



# Business Registration

## Session Feedback Responses

Report Date: 2015-Jan-08      Period: 2014-Oct-01 to 2014-Dec-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  | 307   | 11.55   |
| Chamber of Commerce   | 85    | 3.20    |
| Community Futures   | 41    | 1.54    |
| Friend  | 383   | 14.41   |
| Newspaper   | 7     | .26     |
| Other   | 705   | 26.52   |
| Ministry  | 107   | 4.03    |
| Municipality  | 41    | 1.54    |
| Internet  | 982   | 36.95   |
| Total   | 2658  | 100.00  |
| <b>Were the instructions easy to follow and understand?</b>           |       |         |
| Yes   | 2469  | 94.63   |
| No  | 140   | 5.37    |
| Total   | 2609  | 100.00  |
| <b>Would you use the service again and/or recommend it to others?</b> |       |         |
| Yes   | 2530  | 97.65   |
| No  | 61    | 2.35    |
| Total   | 2591  | 100.00  |
| <b>Overall, how would you rate this service?</b>                      |       |         |
| Excellent   | 1111  | 42.36   |
| Very good   | 1185  | 45.18   |
| Fair  | 292   | 11.13   |
| Poor  | 23    | .88     |
| Very poor   | 12    | .46     |
| Total   | 2623  | 100.00  |
| <b>If necessary, may we contact you about your comments?</b>          |       |         |
| Yes   | 982   | 41.40   |
| No  | 1390  | 58.60   |
| Total   | 2372  | 100.00  |
| Total Successful Sessions:  |       | 7333    |
| Successful Sessions with Feedback Responses:                          |       | 2581    |
| Percentage of Sessions with Feedback Responses:                       |       | 35.20   |