



Change of Address

Session Feedback Responses

Report Date: 2010-Jan-05 Period: 2009-Apr-01 to 2009-Jun-30
 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	3	5.66
Chamber of Commerce	3	5.66
Community Futures	1	1.89
Friend	4	7.55
Newspaper	0	.00
Other	11	20.75
Ministry	0	.00
Municipality	0	.00
Internet	31	58.49
Total	53	100.00
Were the instructions easy to follow and understand?		
Yes	43	84.31
No	8	15.69
Total	51	100.00
Would you use the service again and/or recommend it to others?		
Yes	47	94.00
No	3	6.00
Total	50	100.00
Overall, how would you rate this service?		
Excellent	12	23.08
Very good	26	50.00
Fair	12	23.08
Poor	2	3.85
Very poor	0	.00
Total	52	100.00
If necessary, may we contact you about your comments?		
Yes	18	38.30
No	29	61.70
Total	47	100.00
Total Successful Sessions:		73
Successful Sessions with Feedback Responses:		53
Percentage of Sessions with Feedback Responses:		72.60