTE: Apprenticeable trades are industry-based programs where an apprentice learns a set of occupational skills from an employer (e.g., welder, heavy equipment operator, etc). If the respondent has completed an apprentice program then select 01-Apprenticeable trade and select the specific trade in the following question.
73. In which apprenticeable trade was this program? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

1. Agricultural Service Technician
2. Appliance Service Technician
3. Automotive Painter
4. Automotive Service Technician
5. Baker
6. Boilermaker
7. Boom Truck Operator
8. Bricklayer
9. Cabinetmaker
10. Carpenter
11. Concrete Finisher
12. Construction Craft Worker
13. Construction Electrician
14. Cook
15. Driller/Blaster
16. Electric Motor System Technician
17. Electronics Technician (Consumer Products)
18. Floorcovering Installer
19. Glazier
20. Hairstylist
21. Heavy Duty Equipment Technician
22. Heavy Equipment Operator
23. Industrial Electrician
24. Industrial Instrument Mechanic/Instrumentation and Control Technician
25. Industrial Mechanic (Millwright)
26. Insulator (Heat and Frost)
27. Ironworker (Generalist)
28. Ironworker (Reinforcing)
29. Ironworker (Structural/Ornamental)
30. Lather (Interior Systems Mechanic)
31. Machinist
32. Metal Fabricator (Fitter)
33. Miner
34. Mobile Crane Operator
35. Motorcycle Mechanic
36. Motor Vehicle Body Repairer
37. Oil Burner Mechanic/Oil Heat System Technician
38. Painter and Decorator
39. Partsperson
40. Plumber
41. Powerline Technician (operating)
42. Powerline Technician (construction)
43. Power Systems Operator
44. Recreation Vehicle Service Technician
45. Refrigeration and Air Conditioning Mechanic
46. Residential Electrician
47. Rig Technician
48. Roofer
49. Sheet Metal Worker
50 Small Equipment Repair Technician/Small Equipment Repairer/Small Equipment Service Technician
51 Sprinkler System Installer
52 Steamfitter/Pipefitter
53 Stonemason
54 Tilesetter
55 Tool and Die Maker
56 Tower Crane Operator
57 Truck-Trailer Repairer
58 Truck and Transport Mechanic
59 Welder

90 Other (please specify)

73b. Are you a certified journeyperson in this trade?
   01 Yes GO TO Q77
   02 No GO TO Q73c

73c. Are you currently a registered apprentice in this trade?
   01 Yes GO TO Q73d
   02 No GO TO Q77

73d. What year apprentice are you in this trade?
   01 1st year
   02 2nd year
   03 3rd year
   04 4th year
   05 5th year
   98 Don’t know

GO TO Q77

74. What type of credential did you receive at the end of this program? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE
   01 Certificate
   02 Diploma
   03 Degree
   90 Other (please specify)
   98 Don’t know
   99 Refused GO TO Q76

INTERVIEWER NOTE: READ FORMAL DEFINITION ONLY IF NECESSARY FOR CLARIFICATION

Credential: Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licences (e.g. LPN).
75. What is the title of the \[INSERT RESPONSE FROM Q74\]? RECORD RESPONSE
Programming note: add a “Don’t Know” option

Interviewer note: If recall is ‘don’t know’ then say: Do you know the title of the credential you received or the name of the program?"

76. In what year did you complete this program? ENTER YEAR

77. Have you completed any other post-secondary programs?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
<td>CONTINUE</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
<td>GO TO Q79</td>
</tr>
</tbody>
</table>

Now I would like to ask a few questions on any other post-secondary programs you have completed.

ASK Q78a-b FOR ALL OTHER POST-SECONDARY PROGRAMS COMPLETED

78a. Where is this institution located? READ LIST, ACCEPT ONLY ONE RESPONSE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Within Newfoundland and Labrador</td>
</tr>
<tr>
<td>2</td>
<td>In another province/territory of Canada outside Newfoundland and Labrador</td>
</tr>
<tr>
<td>3</td>
<td>Outside Canada</td>
</tr>
<tr>
<td>4</td>
<td>Refused</td>
</tr>
</tbody>
</table>

78b. What was the name of the program you completed?
RECORD RESPONSE

79. Are you currently in the process of completing a post-secondary program?

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Yes</td>
<td>CONTINUE</td>
</tr>
<tr>
<td>02</td>
<td>No</td>
<td>GO TO Q91</td>
</tr>
</tbody>
</table>

81. For your current post-secondary program, where is the post-secondary institution located? READ LIST, ACCEPT ONLY ONE RESPONSE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Within Newfoundland and Labrador</td>
</tr>
<tr>
<td>2</td>
<td>In another province/territory of Canada outside Newfoundland and Labrador</td>
</tr>
<tr>
<td>3</td>
<td>Outside Canada</td>
</tr>
<tr>
<td>4</td>
<td>Refused</td>
</tr>
</tbody>
</table>

83. Are you attending this program mostly full-time or mostly part-time?

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Full-time</td>
</tr>
<tr>
<td>2</td>
<td>Part-time</td>
</tr>
</tbody>
</table>

84. What is the name of the program you are currently completing?

85. In what field is this program? READ ONLY IF NEEDED TO CLARIFY, ACCEPT ONLY ONE RESPONSE

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Apprenticeable trade (e.g., apprentice, journeyperson, Red Seal)</td>
</tr>
<tr>
<td>2</td>
<td>Education</td>
</tr>
<tr>
<td>3</td>
<td>Visual and performing arts, and communications technologies</td>
</tr>
<tr>
<td>5</td>
<td>Humanities</td>
</tr>
<tr>
<td>6</td>
<td>Social and behavioural sciences and law</td>
</tr>
<tr>
<td>7</td>
<td>Business, management and public administration</td>
</tr>
</tbody>
</table>
8 Physical and life sciences and technologies
9 Mathematics, computer and information sciences
10 Architecture, engineering and related technologies
11 Agriculture, natural resources and conservation
12 Health, parks, recreation and fitness
13 Personal, protective and transportation services
90 Other (please specify) ____

INTERVIEWER NOTE: Apprenticeable trades are industry-based programs where an apprentice learns a set of occupational skills from an employer (e.g., welder, heavy equipment operator, etc). If the respondent has completed an apprentice program then select 01-Apprenticeable trade and select the specific trade in the following question.

If Q85=1, continue
Else, go to Q87

86. In which apprenticeable trade are you taking courses? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE
   1 Agricultural Service Technician
   2 Appliance Service Technician
   3 Automotive Painter
   4 Automotive Service Technician
   5 Baker
   6 Boilermaker
   7 Boom Truck Operator
   8 Bricklayer
   9 Cabinetmaker
  10 Carpenter
  11 Concrete Finisher
  12 Construction Craft Worker
  13 Construction Electrician
  14 Cook
  15 Driller/Blaster
  16 Electric Motor System Technician
  17 Electronics Technician (Consumer Products)
  18 Floorcovering Installer
  19 Glazier
  20 Hairstylist
  21 Heavy Duty Equipment Technician
  22 Heavy Equipment Operator
  23 Industrial Electrician
  24 Industrial Instrument Mechanic/Instrumentation and Control Technician
  25 Industrial Mechanic (Millwright)
  26 Insulator (Heat and Frost)
  27 Ironworker (Generalist)
  28 Ironworker (Reinforcing)
  29 Ironworker (Structural/Ornamental)
  30 Lather (Interior Systems Mechanic)
  31 Machinist
  32 Metal Fabricator (Fitter)
  33 Miner
  34 Mobile Crane Operator
  35 Motorcycle Mechanic
  36 Motor Vehicle Body Repairer
  37 Oil Burner Mechanic/Oil Heat System Technician
86b. Are you currently a registered apprentice in this trade?

01 Yes GO TO Q86c
02 No GO TO Q91

86c. What year apprentice are you in this trade?

01 1st year
02 2nd year
03 3rd year
04 4th year
05 5th year
98 Don’t know

GO TO Q91

87. What type of credential will you receive at the end of this program? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

01 Certificate
02 Diploma
03 Degree
90 Other (please specify)

INTERVIEWER NOTE: READ FORMAL DEFINITION ONLY IF NECESSARY FOR CLARIFICATION

Credential: Documented evidence of learning based on completion of a recognized program of study, training, work experience, or prior learning assessment. Examples include degrees, diplomas, certificates (including high school graduation or equivalency), and licences (e.g. LPN).
88. What is the title of the [INSERT RESPONSE FROM Q87]? RECORD RESPONSE

88b. In what year do you plan to finish this program? ENTER YEAR

GO TO Q91

91. Do you have a professional designation or certification or are you completing one? This would include designations such as professional engineer or chartered accountant?

01 Yes, have one
02 No, do not have one and not completing one Go to SKIP BEFORE Q92
03 Yes, completing one

INTERVIEWER NOTE: READ FORMAL DEFINITION ONLY IF NECESSARY FOR CLARIFICATION

Certification: Documented recognition by a governing body that a person has attained occupational proficiency. Examples would be journeyperson certifications, required occupational safety certifications, professional designations (e.g., CA, CPA, etc)

91b. Which designation or certification have you completed/are you completing? RECORD RESPONSE PROBE: Any others? __________

01 Accounting, Chartered Accountant (CA)
02 Accounting, Certified General Accountant (CGA)
03 Accounting, Certified Management Accountant (CMA)
04 Accounting, Certified Public Accountant (CPA)
05 Acupuncturist (LAC)
06 Aviation, Commercial Pilot Licence (CPL)
07 Aviation, Airline Transport Pilot (ATP)
08 Business, Certified Human Resource Professional (CHRP)
09 Business, Certified Management Consultant (CNC)
22 Education, Teaching Certificate/Designation
32 Education, Early Childhood Education
10 Engineer, Professional Engineer (PEng)
30 Engineer, Certified Engineering Technologist (CET)
37 Engineer, Power Engineer
11 Finance, Certified Financial Planner (CFP)
12 Finance, Certified Credit Professional (CCP)
26 Finance, Accredited Mortgage Professional (AMP)
25 Health, Certified Professional Health Inspector (CPHI)
34 Health, Registered Dietitian
13 Information Technology, Information Systems Professional (ISP)
14 Information Technology, Information Technology Certified Professional (ITCP)
28 Insurance, General Insurance Broker
29 Insurance, Canadian Accredited Broker (CAIB)
27 Law, License to practice law (passed bar exam)
36 Marine, Master Mariner/Captain’s ticket
15 Medical, Doctor of Medicine (MD)
16 Medical, Doctor of Chiropractic Medicine (DC)
23 Medical, Licensed/Registered Pharmacist
24 Medical, Licensed/Registered Psychologist
31 Medical, Emergency Medical Responder (EMR)/Paramedic
38 Medical, Medical technician (X-ray, nuclear, etc)
17 Nursing, Registered Nurse (RN)
18 Nursing, Licensed Practical Nurse (LPN)
20 Real Estate, Certified Real Estate Specialist (CRES)
33 Religion, Ordained Minister/Reverend
19 Safety, Canadian Registered Safety Professional (CRSP)
35 Social Work, Registered Social Worker
21 Trades, Journeyperson/Red Seal
90 Other – please specify
98 Don’t know
99 Refused

IF CODE = A and (Q65=01), CONTINUE
IF CODE = A and (Q79=01), GO TO Q93
ELSE GO TO PART IV

92. Would you say that the [INSERT RESPONSE FROM Q70] program you completed was directly, indirectly or not at all related to your main job during the week of [January 13-19, 2013]?
   1 Directly related
   2 Indirectly related
   3 Not at all related
   98 Don’t know

IF Q77 = 01, ASK Q92 FOR ALL OTHER POST-SECONDARY PROGRAMS COMPLETED
IF Q79 = 01, GO TO Q93
ELSE, GO TO PART IV

93. Would you say that the [INSERT RESPONSE FROM Q84] program which you are currently completing is directly, indirectly or not at all related to your main job during the week of [January 13-19, 2013]?
   1 Directly related
   2 Indirectly related
   3 Not at all related
   98 Don’t know

PART IV: Household Characteristics and Demographics

Now, I’d like to ask you a few general questions about yourself and other members of your household. Again, please note that your responses will be confidential and this information will only be used for the purposes of comparison – you will not be identified in any way.

99. Did you graduate high school?
   1 Yes GO TO Q101
   2 No CONTINUE
   99 Refused CONTINUE

100. What is the highest grade you have completed?
   1 Grade 9 or less
   2 Grade 10/Level 1
   3 Grades 11 to 13/Level 2,3
   99 Refused

101. What is the highest level of education you have completed? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE
   1 Grade 9 or less
2 Grade 10
3 Grades 11 to 13, Did not graduate
4 Grades 11 to 13, Graduated high school
5 Adult Basic Education (ABE) Diploma
6 General Education Diploma (GED)
7 Some post-secondary education (public/private college diploma/certificate/university)
8 Public/private college diploma/certificate (including trades)
9 University diploma/certificate below bachelor level
10 Bachelor degree (BA, BSc, 4-year Bed, etc.)
11 Diploma/certificate above bachelor level
12 Professional degree (MD, DDS, DMD, DVM, Law, OD, MDiv or 1-yr>bachelor’s)
13 Master’s Degree (MA, MSc, Med)
14 Doctorate (PhD, DSc, Ded)
90 Other (Please specify)
99 Refused

INTERVIEWER NOTE: If respondent started, but did not complete, a post-secondary program then please code as “some post-secondary education” (code 7). But if they completed a post secondary program then don’t use code 7, instead use one of the codes 8 through 14.

102. What is your marital status? READ LIST
1 Single (never married)
2 Married (including common-law)
3 Separated
4 Divorced
5 Widowed
99 Refused

103. Where were you born? READ LIST, ACCEPT ONLY ONE RESPONSE
1 Within Newfoundland and Labrador GO TO Q108
2 Another province/ territory of Canada outside Newfoundland and Labrador CONTINUE
3 United States GO TO Q107
4 Outside Canada/United States GO TO Q105

104. In which province or territory were you born?
1 Alberta
2 British Columbia
3 Manitoba
4 New Brunswick
5 Northwest Territories
6 Nova Scotia
7 Nunavut
8 Ontario
9 Prince Edward Island
10 Quebec
11 Saskatchewan
12 Yukon

GO TO Q107

105. In which country were you born? RECORD RESPONSE

106. Are you a landed immigrant?
1 Yes
2 No

107. In what year did you move to Newfoundland and Labrador? RECORD YEAR

108. How many children do you have under the age of 18 that live in your household? RECORD NUMBER

   97 No children under age of 18 GO TO Q109
   99 Refused GO TO Q109

108b. IF ONE CHILD, ASK: What is the age of this child? RECORD AGE
     IF MORE THAN ONE CHILD, ASK: What are the ages of these children? RECORD AGE
     FOR ALL CHILDREN UNDER 18 LIVING IN HOUSEHOLD

     99 Refused

109. Excluding yourself and any children under the age of 18, how many other people usually live in
     your household?

     IF Q109=0, GO TO PART V

109a. Again excluding yourself, how many of these other people are between the ages of 18 and 64?

     IF Q109a=0, GO TO PART V

I would now like to ask some questions about the other residents of your household between the ages of 18
and 64, starting with the youngest:

ASK Q111-Q123d FOR EACH PERSON IN HOUSEHOLD BETWEEN 18 AND 64 YEARS
IDENTIFIED IN Q109a
IF OTHER MEMBERS OF HOUSEHOLD ARE LESS THAN 18 OR 65+, GO TO PART V

111. What is this person’s relationship to you? READ LIST, ACCEPT ONLY ONE RESPONSE
     1 Husband or wife/Common-law partner
     2 Son or daughter
     3 Son-in-law or daughter-in-law
     4 Grandchild
     5 Father or mother
     6 Father-in-law or mother-in-law
     7 Grandfather or grandmother
     8 Brother or sister
     9 Brother-in-law or sister-in-law
     10 Lodger or boarder
     11 Room-mate
     90 Other ____________

112. What is this person’s gender?
     1 Male
     2 Female

113. What is his/her age? RECORD AGE

     99 Refused

Programmer note: Range must be 18-64
114. What was his/her employment status during the week of [January 13-19, 2013]? READ LIST, ACCEPT ONLY ONE RESPONSE

1. Employed
   GO TO Q116

2. Looking for Work
   CONTINUE

3. Neither working or looking for work
   CONTINUE

98. Don’t know
   GO TO Q116

99. Refused
   GO TO Q116

115. Was he/she available for work during the week of [January 13-19, 2013]?

1. Yes
2. No
98. Don’t know

116. Was he/she enrolled in a post-secondary program during the week of [January 13-19, 2013]?

1. Yes
   CONTINUE

2. No
   GO TO Q118

98. Don’t know
   GO TO Q118

117. Was he/she a: READ LIST, ACCEPT ONLY ONE RESPONSE

1. Full-time Student

2. Part-time Student

98. Don’t know

118. What is the highest level of education he/she has completed? DO NOT READ LIST, ACCEPT ONLY ONE RESPONSE

1. Grade 9 or less

2. Grade 10

3. Grades 11 to 13, Did not graduate

4. Grades 11 to 13, Graduated high school

5. Adult Basic Education (ABE) Diploma

6. General Education Diploma (GED)

7. Some post-secondary education (public/private college diploma/certificate/university)

8. Public/private college diploma/certificate (including trades)

9. University diploma/certificate below bachelor level

10. Bachelor degree (BA, BSc, 4-year Bed, etc.)

11. Diploma/certificate above bachelor level

12. Professional degree (MD, DDS, DMD, DVM, Law, OD, MDiv or 1-yr>bachelor’s)

13. Master’s Degree (MA, MSc, Med)

14. Doctorate (PhD, DSc, Ded)

90. Other (Please specify)

98. Don’t know

99. Refused

INTERVIEWER NOTE: If respondent started, but did not complete, a post-secondary program then please code as “some post-secondary education” (code 7). But if they completed a post secondary program then don’t use code 7, instead use one of the codes 8 through 14.

If Q114=2, 3, 98, or 99 go to Q121c
Else, continue

119. What occupation did he/she work in during the week of [January 13-19, 2013]? PROBE: What kind of work was he/she doing?

   RECORD RESPONSE
120. Approximately how many hours did he/she work during the week of [January 13-19, 2013]?
   RECORD NUMBER OF HOURS
   98 Don’t know

121. Where was his/her job located:
   1 Within Newfoundland and Labrador GO TO Q121e
   2 Another province/territory of Canada outside Newfoundland and Labrador CONTINUE
   3 United States GO TO Q123d
   4 Outside Canada/United States GO TO Q123d
   9 Don’t know/No answer GO TO SKIP BEFORE PART V

121b. In what province or territory was his/her job located?
   1 Alberta
   2 British Columbia
   3 Manitoba
   4 New Brunswick
   5 Northwest Territories
   6 Nova Scotia
   7 Nunavut
   8 Ontario
   9 Prince Edward Island
   10 Quebec
   11 Saskatchewan
   12 Yukon
   99 Refused

GO TO Q123d

121c. Was he or she employed at any time in the last three months (since the start of November 2012)?
   1 Yes CONTINUE
   2 No GO TO SKIP BEFORE PART V

INTERVIEWER NOTE: If more than one job, ask about the most recent one.

121d. What type of occupation was he or she employed in? RECORD RESPONSE

121e. Did he or she work outside of Newfoundland and Labrador at any point since the start of November 2012? This does not include normal business travel.
   1 Yes CONTINUE
   2 No GO TO SKIP BEFORE PART V

123d. Was his/her main/primary residence in Newfoundland and Labrador while he/she worked outside the province?
   1 Yes
   2 No
   98 Don’t know
PART V:

Before I finish up, just a few more questions...

124. What is your postal code? RECORD POSTAL CODE
   98  Don’t know
   99  Refused

Over the next year, the Government of Newfoundland and Labrador may be selecting participants from this survey to participate in additional surveys which will gather information about special issues related to work and training, which include a survey on mobile workers who leave the province for work on a regular basis.

125. Would you be willing to be contacted in the future for other work-related surveys conducted by the Province?
   01  Yes   CONTINUE
   02  No   GO TO SKIP BEFORE Q127

125b. Could you please tell me your name so we can ask to speak to you for future surveys? Please remember, the only purpose for requesting your name is to contact you regarding participating in future surveys. You will be under no obligation to participate at that time if you change your mind. And once again, none of the information you have provided in this survey will be personally identifiable.

Record Name: First and last name.
Confirm Phone Number: Is this the best number at which to reach you? IF NO, ASK FOR BEST NUMBER AND RECORD

126. Would you be willing and able to complete a survey over the Internet?
   01  Yes   CONTINUE
   02  No   GO TO SKIP BEFORE Q127

126b. Do you have an e-mail address that can be used by the Government of Newfoundland and Labrador to contact you?
   01  Yes   CONTINUE
   02  No   GO TO SKIP BEFORE Q127

126c. Could you please provide it to me? RECORD EMAIL ADDRESS

128. Do you have any comments on this survey? RECORD RESPONSE

Thank you very much for your time and cooperation. The information you have provided has been very helpful and will greatly assist the province in better understanding current employment trends and developing appropriate employment and training supports to assist people throughout Newfoundland and Labrador. Have a great day/ evening!