



Energy, Mines and Resources

Box 2703, Whitehorse, Yukon Y1A 2C6

## LANDS BRANCH WEBSITE SURVEY

Please take a few minutes to complete our survey on the service you received from the Lands Branch. This information will be used to help us improve our customer service.

### 1. How many times have you visited our website?

- This is my first time
- 5 times or less
- More than 5 times

### 2. How did you get to our site?

- Through the Yukon government site
- Through the EMR home page
- Through a search engine
- Through the address located on a fact sheet or application form
- Other \_\_\_\_\_

### 3. Did you find what you were looking for?

- Yes
- No -If no, please tell us what information you were looking for.

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### 4. Do you print off information from our website?

- Yes
- No

### 5. If the option was available to submit application forms on-line, would you?

- Yes
- No

### 6. Would you use an online payment option for fees or land payments?

- Yes
- No

### Please help us to improve our website by rating the following:

### 7. How would you rate the website in terms of the overall service you were provided?

- Excellent
- Good
- Satisfactory
- Poor
- Not applicable

### 8. How would you rate the overall layout of the website?

- Excellent
- Good
- Satisfactory
- Poor

### 9. How would you rate the website menu?

- Excellent
- Good
- Satisfactory
- Poor

### 10. How would you rate the website in terms of the content available?

- Excellent
- Good
- Satisfactory
- Poor

The information collected in this customer survey will be used to assist the Lands Branch to better service our clients. Questions regarding the collection and use of this information can be directed to the Lands Branch at (867) 667-5215, toll free from the communities at 1-800-661-0408 ext. 5215 or by email at [land.disposition@gov.yk.ca](mailto:land.disposition@gov.yk.ca).

**11. Do you have any specific suggestions to improve this website?**

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**12. Do you find the maps currently on the site to be of good quality/easy to read?**

- Yes
- No

**13. Would it be useful to have maps of lots for sale?**

- Yes
- No

**14. Is the contact information clearly displayed?**

- Yes
- No

**15. Do you find the website easy to navigate?**

- Yes
- No

**16. Did you find the website information current?**

- Yes
- No

**17. Did you use the search engine? If yes, did you find it useful?**

- Yes
- No
- Not applicable

**18. What information do you usually look for on the website?**

- Contact information
- Lots for Sale
- General information
- Other (please specify)

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**19. Would you like any additional links or material added to the website?**

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**Optional:**

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_