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# Standards and new EQ surveys functionalities

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# PRESENTATION OVERVIEW

- Context
- Design process
- Change management process
- Example: Roster manager
- Example: Component list
- Questions

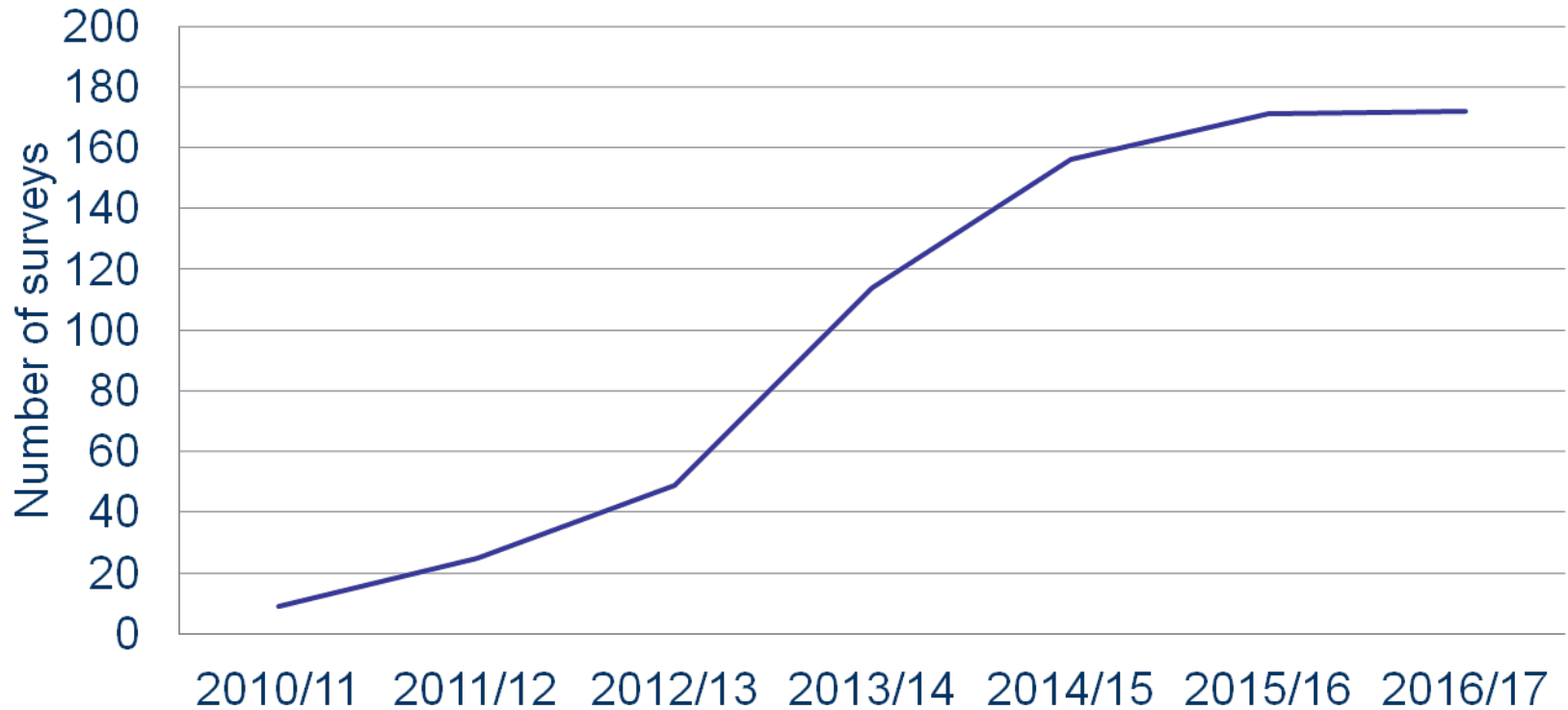
# CONTEXT

- Goal:
  - Making electronic questionnaire the primary collection mode for the majority of Statistics Canada surveys
- Main drivers:
  - Response rates
  - Costs
  - Timelines
  - Data quality
  - Respondent expectations



# CONTEXT

## Surveys developed per fiscal year



# CONTEXT

- Challenges:
  - Increasing volume of surveys
  - Evolving technology
  - Changing governmental regulations on websites
  - Maintaining data quality
  - New tools and processes
  - Etc.

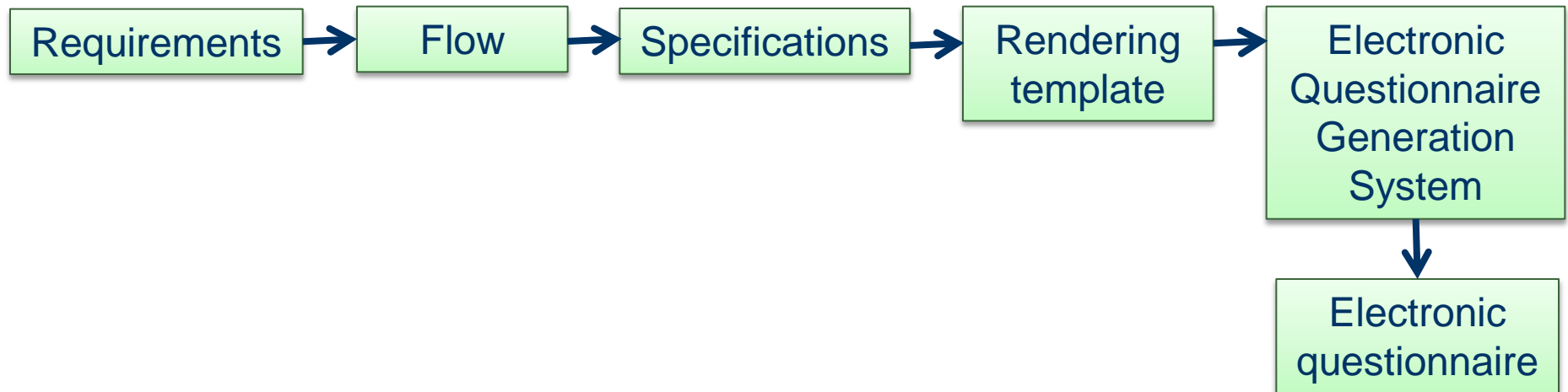


# CONTEXT

- Approach:
  - Standard systems
  - Standard development process
  - Standard change management process

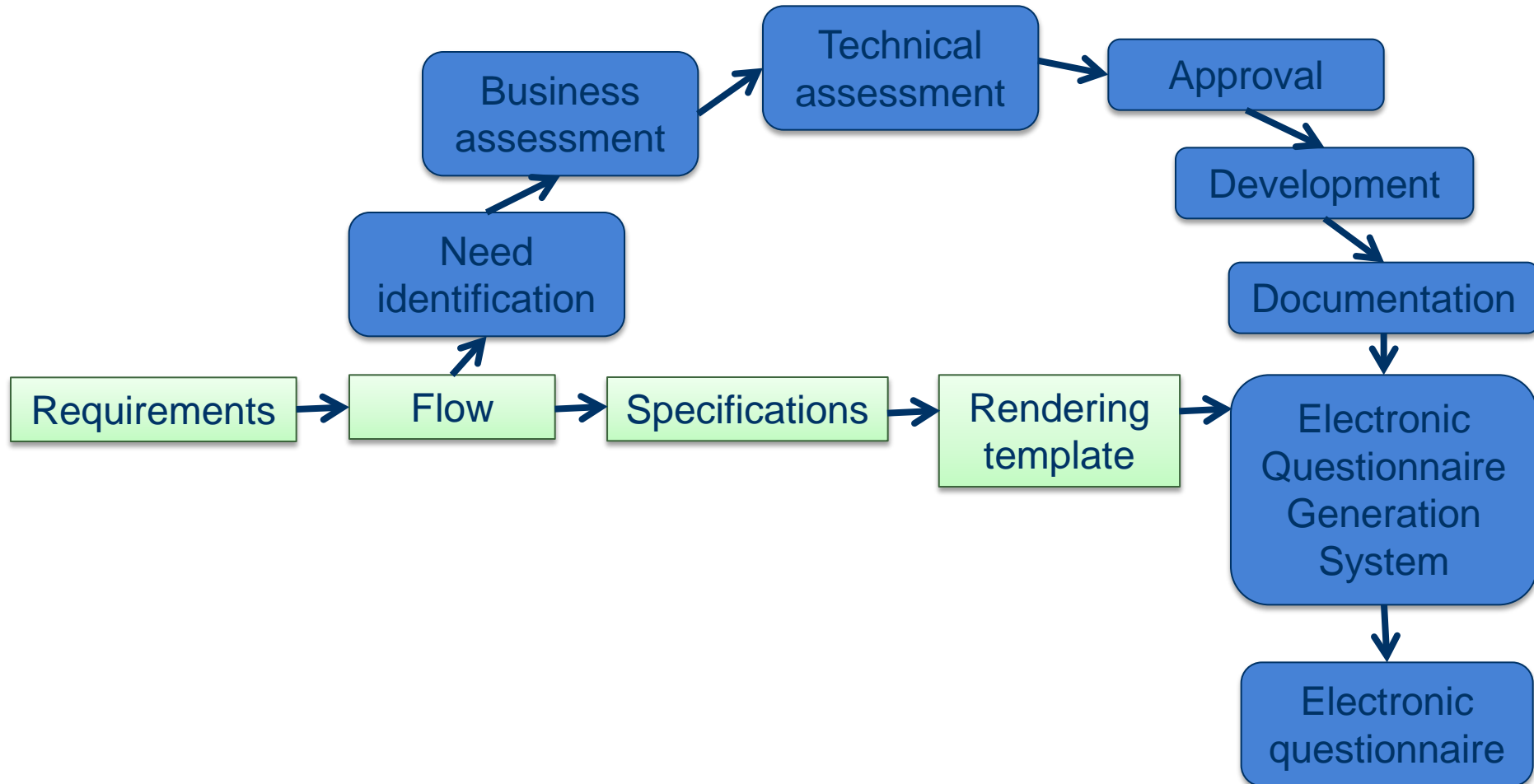


# DESIGN PROCESS





# CHANGE MANAGEMENT PROCESS







# ROSTER MANAGER

## Before

1. How many people live in your household?

What are the full names of the people living in your household?

Tom Smith
Paul Smith
Rob Smith

## After

**Person(s) usually living or staying at this address**

Add a person usually living or staying at this address

Tom Smith	<a href="#">Remove this person</a>
Rob Smith	<a href="#">Remove this person</a>

**Add a person**

Add a person usually living or staying at this address

**People no longer living or staying at this address**

Add a person usually living or staying at this address

Paul Smith	<a href="#">Add this person</a>
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# ROSTER MANAGER – Before (1)

The screenshot shows the 'Roster Manager - Before' interface. At the top, there is a navigation bar with 'Helpful resources', 'Contact us', and 'Account settings'. Below this, the breadcrumb 'Start of survey > Roster Manager - Before' is visible, along with a 'Logout' link. A progress bar indicates 'Roster Demo' at 0% and 'Roster Manager - Before' at 0%. The main content area contains a question: '1. How many people live in your household?'. Below the question is a text input field containing the number '3'. At the bottom of the form, there are two buttons: 'Stop & Finish Later' and 'Next >'.



# ROSTER MANAGER – Before (2)

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[Helpful resources](#) [Contact us](#) [Account settings](#)

Start of survey ▶ Roster Manager - Before [Logout](#)

**FedCASIC 2013**

**Roster Manager - Before** 9%

What are the full names of the people living in your household?

Person 1	
First name	Last name
Tom	Smith

Person 2	
First name	Last name
Paul	Smith

Person 3	
First name	Last name
Rob	Smith

[Stop & Finish Later](#) [< Previous](#) [Next >](#)



# ROSTER MANAGER – After (1)

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Canada

Helpful resources ▾
Contact us
Account settings ▾
Logout

Start of survey ▶ Roster Manager - After

**FedCASIC 2013**

**Roster Manager - After** 13%

2. What are the full names of the people living in your household?

**Person(s) usually living or staying at this address**

First Name	Last Name	
<input type="text" value="Rob"/>	<input type="text" value="Godbout"/>	<a href="#">✖ Remove this person</a>
<input type="text" value="Dog"/>	<input type="text" value="Godbout"/>	<a href="#">✖ Remove this person</a>
<input type="text" value="Wife"/>	<input type="text" value="Godbout"/>	<a href="#">✖ Remove this person</a>

**Add a person usually living or staying at this address**

First Name	Last Name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add this person"/>

Stop & Finish Later

< Previous

Next >



# ROSTER MANAGER – After (2)

Start of survey > Roster Manager - After Logout

**FedCASIC 2013**

**Roster Manager - After** 13%

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**Person added**

> Dog2 has been added.

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2. What are the full names of the people living in your household?

**Person(s) usually living or staying at this address**

First Name	Last Name	
<input type="text" value="Rob"/>	<input type="text" value="Godbout"/>	<a href="#">Remove this person</a>
<input type="text" value="Wife"/>	<input type="text" value="Godbout"/>	<a href="#">Remove this person</a>
<input type="text" value="Dog2"/>	<input type="text" value="Godbout"/>	<a href="#">Remove this person</a>

**Add a person usually living or staying at this address**

First Name	Last Name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add this person"/>

**People no longer living or staying at this address**

First Name	Last Name	
<input type="text" value="Dog"/>	<input type="text" value="Godbout"/>	<a href="#">Add this person</a>

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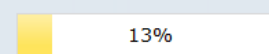
# ROSTER MANAGER – After (3)

Start of survey > Roster Manager - After

Logout

FedCASIC 2013

Roster Manager - After



Person removed

> Wife has been removed.

2. What are the full names of the people living in your household?

### Person(s) usually living or staying at this address

First Name	Last Name	
<input type="text" value="Rob"/>	<input type="text" value="Godbout"/>	<a href="#">Remove this person</a>
<input type="text" value="Dog2"/>	<input type="text" value="Godbout"/>	<a href="#">Remove this person</a>

### Add a person usually living or staying at this address

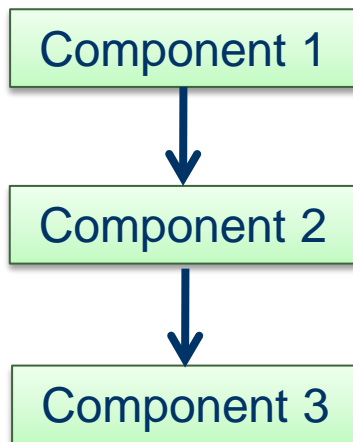
First Name	Last Name	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add this person"/>

### People no longer living or staying at this address

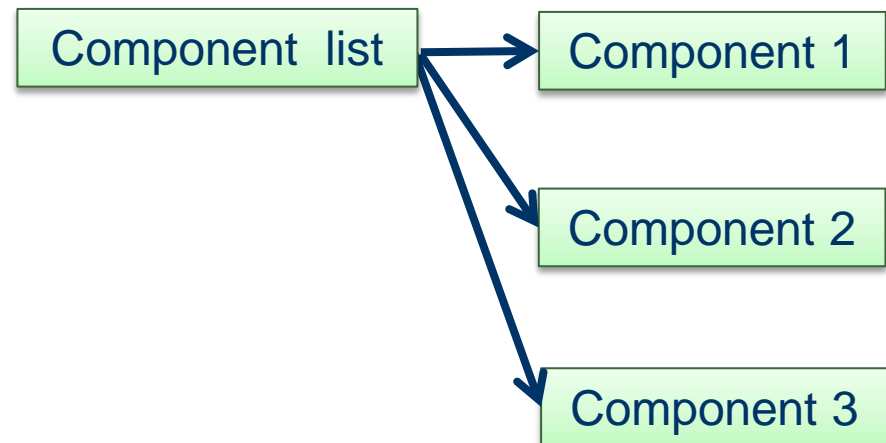
First Name	Last Name	
<input type="text" value="Dog"/>	<input type="text" value="Godbout"/>	<a href="#">Add this person</a>
<input type="text" value="Wife"/>	<input type="text" value="Godbout"/>	<a href="#">Add this person</a>

# COMPONENT LIST

## Before



## After





# COMPONENT LIST - After (1)

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Helpful resources | Contact us | Account settings

Start of survey > Summary Logout

**FedCASIC 2013**

**Summary** 41%

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Civic participation and engagement - Standard household block

 <b>Rob</b>	<b>Continue &gt;</b>	Not started - press the Continue button to begin.
 <b>Wife</b>	<b>Continue &gt;</b>	Not started - press the Continue button to begin.
<b>Dog</b> Not applicable		Not applicable
<b>Dog2</b> Not applicable		Not applicable

Stop & Finish Later
< Previous
Next >





# COMPONENT LIST – After (2)

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[Helpful resources](#) [Contact us](#) [Account settings](#)

Start of survey > Components - Before Logout

**FedCASIC 2013**

**Components - Before** 47%

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61. Did Rob vote:

(a) In the last federal election?

Yes

No

(b) In the last provincial election?

Yes

No

(c) In the last municipal or local election?

Yes

No

[Stop & Finish Later](#) [< Return To Summary](#) [Next >](#)



# COMPONENT LIST – After (3)

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Helpful resources ▾ Contact us Account settings ▾

Start of survey > Summary Logout

**FedCASIC 2013**

**Summary** 47%

Civic participation and engagement - Standard household block

 <b>Rob</b> <b>Update &gt;</b>	Completed. Some voluntary information missing.
 <b>Wife</b> <b>Continue &gt;</b>	Partially completed - press the Continue button to resume completion.
<b>Dog</b> Not applicable	Not applicable
<b>Dog2</b> Not applicable	Not applicable

**Stop & Finish Later** **< Previous** **Next >**



# QUESTIONS

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