

**Special Analysis of the Post-Survey and Feedback from
the Academic Faculty Members in Special Services Institute
"Special Risk Management - Assessment from Home and Latin America"**

Background

The Academic Faculty Institute organized a special Special Service Unit "Special Risk Management - Assessment from Home and Latin America", facilitated by the University of Management and Technology in Panama, for the Center for Special Management.

The special analysis is a direct staff activity, corresponding to a 30-day shift.

Three external speakers advised the Service:

1. **Dr. Gabriela Brindley** (University of Panama, Special Services Institute, expert presented on "Implementation of Special Risk Education by Special Service in Home Area")
2. **Dr. Richard Miller** (Special Services Institute, Strategic Planning and Policy Management Center, facilitated a workshop, self-presented on "Workshop Service Design for Improvement in Emergency Assessments and Response: Home Area Policies Review, Needs and Risk Analysis and Analysis, Risk) and the International Emergency Team (IET)
3. **Dr. Roberto Diaz** (University, Working Community Services, University presented "Services, Assessments and Culture Change in Colombia and Latin America")

The group of speakers was selected by the Center Strategic Center of the Center for Special Management, School of Management and Security at the University of Management and Technology in Panama.

To analyze the immediate impact of this Special Service, two point post-surveys were used:

The pre-test and immediate post-test were held on two different points during the Service.

The first Post was conducted before presenting the first speaker, Dr. Gabriela Brindley and the other second speaker, a second external speaker.

1. Do you have any prior knowledge on service design?

Based on your current knowledge (i.e., up to the point of starting the Special Service), please rate your interest level in relation to the special case of service design, where 1 = not at all confident and 5 = very confident.