

AIM Measurement Support Process

AIM is pleased to announce that the measurement support process has been streamlined by creating a single email account where measurement support related queries can be sent.

What's the process?

Measurement theory issues (e.g. How do I count demand when . . .?) should always go directly to Faculty. List serves have been set up for each collaborative as a quick and efficient way of contacting faculty.

For all technical issues users should consult the *User Guide for AIM Applications*. It contains the answers to common technical questions about initial installation, setup and day-to-day use, and provides considerations for various PC Excel version users (i.e.1997-2007).

Using the *User Guide for AIM Applications* will **save you time** and effort as well as enabling our AIM Measurement Support Team to focus on improving the tools available to you.

You can download a copy of this document from the Alberta AIM Website (see the URL below).

<http://www.albertaaim.ca/measurment.html> and choose the file *User Guide for AIM Applications*

If the *User Guide for AIM Applications* does not help, see below:

| | |
|-----------------------------------|---|
| Clinic & Program Users | If the <i>User Guide for AIM Applications</i> cannot resolve the issue contact your Facilitator for technical assistance |
| Facilitators | <p>If Facilitators cannot resolve a technical issue using the <i>User Guide for AIM Applications</i>, send a detailed email outlining the problem to your local measurement support. You can access contact information for your local measurement support team on the Alberta AIM web-site.</p> <p>http://www.albertaaim.ca/measurment.html and choose the file AIM Measurement Support Team.</p> <p>In the event that there is no local measurement support, Facilitators should send their detailed email to:</p> <p>measurement@albertaaim.ca</p> |
| Faculty | <p>If Faculty are experiencing a technical issue and the <i>User Guide for AIM Applications</i> does not help, they should send a detailed email outlining the problem to the AIM Measurement Support Team at:</p> <p>measurement@albertaaim.ca</p> |

- Emails received by the AIM Measurement Support Team at measurement@albertaaim.ca will, in general, be responded to in the order in which they are received.
- Requestors should expect a response to their issue(s) within one week.
- In the event that a solution to an issue requires greater exploration by the AIM Measurement Support Team, the response will inform the requestor of those details.
- The AIM Measurement Support Team experiences high volumes of support related emails in the 2 days prior to Learning Sessions and Monthly Report due dates – as such, it's highly recommended that technical support is sought in advance around these times.
- All users should check the Alberta AIM Website (see URL above) periodically to ensure they have the most recently updated copy of the *User Guide for AIM Applications*.

AIM Measurement Support Team

Provincial Measurement Support

| Name | Support Focus | Contact information |
|-------------------|-----------------------|--|
| Randy Campbell | AIM Measurement Tools | measurement@albertaaim.ca |
| Kylie Kidd Wagner | AIM Measurement Tools | measurement@albertaaim.ca |
| John Kovach | AIM Panel support | john.kovach@albertahealthservices.ca (403) 388-6729 |

Local Measurement Support

| Name | Support Focus | Contact information |
|---|--|--|
| No current support available at the local level | AIM Collaboratives hosted in Calgary | measurement@albertaaim.ca |
| Nicole Antoneshyn | AIM Collaboratives hosted in Medicine Hat | nicole.antoneshyn@palliserpcn.ca (403) 502-8648 ext. 1871 |
| No current support available at the local level | AIM Collaboratives hosted in Edmonton | measurement@albertaaim.ca |
| Kim Sabourin | AIM 9 (local Edmonton clinics ONLY) | kim.sabourin@albertahealthservices.ca (780) 735-3202 |
| Lisa Cook | AIM Collaboratives hosted in Chinook | lisa.cook@albertahealthservices.ca (403) 388-6000 ext. 3345 |

