



Change of Address

Session Feedback Responses

Report Date: 2010-Jan-05 Period: 2009-Jul-01 to 2009-Sep-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	4	6.90
Chamber of Commerce	1	1.72
Community Futures	0	.00
Friend	7	12.07
Newspaper	0	.00
Other	15	25.86
Ministry	1	1.72
Municipality	2	3.45
Internet	28	48.28
Total	58	100.00
Were the instructions easy to follow and understand?		
Yes	53	91.38
No	5	8.62
Total	58	100.00
Would you use the service again and/or recommend it to others?		
Yes	56	98.25
No	1	1.75
Total	57	100.00
Overall, how would you rate this service?		
Excellent	13	22.81
Very good	37	64.91
Fair	7	12.28
Poor	0	.00
Very poor	0	.00
Total	57	100.00
If necessary, may we contact you about your comments?		
Yes	22	39.29
No	34	60.71
Total	56	100.00
Total Successful Sessions:	81	
Successful Sessions with Feedback Responses:	59	
Percentage of Sessions with Feedback Responses:	72.84	