

Participant - Affinity Map

<div><div>IVR</div><div><div>Insights</div><div>Questions</div></div></div>	<div><div>Comparison with other people</div><div>Insights</div><div>Questions</div></div>	<div><div>Checks status often</div><div>Insights</div><div>Questions</div></div>	<div><div>Frustrated with IRCC/CSC</div><div>Insights</div><div>Questions</div></div>
<div><div>Difficulty Calling</div><div>Insights</div><div>Questions</div></div>	<div><div>Relying on word of mouth for info</div><div>Insights</div><div>Questions</div></div>	<div><div>Frustrated with length of process</div><div>Insights</div><div>Questions</div></div>	<div><div>IRCC Service</div><div>Insights</div><div>Questions</div></div>
<div><div>Repeat Calling</div><div>Insights</div><div>Questions</div></div>	<div><div>Social Media</div><div>Insights</div><div>Questions</div></div>	<div><div>Worried about application</div><div>Insights</div><div>Questions</div></div>	<div><div>Empathy with IRCC</div><div>Insights</div><div>Questions</div></div>
<div><div>Reassurance</div><div>Insights</div><div>Questions</div></div>	<div><div>Relying on Webforums</div><div>Insights</div><div>Questions</div></div>	<div><div>Uncertainty</div><div>Insights</div><div>Questions</div></div>	<div><div>COVID</div><div>Insights</div><div>Questions</div></div>
<div><div>Webform</div><div>Insights</div><div>Questions</div></div>	<div><div>Website could use improvement</div><div>Insights</div><div>Questions</div></div>	<div><div>Processing is luck based</div><div>Insights</div><div>Questions</div></div>	<div><div>Invested a lot into PR</div><div>Insights</div><div>Questions</div></div>
<div><div>ATIP</div><div>Insights</div><div>Questions</div></div>	<div><div>Website is good</div><div>Insights</div><div>Questions</div></div>	<div><div>Unmet Expectations</div><div>Insights</div><div>Questions</div></div>	<div><div>Confidence in application</div><div>Insights</div><div>Questions</div></div>
<div><div>Other Contact Methods</div><div>Insights</div><div>Questions</div></div>	<div><div>Compares against previous experience</div><div>Insights</div><div>Questions</div></div>	<div><div>Application Stages</div><div>Insights</div><div>Questions</div></div>	<div><div>Application process is straightforward</div><div>Insights</div><div>Questions</div></div>
<div><div>Satisfied/Unsatisfied with the response</div><div>Insights</div><div>Questions</div></div>	<div><div>Generic Responses</div><div>Insights</div><div>Questions</div></div>	<div><div>Problems with portal</div><div>Insights</div><div>Questions</div></div>	