

## **EduContact : European Distance Education Contact centre**

*Agreement number : 2005 - 2755 / 001 – 001*

**Duration :** 3 years (2005-2008)

### **Summary description**

European Distance Universities Contact centre, a project for global promotion and partnership for European distance higher education.

#### Objectives :

EduContact's twofold objectives are to enhance the global promotion of European distance higher education by organising access to a selection of courses offered by participating European universities, through a European contact centre on distance higher education, and to survey the motivation and demand for European distance higher education.

EduContact aims to show the diversity of contexts, cultures and languages of distance higher education in Europe within one contact centre acting for all the present and future partners of the project.

1 - One of its two key issues is the direct human interaction provided through the use of the contact centre of the French national centre for distance education (CNED), which is being broadened to European level. This contact centre is already shared by the Fédération Interuniversitaire d'Enseignement à distance (FIED, 36 French universities), and receives about 1 000 000 contacts a year and up to 10 000 calls a day (call centre + e-mail).

Thanks to a single telephone number dedicated to EduContact services, 33 5 49 49 98 98 – with interactive voice server for choosing one's preferred language, and multilingual e-mail services on EduContact website ([www.educontact.eu](http://www.educontact.eu)) students can get information and counselling in several languages (French, English, German and Spanish to start with).

“Advisors”, answering calls and e-mails, will guide students, in any of those languages, among the courses selected by partner universities according to criteria decided upon by the EduContact partnership. Whenever necessary, they will put them in touch with a correspondent in the relevant partner university.

More general information about European distance higher education will also be available.

2 - EduContact's second key issue is the continuous survey of the motivation for European distance higher education through a multilingual on line questionnaire. The needs and interest expressed by the students all over the world will be collected and taken into account for the further development of courses on offer, and for more general European strategies regarding distance higher education.

#### Targets

EduContact target groups are potential global learners, in particular those interested in distant higher education within a European context, as well as employers, universities, regional authorities, business...

EduContact is an opportunity for large and small distance learning universities to benefit from the European dimension and visibility of the project, and to be able to promote their courses. EduContact is open to new higher education partners, for whom a particular agreement will be drawn up.

Promotion and dissemination of EduContact services are central to their usefulness, so as to reach a maximum of persons, involving the European Commission, European networks of distance education, Bologna Partners and external members.

Expected output: to increase European awareness of distance higher education and to increase the number of international students in the field of European higher education by sharing a single contact centre with a human dimension; to strengthen European cooperation at higher education level; to collect data for the development of European distance higher education strategies.

**Website:**

<http://www.educontact.eu>

**Partners:**

Centre national d'enseignement à distance, France (Co-ordinator)  
Eesti Infotehnoloogia Sihtasutus, Estonia  
Open Universiteit Nederland, the Netherlands  
Universidad Nacional de Educación a Distancia, Spain  
Anadolu Üniversitesi, Turkey  
The Open University, United Kingdom  
Fédération Interuniversitaire de l'Enseignement à Distance, France  
European Association of Distance Teaching Universities, the Netherlands

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Present partners of EduContact,

- France : Centre National d'Enseignement à Distance, **CNED** *Project leader*,
- Estonia : **EITSA**, The Estonian Information Technology Foundation,
- Netherlands : **OUNL**, Open Universiteit Nederland),
- Spain : **UNED** (Universidad Nacional de Educación a Distancia),
- United Kingdom : **OUUK** (The Open University UK),
- Turkey : Anadolu Üniversitesi

networks

- in France : **FIED** (Fédération Interuniversitaire de l'Enseignement à Distance),
- in Europe : **EADTU** (European Association of Distance Teaching Universities) ;

EduContact most recent participants :

- Italy : **UNINETTUNO**,
- Portugal : **Universidade Aberta**
- United Kingdom :
  - o **CL** (College of Law of England and Wales),
  - o **LSHTM** (The London School of Hygiene & Tropical Medicine),