

**TO:** Literacy Partners  
**FROM:** Ministry of Training, Colleges and Universities  
**DATE:** October 3, 2011  
**SUBJECT:** Literacy and Basic Skills (LBS) 2011-12 Learner Satisfaction Survey Results (Mid-Year)

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The purpose of this memorandum is to provide Literacy and Basic Skills (LBS) organizations with information on the 2011-2012 Mid-Year LBS Learner Satisfaction Survey.

LBS Service Delivery Organizations are required to submit their survey results directly to the Ministry of Training, Colleges and Universities (MTCU) using an online reporting tool. In addition, organizations should email individual spreadsheet results to their MTCU Consultant.

Please submit your organizations results to the ministry using the online reporting tool by November 1, 2011. Copy and paste the following link in its entirety to obtain access to online reporting tool:

<https://www.surveymonkey.com/s/lbslss1112>

Please note that this is a secure reporting tool and requires a password to access it.

Password: **literacy**

Please note that all relevant documents including instructions are attached.

If you have questions regarding this information, please contact your MTCU Consultant.