
UNIT 32 MANAGEMENT AND IMPLEMENTATION OF CONVENTIONS

Structure

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- 32.3 Managing Through Various Committees
- 32.4 Post Conference Tasks
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32.0 OBJECTIVES

After reading this Unit you will be able to:

- understand the managerial tasks involved in the implementation of conventions,
- learn how various operational and organising tasks have to be carried out in the implementation of conventions,
- know about the leadership qualities required in this regard, and
- appreciate the role of management concepts and functions while organising conventions.

32.1 INTRODUCTION

Management and implementation of conventions is a difficult task to perform and unless managers with sufficient experience and professional skills are put on these jobs the quality of service is bound to be affected. However, experience and skills are also acquired gradually. This Unit attempts to familiarise you with the management and implementation of conventions by taking into account the requirements of both, the organisers as well as the suppliers of convention facilities. In fact, the themes dealt with in this Unit are in a way an extension of the planning themes discussed in Unit 31, into operational aspects i.e. how to implement and operationalise what all has been planned.

32.2 STEERING COMMITTEE AND SECRETARIAT OPERATIONS

The overall responsibility for the management and operations of a convention/conference lies with the steering committee. The frequency of the steering committee meetings depends on the requirements of the convention. However, this committee should keep meeting at regular intervals to:

- take stock of whether the schedules are being maintained,
- monitor-whether the various operations are taking place as per the plans,
- get feedback from the other committees regarding their tasks,
- assess if any policy changes are required, and
- examine if any committee requires to be strengthened, etc.

In fact, the steering committee will keep meeting regularly not only upto the commencement of the event but it must meet after the event also to take stock of the feedback, evaluate the performance, etc.

Right from the planning stage itself, or say even earlier, the Secretariat starts playing a major role. It is the nerve centre of the convention which, on the one hand extends assistance to the various committees and on the other maintains records, passes on and shares the information sent or received, scans and evaluates data, looks for inconsistencies if any, and corrects them etc. Hence, it is imperative that the persons who handle the secretariat operations are an experienced lot and not amateurs.

The leader should clearly allocate the tasks and responsibilities with specific instructions about maintaining records and copies [it is good to have a master file] and which information or message is to be passed on to whom, when and how.

The organisers should prepare standardised formats for correspondence, invitations, circulars, registration forms, feedback forms, etc. (see appendices at the end of Unit) **Appendix-1** provides you with a sample of an invitation letter (call for participation):

This call for participation has clearly spelt out the objectives, mentioned that travel and accommodation will be taken care of by the organisers and a word of confirmation will be appreciated. **In case the participants were to pay for their travel and lodging not only it should be mentioned but a list of travel modes along with fares and the types of lodging facilities available with tariffs should accompany the participation call.** The following examples may be useful in this regard:

Khajurao is linked by air from Delhi and Varanasi.

The nearest Railway stations are Gwalior and Jhansi. From both these cities taxis and deluxe coaches are available.

There are five star hotels in Khajurao and the tariffs are as below:

Hotel C	Rs.2000	single bed	Rs.3500	double bed
Hotel T	Rs.1500	"	Rs.2500	"
Hotel M	Rs.2500	"	Rs.4500	"

In the non star category the charges range from Rs.300 to 500 whereas paying guest accommodation is available at Rs.150 to 400.

Bookings will be available on first come first basis (though you have tied up with the hotels and as per your projections you have booked rooms but you want to ensure an early response from the participants). An early confirmation will be appreciated.

Once confirmations are received, acknowledgement should be sent immediately and this information should be passed on to the Accommodation Committee simultaneously. From here onwards the relevant committees take over the operations.

The Secretariat also ensures that xerox facilities, stationary, equipments etc. are available, multiple copies of relevant papers are made and everyone from the secretariat is available for the job assigned during the conference.

32.3 MANAGING THROUGH VARIOUS COMMITTEES

In this Section we shall deal with the management and implementation tasks of the various committees.

1) Reception Committee

The delegates/participants come into first physical contact with those who are there to receive them at the airport or the railway station. Hence, it is the responsibility of the Reception Committee to:

- Ensure a warm welcome and hospitality. This means that the volunteers should be efficient in this task. You should never have an unwilling person assigned to such a duty.
- See that the reception area is clearly visible, away from the flowing traffic with a proper display of banners and signs.

- Ensure that the Reception Counter is manned. The names, flight/train numbers and times are available with the volunteers. The Secretariat provides these details to the Reception Committee, Accommodation Committee and Transport Committee.
- Coordinate with the Transport Committee for the availability of vehicles and the Accommodation Committee about the lodging arrangements. The delegate should be escorted upto the vehicle and at the reception counter itself he or she should be intimated about the room number of the hotel [remember that if the Secretariat has worked professionally the delegate is already aware about where the accommodation arrangement has been made.

The Reception Committee's prime task is to facilitate the visitor and depending upon specific requirements more aspects can be added to the above list.

2) Accommodation Committee

By the name itself, it is clear that the job of the Accommodation Committee is to provide lodging arrangements for the participants/delegates to a convention. At the planning stage itself, this committee evaluates the accommodation availability at the convention destination and arranges bookings etc. with the hotels. For example if the conference is to be attended by 500 delegates an equal number of rooms have to be booked and the details of tariffs etc. are to be passed on to the Secretariat which provides the option to the participants (See example in Sec. 32.2).

The Accommodation Committee also, after taking the requirements from the Steering Committee, books the Convention Hall, Meeting Rooms etc.

Once the confirmations and lodging options are received from the participants, this committee informs the concerned hotel etc. and, if possible, gets the room numbers also to be passed on to the Reception and Transportation committees.

This Committee should either open a small counter in the hotel lobby or ensure that its volunteers are available there at the time of the arrival of the participants. Once the Transport Committee volunteers bring the delegates to the hotel, the volunteers of the Accommodation Committee take charge and facilitate them in getting the guest registration forms filled at the hotel reception. Their work does not end here as they have to ensure that the delegates are comfortably settled in their rooms and are provided with the relevant literature and schedules/programmes of the convention etc. The volunteers should be trained to handle complaints and requests (some delegates may want a change of room). For solving such issues, the volunteer should have perfect liaison with the hotel staff. While the delegates are staying the volunteers can pay a visit asking whether their stay is comfortable or they require anything else. However, such visits should be made keeping in view a time which is not inconvenient to the delegates. The delegates must be intimated that even though the hotel is taking care of their requirements the members/volunteers of the Accommodation Committee are always available in the hotel lobby for any assistance they require. It will also add value to the service if the volunteers are also present to bid farewell when the guests are departing.

3) Transportation Committee

You are aware that this committee looks after the transportation needs and has accordingly planned its operations and organised the required manpower of volunteers. This committee must ensure that:

- an adequate number of vehicles has been commissioned from the transport operator or car rental services,
- the vehicles are comfortable and are in good running condition,
- in case of break-down of a vehicle alternate arrangements are available,
- the vehicles depart and arrive as per the time schedules. For this distances and time of travel have to be worked out keeping in view the red lights or traffic congestions and the margins added to meet contingencies,
- all the conference vehicles have proper banners, numbers and routes displayed,

Convention Secretariat	
Date _____	
Attention	
Reception Committee	
Name of the delegate Mr. K. Ramesh	
Date and Time of arrival	19.5.96 23.00
Flight No. IA 140	
Date and time of Departure	25.5.96 22.00
Flight No. 22.00	
Signature	

Convention Secretariat	
Date _____	
Attention	
Accommodation Committee	
Name of the delegate Mr. K. Ramesh to be booked in Hotel	
Hotel C	
Dates:	
20.5.96 to 25.5.96	
Signature	

Convention Secretariat	
Date _____	
Attention	
Transportation Committee	
Type of Vehicle	Car
Date	19.5.96
Time	22.30
Required at	Airport
Signature	

- every vehicle is taken care of under the charge of a volunteer. This volunteer must keep account of heads and politely give instructions to the travellers about the time schedules to be maintained. This volunteer can also play the role of a tour guide informing the travellers about the sites or roads they are passing through, cracking a joke and keeping the travellers in good humour, and
- proper parking arrangements have been made for the vehicles and the delegates are aware about the pick up and dropping points.

It is advisable that the departure and arrival time of vehicles along with pick up and dropping points be displayed at the accommodation venue and the information is also available with the volunteers of the Accommodation Committee, Reception Committee and Registration Committee. Similar display of schedules should also be made at the convention venue.

Since some of the guests start arriving one or two days before the convention/conference and some others may depart after two or three days after the conference, the Transport Committee must have proper information in this regard for making arrangements. This committee must work in coordination with the Secretariat and Accommodation Committee.

3) Registration Committee

The tasks of this committee include registration of delegates, collection of registration fee, providing conference bags, invitation for social events, etc. to the delegates. Before the actual event the committee prepares a delegate registration proforma and a sample format is given in Appendix-3. Similarly, Pre-conference Dialogue Proforma (Appendix-4), Proforma for Rapporteurs (Appendix-5), Quick Rapporteur format (Appendix-6) and Post Workshop Assessment, i.e. Feedback (Appendix-7) are also distributed to the delegates.

The Committee also assembles all the relevant papers (such as forms for claiming TA and DA) to be provided to the delegates which are kept in the conference bags along with delegate batches and stationery, etc.

Information regarding accommodation and conference schedules must be available at the registration desk as many a times delegates land up straight for registration. The volunteers of this committee must be well versed with all the tasks they have to perform.

4) Promotion and Publicity Committee

Different type of conventions/conferences require different promotional and publicity efforts and this committee performs its tasks keeping in view the over-all objectives of the conference. In some cases a promotional campaign is planned by the Committee for not only increasing delegate participation but also generating interest among the public and informing the public about the deliberations. Promotion is also carried out to attract sponsors for the convention. In this regard would be sponsors have to be identified and provided with information regarding the convention/conference in order to generate their interest in sponsoring events or activities.

For the purposes of publicity, press releases are handed out at different intervals of time. For example a press release could be given when it is decided to hold the convention, another just before the conference is to start, every day during the conference regarding the deliberations and another after the conference has ended. For this there has to be a perfect coordination between this committee and the Academic Committee or the Secretariat. In many cases when the conventions are of great significance the organisers host a press conference a few days before or on the eve of the conference. In many national and international conferences, press conferences are held every evening after the days' deliberations are over. All this requires perfect liaison with the press reporters and newspaper offices who are also invited to attend the conference and a separate gallery or seats are reserved for them.

Today it has become possible to send press releases through fax also and if it is feasible this facility must be made use of rather than sending a person to deliver the press releases. However, in doing so the sender must be aware whose attention the message is for so that it is not lost among the hundreds of faxes which a newspaper office might be receiving every day.

5) **Academic Committee**

The task of this committee is to scrutinise the papers received, evaluate them in terms of their quality for acceptance, duplicate them for circulation and also inform the delegates about the acceptance. Generally when participants are invited to present papers they are told the type of formats to be followed in relation to foot-noting, tables or diagrams etc. This infact substantially reduces the burden of editors and a uniformity in style is maintained.

Keeping record of the deliberations either through Audio recording or hand written notes is also arranged by this committee. As per the conference requirements the drafting of resolutions, preparing press releases etc. also come under the purview of this committee. The functions of this committee start right from the planning of the convention, reaching their peak during the conference and they carry on after the conference is over if the proceedings are to be published, edited or prepared for internal consumption. The committee functions with full secretarial support.

6) **Pre and Post Conference Tours Committee**

This committee draws the itinerary and schedules for pre and post conference tours/excursions which are planned in advance. The delegates are informed about these tours right in the beginning when the invitation for participation is sent and in that only the costs are also mentioned. The delegates are requested to send their confirmations by a specific date so that arrangements can be made accordingly. It is advisable that the services of a professional local tour operator may be taken for the planning of such operations. When the delegates arrive, this committee informs them (through a circular) about the itinerary, timings etc. These are also to be displayed at the hotel and information counter.

7) **Entertainment Committee**

This committee organises events for the delegates' entertainment. Generally this entertainment includes cultural evenings, theme dinners, film shows, etc. All these events are also planned much in advance as contacts have to be made with the artists etc. for organising such shows. The committee has to very carefully select the themes. For example if a conference is being organised in Cochin with participants from all over India, it will be useful to show dances like Kathakali or Mohiniattam; If the conference has international delegates then the show may include dances from different parts of the country and so on. It is possible to get such entertainment sponsored from other organisations who may seize this opportunity for their own promotion and publicity. The members of this committee ensure that every thing is going as per plans during the conference.

8) **Decoration and Hall Committee**

This committee looks after the decoration for the conference, venue as well as the conference hall. It also takes care of preparing the name plates etc. of those who will be on the dias. This may differ in every session and accordingly changes have to be made. Though relevant banners etc. are designed and prepared much in advance the interior decorations start on the eve of the conference and are maintained till the last day. This committee also takes up the task of seating plans (of delegates, dias, press etc.) in consultation with the Steering Committee.

For announcements, etc. it is always good to have a comparer. The comparer should have a clear voice and must be fluent in the language in which announcements are to be made. For further, he or she should rehearse also.

9) **Exhibition and Display Committee**

This committee's work starts much earlier than the commencement of the actual event. This is because the exhibition/display areas have to be worked out. In case other organisations are to participate the costs have to be worked out, display boards, photographs, graphics etc. have to be made and so on. Atleast a day before the conference is to start the exhibition/display should be properly laid out. The display should be managed by such persons who have full knowledge about what is displayed and in this regard briefing sessions should be conducted for them earlier.

Today professional exhibition consultants are available and in the case of large events their services should be hired by the organisers.

10) Budget and Finance Committee

This committee provides financial support to different committees and during the conference makes arrangements to meet TA & DA, collect earnings from sponsors, etc. **It should be ensured that sufficient cash is available to meet any financial contingencies.** After the conference the final accounts are presented by this committee.

The list of these committees is illustrative and alterations can always be made as per the objectives and requirements of any convention/conference. For example if a VVIP is coming to inaugurate the conference, a separate reception committee with top executives of the organisation as members can be formed to receive the celebrity. In many conferences a separate information centre is made along with the registration counter. It must be remembered once again that during the conference it is essential that perfect coordination remains amongst the various committees and information flow is fast. No volunteer should refuse a delegate's request just because he or she does not handle those particular operations about which the request is made. A better way is to politely direct the delegate to the volunteers of the concerned committee. Remember you have to be on your toes during the convention.

Check Your Progress-1

1) Discuss the importance and role of Secretariat for holding a convention.

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2) If you are the convenor of the Transport Committee, how would you operationalise the tasks?

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3) What is the significance of information sharing and coordination amongst the various committees of a convention?

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32.4 POST CONFERENCE TASKS

Once the convention/conference is over, you can understand how tired every host would be. But if the convention has gone smoothly the very feeling of its success is a soothing effect to take away this tiredness. However, the job of the various committees is not yet over as a number of post conference tasks are yet to be performed. For example:

- the Registration Committee will prepare a report regarding the total number of delegates registered, the amount paid to them as TA or DA, to handover the remaining bags etc. to the Secretariat along with an analysis made out of the feed back form.
- the Accommodation Committee settles the bills with the hotels etc. and files a report in relation to the experience gained and the activities done.
- Similarly, the Transport Committee, Entertainment Committee and the Reception Committee etc. also do the remaining jobs and file their reports.
- the Academic Committee analyses, evaluates and vetts the academic deliberations, prepares the proceedings and in case they are to be published, the work of this committee may continue for a long time.
- The Steering Committee takes stock of the entire event and suggests further follow up action to the organisation in case it is required. It also analyses the short comings and limitations that came to light in the entire process of planning and hosting the convention and if possible also suggests alternatives or solutions so that they can be taken care of in any future event to be organised.

A letter of appreciation to the volunteers, members and chairmen of various committees is a welcome action to be taken. This not only acknowledges the job done by them but also is a positive stroke in terms of further motivating them. **Hosting a thanks giving evening to all those who contributed in the management and implementation of the convention is a further step in this regard.** At the same time those who have failed in their duties must also be identified and made aware of their irresponsible attitude. It should be ensured that these people are never put to such tasks again.

A letter of thanks to the participants/delegates, sponsors and principal suppliers must be sent after the event. Similarly all bills must be settled and proper accounts should be submitted.

32.5 IMPLEMENTATION: THE SUPPLIERS OPERATIONS

The suppliers (Hotels, Transporters etc.) had put in sufficient efforts to market their services and now is the time for them to implement whatever orders they have been able to achieve in relation to their business for the convention. **Every supplier should remember here that not only are they doing business by providing services for the present convention but the quality of their services will have bearing on their future business also.** For example if the organisation which had hired their services is satisfied with their performance it would like to go for repeat business or if the delegates are impressed by their services they may recommend them to either their own organisations or others for utilising their services. The operations vary as per the supplier and the nature of the conference. However, certain features are common to each supplier in the implementation process. For example:

- Customer satisfaction should be the motto of every supplier and all efforts should be made in this regard.
- The customers may even at the last minute ask for certain additional services to be provided and the suppliers should try their best to meet them.
- The manager and employees which have been put on the job by the supplier must fully know their tasks and the chain of command must also be clearly spelt out. Moreover these employees should know who to coordinate with and for what. They should also act in perfect harmony with the members of the various committees of the organisers and accordingly coordinate their own activities.
- In terms of providing quality service the suppliers must ensure that all operations are carried out as per the plans and also be aware of what has been offered to the customer while getting the contract. For example the transport company has to ensure that all the

required vehicles are operational, their drivers have proper briefings and alternate vehicles are available in case of a break-down. You cannot keep the delegates waiting in case of break-down as time schedules are very important during conferences.

- Extra care should be taken in terms of audio facilities and all equipment must be pre-tested. You can imagine what a problem the failure of a public address system will create while the proceedings of the convention are on.

These were just some examples from the supplier's point of view. However, a lot more can be added to this list as per the nature of the supplier's job.

Check Your Progress-2

- 1) List the post conference tasks.

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- 2) Why is it necessary for the suppliers to meet the conditions they had offered regarding their services to the customers?

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32.6 LET US SUM UP

This Unit made you aware about certain management and operational tasks that are required for the implementation of conventions/conferences. You have been familiarised with the role of each Committee, not only during the conference but regarding its post conference tasks also. Implementation of conventions is an extremely demanding job as far as the hosts or the suppliers of services and facilities are concerned. All the jobs and responsibilities require professional handling and it is expected that you must have learnt the kind of skills required for handling these tasks after going through this Unit.

32.7 ANSWERS TO CHECK YOUR PROGRESS EXERCISES

Check Your Progress-1

- 1) This has been mentioned in Sec. 32.2.
- 2) Read the role of the Transport Committee mentioned in Sec. 32.3 and prepare your answer.

- 3) For any conference or convention, information sharing and coordination amongst the various committees is essential because the tasks of these committees are dependent on the tasks of the other committees. For example if the Secretariat fails to provide information to the Registration Committee regarding the expected number of participants, it will be difficult for the Registration Committee to carry out its functions smoothly. Similar situations may arise in case of non availability of information with the Accommodation or Transport Committee. Read Sec. 32.3.

Check Your Progress-2

- 1) Read Sec. 32.4
- 2) Any supplier has to expand its business and this requires quality service during the conference. This can be a promotion exercise for the services or facilities being offered by the suppliers. Secondly promises have to be maintained not only to get the bills etc. cleared but also by providing customer satisfaction one can have repeat business. See Sec. 32.5.



Appendix-1
Invitation Letter

इन्दिरा गांधी राष्ट्रीय मुक्त विश्वविद्यालय
मैदान गढ़ी, नई दिल्ली-110 068
विस्तार शिक्षा केन्द्र

INDIRA GANDHI NATIONAL OPEN UNIVERSITY
Maidan Garhi, New Delhi-110 068
Centre for Extension Education

PROF. KAPIL KUMAR
Director

Dated: 5th October, 1995

Sub: Open Universities and Development: "Agenda for Extension Education - 2000 AD"

Dear

Our university has recently taken up Extension Education as an important aspect of Open Learning System. We are holding a National Workshop on the above mentioned subject from 17th to 19th November, 1995 to solicit the views of experts in this area. The idea is to have a meaningful discussion among the activists, academics and institutions for the purposes of delineating the area of extension education. The objectives of the Workshop are :

- a) assessing the societal needs in extension education,
- b) identification of various areas and programmes in extension education, and
- c) prioritising the programmes for the disadvantaged and marginalised groups, women and weaker sections of the society.

It is also intended to probe effective strategies for the implementation of the extension programmes after identifying the priority areas. Since we operate through the distance learning mode, we shall also explore the possibilities of establishing linkages/partnership for an effective delivery mechanism of these programmes.

I request you to be with us for the workshop and make a presentation on any of the main themes or sub-themes that interests you. We also welcome your sharing the field experiences with us.

Kindly confirm your participation at the earliest to enable us to make necessary arrangements. Needless to say, your T.A. and D.A. shall be borne by us. Kindly also send us an outline of your presentation by 30th October, 1995.

With warm regards,

Yours sincerely,

Kapil Kumar

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Centre for Extension Education

PROF. KAPIL KUMAR
Director

Appendix-2
2nd Communication

Dated: 30.10.1995

**Sub: National Workshop on Open Universities and Development:
"Agenda for Extension Education - 2000 A.D."**

Dear

Thanks for accepting our invitation for the Workshop. The venue of the Workshop will be Convention Centre, Jamia Hamdard, Hamdard Nagar, New Delhi, this is near Batra Hospital in Tughlakabad. Registration for the Workshop will open at 9.00 a.m. in the morning of 17th November, 1995. We do hope that you will be with us by 16th evening. Your staying arrangements have been made at Scholar's House, Jamia Hamdard, Hamdard Nagar, New Delhi. Kindly intimate your travel plans so that we can receive you at the airport. Looking forward to meet you.

With warm regards,

Yours sincerely,

Kapil Kumar

CENTRE FOR EXTENSION EDUCATION

Appendix-3
Delegate Registration Form

NATIONAL WORKSHOP
ON
OPEN UNIVERSITIES AND DEVELOPMENT:
AGENDA FOR EXTENSION EDUCATION - 2000 A.D.

Registration Form

NAME OF PARTICIPANT :

ORGANISATION/INSTITUTION :

DESIGNATION :

ADDRESS :

PIN CODE :

TELEPHONE NUMBER :

FAX/E-MAIL NUMBER :

AREA OF SPECIALISATION :

SIGNATURE

CENTRE FOR EXTENSION EDUCATION

Appendix-4
Pre-Conference Dialogue

NATIONAL WORKSHOP
ON
OPEN UNIVERSITIES AND DEVELOPMENT:
AGENDA FOR EXTENSION EDUCATION - 2000 A.D.

Pre Workshop Dialogue

Dear Participant,

Thank you for taking valuable time out of your activities to join us here. Kindly fill this Proforma. The Centre for Extension Education will benefit from your comments, observations. We are devising plans for the Centre on a long term basis. Your inputs are valuable for us. You may please attach additional sheets and also give copies of any papers/materials that you find useful/relevant for our work.

Kapil Kumar

- A. Details of Institution/Organisation _____

- B. Projects in the field of development of extension education.
- B.1.1 Rural Development

- B.1.2 Management, Technology

- B.1.3 Health

- B.1.4 Living Arts & Crafts

- B.2 A brief description of the (a) nature (b) scope of the (above-mentioned) activities:
- B.2.1 _____

- B.2.2 _____

- B.2.3 _____

B.3 Region/Area of operation.

B.3.1 -----

B.3.2 -----

B.3.3 -----

D. Specific contributions to extension activities:

E. Plans/Priorities of Institution/Organisation until C. 2000 AD (briefly) in the area of development and extension.

Name: _____

Signature: _____

Organisation: _____

Address: _____

Telephone No. _____

Fax No. _____

E-Mail No. _____

CENTRE FOR EXTENSION EDUCATION

Appendix-5
Proforma for Rapporteurs

NATIONAL WORKSHOP
ON
OPEN UNIVERSITIES AND DEVELOPMENT:
AGENDA FOR EXTENSION EDUCATION - 2000 A.D.
17th - 19th November, 1995

Proforma for Rapporteurs

1. Group/Sub-Group _____
2. Date: _____
3. Session _____
4. No. of Participants _____
5. Special Invitee, if any _____
Names _____

Coordinator _____

Facilitator _____

Rapporteurs 1. _____

2. _____

CENTRE FOR EXTENSION EDUCATION

Appendix-6
Quick Rapporteur Format

NATIONAL WORKSHOP
ON
OPEN UNIVERSITIES AND DEVELOPMENT:
AGENDA FOR EXTENSION EDUCATION - 2000 A.D.

Quick Rapporteur Format

1. The objectives of the Workshop were clearly understood

2. Participation in Group Discussion

Issues	
Activities	
Rural Development	
Management, Technology	
Health	
Living Arts & Crafts	
Suggestions	

3. Positive concrete outcome:

What your Institution/yourself can do in the field of development and extension?

What type of extension activities you undertake?

Follow-up activities/action points:

Prepared by: _____

CENTRE FOR EXTENSION EDUCATION

Appendix-7
Post Workshop Assessment
(Feed back)

NATIONAL WORKSHOP
ON
OPEN UNIVERSITIES AND DEVELOPMENT:
AGENDA FOR EXTENSION EDUCATION - 2000 A.D.

Post Workshop Assessment

You put down your expectations before the start of the Workshop. It will be useful if you could kindly take time to assess the workshop as follows:

1. Did you find the Workshop relevant to extension and development?

Least relevant 1 2 (Av) 3 4 5 Most relevant

2. Do you believe your institution can work with Centre for Extension Education in future?

ABOUT THE WORKSHOP

3. Coverage of the topics adequate

Comments _____

4. Would you have preferred formal presentations to the informal group discussions?

Yes No

5. Should there have been longer plenary discussions?

Yes No

6. Do you think the arrangements for the Workshop were satisfactory?

Yes No

7. Was the duration adequate?

Yes No

8. Can you suggest the names of other resource persons/institutions whom we could invite for future Workshops?

9. Any other suggestions?

Thank you

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PROF. KAPIL KUMAR
Director

Appendix-8
Post Conference Thanks Letter

Dated: 23rd November, 1995

**Sub: National Workshop on Open Universities and Development:
Agenda for Extension Education - 2000 A.D.**

Dear

I take this opportunity to thank you for your contribution in making the Workshop a success. It was indeed a pleasure to have you with us during the Workshop. We at the Centre for Extension Education look forward to similar cooperation from you in our future activities.

We are in the process of finalising the report and at the same time prioritising the areas to be taken up. We shall be soon sharing our thoughts with you in this regard. My colleagues and I wish you a very Happy New Year.

With warm regards,

Yours sincerely,

Kapil Kumar

SOME USEFUL BOOKS FOR THIS BLOCK

M A Khan, Michael D Olsen & Turgut Var	:	VNR's Encyclopedia of Hospitality and Tourism, New York, 1992.
J Christopher Hollway	:	The Business of Tourism, London, 1989.
Rob Davidson	:	Business Travel, London, 1994.
Peter Murphy	:	Tourism - A Community Approach.

ACTIVITIES FOR THIS BLOCK

Activity 1

In case a conference is taking place in your town, contact the organisers for attending as an observer.

Activity 2

Visit a hotel which offers conference facilities. Have a feel of their facilities.

Activity 3

Organise a meeting of youth in your locality. Set the agenda for the same.

Activity 4

Suppose you are the chairman of any one of the following committees:

- 1) Reception Committee
- 2) Academic Committee
- 3) Registration Committee

Make a list of instructions for the volunteers of the committee.

Activity 5

Try to meet a few persons who travel frequently for business and assess their requirements.

REQUEST TO STUDENTS

We will appreciate if you can send your views about this course (TS-3) to us. These may include your observations on contents, style and usefulness, etc. This feed back will enable us to further improve and serve the students better.

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