



1.	Confidence in Ability to Quickly Access Consular Officials.....	48
2.	Likely Methods of Contacting Consular Officials	48
3.	Expectations of Assistance to Travellers.....	49
4.	Interactions and Experience with Consular Services	50
IV. Findings from Qualitative Research: Focus Groups with the Public and Travel Professionals.....		53
A.	Planning International Travel.....	54
1.	Views of the Travelling Public.....	54
2.	Views of Travel Professionals	61
B.	Expectations Regarding Government Support	63
1.	Situations in Which Canadians Abroad Might Require Assistance from the Government of Canada	63
2.	Expected Levels of Service from the Government of Canada	65
3.	Awareness and Understanding of Consular Services.....	67
4.	Views on Vulnerable Groups	67
C.	Awareness and Credibility of Information from the Government of Canada	68
1.	Credibility of Government of Canada Information on International Travel	68
2.	Preferred Channels for Obtaining Information.....	69
3.	Awareness of Specific Products	70
4.	Views on Tailoring Information for Vulnerable Groups	71
D.	Assessment of Travel Advisories.....	72
1.	Awareness and Use	72
2.	Interpretation of Travel Advisories and Risk Levels.....	73
3.	Suggestions for Improving Travel Advisories	74
V. Appendix: Research Instruments		76
A.	Questionnaires.....	77
1.	English Version	77
2.	French Version.....	89
B.	Recruitment Screeners	102
1.	Travelling Public – English.....	102
2.	Travelling Public – French.....	106
3.	Travel Professionals – English	110
4.	Travel Professionals – French	112
C.	Moderator’s Guide	115
1.	Travelling Public – English.....	115
2.	Travelling Public – French	120
3.	Travel Professionals – English.....	125
4.	Travel Professionals – French	130