

**Title of the project****EDU-Contact : European Distance Education Contact centre****Duration:** 3 years**Summary description**

European Distance universities contact, a project for global transparency of European higher education courses.

The main objective is to enhance the global promotion and accessibility of European higher education by making high quality course offerings of participating European universities transparent, through a European contact centre on distance Higher Education. It implies the broadening of a well experienced technologically advanced national French contact centre (call centre + e-mail) to a European level, and to organise the entry of specific university courses with a European dimension and reference to the overall supply of courses of participating European universities into this model.

One of its key issues is the direct human interaction allowed by the use of the contact centre of the French national centre for distance education (CNED), already shared by the Fédération Interuniversitaire d'Enseignement à distance (FIED, 36 French universities), with an amount of more than 1 150 000 contacts in 2004 and up to 10 000 calls a day.

"Tele-actors", answering direct calls and e-mails, will advise students in either English, French, German, Portuguese, or Spanish on the courses selected by partner universities for their European interest, and, when necessary, relay them to the relevant partners for further advice and registration.

They will also gather useful data on the needs expressed towards European higher education by students all over the world.

Target groups are potential global learners, in particular those interested in distance higher education within a European context, as well as universities, regional authorities, business...

A promotion and dissemination plan will be drawn up so as to be able to reach a maximum of persons, Involving EC, EADTU members, Bologna Partners, external relations of members.

Expected output : better European awareness and increase of international students in the European higher education area, by sharing a single contact service with a human dimension; strengthening of European cooperation at higher education level.

**Beneficiary**

Centre national d'enseignement à distance, France

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**Partners**

The Open University, United Kingdom

Eesti Infotehnoloogia Sihtasutus, Estonia

Open Universiteit Nederland, The Netherlands

European Association of Distance Teaching Universities, The Netherlands

Universidad Nacional de Educación a distancia, Spain

Fédération Interuniversitaire de l'Enseignement à Distance, France

Anadolu Universitesi, Turkey

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