



Change of Address

Session Feedback Responses

Report Date: 2008-Jan-08 Period: 2007-Oct-01 to 2007-Dec-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?		
Chamber of Commerce	7	8.24
Community Futures	2	2.35
Friend	2	2.35
Government Agent	14	16.47
Internet	42	49.41
Ministry	2	2.35
Municipality	0	.00
Newspaper	0	.00
Other	16	18.82
Total	85	100.00
Were the instructions easy to follow and understand?		
Yes	76	90.48
No	8	9.52
Total	84	100.00
Would you use the service again and/or recommend it to others?		
Yes	78	95.12
No	4	4.88
Total	82	100.00
Overall, how would you rate this service?		
Excellent	23	27.06
Very good	42	49.41
Fair	18	21.18
Poor	1	1.18
Very poor	1	1.18
Total	85	100.00
If necessary, may we contact you about your comments?		
Yes	37	47.44
No	41	52.56
Total	78	100.00
Total Successful Sessions:		102
Successful Sessions with Feedback Responses:		86
Percentage of Sessions with Feedback Responses:		84.31