



Change of Address

Session Feedback Responses

Report Date: 2008-Apr-01 Period: 2008-Jan-01 to 2008-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?		
Chamber of Commerce	2	2.94
Community Futures	2	2.94
Friend	3	4.41
Government Agent	9	13.24
Internet	37	54.41
Ministry	4	5.88
Municipality	1	1.47
Newspaper	0	.00
Other	10	14.71
Total	68	100.00
Were the instructions easy to follow and understand?		
Yes	56	90.32
No	6	9.68
Total	62	100.00
Would you use the service again and/or recommend it to others?		
Yes	61	93.85
No	4	6.15
Total	65	100.00
Overall, how would you rate this service?		
Excellent	20	30.77
Very good	31	47.69
Fair	12	18.46
Poor	2	3.08
Very poor	0	.00
Total	65	100.00
If necessary, may we contact you about your comments?		
Yes	23	35.94
No	41	64.06
Total	64	100.00
Total Successful Sessions:		80
Successful Sessions with Feedback Responses:		68
Percentage of Sessions with Feedback Responses:		85.00