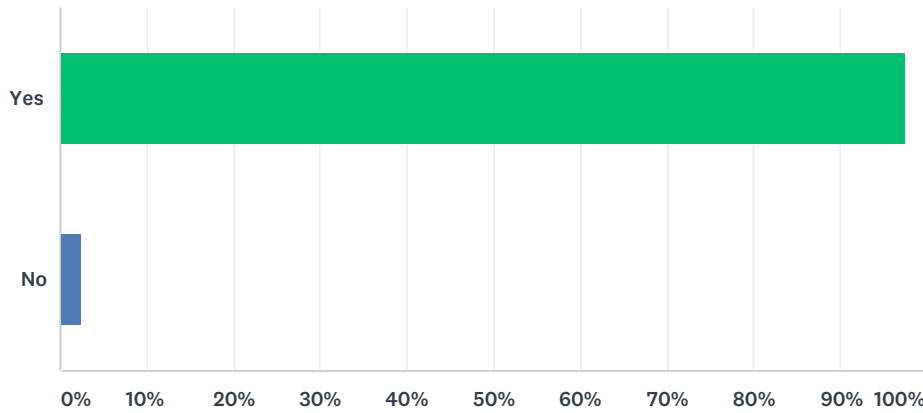


Q1 Do you feel the webinar engaged you?

Answered: 116 Skipped: 0

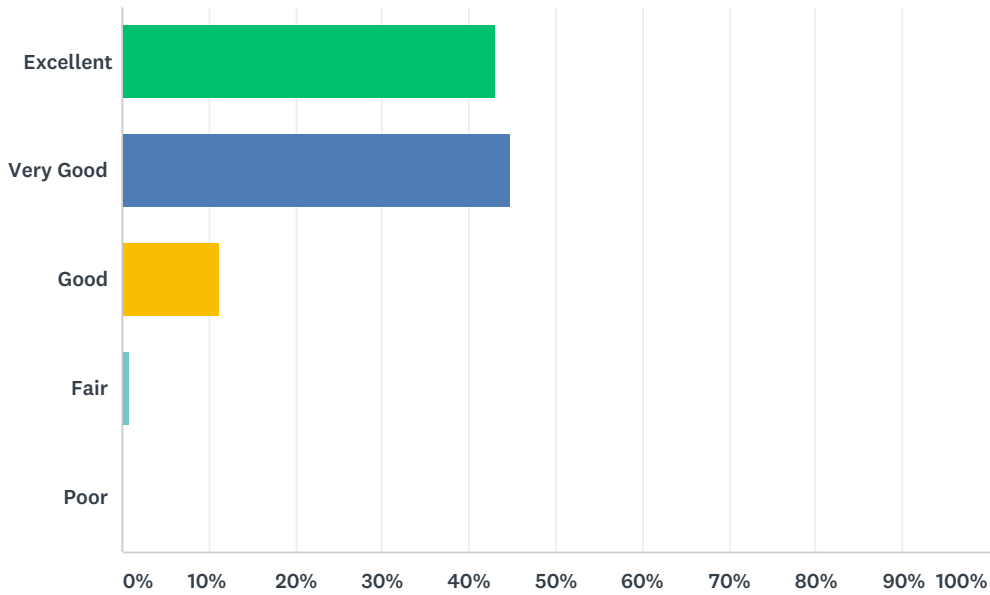


ANSWER CHOICES	RESPONSES	
Yes	97.41%	113
No	2.59%	3
TOTAL		116

#	COMMENTS	DATE
1	The reminder to document conversations and fees, and then seek a clients permission to pceed tends to fade as the days and weeks pass. Then a complaint reminds you again. We can't really have too many reminders.	7/14/2016 12:49 PM
2	Very good topic.	7/14/2016 10:00 AM
3	Informative	7/13/2016 2:54 PM
4	I was furiously taking notes....and trying to keep up....look forward to the review on GeoEd	7/13/2016 2:23 PM
5	very infromative	7/13/2016 1:36 PM
6	Helpful as a reminder to carry out presenter's suggestions	7/13/2016 1:30 PM
7	It's a good reminder of the best practices to use with our customers	7/13/2016 1:25 PM
8	Presenter did a great job	7/13/2016 1:15 PM

Q2 Please rate the content of the presentation:

Answered: 116 Skipped: 0

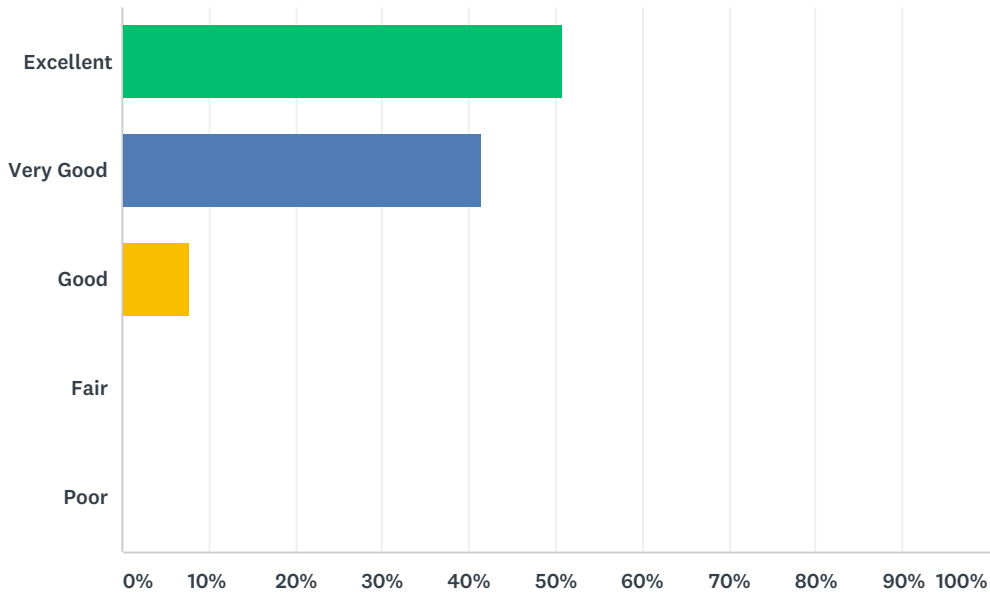


ANSWER CHOICES	RESPONSES	
Excellent	43.10%	50
Very Good	44.83%	52
Good	11.21%	13
Fair	0.86%	1
Poor	0.00%	0
TOTAL		116

#	COMMENTS	DATE
1	From beginning of survey to end of complaints process was very thorough...keep records, be attentive, be truthful. Good advice!	7/14/2016 12:49 PM
2	Some parts hardly appli to QLS situation, but general guidelines are universal	7/13/2016 8:40 PM
3	Situations covered are ones we encounter duringour working day.	7/13/2016 2:54 PM
4	It was good to reinforce the need to be ethical in our business practice and to communicate with clients....but this is something that we should already know.	7/13/2016 2:45 PM
5	Would have liked to see more slides breaking down each of the points as presented.	7/13/2016 2:23 PM

Q3 Please rate the presenter:

Answered: 116 Skipped: 0

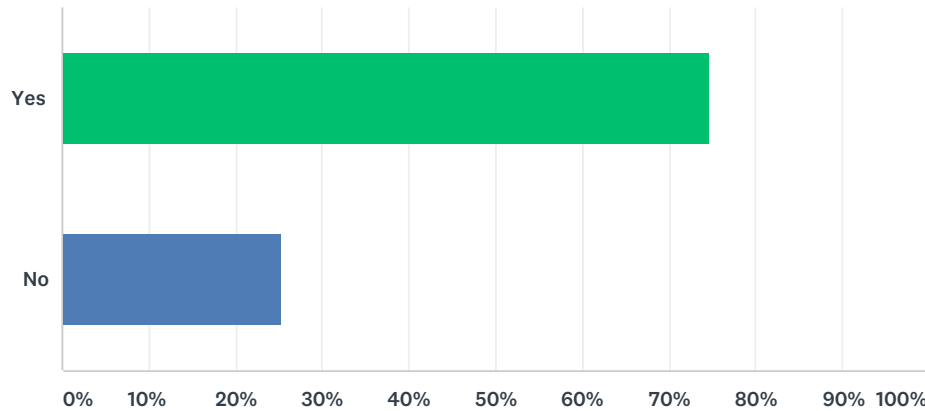


ANSWER CHOICES	RESPONSES	
Excellent	50.86%	59
Very Good	41.38%	48
Good	7.76%	9
Fair	0.00%	0
Poor	0.00%	0
TOTAL		116

#	COMMENTS	DATE
1	Good speaker. Clear message. That fine for me.	7/14/2016 12:49 PM
2	He was dynamic, and very succinct. His "once upon a time" stories beautifully illustrated his points. I'm curious to know if they were true stories.	7/13/2016 3:36 PM
3	He spoke well, however did speak quickly. This both "Forced" my full attention as well as caused me to miss some points in my notes.	7/13/2016 2:23 PM
4	Practical approach to our work and communicating with our clients	7/13/2016 1:30 PM
5	very informed, great speaker	7/13/2016 1:15 PM

Q4 Did the webinar give you information you were not aware of?

Answered: 115 Skipped: 1

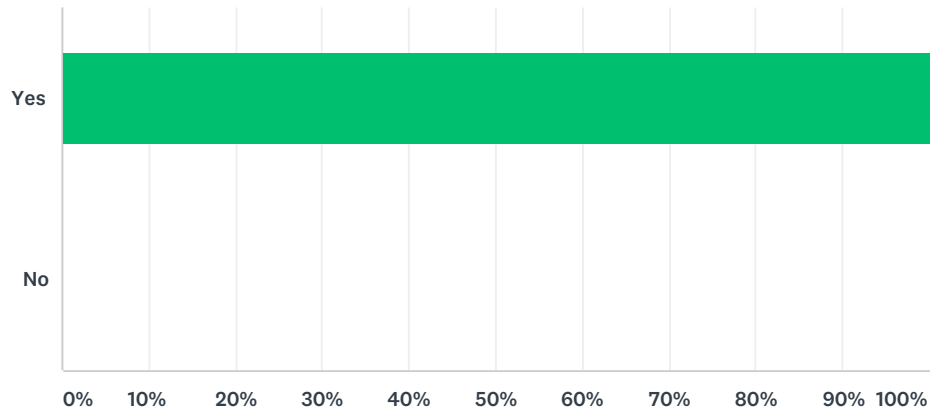


ANSWER CHOICES	RESPONSES	
Yes	74.78%	86
No	25.22%	29
TOTAL		115

#	COMMENTS	DATE
1	But as stated...we can't really have too many reminders.	7/14/2016 12:49 PM
2	Assisted in how to better prepare estimates/proposals.	7/14/2016 7:45 AM
3	Most of it was common sense; we all need reminders about that.	7/13/2016 4:43 PM
4	He gave excellent reasoning for consulting a lawyer when responding to a complaint. Also made great suggestions about what should be in your contracts.	7/13/2016 3:36 PM
5	However the seminar reminded me of past situations that could have been handled better	7/13/2016 3:19 PM
6	Not an easy Yes or No answer - Really it was NO but with greater clarity	7/13/2016 1:39 PM
7	No, but it's always good to be reminded of this kind of information.	7/13/2016 1:30 PM
8	in some cases yes and in some no but it's always good to refresh your thoughts to keep relevant	7/13/2016 1:26 PM
9	Issues are generally understood but good to have refresher of it.	7/13/2016 1:20 PM
10	But it is always good to ear about that subject	7/13/2016 1:19 PM
11	spent 14 years on Discipline Committee; a lot of stuff sounded familiar (unfortunately)	7/13/2016 1:17 PM
12	more of re-enforcing the basics	7/13/2016 1:17 PM

Q5 Was the pace of the webinar appropriate?

Answered: 115 Skipped: 1

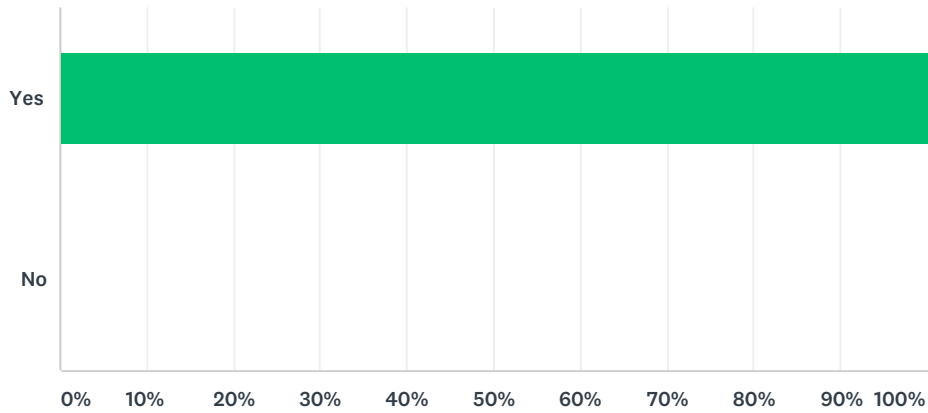


ANSWER CHOICES	RESPONSES	
Yes	100.00%	115
No	0.00%	0
TOTAL		115

#	COMMENTS	DATE
1	I could jot down notes and thoughts as Richard went along. Good pace.	7/14/2016 12:49 PM
2	Yes, however, I feel the speaker could have slowed down somewhat.	7/13/2016 2:23 PM

Q6 Were questions answered clearly?

Answered: 114 Skipped: 2

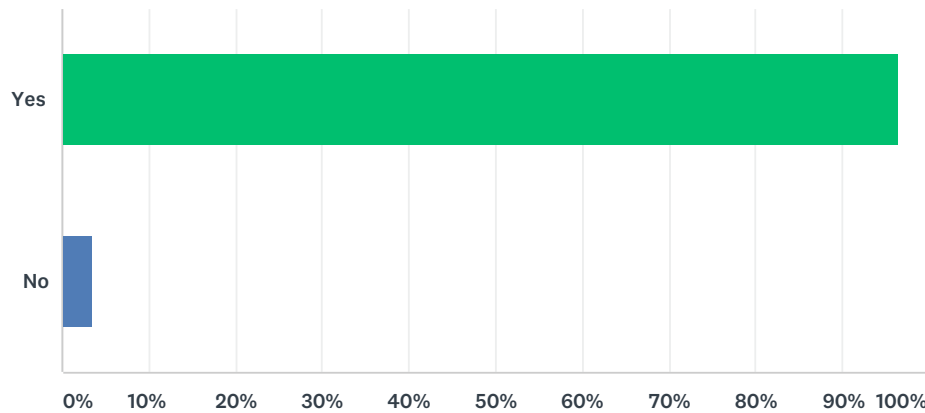


ANSWER CHOICES	RESPONSES	
Yes	100.00%	114
No	0.00%	0
TOTAL		114

#	COMMENTS	DATE
1	I understood his points perfectly.	7/14/2016 12:49 PM
2	The answers to the questions were great - I hope the questions and answers are included on the recording as I really fell behind on my notes with those.	7/13/2016 2:23 PM
3	It would be nice if the system would allow attendees to see the typed submitted questions without Julia having to do a cut and paste. Julia did a great job but some system functionality would be better.	7/13/2016 1:39 PM
4	very well answered	7/13/2016 1:26 PM

Q7 Do you plan to embrace some concepts from this presentation into your workplace?

Answered: 112 Skipped: 4

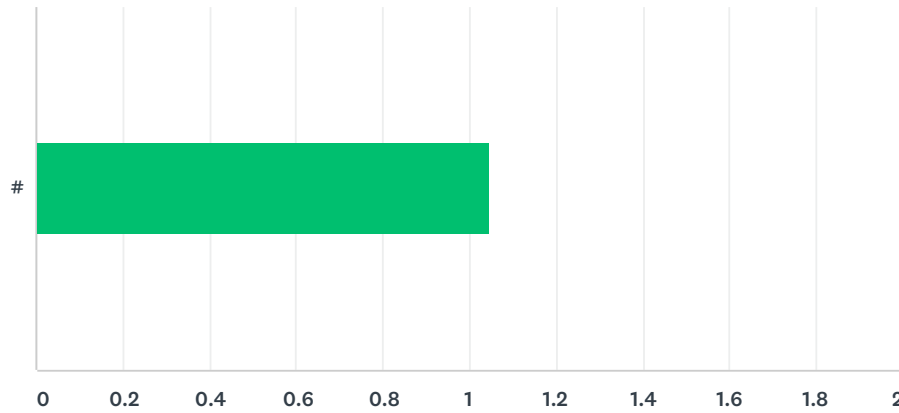


ANSWER CHOICES	RESPONSES	
Yes	96.43%	108
No	3.57%	4
TOTAL		112

#	COMMENTS	DATE
1	Keep records, be attentive, be truthful.	7/14/2016 12:49 PM
2	I will probably watch again when posted.	7/14/2016 8:48 AM
3	Make changes to wording in our proposals.	7/14/2016 7:45 AM
4	Surely	7/13/2016 4:00 PM
5	I am reconsidering the current format of our "letter of authorization" to include a statement about cost over-runs, and also perhaps something about what happens if the client cancels the job before completion.	7/13/2016 3:36 PM
6	OAGQ members are using contract with clients. It was very good to remember some points like keeping contact and communicate regularly with clients. I'm retired at the moment and I like keeping me informed of everything about Rules for Surveyors.	7/13/2016 2:49 PM
7	NO COMMENT	7/13/2016 2:11 PM
8	Emphasis on educating client up front was good. Communications important. Honesty and accuracy always helps to prevent problems from expanding.	7/13/2016 1:58 PM
9	Take more notes, send emails to confirm EVERYTHING !!!	7/13/2016 1:30 PM
10	All the advices given in the presentation are useful in day to day practice, even and especially when we are pressed by the time.	7/13/2016 1:25 PM
11	No, I'm in the public service and our work is conducted by service providers.	7/13/2016 1:17 PM
12	I hope so	7/13/2016 1:15 PM

Q8 If there were other people who attended the webinar with you at the same computer, please indicate how many:

Answered: 21 Skipped: 95



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
#	1	22	21
Total Respondents: 21			

#	#	DATE
1	2	7/14/2016 3:23 PM
2	0	7/14/2016 12:49 PM
3	1	7/14/2016 10:12 AM
4	1	7/14/2016 7:45 AM
5	1	7/14/2016 6:19 AM
6	1	7/13/2016 8:40 PM
7	0	7/13/2016 3:36 PM
8	1	7/13/2016 2:54 PM
9	2	7/13/2016 2:40 PM
10	0	7/13/2016 2:30 PM
11	0	7/13/2016 2:27 PM
12	0	7/13/2016 2:11 PM
13	3	7/13/2016 2:09 PM
14	0	7/13/2016 1:58 PM
15	0	7/13/2016 1:45 PM
16	7	7/13/2016 1:39 PM
17	1	7/13/2016 1:30 PM
18	0	7/13/2016 1:30 PM
19	0	7/13/2016 1:26 PM
20	2	7/13/2016 1:17 PM
21	0	7/13/2016 1:17 PM

Q9 Do you have any recommendations for future webinar topics?

Answered: 21 Skipped: 95

#	RESPONSES	DATE
1	I've always wondered about members be trained by different practitioners. How one PLS approaches a boundary decision and how another PLS does. It would be great if scenarios were presented (at workshops) and each table of PLS described their survey solution. Then share those with the members.	7/14/2016 12:49 PM
2	Client communication; contracts; quality assurance	7/14/2016 10:00 AM
3	No	7/14/2016 6:56 AM
4	Keep on inviting people from Quebec ...	7/13/2016 8:40 PM
5	The content was good but only two cases were explained	7/13/2016 3:57 PM
6	No	7/13/2016 2:54 PM
7	No	7/13/2016 2:49 PM
8	More practice-related topics are always welcome.	7/13/2016 2:34 PM
9	None	7/13/2016 2:30 PM
10	NO COMMENT	7/13/2016 2:11 PM
11	Allow dial-in. VOIP audio was bad which made it very hard to follow.	7/13/2016 2:09 PM
12	No	7/13/2016 1:45 PM
13	Please advise the webinar at least a week ahead.	7/13/2016 1:45 PM
14	Keep the Quebec Land Surveyor informed.	7/13/2016 1:37 PM
15	water boundaries and regulatory authorities/conservation authorities and impact	7/13/2016 1:26 PM
16	This was of particular interest, as is almost any topic relating to business practice.	7/13/2016 1:22 PM
17	boundary law studies case law studies communication skills leadership skills	7/13/2016 1:21 PM
18	the setup was excellent, please maintain the same for future presentations	7/13/2016 1:18 PM
19	no	7/13/2016 1:17 PM
20	Builder's liens and unpaid debts in the survey industry	7/13/2016 1:15 PM
21	More presentations focussed on the legal issues that impact a practice are very important and educational	7/13/2016 1:15 PM

Q10 Any other comments or suggestions

Answered: 28 Skipped: 88

#	RESPONSES	DATE
1	No.	7/14/2016 12:49 PM
2	Keep up the good work.	7/14/2016 8:48 AM
3	Thank you Jules Pineault	7/14/2016 6:56 AM
4	Perfect timing for presentation and I suggest to make webinar and this time	7/13/2016 4:00 PM
5	Thanks for the organizing the event.	7/13/2016 3:57 PM
6	I really like that the questions were displayed as well as read out. If you happen to cough when the question is being read out, this gives you a chance to read it for yourself.	7/13/2016 3:36 PM
7	Well presented	7/13/2016 3:19 PM
8	Presentation was well done, Thank you.	7/13/2016 2:54 PM
9	No	7/13/2016 2:49 PM
10	None	7/13/2016 2:30 PM
11	Thank you for offering this content to your sister organizations. Note: I signed in with both my laptop and desktop so I hope this does not skew your numbers.	7/13/2016 2:23 PM
12	NO COMMENT	7/13/2016 2:11 PM
13	Overall, a well-run webinar. Questions were handled deftly and anonymously - very good.	7/13/2016 1:58 PM
14	The audio was of poor quality, as in lots of pauses and skipping. I understand this may be a bandwidth issue on my side, but having the option of dial in audio would be very worthwhile.	7/13/2016 1:49 PM
15	No	7/13/2016 1:45 PM
16	No	7/13/2016 1:45 PM
17	Perhaps regional groups should consider the noon webinars as part of the their regularly scheduled meeting. It would be a good break from the regular meeting and everyone gets some additional CPD points.	7/13/2016 1:39 PM
18	No.	7/13/2016 1:37 PM
19	Good time to hold a webinar of that length	7/13/2016 1:30 PM
20	Great wok ! Thanks	7/13/2016 1:30 PM
21	Very informative presentation. I was able to relate to many of the questions brought up. This presentation has made me more aware of the issues that may arise from improper planning, documentation and communication with the client.	7/13/2016 1:28 PM
22	keep those webinars coming	7/13/2016 1:26 PM
23	very well done, keep it up	7/13/2016 1:18 PM
24	FINALLY, AOLS seems to have worked out all the technical issues regarding screen viewing and/or presenter control for presentation. Thank You!!! Very enjoyable experience now that technology seems to be working.	7/13/2016 1:17 PM
25	no	7/13/2016 1:17 PM
26	I really enjoyed the presentation. There was a lot of good information and it was presented very well.	7/13/2016 1:16 PM
27	Best webinar I have ever attended. Well done!	7/13/2016 1:15 PM
28	Great presentations - looking forward to more!	7/13/2016 1:15 PM