



# Change of Address

## Session Feedback Responses

Report Date: 2008-Nov-12      Period: 2008-Jul-01 to 2008-Sep-30  
 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	6	9.84
Chamber of Commerce	0	.00
Community Futures	2	3.28
Friend	2	3.28
Newspaper	0	.00
Other	19	31.15
Ministry	2	3.28
Municipality	0	.00
Internet	30	49.18
Total	61	100.00
<b>Were the instructions easy to follow and understand?</b>		
Yes	55	91.67
No	5	8.33
Total	60	100.00
<b>Would you use the service again and/or recommend it to others?</b>		
Yes	60	100.00
No	0	.00
Total	60	100.00
<b>Overall, how would you rate this service?</b>		
Excellent	18	30.00
Very good	35	58.33
Fair	6	10.00
Poor	1	1.67
Very poor	0	.00
Total	60	100.00
<b>If necessary, may we contact you about your comments?</b>		
Yes	25	45.45
No	30	54.55
Total	55	100.00
Total Successful Sessions:	75	
Successful Sessions with Feedback Responses:	62	
Percentage of Sessions with Feedback Responses:	82.67	