Public Benefits Application Experience Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about your most recent attempt to apply to the named program during the past three months. Every question is optional. Do not include case numbers, identifying documents, income, immigration details or private circumstances. This is service feedback, not an application, appeal, eligibility check or request to change a decision.

1. How far did you get in the application process?

- ○ Looked for information but did not start
- ○ Started but did not submit
- ○ Submitted and waiting for a decision
- ○ Received a decision
- ○ Did not try during this period
- ○ Prefer not to answer

2. What was your main way of trying to apply?

- ○ Program website or app
- ○ In person
- ○ Telephone
- ○ Paper form
- ○ With help from a community organization
- ○ Another route
- ○ Did not start an application
- ○ Not sure

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3. How clear were the instructions about the steps you needed to complete?

- ○ Very unclear
- ○ Somewhat unclear
- ○ Neither clear nor unclear
- ○ Somewhat clear
- ○ Very clear
- ○ Did not see instructions
- ○ Not sure

4. How easy was it to provide the documents requested?

- ○ Very difficult
- ○ Somewhat difficult
- ○ Neither easy nor difficult
- ○ Somewhat easy
- ○ Very easy
- ○ No documents requested
- ○ Did not reach this stage
- ○ Prefer not to answer

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5. If an interview or appointment was requested, how manageable was its timing?

- ○ Very difficult to manage
- ○ Somewhat difficult to manage
- ○ Neither difficult nor easy to manage
- ○ Somewhat easy to manage
- ○ Very easy to manage
- ○ No interview or appointment requested
- ○ Did not reach this stage
- ○ Prefer not to answer

6. What was the biggest difficulty when trying to get help with the process?

- ○ Could not find a contact route
- ○ Could not reach someone
- ○ Advice was unclear
- ○ Available times did not work
- ○ Language or format did not work
- ○ Another difficulty
- ○ No difficulty
- ○ Did not seek help
- ○ Prefer not to answer

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7. What one change would make the application process easier to understand or complete?