

TaRgET Call log

To be completed after each conference call. Thank you for your co-operation.

1. Call source

Name			
Organisation			
Call title			
Date		Time	

2. Call destination (if multi-site fill use number 4)

Country called			
Organisation called			
Number called			

3. Operational performance

Did you complete the call successfully?	Yes		No	
Number of participants	local		remote	
Call duration in minutes				

Software tools used and manuals or on-line help consulted, tick all that apply.

	Software tool used	Manuals consulted	Help consulted
Video-conferencing			
Application sharing			
File transfer			
Whiteboard			

4. Multi-site call

Number of sites ? Please tick countries involved and indicate number of participants

Destination	In call	Number of participants
Belgium		
Greece		
Ireland		
Italy		
Netherlands		
Spain		
Sweden		
UK Hertford College / SME		
UK North Trafford College / SME		
UK North West Institute / SME		
Others		
Total		

5. Problems - complete this section only if there was a problem with the call

What was the nature of the problem encountered?

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Who dealt with the problem?

WesternConnect Nokia VCON

Was the problem resolved to your satisfaction?

Yes No

How long was it before the problem was resolved?

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If you know the cause of the problem, please tick

Nokia MediaStation	<input type="checkbox"/>
VCON software/card	<input type="checkbox"/>
PC	<input type="checkbox"/>
ISDN service	<input type="checkbox"/>
Other	<input type="checkbox"/>

6. How would you rate the following?

	Excellent	Good	Fair	Poor	Very poor
Sound quality	<input type="checkbox"/>				
Video quality	<input type="checkbox"/>				

7. What were the intended outcomes/aims of the videoconference and how well were they achieved?

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8. How effective was the content of the videoconference?

(Circle the response that represents your feelings about how well you feel the content was delivered.)

Not at all effective 1 2 3 4 5 6 7 Very effective

Comments

9. What would have made the conference better?

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10. What might you do differently next time?

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Please return to Bernard Black - Western Connect Ltd.