



Change of Address

Session Feedback Responses

Report Date: 2012-Jan-06 Period: 2011-Oct-01 to 2011-Dec-31
 Environment: Production Site: All

Date range is matched against the date on which feedback was recorded.

Feedback Question	Count	Percent
How did you hear about this service?		
Government Agent	2	4.55
Chamber of Commerce	1	2.27
Community Futures	2	4.55
Friend	1	2.27
Newspaper	0	.00
Other	15	34.09
Ministry	0	.00
Municipality	1	2.27
Internet	22	50.00
Total	44	100.00
Were the instructions easy to follow and understand?		
Yes	38	90.48
No	4	9.52
Total	42	100.00
Would you use the service again and/or recommend it to others?		
Yes	40	95.24
No	2	4.76
Total	42	100.00
Overall, how would you rate this service?		
Excellent	12	26.67
Very good	25	55.56
Fair	7	15.56
Poor	0	.00
Very poor	1	2.22
Total	45	100.00
If necessary, may we contact you about your comments?		
Yes	14	36.84
No	24	63.16
Total	38	100.00
Total Successful Sessions:		60
Successful Sessions with Feedback Responses:		45
Percentage of Sessions with Feedback Responses:		75.00