



Change of Address

Session Feedback Responses

Report Date: 2010-Jan-05 Period: 2009-Oct-01 to 2009-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	8	11.27
Chamber of Commerce	1	1.41
Community Futures	1	1.41
Friend	7	9.86
Newspaper	0	.00
Other	15	21.13
Ministry	1	1.41
Municipality	1	1.41
Internet	37	52.11
Total	71	100.00
Were the instructions easy to follow and understand?		
Yes	61	88.41
No	8	11.59
Total	69	100.00
Would you use the service again and/or recommend it to others?		
Yes	65	97.01
No	2	2.99
Total	67	100.00
Overall, how would you rate this service?		
Excellent	21	30.88
Very good	36	52.94
Fair	9	13.24
Poor	2	2.94
Very poor	0	.00
Total	68	100.00
If necessary, may we contact you about your comments?		
Yes	18	28.57
No	45	71.43
Total	63	100.00
Total Successful Sessions:		91
Successful Sessions with Feedback Responses:		73
Percentage of Sessions with Feedback Responses:		80.22