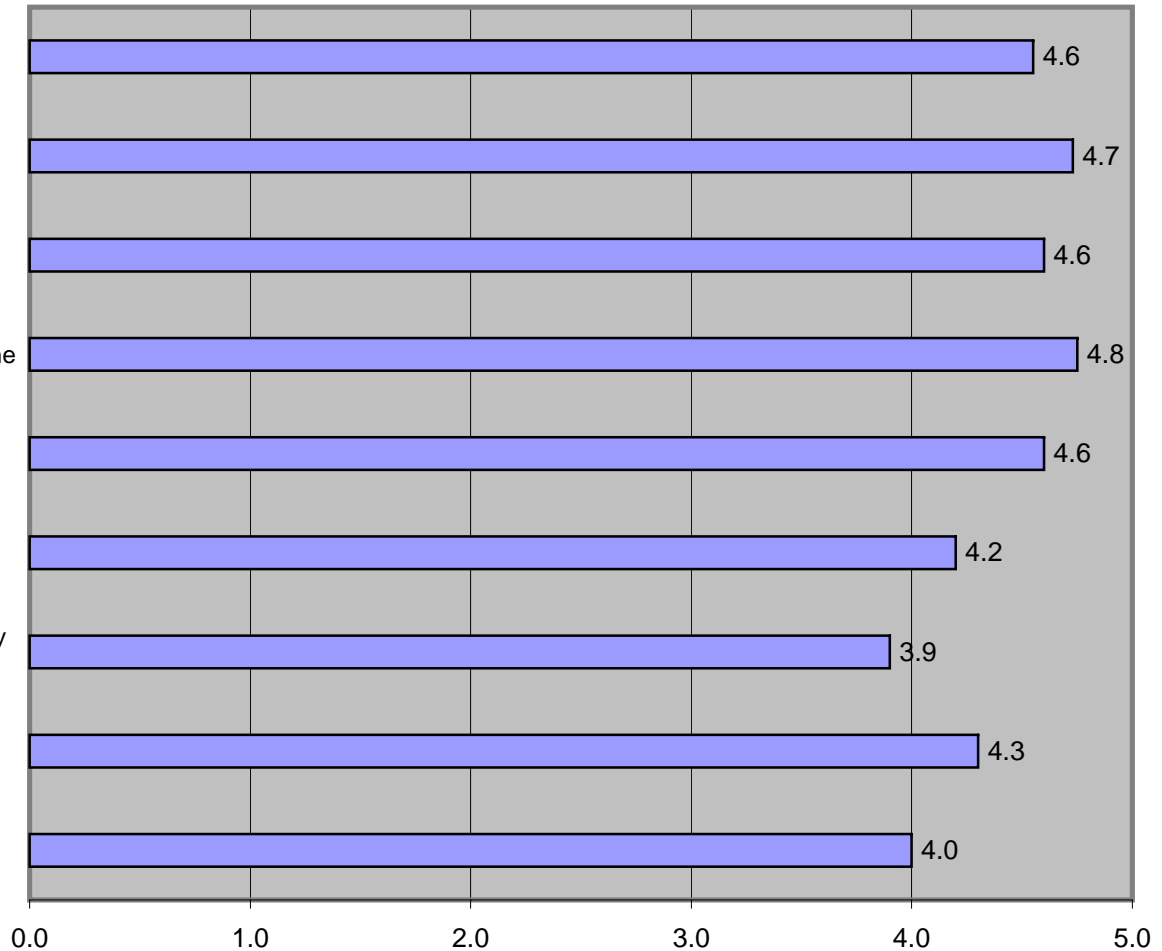


PDA-ESE Annual Technical Support Survey Results January, 2007

1. The technical navigation skills required to successfully interact with the PDA-ESE Modules were reasonable.
2. I found the required face-to-face meetings with participants to be a positive experience.
3. I received the necessary training and technical support from the PDA-ESE Project and FCIM staff to effectively provide local technical support.
4. I received adequate technical support from my local coordinator to provide technical support in delivery of the PDA-ESE Module(s).
5. I received adequate support from the module(s) facilitator(s) to provide technical support in delivery of the PDA-ESE Module.
6. The technical support job expectations and technical requirements were clear.
7. The majority of participants possessed the necessary technical skills to navigate the module(s).
8. It is essential to have technical support assistance available with each PDA-ESE Module.
9. The amount of time required to adequately support PDA-ESE participants, facilitators and coordinators was reasonable in light of my regular work schedule.



1 = Strongly Disagree
2 = Disagree
3 = No Opinion
4 = Agree
5 = Strongly Agree

The average score is based on feedback from all respondents to each of the 9 survey questions.