



FOR IMMEDIATE RELEASE

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PRESS RELEASE

USAID Opens a Technical Support Center for Schools

USAID, through the Primary Education Project (PEP), has opened a Technical Support Center, in cooperation with the Ministry for Information Society (MIS). The Center will provide assistance for the educational programs and operating system installed on the primary school computers donated by the Government of Macedonia.

Users at the schools can submit their questions either by phone or the internet. Experts at the Center will review the questions and problems reported, answering them as soon as possible. If the problem cannot be resolved by phone or e-mail exchange, a system administrator will be sent to the school to resolve it.

“We are more than satisfied! In only one week, 3000 hits and 70 questions were registered,” said Nebojsa Mojsovski, PEP Chief of Party. “Questions are submitted by phone - 02 3098 167 - or through the e-mail “ticket” system. Visitors can correspond several times with the experts regarding one question or “ticket,” in case the initial response is not clear or additional clarification is needed.”

To use the ticket system, users register on the Center’s website. The operator at the Center is available Monday through Friday from 8am to 4pm. After those hours, a one-minute voice message service is available. The Call Center also offers a service that allows users to answer each other’s questions related to the educational software and operating system.

Over the next six months, PEP will gradually hand over the operation of the Center to the MIS. More detailed information about the use of the Center on the website can be found on: www.thinktogether.com.mk.

NOTE TO EDITORS:

The American people, through USAID, have invested nearly \$500 million in Macedonia since 1993. USAID is implementing projects that create jobs, reduce corruption, and prepare Macedonian students for the workforce. These initiatives improve the quality of life and support Macedonia’s transition to a stable and prosperous democracy. USAID provides economic and humanitarian assistance in more than 100 countries. For more information please visit <http://macedonia.usaid.gov>.