



Change of Address

Session Feedback Responses

Report Date: 2010-Jan-05 Period: 2009-Jan-01 to 2009-Mar-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 | 5 | 7.46 |
| Chamber of Commerce | 2 | 2.99 |
| Community Futures | 1 | 1.49 |
| Friend | 0 | .00 |
| Newspaper | 0 | .00 |
| Other | 19 | 28.36 |
| Ministry | 6 | 8.96 |
| Municipality | 1 | 1.49 |
| Internet | 33 | 49.25 |
| Total | 67 | 100.00 |
| Were the instructions easy to follow and understand? | | |
| Yes | 57 | 85.07 |
| No | 10 | 14.93 |
| Total | 67 | 100.00 |
| Would you use the service again and/or recommend it to others? | | |
| Yes | 63 | 95.45 |
| No | 3 | 4.55 |
| Total | 66 | 100.00 |
| Overall, how would you rate this service? | | |
| Excellent | 13 | 18.84 |
| Very good | 44 | 63.77 |
| Fair | 10 | 14.49 |
| Poor | 1 | 1.45 |
| Very poor | 1 | 1.45 |
| Total | 69 | 100.00 |
| If necessary, may we contact you about your comments? | | |
| Yes | 28 | 45.90 |
| No | 33 | 54.10 |
| Total | 61 | 100.00 |
| Total Successful Sessions: | | 87 |
| Successful Sessions with Feedback Responses: | | 69 |
| Percentage of Sessions with Feedback Responses: | | 79.31 |