## Timeframe of User Satisfaction Survey activities

| Activity | Timeline | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | 23-27/07/12 | 30/07-3/08/12 | 6-10/08/12 | 13-17/08/12 | 20-25/08/12 | 27-31/08/12 | 03-07/09/12 | 10-14/09/12 |
| **Design and Approval of the Study design and methodology** | | | | | | | | |
| **Recruitment and training of personnel** | | | | | | | | |
| **Pre-test of the questionnaire** | | | | | | | | |
| **Letters to participants** | | | | | | | | |
| **Data collection** | | | | | | | | |
| **Data entry matrix design** | | | | | | | | |
| **Training of data entry personnel** | | | | | | | | |
| **Data entry and processing** | | | | | | | | |
| **Data analysis and production of a draft report** | | | | | | | | |
| **Production of the final report: 5 days after reception of NISR comments** | | | | | | | | |
| **Workshop for the Validation of the report** | | | | | | | | |