
Qualitative Research / Questionnaire Review

- For Statistics Canada, he performed qualitative research related to the design of the 1991 Census questionnaire, the largest survey in Canada. Observational studies were conducted using focus group sessions, in-depth interviews, think-aloud interviews, and instructional observations;
- For the Workplace Fitness Office, he participated in the development of a survey instrument and methodology for a proposed national survey of business establishments regarding workplace fitness and lifestyle programs;
- For Statistics Canada, he performed qualitative research leading to a critical review of the International Travel Survey Questionnaire. He conducted focus group sessions with francophone participants and in-depth interviews with respondents towards making recommendations for a more "respondent-friendly" questionnaire;
- For Fisheries and Oceans Canada and Loisir, Chasse et Pêche Québec, he conducted focus group sessions and in-depth interviews with francophone participants as part of a qualitative review of the 1990 Survey of Recreational Fishing in Canada;
- For Statistics Canada, he conducted qualitative research related to the re-design of the Census of the Construction Industry questionnaires. The study involved in-depth interviews, "think-aloud" observations, and focus groups;

Program Evaluations

- For the Secretary of State, he participated in a program evaluation study and a feasibility and effectiveness study of the Official Languages Services. The study included an examination of options from the user's perspective and from the macro policy perspective;
 - For the Department of Fisheries and Oceans, he participated in the development of an effectiveness model for the Fish Inspection Program. The model will aid in establishing a baseline against which the impact of changes to the inspection program could be compared by providing a basis for ongoing monitoring of effectiveness;
 - For Employment and Immigration Canada, he undertook an effectiveness assessment of the Business Immigrant Program for their Program Evaluation Branch. Designed the logistics for tracking, contacting, and interviewing 650 business immigrants located in every major Canadian city;
 - For Communications Canada, he conducted interviews with a number of key executives from various federal government departments as part of an evaluation of the Senior Executive Network/Le Réseau d'information des cadres supérieurs;
 - For Canada Post, he participated in an ongoing study measuring the timeliness of Canada Post mail service. He was responsible for the logistics of recruiting over 2,000 individuals and 500 businesses in Ontario and all Western provinces as mail recipient panellists;
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