

Key Messages and Questions and Answers 2024 Client Satisfaction Surveys

KEY MESSAGES:

- The Client Satisfaction Surveys are issued annually or transactionally by the Ministry of SaskBuilds and Procurement.
- We want to hear from you! If you receive one or more surveys as a client of the Ministry of SaskBuilds and Procurement, please complete the survey.
- Your feedback helps the Ministry of SaskBuilds and Procurement improve its services.
- The 2024 annual surveys will be sent in two batches throughout the months of November and December.
- The Ministry of SaskBuilds and Procurement will summarize and share the results with clients in April 2025.

QUESTIONS AND ANSWERS:

Q1 What is the purpose of the surveys?

A: The surveys are part of the Ministry of SaskBuilds and Procurement's commitment to customer service, accountability and helping clients achieve outcomes. They are an important tool to gauge the success and quality of the services we provide to our clients across government. This client feedback will help shape the way we provide services in the future.

Q2 What kind of services are being surveyed and measured?

A: Surveys will be conducted for each eligible service, including those provided by our Information Technology (ITD), Infrastructure Design and Delivery (IDD), Procurement Management (PMD) and Operations and Service Delivery divisions. Specific lines of service being surveyed are:

Services We Are Measuring			
Information Technology	Operations and Service Delivery	Procurement Management	Infrastructure Design and Delivery
<ul style="list-style-type: none"> • Service Level Coordinators • IT Users • IT Projects • Citizen Centric Program Delivery 	<ul style="list-style-type: none"> • Building Tenants • Building Tenant Reps • Central Vehicle Agency (CVA) • Fleet Users 	<ul style="list-style-type: none"> • Business and Technology Procurement • Good and Services Procurement 	<ul style="list-style-type: none"> • Construction Projects • Major Projects

	<ul style="list-style-type: none"> • CVA Vehicle Coordinators • SaskSurplus Sellers • SaskSurplus Buyers • Records Coordinators • Mail Service Users • Telecom Coordinators • Directory Coordinators • Card Access • Photo ID 	<ul style="list-style-type: none"> • Construction and Infrastructure Procurement 	
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Q3 When and how will the surveys be conducted?

A: The annual surveys will be sent to you via email over the months of November and December. They will be sent out on a staggered basis, depending on the kind of service you accessed.

Q4 How many surveys will I have to complete?

A: Some clients will receive more than one survey, based on the kind of services they accessed. For example, if you rented a vehicle through CVA and ordered a new photo ID for yourself or an employee, you may receive a survey for each service provided.

Q5 How long does it take to complete the surveys?

A: Each survey will take about five minutes to complete.

Q6 When can we expect to see the results of the Client Satisfaction Surveys?

A: Detailed results of all surveys will be compiled and provided back to clients in April 2025.

Q7 Who can I contact if I have questions about the surveys?

A: If you have any questions or concerns about the surveys, please contact sbp.surveys@gov.sk.ca.

Q8 Can I provide feedback on services at other times of the year?

A: We always welcome your feedback on service delivery performance. We currently track client feedback throughout the year for some services, including ones from ITD, IDD and PMD. You can provide feedback at any time on services by emailing sbp.surveys@gov.sk.ca.