



Frequently Asked Questions (FAQ)

Newcomer Outcomes Survey
Fall 2020

FILE
SUBTITLE



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada

Canada

IRCC Newcomer Outcomes Surveys – FAQ

1. What is the purpose of the survey?

The Newcomer Outcomes Surveys will assist the department in measuring how we are doing at delivering Resettlement Program and Settlement Program services. It will help the department understand what areas work well and what areas need improvement.

2. Is this a legitimate survey?

Yes. IRCC is collecting the views of the resettlement and settlement experiences of Permanent Residents of Canada through these survey instruments.

3. Is this the same survey as those being done by other organizations or provinces?

No. This survey will be done across Canada in order to get a picture of the program across the country. Some organizations and provinces may be doing their own surveys in order to learn more about how they are doing at delivering their services. This survey is independent of any other survey.

4. What questions will the survey ask?

The survey will ask questions about your experiences shortly after you became a Permanent Resident of Canada, the services you may have received, and your experiences living and working in Canada.

5. Who is being asked to answer this survey?

The audience for this survey is immigrants to Canada who became permanent residents in the years 2013, 2015, 2017, 2019 and who were 18 years old or older as of October 31, 2020.

6. How did IRCC get my contact information?

IRCC used the latest information you provided to them about your permanent residence, or contact information you provided to a Service Provider when you received resettlement or settlement services.

7. Am I required to answer the survey?

No, your participation in the survey is voluntary. However, your participation in this survey is very important because it will help IRCC improve the delivery of its Resettlement and Settlement services.

8. If I don't answer the survey, will this affect my status in Canada?

No. If you choose not to participate in the survey, it will not affect you or your status in Canada.

9. When is the survey taking place?

The survey will be launched in November and will remain open until the end of December. A reminder e-mail message will be sent out two weeks after the launch of the survey.

10. How long will the survey take to complete?

While the length of time will vary depending upon the individual, on average it will take approximately 25-30 minutes to complete.

11. How can I complete the survey?

You can complete the survey online. The email invitation will contain a link personalized for you. You may stop and re-start the survey as often as is convenient for you.

12. Who will see the survey responses?

Only IRCC. The names of the individuals completing the survey will not be identified in any data or reports or other documents about this research project. Responses will always be reported for a group of people, never for a single person.

13. Will I be able to complete the survey in my own language?

You can complete the survey in English or French. You can also choose to answer the survey in Arabic, Amharic, Simplified Chinese, Farsi, and Spanish. These are the most common languages used by Permanent Residents.

Additional Information

14. Where can I get more information about the survey?

If you have more questions about the survey, you can email IRCC.SettlementSurvey-SondageDetablissement.IRCC@cic.gc.ca.