



THE AGENCY
FOR CO-OPERATIVE
HOUSING

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Self-Assessment Tool

How-To Guide

The Self-Assessment Support Model

This guide is one in a series developed to support federation staff in using and delivering the Self-Assessment. Each guide focuses on a specific task or function. Whether you're new to the tool or seeking a refresher, our clear, step-by-step instructions will help you integrate the Self-Assessment seamlessly into your services and maximize its value for your member co-operatives.

Step-by-Step Instructions





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Support Model Steps

1. Users/Learners need some help. They will contact the Federation's point person.
2. The Federation's point person will triage the issue. If it is something they can answer, they will; if it is something they cannot, they will open a support request by emailing helpdesk@agency.coop.
3. The Agency help desk will triage the issue and assign the appropriate support team (help desk, developers and consultants)
4. Support information will flow in reverse.

Please contact Agency Support at helpdesk@agency.coop for more information.