



Change of Address

Session Feedback Responses

Report Date: 2008-Nov-12 Period: 2008-Apr-01 to 2008-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	7	11.86
Chamber of Commerce	3	5.08
Community Futures	3	5.08
Friend	4	6.78
Newspaper	0	.00
Other	12	20.34
Ministry	1	1.69
Municipality	1	1.69
Internet	28	47.46
Total	59	100.00
Were the instructions easy to follow and understand?		
Yes	51	89.47
No	6	10.53
Total	57	100.00
Would you use the service again and/or recommend it to others?		
Yes	54	93.10
No	4	6.90
Total	58	100.00
Overall, how would you rate this service?		
Excellent	20	33.90
Very good	28	47.46
Fair	10	16.95
Poor	0	.00
Very poor	1	1.69
Total	59	100.00
If necessary, may we contact you about your comments?		
Yes	15	26.32
No	42	73.68
Total	57	100.00
Total Successful Sessions:		83
Successful Sessions with Feedback Responses:		60
Percentage of Sessions with Feedback Responses:		72.29