

**d.3) e-Services of our offices abroad / Services-é de nos bureaux à l'étranger**

- This third heading generated little comment from anglophones.
- However, francophones found the heading confusing and irritating, because it didn't make sense to them.
  - While "e-services" -- meaning electronic services -- was easily understandable to the anglophone group, the French translation -- "Services-é" meant nothing. Many francophones thought it was a typographical error.
- While most anglophones said they liked the map on the page linked to this heading, some francophones said they would prefer a more detailed version.

**d.4) Other programs and services / Autres programmes et services**

- The main problem with the fourth heading was that it tended to be overlooked by some francophones, because they needed to scroll down the home page to see it.
  - Most francophones did not explore this heading during their browse. It is not clear whether this was because the subject matter was less interesting, or because it was the last heading and they didn't get around to it. There was not enough time to pursue this issue adequately during the discussion.
- During the follow-up session, when the moderator clicked on the heading, many francophones were pleasantly surprised to see so many links on the connecting page. This reaction underscores how the heading needs to be clearer.
- The anglophone group, like their francophone counterparts, generally appreciated the content of the linked page, but some criticized the visual presentation.
  - The graphic image of a sphere surrounded by so many organizations and links was considered messy, disorganized and confusing. It was seen to lack the simplicity, directness and sophistication of other InfoExport pages.