MINUTES

TaRgET Euro-ISDN Project Meeting

Friday April 18, 1997, Dublin

Present:

Gerard McGuckin	- NWIFHE, Derry - Chair
Belinda Tanner	- Technology Centre Limburg, Heerlen
Alice Gorissen	- Technology Centre Limburg, Heerlen
Bernard Black	- Western Connect LTD, Derry
Sam Carlin	- NWIFHE, Derry
Pat Coman	- RTC Tallaght, Dublin
Pat Ofril	- RTC Tallaght, Dublin
Michele Crudele	- Associazione Centro Elis, Rome
Brendan Doyle	- Cámara Oviedo, Oviedo
Peter Dutton	- Hertford Regional College, Broxbourne
Robbie Hegarty	- Star Business Communications Centre, Derry
Bengt Kroon	- Swedish National Defence College, Östersund
Anna Malchow-Perryman	- Hertford Regional College, Broxbourne
Dimitris Passouris	- Greek Productivity Centre, Athens
Tony Stevenson	- North Trafford College, Manchester
Harold Massey	- North Trafford College, Manchester
Rob Vanderstraeten	- VIA vzw, Diepenbeek
David McGuirke	- Vcon, Dublin

1. Welcome and Introduction

The Chair welcomes participants and opens the meeting. Apologies for absence are received from Drs F. Boss, Technology Centre Limburg and Ms Ann Marie Slavin Western Connect Ltd.

2. Minutes of the Previous Meeting

The minutes of the previous meeting are approved page by page without any alterations.

3. Regional Pilot Project Presentations

The Chair requests that each partner present his/her regional pilot project.

Swedish National Defence College

Colonel Kroon provides the following information concerning the Swedish pilots:

Pilot 1 - NNP Management Training Project:
The purpose of this training (which has now been completed) was to link 15 regional supervisors of the NNP agricultural co-operative from the Lower Norrland region of Sweden. The participants received 31 hours of training which were supported by a combination of videoconferencing and computer conferencing. The trainees, who were geographically distributed over Sweden, travelled to one of five local studycentres to receive the videoconferencing training where PictureTel4000 equipment was used. The tutors were located in Stockholm and Ostersund. Multi-point bridging facilities to link the NNP sites were hired from London (seven multi-point meetings in total).

Concerning the future use of videoconferencing the NNP students made the following observations :

- They believe that this technology will help the company to be more competitive for the following reasons
- It can facilitate different kinds of short meetings
- Important information which needs to be sent quickly can be delivered rapidly
- New products can be demonstrated
- Access to national and international experts can be gained
- New methods to access suppliers are provided
- Short 'tailor-made' training (2-4 hours) can be effectively delivered

Colonel Kroon adds that the computer conferencing system 'First Class' was also used to support the training. This system proved to be simple and rapid to use and was easily accessible.

As a result of the project the students have become aware of the possibilities provided by computers (which was one of the goals of NNP) and they have proposed many new applications in their daily work.

Attitudes towards videoconferencing

Colonel Kroon remarks that the following experiences concerning the use of videoconferencing for training were gained:

- Students were suspicious of the technology in the beginning but were positive in the end;
- Too many students involved in a videoconference session produces poorer learning outcomes;
- The teacher needs to be thoroughly trained in how to use the technology (the trainers were trained for 6 hours);
- The transmission rate was too low (2 x 64 Kbts);
- It is necessary to always prepare a back-up (in case of lost picture or sound);
- Interaction between the students and teacher is a key factor for learning.

Pilot 2- Business English Language Training

Colonel Kroon remarks that the second Swedish pilot consists of 7 x 2 hour training sessions in which Nokia and PictureTel room systems are being used.

Colonel Kroon explains that during this pilot, representatives from 9 timber companies in Jämtland who act as the so-called front-line for export sales are being targeted. The course includes the following elements: Effective telephoning in English; Effective business correspondence in English; Interpersonal; Negotiations; International meetings in English and cross-cultural communication in English

It is added that the underlying aims of the Business English course are the same as those of the NNP project.

Finally, Colonel Kroon highlights the points below as being important success factors for future TaRgET-style pilot project activities:

- Send early information about the project to the company manager and trainees;
- Face-to-Face kick-off meetings attended by all those to be involved in the pilot (students, project leader, tutors, evaluators) provide a solid base;
- Thorough demonstrations of the technologies which are going to be used;
- Basic knowledge of using a computer (and for the Swedish pilot) First Class required;
- The manager of the company needs to be deeply committed to the project;
- Continuous evaluation and problem solving is essential

Cámara Oviedo

Mr Doyle explains that following a language audit, a tailor-made business English course for an engineering company has been developed. The pilot participants consist of employees who are involved with international trade. Given that the delivery of the training is involving a totally new concept, it is noted that the involvement of the company managers is viewed as being an important factor.

Mr Doyle remarks that to date, several classical tutorials with the groups have taken place to ensure that all have reached a similar level of English. Concerning the use of videoconferencing to support the training, it is noted that the starting date had been delayed due to the fact the Nokia equipment had only been received one week ago. However, it is planned to start the videoconference training sessions within the next 1-2 weeks once the train the trainer sessions and technical/room set up issues have been solved.

Mr Doyle remarks that test links with TCL in the Netherlands have taken place and also Cámara Oviedo participated in the multi-point meeting of the training working group.

It is noted that the interest generated in the videoconferncing facility both within the training organisation and company has been great. Despite the fact that the learning curve for the trainers, trainees and the company is very steep, Mr Doyle adds that all involved believe that this technology will provide important training and business opportunities for the future.

Mr Doyle comments that on a transnational level given the fact that a videoconference was not possible, an audioconference took place between the Spanish and Swedish regional co-ordinators, tutors and trainees. During this conference, both parties provided an introduction to the content of their respective Business English training courses and discussed the delivery methods being used in the pilots. The Swedish partner also presented their experiences of using videoconferencing for training to date.

Finally, Mr Doyle notes that to date, the Spanish pilot experiences of using videconferencing are as follows:

- specialist training for the trainers is required;
- trainees became very tired after 20 - 25 minutes of being involved in a videoconference session (as a high and intense concentration level is required).

TCL

Mrs Gorissen explains that during the Dutch pilot process operators will be trained to become qualified as a mechanical operators.

The target group involved in the project consists of a group of 24 employees from a car automotive company based near Maastricht. The employees have been divided into the following 2 groups:

1 21 employees will continue to travel to the open learning centre to receive training (control group)
2 3 employees will receive in-company training using desk-top videoconferencing

Technologies used

In addition to printed training materials and CD-is, videoconferencing and Email will be used in a supporting and mentoring capacity.

To date the trainer, trainees and the system manager of the company have been trained in how to use the videoconferencing equipment, Internet and E-mail.

Scheduled Videoconferencing sessions

From week 15-26, 30-45 minutes of trainer support per trainee will be provided via videoconference sessions. The trainee will inform the trainer of any problem areas to be addressed during the session via email. Prior to the arranged meeting, the trainer then prepares solutions and discussion areas (thereby reducing communication costs and making the most valuable use of the videoconference). It is noted that this method does not therefore provide a new method to deliver the training but moreover provides the trainer with the opportunity to have a "virtual look over the shoulder" of the trainee to enable assessment of his/hers progress

Evaluation Methods

Mrs Gorissen adds that the questionnaires to assess the trainee experiences have been translated into Dutch which will assess the learner experiences. The use of control groups will further assess the learning effectiveness.

TCL Experiences to Date

To date, it is noted that the trainer and trainees are keen to work with the system. They find learning by this method both exciting and rewarding. However, the system-managers had (and still do have) a lot of problems to resolve (in relation to the infrastructure , hardware and software issues).

Ms Tanner comments that the shift towards this training method and the required technical infrastructure has involved a complex and radical familiarisation process. Taking this into account the learning curve particularly for the SME but also for the training organisation has been steeper and therefore more time-consuming than originally envisaged.

RTC Tallaght

Mr Coman states that the 4 trainees (originally 5 but one left the company) involved in the Irish pilot are receiving basic electronics training for test operatives. The trainees all have very little academic background and at the start of the pilot were not computer literate. It is noted that RTC took care to establish a friendly learning environment. The pilot commenced in 15 January 1997 and is planned to finish on 26 June 1997.

Mr Coman remarks at the beginning, the trainers went to the company to give the lectures and to train and help the trainees to use the LAB Volt FACET based CBT on-site. However, since February, the mentoring has been taken over by videoconferencing (2 sessions of 45 minutes every week). The trainer visits the company once every 3 weeks to give selected formal stand-up lectures.

Mr Coman remarks that the learning curve has been very steep. Also, at present they are experiencing problems which inhibit the learning effectiveness. In particular, the following issues are raised:

- Poor audio quality (half duplex)
- Fixed video is a problem, it would be better to see the workarea
- Application sharing works to slowly for graphic intensive documents

Future Plans to optimise results:

- implement full duplex audio
- Use external cameras (zoom required);
- Plan to test application sharing using multi-media applications
- Optimising the room set up.

Mr Coman notes that the room set-up (lighting) also needs to be improved which is one of the key issues to be addressed during the workshop on the use of videoconferencing.

RTC Experiences

Mr Coman states that the regional vidoeconferencing sessions to link with the SME were at first rather difficult as the trainees were `camera shy' and would not sit in front of the camera. However, it is noted that this is not the case any longer as the trainees now feel more comfortable using the technology. For project management purposes, point to point sessions with the Netherlands and Spain have taken place (where file-sharing and file

transfer facilities were successfully utilised). Also, RTC participated in the first multi-point session to link the project technical working group.

Finally, Mr Coman comments upon the national and transnational plans for the next quarter. On a national level the remaining 3 of the 5 training modules will be delivered, full duplex audio will be implemented, an alternative camera will be installed and tests of the application sharing difficulties will be conducted using purpose-built multimedia test vehicles. On a transnational level, areas for sharing and exchanging information will be explored; trainer to trainer contact will be stimulated and the technical issues such as application sharing problems with multimedia will be addressed in the technical forum.

North Trafford College

Mr Stevenson begins by commenting that the regional pilot at North Trafford College started later than the other pilots. It is noted that the training is targeted at process operators in the chemical industry. The training to the company commenced in October 1996 using traditional methods. It is noted that problems with ISDN installation arose which caused a delay of some two months (for which BT paid compensation). Since October, a lot of focus has been placed upon developing and producing the interactive (hypertext), NVQ level 2 process operator training materials. This process has involved changing the whole set-up of the training.

Mr Stevenson adds that training using videoconferencing will start within the next 1-2 weeks. It is noted that at present, 18 trainees are being trained via the traditional learning approach. For the videoconferecning supported training, 4 or 5 of the best trainees will be selected to participate. The one-to-one videoconference sessions will act as a support and mentoring tutorial aid whenever needed by the trainee. The links to the tutor will use application sharing to discuss work in addition to file transfer to submit and receive assignments.

Mr Stevenson comments that the fixed camera is not as effective as the external, portable alternatives. Finally, Mr Stevenson comments that the time required for staff to get acquainted with using the system was longer than anticipated.

VIA vzw

Mr Vanderstraeten comments that the Belgian pilot project is to involve the Borealis chemical plant. The training is to be delivered to 45-55 operators who face changing working circumstances and tasks. The training is a self-study course with guidance provided by videoconferencing. The training is being provided by VDAB training organisation based in Antwerp who will deliver the training to the trainees based in Bergingen.

To date, it is noted that the course materials has been developed (30 modules totalling 240 hours of study) and the equipment has been tested. The training material is text -based in combination with CD-i.

Concerning the technical equipment, Mr Vanderstraten notes that the NOKIA unit at VIA is not functioning correctly. At the company, the Nokia was installed temporarily where it is working but not all of the time. Consequently, Nokia are to visit VIA later this week to investigate. The company will eventually receive a PictureTel unit (one arrived in March but did not work).

Concerning the organisation of the course, Mr Vanderstraten remarks that the students have selected the preferred modules and have been informed about the special character of this course. The videoconference `guidance moments' will be agreed between the student and the tutor. For the first few occasions, the videoconference initiative will come from the instructor, however later in the course the tutor will be available at dedicated times. It is noted that the starting date of the pilot has been delayed due to technical problems. Nevertheless, it is hoped to solve these now urgent technical problems within the next 1-2 weeks so that training using videoconferening can commence.

North West Institute of Further and Higher Education

Mr Carlin remarks that a problem concerning the company to be involved in the pilot has arisen. The pilot is to involve one student studying the course via traditional methods and one via CBT and videoconference support. This is due to the fact that the personnel are now rather reluctant to allow the student to carry out the training in the company each week (i.e. the way the course has been structured). They have agreed at present to allow the student to study a block session of 1-2 weeks which is problematic. However, it is noted that this problem is being dealt with and it is hoped to commence training in 2 weeks.

Concerning the technical equipment, Mr Carlin comments that there is a problem with the sound quality (half duplex). As a result, a switch to full duplex is planned.

Greek Productivity Centre

Dr Passouris begins by stating that the pilot project has been considerably delayed as the Greek Telecom company OTE has failed to provide ISDN connections. The Telecom company supports only 4 regions in Greece (of which the Greek Productivity Centre is outside). However, Dr Passouris adds that he has been assured that the connection will be made within 10 days.

The SME to be involved in the project is Hellinic Arms Industry. The aim of the project will be to train 5-10 trainees how to use Windows and MS Office applications. The training will operate on a stand-alone basis supported by multimedia materials and videoconference tutorials.

Centro Elis

Dr Crudele begins by stating that in contrast to the methods being used in other pilot projects in TaRgET, the Italian project is using videoconferencing to recreate a traditional classroom setting i.e. use the technology to deliver lectures to large groups of students. The training content is 'Safety Rules and Regulations' which is being delivered to University hospital (LIUCBM) employees. The training is being studied by groups of 5, 10, 20 and 40 trainees in LIUCBM (remote site) and groups of 5, 10, 20 and 40 trainees in Elis (teacher's site).

Consequently control groups consisting of local and remote participants have been established and the experiences of each group are being compared through evaluation questionnaires. Each group receives 3 x 2 hour lectures (which consist of a lecture with projected slides).

Dr Crudele continues to describe the technical experiences to date. Firstly the half duplex audio quality is not sufficient and consequently full duplex possibilities are being investigated. Concerning the video quality the camera on the mediastation is not digital which is a negative factor. Also, problems have arisen concerning showing projected material simultaneously at the local and remote sites and how to have data and video on the same screen (the importance of being able to see both a document and the tutor at the same time is stressed).

Dr Crudele adds that at present, the possibility of using two monitors is being investigated.

The application sharing facility is also noted as being sometimes problematic (some powerpoint presentations have worked others not).

Concerning the experiences of the trainees, Dr Crudele states that the initial outcomes have been positive. However, both the trainees and trainers find the videoconference sessions to be tiring which is why breaks are used every 30-40 minutes. It is noted that staring at the screen is similar to working on a PC and the concentration level forces the user to stare without frequently blinking which can cause dryness and irritation. A suggested solution to this is to occasionally rapidly open and close the eyelids or move the position of the head.

To summarise, Dr Crudele adds that overall from a trainer perspective, the system has proved to be capable of delivering a traditional lesson in an effective way.

Hertford Regional College

Mrs Malchow-Perryman begins by stating that in the UK, Further and Higher Educational establishments are being encouraged more and more to introduce innovative teaching and learning methods. The company to be involved in the TaRgET pilot is involved in re-conditioning and maintaining office equipment. The 13 technicians to be trained in maths and electronics are both young and old members of the workforce.

Of the two trainers involved in delivering the training, one is computer literate and one not, which in itself has provided an interesting control group in terms of evaluating trainer acceptance and experiences. To date, the videoconferencing has been used as a supporting medium to provide mini lectures and one to one problem solving using application sharing (which is perceived as being the most useful part of the system) to view Excel files, file transfer and white-boarding.

Mrs Malchow-Perryman adds that the trainers find adaptation to this method a lot more time-consuming than envisaged. From a trainee perspective despite the `novelty value', the system is proving to provide a very good one-to-one problem solving tool.

Finally, it is noted that from a technical perspective, the Nokia Mediastation has not performed as well as expected (poor audio and sometimes problems with Farsite application sharing).

5. Deliverable 4 - Review

Mrs Gorissen provides a review of the objectives of Deliverable 4 - *Detailed Installation and Operational Plans* (a copy of which was distributed to all members prior to the meeting).

In particular, Mrs Gorissen requests that all partners check the information both of the **detailed regional pilot** descriptions and the **estimated platform cost analysis** table.

It is noted that the information provided in the costs table is based upon estimated ISDN installation, rental ,and national and international communication costs per country. In order to obtain accurate platform cost information (which will be included in the Business Plan to be prepared at the end of the project), each partner is requested to check the estimated platform costs compared to the actual costs.

Mrs Gorissen distributes a blank copy of the cost table in which all partners should enter the actual regional platform costs. **The completed revised tables should be returned to Mrs Gorissen by 30 September 1997**. (A copy of the estimated and blank platform cost table can be found under Appendix 1).

6. Deliverable 5 Review

Mr Black distributes a copy of Deliverable 5 - *Pilot Platform Operational* to all members at the meeting. Mr Black provides an overview of the objectives of Deliverable 5 and describes the current status of ISDN installation and the use of the applications within the regional pilots. The evaluation procedures for the pilots are then once more explained by Mr Black.

Mr Black provides a report of the two Multi-point conferences which were staged on 25th March (Training working Group) and the 26th March *Technical Working Group).

7. Technical Help-Desk

Mr Black presents a report of the technical experiences of the platform to date. He begins by stating that initial problems were experienced with the hardware and software installation and set up. Mr Black continues to describe the following technical issues in detail: Sound; Screensavers (powersavers) Farsite; External microphone; ISDN installation and expansion of the system.. In particular, the following points were raised. Concerning sound quality Mr Black commented that half duplex sound is not sufficient for all applications and as a result full duplex kits had been supplied to 2 partners. Also, ISDN installation had caused problems in Belgium and the UK (slow installation process) and Greece (ISDN availability).

Mr Black then continues to stress the importance of submitting the evaluation call logs. As illustrated in the results from the few call logs received to date by Mr Black, the overall sound and video quality of the systems are perceived as being good which is in contrast to the actual experiences as described during the pilot presentations. It is for this reason that the importance of submitting regular call logs is stressed to ensure that a continuous technical evaluation of the performance and effectiveness of the platform can take place.

Mr Black introduces Mr McGuirke who is the representative from VCON who supplied the videoconferencing software to accompany the Nokia equipment.

Firstly Mr McGuirke states that CDs containing the Meeting Point User Guide handbook will be sent to all partners in the near future. Also, concerning the Farsite application sharing, Mr McGuirke comments that as some partners had already mentioned, the facility can be rather slow. Consequently, extra software is to be provided free of charge to all partners which will also make it easier to use multimedia applications and the internet.

Mr McGuirke suggests that in the meantime, to quicken the application sharing facility, it is possible to close down one video channel when using Farsite thereby improving efficiency. A further possibility would be to expand the memory of the equipment.

Mr McGuirke requests that all partners with any further questions concerning the meetingpoint software send him an email/fax.

8. Project Financing, Amendment to the Contract

Mr McGukin explains the current issues regarding the TaRgET project financing. He begins by stating that the original contractor for the project was NWIFHE. However, he continues to add that as a result of the amendment to the project, all partners will become sub-contractors of the project. This will mean that they will be directly responsible for maintaining project expenditure details and submitting project cost statements.

The total project costs for the TaRgET project are 976 805 ECU of which the EC will contribute 50% (488 403 ECU). Mr McGuckin remarks that the first 30% payment of the EC contribution totalling 146 521 ECU was issued during April/May 1996. The 2nd payment, which will total a further 40% of the EC contribution (195 361 ECU), will be paid after submission and approval of the First year Progress Report and Cost Statements. Finally, Mr McGuckin informs participants that the remaining 30% EC contribution totalling 146 521 ECU will be paid after submission and approval of the Final Report and Costs Statements.

Mr McGuckin then provides an overview outlining individual partner allocations and the amounts available from the first EC payment:

	FULL	**30% of 50%**
NWI	122 805	18 420.75 ECU
TCL	153 905	23 085.75 ECU
Western Connect	135 955	20 393.25 ECU
North Trafford	55 555	8 333.25 ECU
Remaining Partners	72 655	10 898.25 ECU

Mr McGuckin notes that the new TaRgET contract will involve paying each partner their allocation as it is received from the Commission. It is stated that the old contract caused problems due to the purchasing of equipment.

Mr McGuckin provides a breakdown of project expenditure to date (details of which are distributed to all partners at the meeting). He concludes by stating that to date,
146 521 ECU has been received from the EC and 159 360.75 has been spent (thereby at present the project has overspent by 12.839.75 ECU)

Mr McGuckin then pays attention to the Equipment budget and explains that the equipment costs can only be calculated using actual depreciation costs (which, using the calculation provided by the EC totals an amount of 44 ECU per piece of equipment per month).

The total equipment expenditure for the project has been reduced in the revised project cosigns table and redistributed into Personnel costs (each partner receives 14 extra days for Workpackage 7, Operational Co-ordination).

As NWIFHE has paid for all equipment, assistance and consumable costs, it is noted that each partner will be invoiced for an amount of 10.000 ECU. Once this amount has been paid and the second payment is received form the Commission, the NWIFHE will pay to partners the outstanding balance (70% of 50% costs).

Mr McGukin then distributes the first year project cost statement which needs to be completed by each partner (and signed by the person in charge of the work and the financial supervisor) and provides advice as to how to complete the form.

9. Interim Reporting Procedures

Ms Tanner states that the First Year Progress Report and cost statements must be submitted to the EC no later than the end of April 1997. It is noted that the project manager will prepare the progress report and it will be the responsibility of each partner to ensure that the cost statements are submitted to the project manager within the next week.

10. Transnational Co-operation Working Groups - Feedback

The Chair invites members to provide feedback from the discussions which took place during the transregional co-operation working groups.

CO-OPERATION GROUP 1
Partners: Swedish War College, Cámara Oviedo, Spain

It is noted that this group has already had an audioconference to link the Spanish and Swedish regional co-ordinators, trainers and students. The aim of this session was fro both groups to introduce themselves and describe the content of the two Business English Language courses and the delivery methods used. Ms Tanner notes that in the future, the following transregional activities using videoconferencing were agreed upon during the working group session.

1 **1st Videoconference:** 23 April 1997 - First videoconference session to link regions. The aim of this link will be to allow the teachers and students to compare their experiences of videoconferencing to date and to discuss future transregional activities.

2 **2nd Videoconference: Business Cultures in Sweden and Spain:** this session , which will involve tutors and students, will consist of presentations and discussions in English of business cultures in each country.

3 **3rd Videoconference: Reforestation and the Environment:** this session will link students from the Swedish timberland companies to a paper company in Spain involved in reforestation.

4 **4th Videoconference: Link to the Whitehouse, U.S.:** The final transregional conference will involve a multi-point link with Sweden, Spain and a contact from the Whitehouse in America. The conference , which will discuss the use of

new technologies in Education, will also provide the opportunity to further test the operation of the platform outside Europe.

Co-operation Group 2 - Operator Training

Partners involved: VIA, TCL, North Trafford College, RTC Tallaght

The activities of this group will include staging demonstration videoconference sessions to show training materials and methods used for process operator training within the different organisations.

Videoconference 1 - North Trafford College Demonstration
North Trafford College has developed new training material for the TaRgET project for plant operators. The techniques they use, are also applied to other courses at the college.

A videoconference will take place within the next 2-3 weeks to show the other partners the training material and to discuss the method, contents and the possibilities to exchange the kind training materials, software resources and experiences.

Mr. Stevenson agrees to send to all partners a specially made demonstration package by file transfer. The Trainers and developers from each organisation will then look at the materials prior to the videoconference link..

Videoconference 2 - VIA/TCL Demonstration
Within both regional pilots VIA and TCL are using the same CD-i's Certain of these CD-i's are available in English. Rob Vanderstraeten VIA agrees to prepare a demonstration via videoconferencing to show the training materials available. After the demonstration, the participants will discuss the possibilities to use this material in other training sessions.

It is planned to develop guidelines of best practice concerning the above activities which will be distributed amongst the partnership. A draft version of these guidelines will be circulated prior to the next project meeting.

Co-operation Group 3 - Assessment of `Added Value' of ISDN Based Technology

Partners involved: Associazione Centro Elis, Hertfordshire Regional College; NWIFHE, Greek Productivity Centre, RTC Tallaght.

Mr Black comments that the third trans-regional co-operation group will concentrate upon evaluating and optimising the performance of the Nokia Mediastations. It is added that guidelines of best practice will be produced which will be distributed amongst the partnership. The focus areas for the guidelines will be as follows:

Sound Quality - led by Bernard Black;
Video Image and Quality/ Application Sharing - led by A. Malchow-Perryman
Multimedia Experimentation - led by Pat Coman.

The Technical Manager will be responsible for collecting the information from the 3 focus group leaders and compiling this information into a report format.

It is noted that at the next project meeting, a draft version of the guidelines incorporating the 3 areas above will be presented.

11. Plans For the Next Phase

Ms Tanner remarks that on a regional level the main activities for the forthcoming period will be the conduction and evaluation of the pilot trials. In addition to the transregional activities defined under item 10, there will be transregional multi-point videoconference links on the following dates:

Monday 26 May 1997 - Project Training Working Group
Wednesday 4 June 1997 - Project Technical Working Group.

It is noted that on 22 July 1997, the project management team will attend a progress meeting at the EC.

12. Any Other Business

PROGRESS REPORTS
The importance of completing the 3 monthly progress and financial reports on time is raised. It is stressed that documentation (e.g. copies of an air tickets/invoice) to support claims for travel/subsistence must be provided along with staff time sheets to demonstrate

the labour time used on the project (forms for these purposes have previously been distributed).

CALL LOGS

Also, Ms Tanner stresses the importance of all partners completing the evaluation call logs and submitting on a regular basis to the technical and project management. It is noted that without theses logs, the final evaluation of the project experiences will be hindered.

Colonel Kroon distributes details of a Special Interest Group for Distance Learning and informs members that a multi-point session (open to anyone who is interested) is to take place in the near future.

13. Date and Place of Next Meeting

The next meeting will take place between Thursday 9 - Sunday 12 October 1997 in Athens.

14. Closing

The Chair thanks the members for their contributions and especially thanks RTC Tallaght for the excellent hospitality.