

## **Quality of Answers**

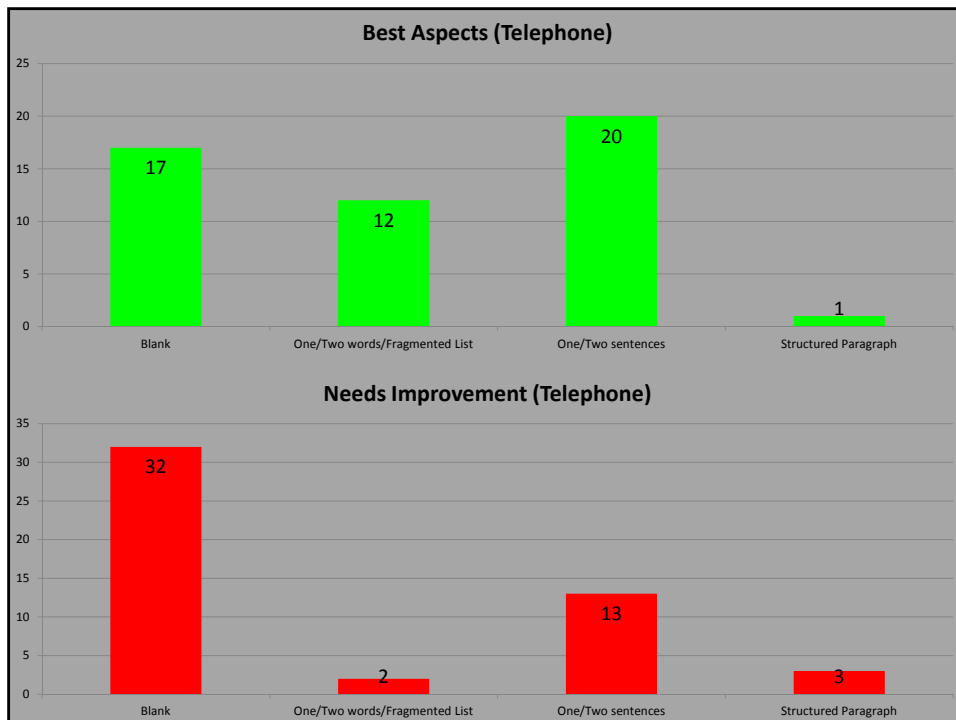
**Christchurch City Council Resident  
Satisfaction Survey  
2011-12  
*Matt Fanselow***

### **HYPOTHESES**

- That surveys returned via post/email will contain more substantial comments.
- That telephone surveys will contain the highest number of blank comments.



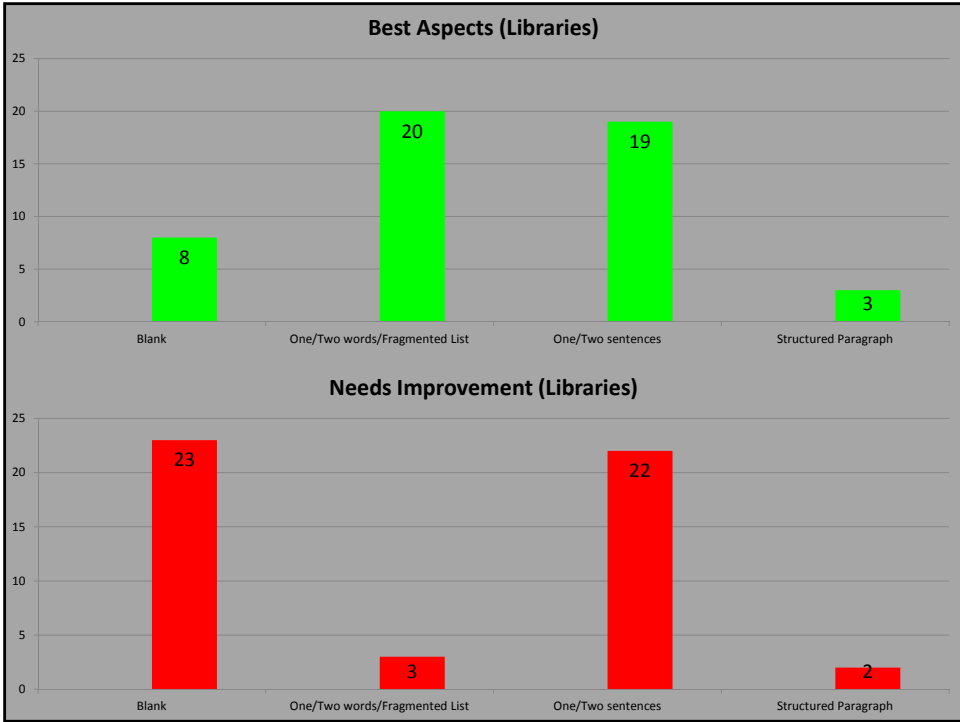
# TELEPHONE SURVEYS



# NEIGHBOURHOOD PARKS SURVEYS



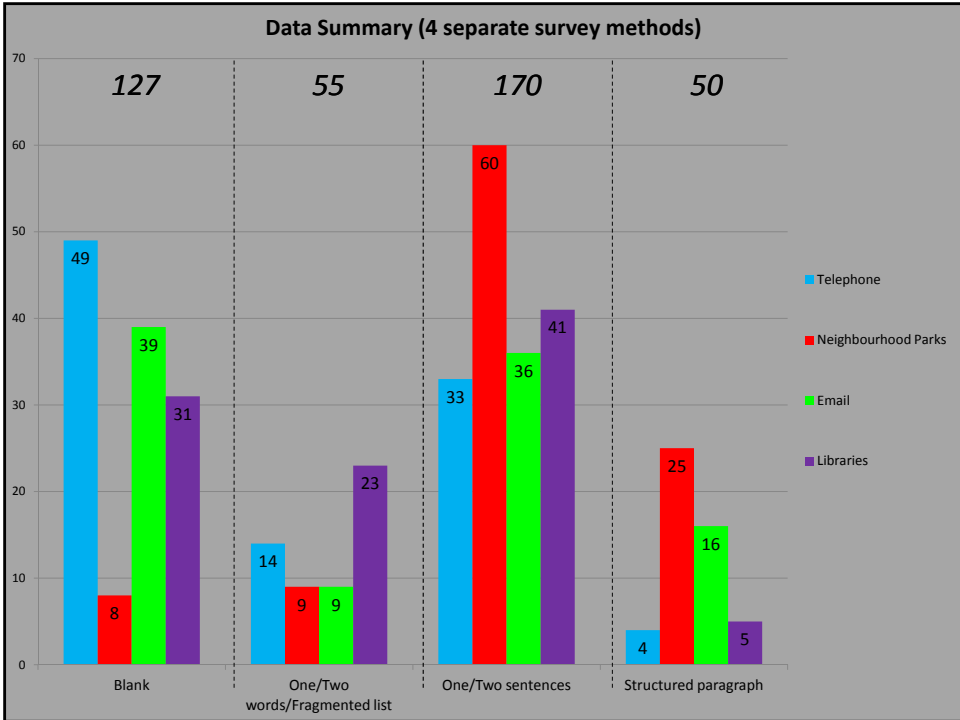
# LIBRARY SURVEYS

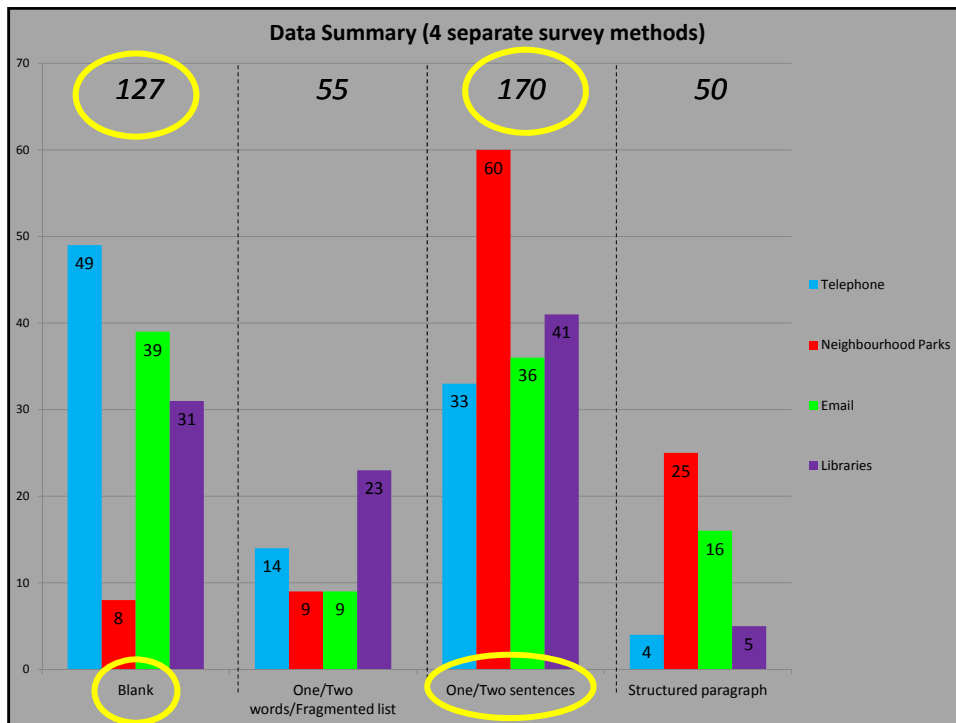


# EMAIL SURVEYS



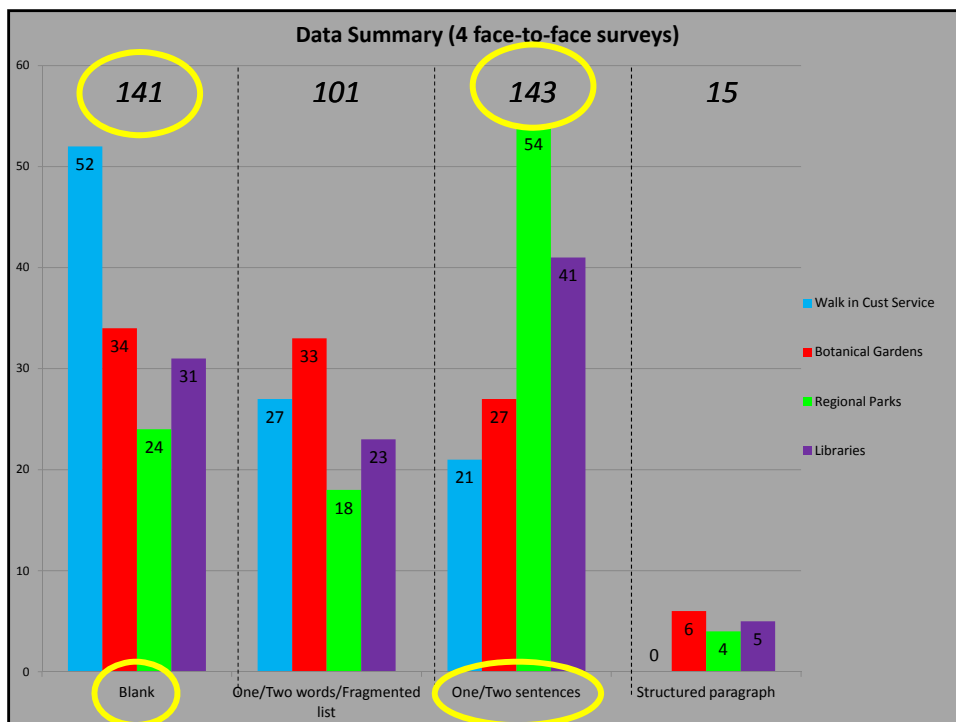
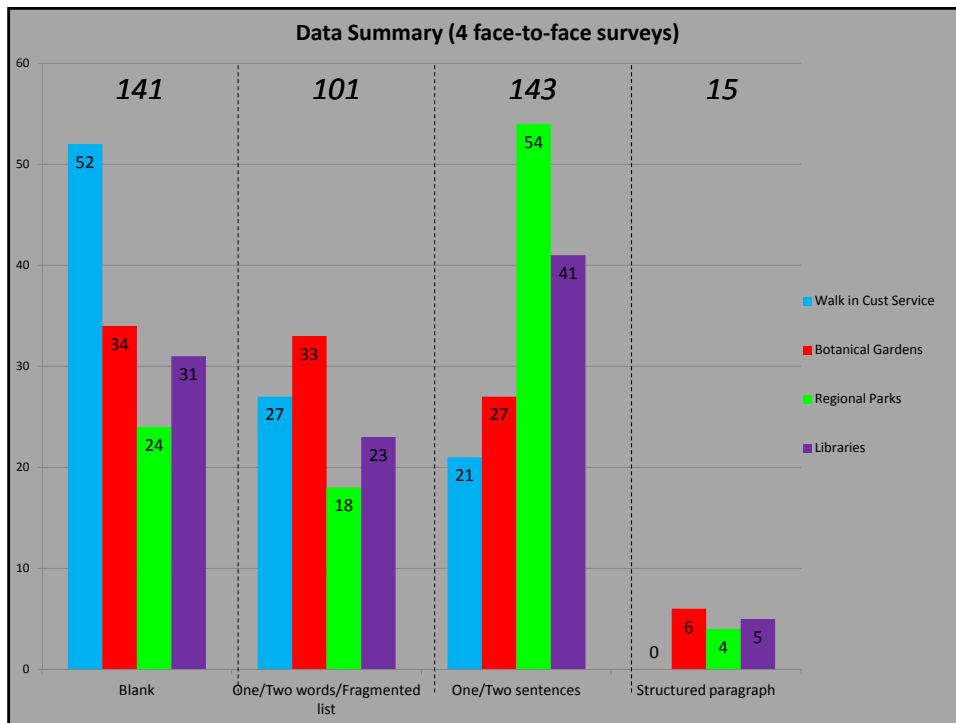
# DATA SUMMARY

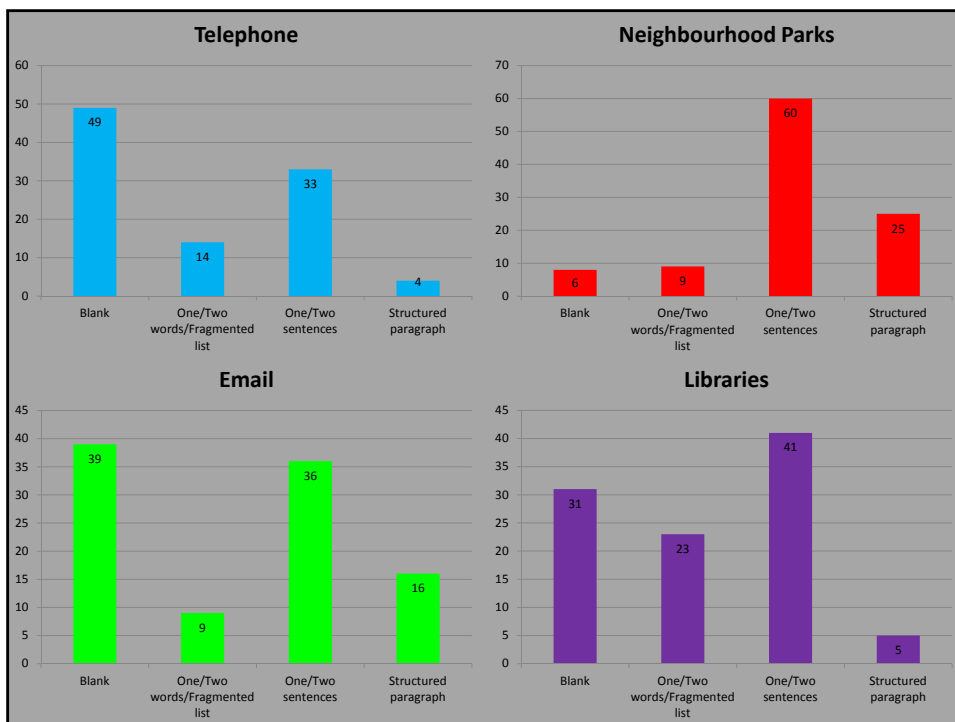
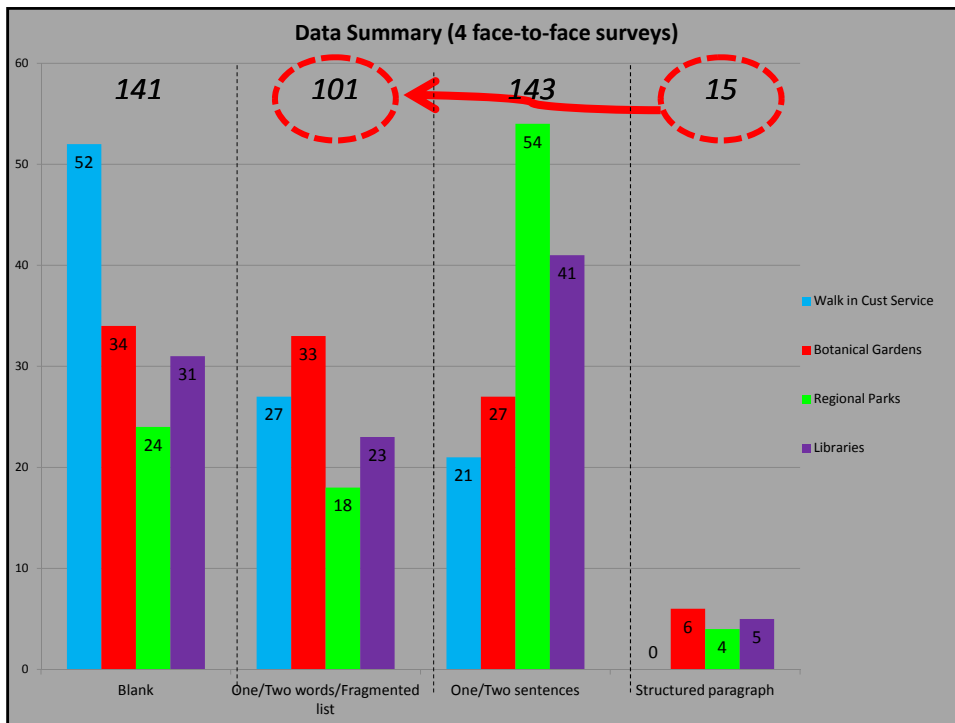


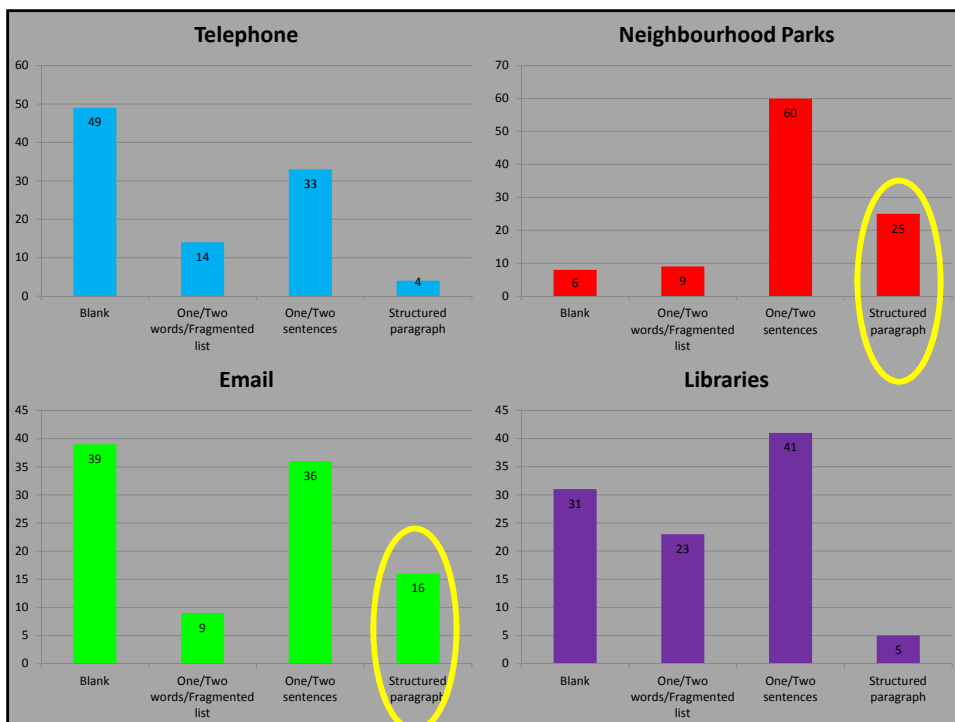
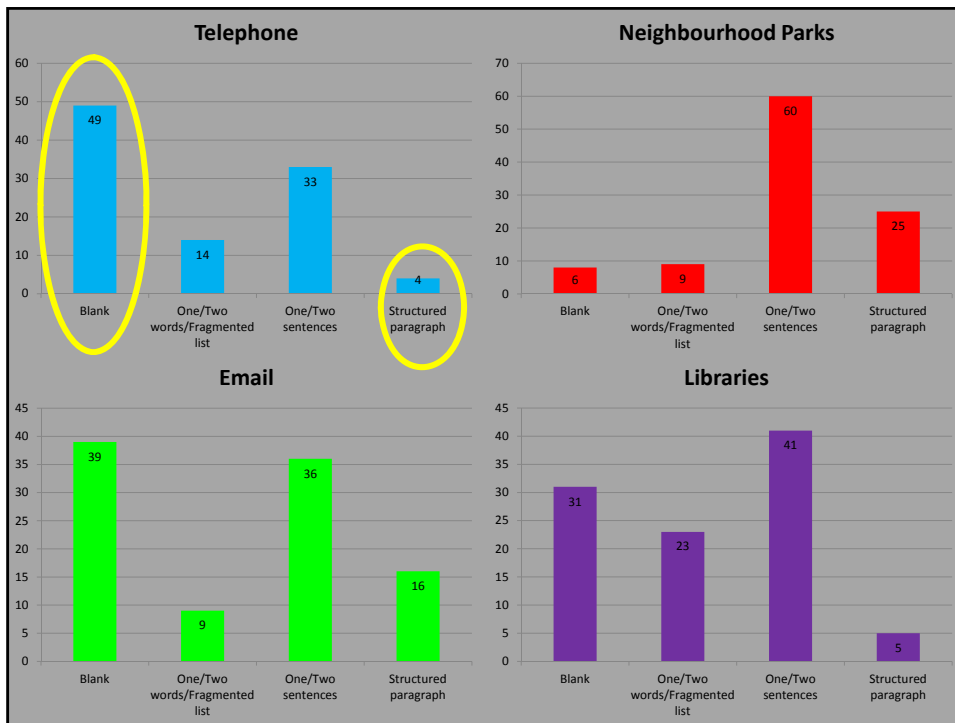


**ANALYSIS OF 4 FACE-TO-FACE SURVEY SCENARIOS**

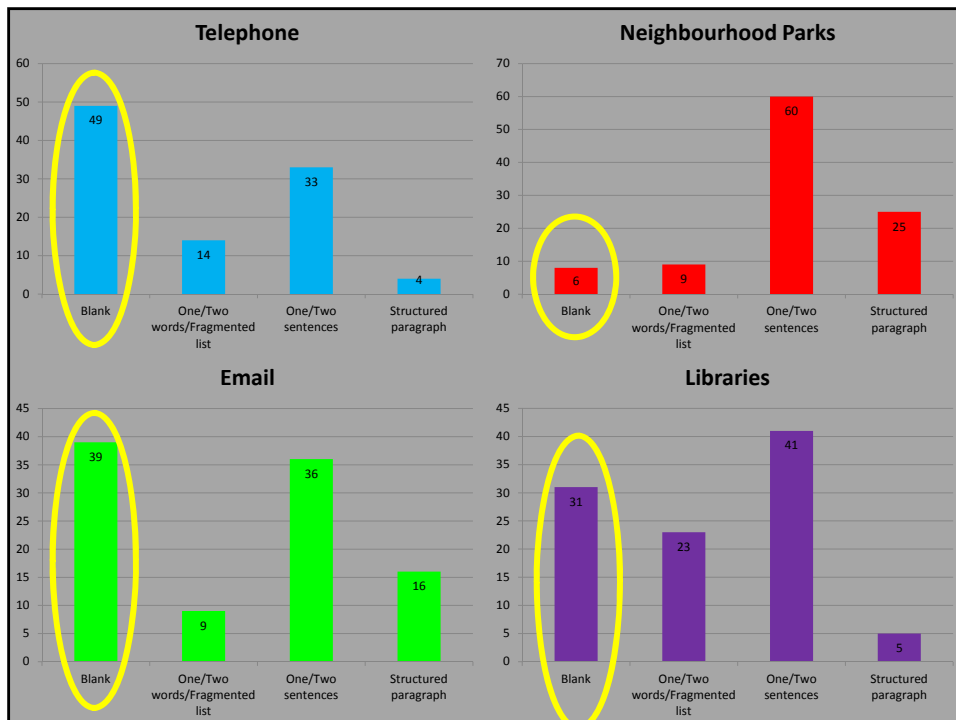








# SURVEYS AND BLANK RESPONSES



# CONCLUSION