# WSCC Stakeholder Survey FAQs

The Workers' Safety and Compensation Commission (WSCC) is committed to understanding the experiences and perspectives of the people it serves. To support this effort, the WSCC has engaged Kai Analytics International Inc., an independent Canadian research firm, to conduct the 2026 Stakeholder Experience Survey. The survey provides workers and employers with an opportunity to share feedback on their experiences with WSCC services and identify areas for improvement. Your feedback will help the WSCC enhance service delivery and better meet the needs of people across the Northwest Territories and Nunavut. The questions and answers below provide additional information about the survey and how the results will be used.

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**1. What is the purpose of the survey?**

The purpose of this survey is to better understand the experiences of workers and employers who have interacted with WSCC services over the past two years. The survey provides an opportunity for stakeholders to share feedback on what is working well, where improvements may be needed, and which areas the WSCC should prioritize in the future.

Kai Analytics, a third-party data analytics and survey research firm, will send the invitation directly to service users and conduct the survey to ensure anonymity and an objective analysis of the results.

**2. Who will receive the survey?**

The survey is being sent to workers and employers who have interacted with WSCC services within the past two years.

As an example, workers who are invited to participate in the survey include those who have submitted or followed up on a claim or reported a workplace safety concern. Employers who are invited to complete the survey include those who have submitted payroll reports or requested a clearance letter.

You will receive the invitation and reminders by email, text message or both. You may also receive a follow-up call during the survey period.

Participation is voluntary. The WSCC encourages all invited stakeholders to complete the survey so that the results reflect the broad range of experiences and perspectives across the Northwest Territories and Nunavut.

3. **What languages will the survey be available in?**
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4. **What questions are on the survey?**

Survey questions cover specific interactions you have had with the WSCC and your perceptions of the service you received.

Topics covered in the survey include:

- The services you accessed or interacted with
- The quality of the services received
- Your overall satisfaction with the services

The survey also includes open-ended questions that allow you to share additional comments and suggestions in your own words.

5. **When will the survey open?**

The survey will be open from November 9, 2026, to November 30, 2026.

6. **How long will the survey take to complete?**

The survey takes approximately 15 minutes to complete. If you do not complete the survey in one sitting, your progress will be saved so you can return later.

Once you submit the survey, you will no longer be able to edit your responses.

**7. Can I take the survey on a mobile device?**

Yes. The survey can be completed on a desktop computer, tablet, or mobile device.

**8. Is the survey anonymous?**

Yes. The survey responses are anonymous. Kai Analytics is using Alchemer to administer the survey and manage data collection while protecting privacy.

Your name and email address are used only to distribute the survey, send appropriate reminders, and track participation. The system can indicate whether an invitation has been opened and whether the survey has been started or completed, but this participation information is kept separate from your response and is not shared with the WSCC.

The WSCC will not have access to individual survey responses. To protect anonymity, results for groups with fewer than five respondents will be excluded from reporting or aggregated with a larger group.

The survey contains open-ended questions for your input. Please refrain from writing personally identifiable information, such as your name or business name, in the comment boxes. Kai Analytics will use an automated process to identify and remove names and other personally identifiable information where possible before comments are shared with the WSCC.

**9. Why did I receive a unique survey link?**

Your unique survey link allows Kai Analytics to distribute the survey, save your progress, send appropriate reminders, and prevent duplicate survey submissions.

The link allows the system to track whether the survey has been opened, started, or completed. It does not allow Kai Analytics or the WSCC to connect your name or email address to your answers.

**10. What company is administering the survey?**

Kai Analytics International Inc. is the independent third-party research firm administering this survey on behalf of the WSCC. Based in Vancouver, British Columbia, the firm specializes in helping organizations understand the experiences, needs, and priorities of the

people they serve. Its team provides end-to-end services covering survey design, administration, analysis, reporting, and visualization.

The team has many years of experience conducting surveys in the public sector. Its independent role allows participants to provide honest and candid feedback anonymously.

## 11. How can I verify that the survey is legitimate?

All survey links and emails should come from the domain "kaianalytics.com"

Kai Analytics has also registered the survey with the Canadian Research Insights Council (CRIC)'s Research Verification Service.

CRIC is Canada's national association for the research and analytics and promotes high standards for research quality, ethics, transparency, and privacy protection. Kai Analytics is an associate member of CRIC.

The Research Verification Service allows members of the public to verify that a survey is being conducted by a legitimate research organization for a genuine research purpose.

Our registration number is 20261015-KA977 and you can check the registration here: CRIC Research Verification Service.

## 12. I am eligible to participate but did not receive an email or cannot access my survey link. What should I do?

Please check your junk or spam folder for an email from surveys@kaianalytics.com.

If you still cannot find the invitation or cannot access your survey link, contact the Kai Analytics Research Team at survey-support@kaianalytics.com**.** Kai Analytics will respond within one business day.

## 13. Who should I contact if I have questions?

For questions about the survey process or technical difficulties, please contact Kai Analytics at survey-support@kaianalytics.com.