

STATEMENT

My name is Michelle Walters, Adult Nurse Lecturer at the University of the West of Scotland. This statement is an overview of the support I received from Gregg Walters when I was having difficulty using the following packages Xerte, Mahara and Evernote.

I have always found Gregg to be very pleasant with a calm manner. He was always courteous and explained aspects which I was having difficulty understanding in a coherent and encouraging way. I have started a learning package using Xerte and created an e-portfolio using Mahara and using Evernote as a way to store information.

I would like to take this opportunity to thank Gregg for his support and more importantly, for helping to make my life so much easier through his readiness to help and quick responses to my calls especially when I became frustrated because I could not fully understand how to use the technology. However, my confidence has grown and skills of using the technology have developed considerably through getting the right support and Gregg's patience.

Michelle Walters

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