



Change of Address

Session Feedback Responses

Report Date: 2010-Jul-16

Period: 2010-Apr-01 to 2010-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	5	8.20
Chamber of Commerce	2	3.28
Community Futures	1	1.64
Friend	4	6.56
Newspaper	0	.00
Other	14	22.95
Ministry	1	1.64
Municipality	0	.00
Internet	34	55.74
Total	61	100.00
Were the instructions easy to follow and understand?		
Yes	54	88.52
No	7	11.48
Total	61	100.00
Would you use the service again and/or recommend it to others?		
Yes	61	98.39
No	1	1.61
Total	62	100.00
Overall, how would you rate this service?		
Excellent	16	26.67
Very good	32	53.33
Fair	10	16.67
Poor	1	1.67
Very poor	1	1.67
Total	60	100.00
If necessary, may we contact you about your comments?		
Yes	16	31.37
No	35	68.63
Total	51	100.00
Total Successful Sessions:		85
Successful Sessions with Feedback Responses:		66
Percentage of Sessions with Feedback Responses:		77.65