



# Business Registration

## 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
<b>How did you hear about this service?</b>		
Government Agent	970	17.15
Chamber of Commerce	234	4.14
Community Futures	221	3.91
Friend	764	13.51
Newspaper	12	.21
Other	1281	22.65
Ministry	263	4.65
Municipality	109	1.93
Internet	1802	31.86
Total	5656	100.00
<b>Were the instructions easy to follow and understand?</b>		
Yes	5136	93.67
No	347	6.33
Total	5483	100.00
<b>Would you use the service again and/or recommend it to others?</b>		
Yes	5328	97.23
No	152	2.77
Total	5480	100.00
<b>Overall, how would you rate this service?</b>		
Excellent	2110	38.03
Very good	2750	49.57
Fair	608	10.96
Poor	55	.99
Very poor	25	.45
Total	5548	100.00
<b>If necessary, may we contact you about your comments?</b>		
Yes	2358	46.67
No	2694	53.33
Total	5052	100.00
Total Successful Sessions:		10448
Successful Sessions with Feedback Responses:		5270
Percentage of Sessions with Feedback Responses:		50.44