



Change of Address

Session Feedback Responses

Report Date: 2010-May-21 Period: 2010-Jan-01 to 2010-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	8	10.67
Chamber of Commerce	7	9.33
Community Futures	0	.00
Friend	3	4.00
Newspaper	0	.00
Other	11	14.67
Ministry	1	1.33
Municipality	0	.00
Internet	45	60.00
Total	75	100.00
Were the instructions easy to follow and understand?		
Yes	65	90.28
No	7	9.72
Total	72	100.00
Would you use the service again and/or recommend it to others?		
Yes	71	98.61
No	1	1.39
Total	72	100.00
Overall, how would you rate this service?		
Excellent	24	32.43
Very good	37	50.00
Fair	12	16.22
Poor	1	1.35
Very poor	0	.00
Total	74	100.00
If necessary, may we contact you about your comments?		
Yes	27	39.71
No	41	60.29
Total	68	100.00
Total Successful Sessions:		101
Successful Sessions with Feedback Responses:		75
Percentage of Sessions with Feedback Responses:		74.26