



# Tech Change Community Survey Summary

As of November 8, 2021

- Survey active from Oct. 12 to Oct. 27
- Intent is to determine
  - If the Tech Change Community is adding value
  - How to better serve stakeholders with the Tech Change Community
  - Next steps

## Survey Data

### Number of responses

- 23
- Minority of target audience

### Overall feedback

- Not satisfied
- Not meeting a need

## General Themes

### Improve communication around changes

- Timing
- Mediums
- Targeted outreach

### How questions answered

- Client Managers
- Tech Change Forum

### Technical details of applications

- API guides
- FAQs

## Options

- Deactivate
- Revamp/Relaunch
- Implement communication changes in TCF

## Next Steps

- Review potential changes to TCF
- Make decision on TCC
- Present in early 2022

## Request

- If you have any additional feedback, email [TechChangeForum@pjm.com](mailto:TechChangeForum@pjm.com)



Facilitator:  
Foluso Afelumo, [Foluso.Afelumo@pjm.com](mailto:Foluso.Afelumo@pjm.com)

Secretary:

Risa Holland, [Risa.Holland@pjm.com](mailto:Risa.Holland@pjm.com)

SME/Presenter:

Foluso Afelumo, [Foluso.Afelumo@pjm.com](mailto:Foluso.Afelumo@pjm.com)

## Tech Change Community Survey Summary

### Member Hotline

(610) 666 – 8980

(866) 400 – 8980

[custsvc@pjm.com](mailto:custsvc@pjm.com)