





Evaluation of the CanCode Program

Audit and Evaluation Branch
Senior Management Committee – March 2024

Management Response and Action Plan





The findings and recommendations for the Evaluation of the CanCode program were provided to Connected Canada Branch (CCB) of the Spectrum and Telecommunications Sector at ISED. Management has been consulted and agrees with the findings included in this report and will take action to address all applicable recommendations by September 30, 2025.

 Recommendation	 Planned Action on the Recommendation	 Responsible Official	 Target Completion
<p>Recommendation 1: Performance</p> <p>ISED Connected Canada Branch, Spectrum Telecommunications Sector should explore approaches to enhance the consistency of recipient-submitted data. Reliable and simple data tools as well as consistent methodologies would allow the program to better track its progress against outcomes, alleviate reporting requirements for recipient organizations and identify gaps in program reach relative to equity-deserving groups.</p>	<p>Connected Canada Position:</p> <p>The Connected Canada Branch agrees with the recommendation.</p> <p>The Branch acknowledges the need to continue enhancing the consistency of data submitted by CanCode recipients. As a result, the Branch will continue to improve its internal tools and practices to ensure the integrity of data and consistency in the collection of information.</p> <p>Connected Canada Management Response:</p> <p>CCB will continue to review and revise the reporting requirements in the progress reports to improve the program data collection practices to support the department/program's needs for data. Revised progress reports will be completed by March 31, 2025.</p> <p>In addition, to help improve data collection consistency, CCB will provide direction by holding training sessions for CanCode recipients to demonstrate how to properly complete the data collection templates and will improve the tools used by all recipients to report data, by May 31, 2025.</p>	<p>Program Senior Director</p>	<p>Recommendation May 31, 2025</p> <p>Revised Progress Reports March 31, 2025</p> <p>Tools Training Sessions May 31, 2025</p>

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<p>Recommendation 2: <i>Efficiency</i></p> <p>ISED Connected Canada Branch, Spectrum Telecommunications Sector should explore strategic approaches and further leverage the Community of Practice forum to enhance knowledge sharing, networking initiatives and collaborative learning among recipient organizations. Such approaches could further enhance innovation, promote best practices and advance the goals of the program.</p>	<p>Connected Canada Position:</p> <p>The Connected Canada Branch agrees with the recommendation.</p> <p>Establishing linkages between funding recipients is an effective method of sharing best practices and can improve overall program impact and effectiveness. Program officials have initiated these practices with the establishment of the Community of Practice in the third iteration of CanCode.</p> <p>In addition to the Community of Practice, the program offered other communication alternatives to the recipients such as info-session, regular program update emails and 1 on 1 tailored calls with recipients. Nonetheless, we are open to exploring options to enhance engagement and collaboration within the community.</p> <p>Connected Canada Management Response:</p> <p>CCB will encourage participation of funding recipients in the existing Community of Practice forum and explore opportunities to expand its reach, by identifying and leveraging existing networks more broadly focused on supporting skills development among youth, with the aim of facilitating meaningful connections and collaborations.</p> <p>CCB will conduct a survey among recipients to gather feedback on the Community of Practice, aiming to identify their needs and enhance engagement by September 30, 2025.</p>	<p>Program Senior Director</p>	<p>Recommendation Sept 30, 2025</p> <p>Survey Sept 30, 2025</p>

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<p>Recommendation 3: <i>Efficiency</i></p> <p>ISED Connected Canada Branch, Spectrum Telecommunications Sector should explore opportunities to enhance the program application process to support applicants and communicate decisions</p>	<p>Connected Canada Position:</p> <p>The Connected Canada Branch agrees with the recommendation.</p> <p>CCB has made efforts in CanCode 3.0 to ensure its intake and assessment processes run as efficiently as possible, but additional improvements are possible and will be explored.</p> <p>Connected Canada Management Response:</p> <p>CCB will review and revise the applicant guide and the application form, while leveraging recipients feedback in order to identify areas of improvement. Revisions will be completed by August 31, 2024.</p> <p>CCB will also put in place a webinar to help applicants understand the application process, including the requirements for submission and how decisions will be communicated, by September 30, 2024.</p>	<p>Program Senior Director</p>	<p>Recommendation September 30, 2024</p> <p>Revised Guides August 31, 2024</p> <p>Webinar September 30, 2024</p>