

Techno Tips

Results of Survey on e-Communications Skills Among AFSM Members

By Gloria Morales¹



In April 2018, José Ramiro Cruz, member of the AFSM Board, conducted a survey to identify the best approaches to support electronic communications among members. The objective of the survey was to collect information on members' ability to manage computers, their familiarity with the AFSM website and their needs to be able to access this website.

A total of 112 responses were received from the Regions of North America, Latin America and the Caribbean, including 2 from outside these areas. Almost half of those responding considered themselves somewhat good in managing computers, with only 5% reporting not being familiar at all with computers. Regarding their familiarity with the AFSM website, 42% reported being somewhat familiar and 11% being not familiar at all.

In reference to their needs, 42% of members who responded expressed their interest in receiving support to access the AFSM website. About the means of this support, 67% reported interest in having a written guideline, 59% considered it useful to have a video, and 45% wanted a hands-on-session. Please note that these options were not mutually exclusive, so many members chose more than one.

As part of the next steps resulting from the survey, a written guide on how to access the website is being prepared. Other suggestions, such as preparing a video and having a hands-on-training session are also under consideration. **N**

¹ This summary is based upon a synthesis of the survey, conducted by José Ramiro Cruz, that was included in the AFSM Web page.