

SURVEY ON e-COMMUNICATION SKILLS AMONG AFSM MEMBERS

RESULTS AND PROPOSED APPROACHES



BACKGROUND

TO IDENTIFY THE BEST APPROACHES TO SUPPORT
ELECTRONIC COMMUNICATIONS AMONG AFSM MEMBERS

ABILITY TO MANAGE COMPUTERS

FAMILIARITY WITH AFSM WEBSITE

INTEREST IN SUPPORT TO ACCESS WEBSITE, USEFULNESS OF
WRITTEN GUIDELINE, VIDEO AND HANDS-ON SESSION,
LIKELIHOOD OF PARTICIPATING IN SESSION

12-28 APRIL 2018



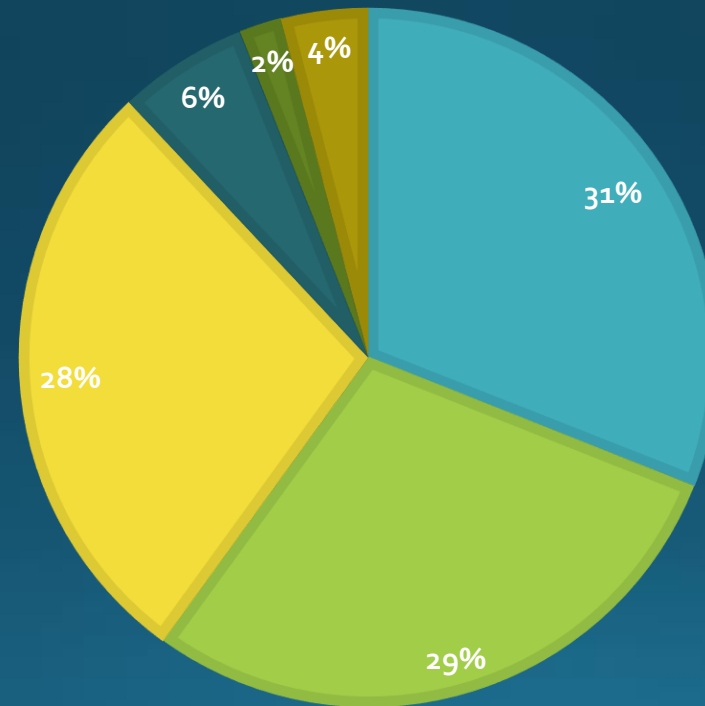
TOTAL RESPONSES	SUB-REGION	NUMBER OF RESPONSES
112	SOUTH AMERICA	35
	WDC METRO AREA	33
	NORTH AMERICA, EXCEPT WDC	31
	CENTRAL AMERICA & MEXICO	7
	CARIBBEAN	2
	OTHER	2



MEMBER PARTICIPATION

RESPONSES

■ South Am ■ WDC ■ North Am ■ CA Mex ■ CAR ■ Other



HOW GOOD ARE YOU IN MANAGING COMPUTERS?

ABILITY TO MANAGE COMPUTERS	NUMBER OF RESPONSES
EXTREMELY GOOD	18
VERY GOOD	40
SOMEWHAT GOOD	48
NOT GOOD AT ALL	5
BLANK	1
TOTAL	112



ABILITY TO MANAGE COMPUTERS, IN RELATION TO AREA OF RESIDENCE

AREA OR RESIDENCE	HOW GOOD ARE YOU IN MANAGING COMPUTERS?				BLANK	TOTAL
	EXTREMELY	VERY	SOMEWHAT	NOT AT ALL		
SOUTH AMERICA	4	13	17	1	0	35
WDC METRO	6	13	13	1	0	33
NORTH AMERICA, EXCEPT WDC	6	9	12	3	1	31
CENTRAL AMERICA & MEXICO	0	3	4	0	0	7
CARIBBEAN	1	1	2	0	0	4
OTHER	1	1	0	0	0	2
TOTAL	18	40	48	5	1	112



HOW FAMILIAR ARE YOU WITH THE AFSM WEBSITE?

FAMILIARITY WITH WEBSITE	NUMBER OF RESPONSES
EXTREMELY FAMILIAR	13
VERY FAMILIAR	39
SOMEWHAT FAMILIAR	47
NOT FAMILIAR AT ALL	12
BLANK	1
TOTAL	112



THE ABILITY TO MANAGE COMPUTERS DETERMINES FAMILIARITY WITH AFSM WEBSITE

FAMILIARITY WITH WEBSITE	ABILITY TO MANAGE COMPUTERS				TOTAL
	EXTREME	VERY	SOMEWHAT	NOT AT ALL	
EXTREME	6	5	2	0	13
VERY	10	13	16	0	39
SOMEWHAT	1	20	23	3	47
NOT AT ALL	1	2	7	2	12
TOTAL	18	40	48	5	111



HOW INTERESTED ARE THE MEMBERS IN RECEIVING SUPPORT TO ACCESS OUR WEBSITE?

108 RESPONSES



42% OF RESPONDERS SHOW INTEREST!!

INTERESTED IN SUPPORT	FAMILIAR WITH AFSM WEBSITE				TOTAL
	EXTREMELY	VERY	SOMEWHAT	NOT AT ALL	
EXTREMELY	4	7	6	2	19
VERY	2	7	15	2	26
SOMEWHAT	0	8	14	2	24
NOT AT ALL	7	15	12	5	39
BLANK		2		1	3
TOTAL	13	37	47	12	111



SHOULD WE OFFER TRAINING?



A GUIDELINE IS CONSIDERED USEFUL BY 67% OF RESPONDERS!!!

IS A WRITTEN GUIDELINE USEFUL?	FAMILIAR WITH AFSM WEBSITE				TOTAL
	EXTREME	VERY	SOMEWHAT	NOT AT ALL	
EXTREMELY	4	11	13	2	30
VERY	4	15	22	1	42
SOMEWHAT	3	4	9	5	21
NOT AT ALL	2	7	4	2	15
BLANK		2		2	4
TOTAL	13	39	48	12	112



A VIDEO IS CONSIDERED USEFUL BY 59% OF RESPONDERS

IS A VIDEO USEFUL?	FAMILIAR WITH AFSM WEBSITE				TOTAL
	EXTREME	VERY	SOMEWHAT	NOT AT ALL	
EXTREMELY	5	9	11	3	28
VERY	2	14	17	4	37
SOMEWHAT	4	9	10	3	26
NOT AT ALL	2	5	8	2	17
BLANK		2	2		4
TOTAL	13	39	48	12	112



A SESSION IS CONSIDERED USEFUL BY 45% OF RESPONDERS!!!

IS A HANDS-ON SESSION USEFUL?	FAMILIAR WITH AFSM WEBSITE				TOTAL
	EXTREME	VERY	SOMEWHAT	NOT AT ALL	
EXTREMELY	3	10	8	2	23
VERY	1	10	14	1	26
SOMEWHAT	5	5	14	4	28
NOT AT ALL	4	12	11	5	32
BLANK		2			2
TOTAL	13	39	47	12	111



HOW USEFUL IS A TRAINING SESSION?

EXTREMELY

VERY

SOMEWHAT

NOT AT ALL

22

25

27

31

HOW LIKELY ARE YOU TO PARTICIPATE IN A TRAINING SESSION?*

E	V	S	N	E	V	S	N	E	V	S	N	E	V	S	N
17	1	3	1	0	14	3	8	0	2	13	12	0	0	1	30
18		4		14		11		2		25		0		31	

*E= Extremely; V=Very; S=Somewhat; N= Not at all



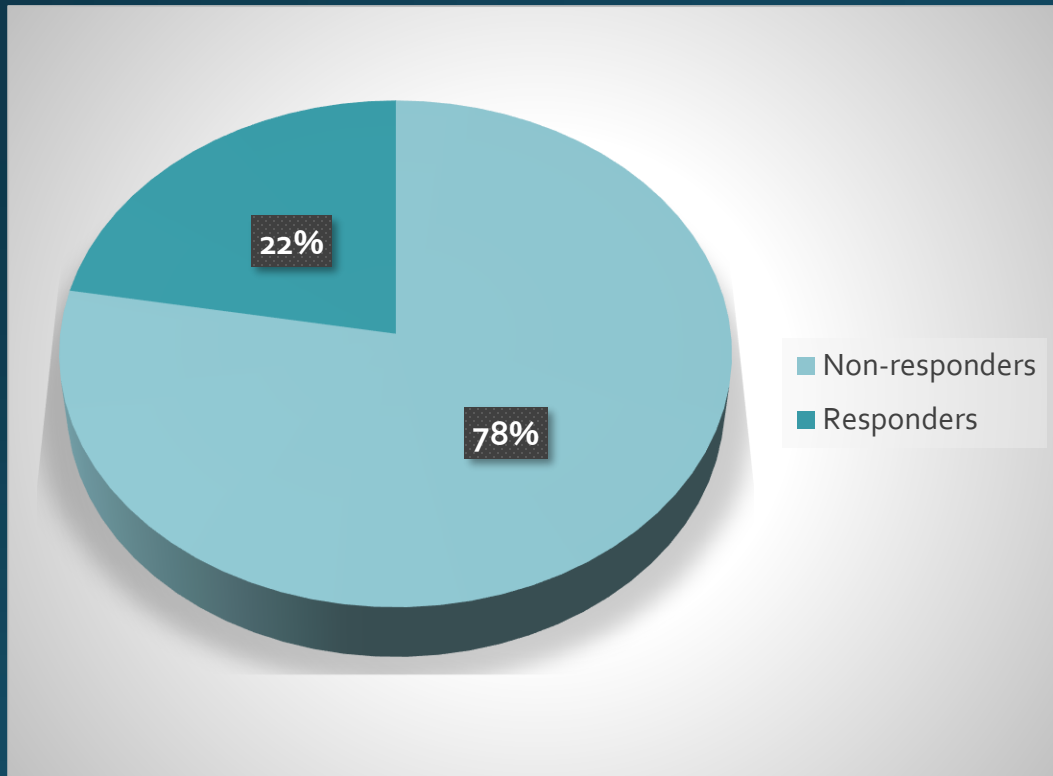
POTENTIAL ATTENDEES, BY SUBREGION

SUBREGION	LIKELY TO ATTEND TRAINING SESSION				TOTAL
	EXTREMELY	VERY	SOMEWHAT	NOT AT ALL	
SOUTH AMERICA	4	4	6	17	31
WDC METRO	8	7	4	14	33
NORTH AMERICA, EXCEPT WDC	4	4	7	15	30
CENTRAL AMERICA & MEXICO	0	1	2	4	7
CARIBBEAN	1	1	1	1	4
TOTAL	17	17	20	51	105



SHOULD WE ENCOURAGE MORE PARTICIPATION?

RESPONSE RATE

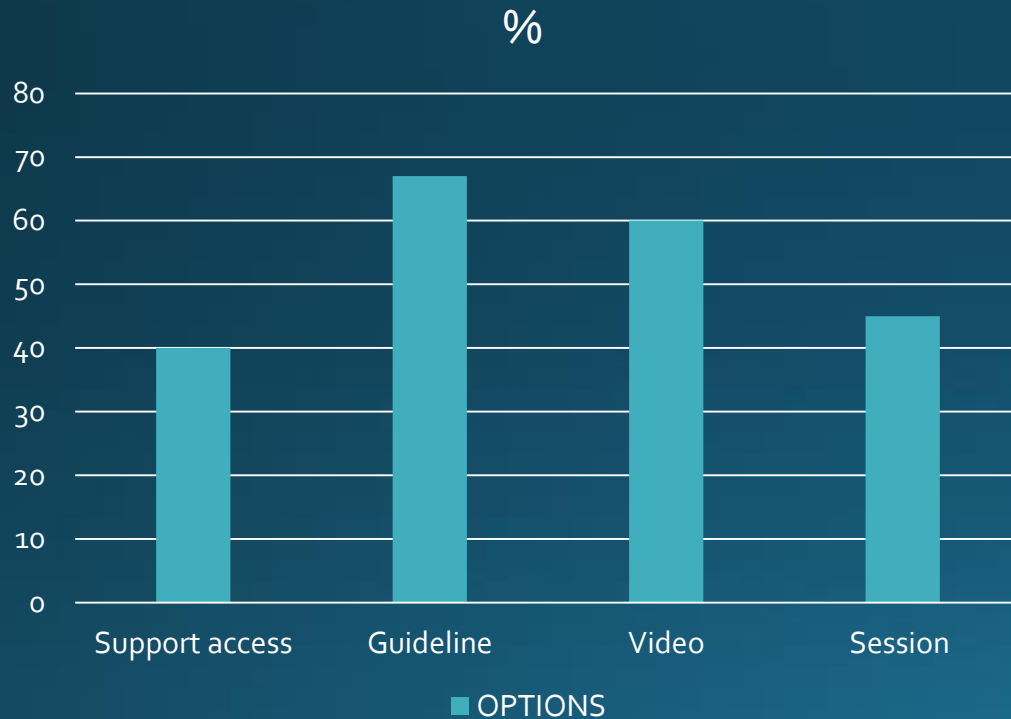


POTENTIAL ACTIONS?

- MEMBERS' SUGGESTIONS, ARTICLES, REPORTS, INTERVIEWS, PHOTOS FOR WEBSITE & NEWSLETTER
- INTERACTIVE WEBSITE
- e- LINKAGE
- SUPPORT COMMITTEES

TRAINING OPPORTUNITIES

POSITIVE RESPONSES



OPTIONS?

**GUIDELINE FOR THOSE
SOMEWHAT FAMILIAR WITH
WEBSITE (73%)**

**VIDEO FOR THOSE NOT AT ALL
FAMILIAR WITH WEBSITE (58%)**

**PERSONALIZED SUPPORT FROM
PEERS**





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