

Information and Training Services

Appropriately enough for the year of the Millennium, the CALL Centre has for the first time topped the 1000 mark with total of 1018 contacts, enquiries and requests for information and advice received between 1st April 1999 to 31st March 2000. This compares with a figure of 742 for the previous year. The tables later in this section split these figures between two categories as follows:

- *All* – covering all recorded enquiries and activities, including those relating to adults in community care (partly funded by the Social Work Services Group); to students in Higher Education (partly funded by The University of Edinburgh); to CALL assessment clients (partly funded through Service Level Agreements with individual local authorities) in addition to general requests for information.
- *SEED* – referring to the subset of the above which relates to school pupils with special educational needs in Scotland, falling outside SLAs. This category consisted of 375 enquiries and activities in 1999–2000, compared with 425 in 1998–99, possibly reflecting the increase in SLA based activity.

Sources of Enquiries

Enquiries came to CALL by the routes shown in Table 7. As in the past, the majority of contacts with the CALL Centre from a distance are made by phone, and, increasingly, by email. There has been a 150% increase in personal contacts. This is due to a combination of the addition of a new member of professional

Source	All	SEED
Email, etc.	127	
Letter	44	14
Personal contact / visit	230	65
Phone / fax	553	241
Visit to CALL	64	23

staff, and the increased assessment and assessment-related activities, through SLAs. There has also been a 50% increase in visitors to the Centre – perhaps a result of the move to more welcoming premises. The number of enquiries by letter continues to decline.

Response to Enquiries

During 1999 – 2000, 92% of enquiries received a response from CALL within three days compared with 89.9% in 1998 – 1999 (target for both years was 90%). Delays in response were typically due to the appropriate person not being available, often as a result of training or assessment commitments outside the centre, the time taken to prepare materials and, occasionally, the need to order specialist equipment.

Geographical Distribution of Enquiries and Activities

The geographical source of enquiries and activities is shown in Table 8.

Enquiries and activities continue to be spread throughout Scotland, with only three local authorities not using the CALL Centre in some way during the past year. Local authorities where there have been significant increases include Aberdeenshire, Dundee, Orkney, Perth and Kinross, Renfrewshire and Stirling. In the cases of Orkney and Stirling this increased activity coincides with new Service Level Agreements.

Regional variations in the number of enquiries coming to the CALL Centre are interesting and can provide useful information. However, it is dangerous to draw too many conclusions from the figures – a sudden increase from a particular area may be the result of something as simple as a lecturer recommending that students contact the CALL Centre for information on a particular topic.

There have been significant decreases in enquiries recorded from other parts of the UK (down 5%) and from overseas (down 12%). This may be due to the fact that many people now tend to ‘surf the Net’ for information, rather than contacting specific information sources directly. When the CALL Centre web site was first launched it was one of only a handful of sites with information on augmentative communication and other aspects of special education, leading to a number of requests for basic information coming from overseas. Such information is now readily available from many sites, usually closer to hand than CALL, leading to a decrease in such requests for information.

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Local Authority	All	SEED	Local Authority	All	SEED
Aberdeen	11	10	Inverclyde	0	0
Aberdeenshire	25	22	Midlothian	11	11
Angus	9	7	Moray	5	1
Argyll & Bute	7	5	N. Ayrshire	10	7
Clackmannanshire	31	11	N. Lanarkshire	8	5
Dumfries & Galloway	170	19	Orkney Is.	16	2
Dundee	38	31	Perth & Kinross	17	17
E. Ayrshire	2	0	Renfrewshire	14	14
E. Dunbartonshire	3	2	Scottish Borders	26	14
E. Lothian	0	0	Shetland Is.	42	9
E. Renfrewshire	0	0	S. Ayrshire	3	2
Edinburgh	138	59	S. Lanarkshire	21	20
Falkirk	7	5	Stirling	29	18
Fife	24	19	W. Dunbartonshire	3	3
Glasgow	49	36	W. Lothian	10	4
Highland	66	30	Western Isles	3	3
Other UK	145		UK National	16	
Overseas	41		Unknown	19	

UK National refers to enquiries from organisations with a national remit

Subject of Enquiry

Table 9 gives a breakdown of the general subject area of enquiries to the CALL Centre in the course of 1999 – 2000.

An individual enquiry can be categorised in up to three subject headings, reflecting the complexity of some enquiries. For example, a teacher might phone to ask

“What is the best speech recognition program?”, expecting a simple answer, naming a particular program. Inevitably, the answer is much more complicated, requiring a detailed consultation on the needs and abilities of the client, the hardware and support available and many other issues. There can be additional complexities caused by the filtering of such enquiries through other information provision agencies.

The topics of requests for information vary widely and it is unwise to read too much into a breakdown of these. Overall, there has been a significant increase in enquiries related to CALL services, particularly training (up by 93%). Enquiries about special access issues are up by 86%, while those relating to communication aids are down somewhat on last year. Many contacts are follow-ups relating to specific CALL assessments.

Subject	All	SEED	Subject	All	SEED
Assessment	179	52	Computer : Acorn	2	1
CALL Services	114	52	Software: Access	33	11
Loan Bank	45	21	S'ware: Communication	12	4
Publications	59	13	S'ware: Early Learning	10	8
Training	116	51	S'ware:Supp. Writing	32	15
Consultation on client	287	108	S'ware: Symbols	25	8
Advocacy	4	1	S'ware : Voice Recog.	36	12
Curriculum	5	3	Special Access	110	45
Literacy	29	14	Wheelchair	81	13
Comm. Aids	59	29	Service Provision Info.	10	3
Low Tech AAC	19	7	Disability Information	5	2
Passports	29	11	General Information	87	41
Computer (general)	8	4	Communication Matters	8	5
Computer: PC	27	7	Other	17	7
Computer: Mac	28	12			

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The breakdown of enquiries relating to computers suggest that the Apple Macintosh computer seems to have made a revival, with the iMac proving to be very popular in schools.

Designation of Enquirers

The designation of enquirers is shown in Table 10.

Table 10: Designation of enquirers		
Designation	All	SEED
Scottish Specialist Service*	10	47
Teacher	335	137
SEN / IT Specialist, Adviser, etc.	69	33
Educational Psychologist	46	8
Parent or Relative	74	22
HE/FE Staff	68	22
Speech and Language Therapist	74	24
Occupational Therapist	38	11
Physiotherapist	11	0
Doctor	7	3
Social Work / Care Staff	52	3
Disabled Person	26	3
Engineer	15	1
Information Provider	34	9
Researcher	32	5
Student	32	10
Manufacturer/Supplier	42	4
Other/Unknown	55	33
*This category refers to the other major centres and services in Scotland working in the areas of augmentative communication and technology.		

Teachers continue to comprise the biggest single group of enquirers, accounting for 33% of enquiries. There are noticeable increases in enquiries from SEN / IT specialists and Advisers, parents / relatives, HE / FE staff, social work / care staff, researchers and manufacturers / suppliers.

Enquiries related to Clients in Education

Much of the Centre's work to support individual children with special educational needs in schools in Scotland has already been described in the section on Assessment and Support. In addition to this, there are a number of "one off" enquiries that are handed by the Information and Training Service. Examples of these might include a parent seeking advice on software for an autistic child, a teacher seeking advice on a suitable trackball for a pupil who has difficulty with a mouse, or a speech and language therapist seeking advice on appropriate symbol-based software for use with a pre-school child.

Less information is recorded on the children involved in such cases, than would be done for a child referred to the CALL Centre for an assessment, but a couple of trends can be identified. Firstly, there is an increase in enquiries relating to pre-school children. This is encouraging in that early intervention is generally positive. However, there is some concern that the value of technology may be overestimated by some parents of young children. Secondly, there has been an increase in the already typically large number of enquiries relating to children where a physical disability is creating difficulties with accessing the curriculum.

Visitors to the CALL Centre

During 1999 – 2000, there were 64 visits to the CALL Centre by individuals or groups (in addition to groups attending open days, training courses and meetings hosted by CALL). These included:

- Students and researchers using the library and information resources.
- Teachers and learning support staff wishing to update their knowledge of various aspects of technology and software.
- Adult Basic Education staff
- Senior staff from comparable centres in England, Australia, Japan, New Zealand, Austria and the Czech Republic wishing to learn more about the work of the CALL Centre
- Speech and language therapists wishing to study a particular communication system in depth.

Internet

With the support of the Scottish Executive Education Department the CALL Centre web site was revised and relaunched with a new address and new structure during the course of the year.

The new site now has extensive information on the CALL Centre, Special Educational Needs and Special Communication Needs, structured in line with the 5 – 14 Curriculum. There is a comprehensive collection of links to other relevant sites. The site now has roughly 1,800 pages of information (compared with around 700 on the old site), including downloadable copies of a number of CALL publications. We are aware that further work is required to fill some of the gaps and ongoing maintenance will be needed to keep the site up to date.

Due to the transition from the old site to the new during the course of the year, and the inevitable “technical problems” in setting up the new site, it has not been possible to provide meaningful statistics to show the use made of the old and new sites throughout the year. New analysis software has now been introduced to provide regular analysis of this data, which will be provided in future annual reports. Initial indications suggest that the site is being well-used, with an average

of around 100 people logging on every day towards the end of the year. These visitors typically viewed several pages of information before leaving the site. Feedback on the new site has generally been very positive, with comments including “*great information*” and “*superb list of resources*”.

Many hundreds of other organisations have chosen to include links to the CALL Centre within their sites. These include NGfL, BECTA, The Scottish Virtual Teachers’ Centre, The Social Science Information Gateway and the Special Education Resources on the Internet.

CALL staff continue to use the Internet themselves to search for and prepare summaries of information in response to requests.

CALL Centre Library

The CALL Centre currently subscribes to around 25 specialist journals, which CALL staff use and visitors to the Centre can consult on a reference basis. This is a slight decrease from last year mainly due to a degree of consolidation with the Scottish Sensory Centre library to eliminate duplicate items.

A further 34 books were added to the library during the course of the year, a small number being sent as free review copies to members of CALL staff.

Over the year the library has been used by CALL staff, students from five Scottish universities, teachers, independent researchers and many others.

Publications

Books and other Publications

- *Supportive Writing Technology* (book, 223 pages), August 1999
- *Communication Matters* (professional journal edited in CALL) produced in July and November, 1999 and March 2000
- *Annual Report 1999 – 2000*

In Press

- *Augmentative Communication in Schools: Guidelines*

CALL Publicity Materials

Publications lists, general CALL services information, training course programmes, etc. were mailed out widely across Scotland at various times during the year.

The screenshot shows the homepage of the CALL Centre website. At the top, there is a green header with the text "The CALL Centre". Below this is a "Welcome to The CALL Centre" section with a small image of a person. A main navigation menu is displayed in the center, with items including "Special Educational Needs", "Special Communication Needs", "CALL Centre - services, training, publications, RSE", "Smart Wheelchair (PDA)", "Useful Links", "Contact Us", and "What's New?". A prominent yellow banner for "AAC 2000" (Tenth Annual Study Day) is visible, along with a small image of a person in a wheelchair. At the bottom, there is a "Search" box and a footer with contact information.

CALL Information Sheets

The following new information sheets were produced during the course of the year:

- *Overlay (Concept) Keyboards*
- *On-Screen 'Point and Click' Keyboards*
- *Switch Access using Scanning and Encoding*
- *Exploring Internet Resources for Pupils with Special Educational Needs*

The following information sheets were revised:

- *Switches*
- *Voice Recognition Systems*

Quick Guides

Over recent years, CALL staff have regularly produced short guides to using pieces of equipment, or software to complete a task for staff working with assessment clients, or for training courses. It has been recognised that much of this material is relevant for a wider audience so these guides are now being formalised into a series of "Quick Guides". The following titles are now available:

- *Using the PC*
- *Adjusting Windows 95 Accessibility Options*
- *Adjusting Windows 95 Mouse Settings*
- *Adjusting Windows 95 Keyboard Settings*
- *Mac Easy Access*
- *Organising the PC Desktop*
- *Organising the Mac Desktop*
- *Connecting Keyboards and Mice*
- *Connecting Switches to Computers*
- *Keyboard Quick Assessment Guide*
- *Mouse Quick Assessment Guide*
- *Introducing ViaVoice Home*
- *Boardmaker Crib Sheet*
- *BIGmack Quick Guide*
- *SwitchIt! Maker*
- *JamCam Digital Camera*
- *Access Technology Suppliers*

Academic and other Publications

In addition to CALL publications, individual members of the CALL staff team have published in external publications, in the course of 1999-2000, as shown below.

Aitken, S, Buultjens, M, Clark, C, Eyre, J, and Pease, L (Eds.) *Teaching Children who are Deafblind: Contact, Communication and Learning*. London: David Fulton Press, 2000.

Aitken, S *ICT Resources for Pupils with Multiple Disabilities*. Oldham: Inclusive Consultancy and Training Syndicate, 2000.

Larcher, J, Millar, S, and Nelms, G, *Language and Communication*. Oldham: Inclusive Consultancy and Training Syndicate, 2000.

Nisbet, P and O'Neill, S *Organising Your Resources*. Oldham: Inclusive Consultancy and Training Syndicate, 2000.

Comments

You are absolutely amazing in all respects and the phrase 'very satisfied' comes nowhere near describing how thrilled we actually are with the information and service provided by CALL.

(Volunteer with Voluntary Organisation)

I found your staff to be most helpful whenever I phoned for information. It was a pleasure to deal with your service.

(Head Teacher, Dumfries and Galloway)

Thank you so much for the time and consideration offered to us during our short visit to the CALL Centre. We admired your high level of skills in your work and with your clients. We left your facility with lots of new knowledge and useful information. We hope to have a fruitful professional contact with the CALL Centre in the future and would invite you to visit our Centre for AAC in Prague.

(Visitors from Czech Republic)

Many thanks for the hidden costs in time and fatigue that every visitor means to the host. It is lovely to be able to say with confidence that CALL is a super place and lots of good practice will result from the information you gave.

(Psychologist, Early Years)

Training Events and Targets

During the session 1999 – 2000, CALL provided a full and varied programme of training events. Supplemental to the preplanned events were others that were either commissioned by other parties or initiated by CALL. One course, *Exploring Internet Resources for Pupils with SEN*, was jointly organised with the Scottish Sensory Centre. Joint course organisation will continue for the coming year.

Table 11 shows the number and type of training events delivered. The figures show that the Work Plan target of 18 events has been greatly exceeded with the overall total for the year of 57 events (1998 – 99: 41 events) with just over 25% of events (15) being held in the first 6 months (target approx. 5 by mid year point) and the majority occurring between October and March.

A new event for 1999 – 2000 was the ICT/SEN Update. CALL invited a dozen of the leading suppliers of software and hardware for special needs to the CALL Centre for a day to demonstrate and teach a “mini masterclass” on their latest products. The day was attended by 135 teachers, advisers, therapists and other specialists and was generally felt to have been extremely worthwhile.

Participants at CALL Training Events

Table 12 on pages 22 – 27 gives details of each event including venue, numbers attending, the professional designation of the participants and the authorities represented. The number of participants attending each training event is shown in Table 12, subtalled by category of event. The number of participants exceeds the targets set for the year (in so far as these were meaningful). However it was felt to be inappropriate to add these together into an overall total, since some events were CALL-led, while others were client-focused, or joint events.

The majority of CALL events are for a full day (6 + hours) unlike other training organisations which may offer shorter courses e.g. twilight. Since CALL is a National Centre, the majority of participants travel some distance to a course, so a full day is more time and cost effective for them.

Evaluation

CALL training events are evaluated using a standard evaluation form which includes a section for additional comments. The forms are included in the delegates pack which is collected on arrival at a course and participants are asked to complete

Table 11: Training events and targets			
Type of training event	Target number 1999 – 2000	Number delivered 1999 – 2000	Number delivered 1998 – 1999
CALL programmed events			
Open Days	2	2	0
Outreach Days	1	3	1
Seminars/Courses	7	9 (7 + 2)*	7 (5 + 2)*
Partnership with other agencies			
Seminars / courses	No target	6	4
Invited presentations / training (outside CALL)			
Study day/conference presentation	1	7	6
INSETS to schools	4	9	6
Smart Wheelchair Workshops	No targets	6	5
Exhibitions	3	5	4
Assessment related staff development activities	No Targets	10	9
Totals	18	57	41
* Planned for SWSG and other participants but attended also by education groups.			

them at the end of the training event. If the training is a school or authority based event it may, instead, be evaluated by the authority’s own procedures with CALL requesting copies if available. Participants are asked to respond to questions covering various aspects of the course by either indicating from a given choice or by writing in comments. Evaluation covers:

- organisation
- whether the course was interesting / worthwhile
- relevance of the materials provided
- style of presentation

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- suggestions for improvement
- what part was most useful
- interest in other training
- further comments / ideas

New evaluation forms from January 2000 were designed to act as an ongoing “survey” of training needs across Scotland, by including the opportunity to indicate the type of training that was preferred and the type of computer used. Of the forms with these questions completed, 50% preferred one day courses, about 25% would like 2 day courses (an Orkney participant commented that this would be more cost effective) whereas only 12.5% of participants would be able to attend if the course was offered as a twilight or Saturday course.

Regarding preferred computer platform, 56% were PC alone, 12.5% were Mac alone and 25% were PC and Mac. Some participants also used the Acorn platform and had indicated that in their choice – usually with the PC as well.

CALL are very pleased to report that 100% of participants found the courses interesting and worthwhile, were satisfied with the style of presentation and found the materials relevant. A sizeable proportion of these in fact recorded a vote of “extremely interesting / worthwhile”.

‘Hands-on’ Computer Training

A common suggestion from participants on CALL courses in the past has been to provide more hands-on training with computers. During 1999 – 2000 CALL was able to expand this aspect of courses by using computer labs within the Faculty of Education. The Computer Support team within the Faculty were very supportive and the training programme for 2000 – 2001 will develop these courses further.

Feedback

ICT Effective Learning and Teaching 22/9/00 (Local Authority InService)

Very relevant to my pupils needs. Extremely interesting day and enjoyable

Interesting and informative inservice - specially with a view to inhouse education.

Content was relevant to my situation. Good to know about the CALL Centre & the type of service it provides

It was excellent to find out the variety of techniques and materials available and to be made aware of CALL

Outreach Day 7/10/99 (Aberdeenshire)

A really well organised event no need to waste any time.

I was very conscious of the effort involved and I'm sure the staff who attended found much of value ... I am certainly keen to make people more aware of what is on offer in this area and practical support of the kind you brought to us is absolutely invaluable.
SEN & ICT Aberdeenshire

ICT for Effective Learning and Teaching 22/10/99 Local Authority Inset

Mixture of excellent info, practical advice & individual attention.

The allocation of time was well thought out – it suited what I wanted to know.

Voice Recognition (1) 28/10/99 CALL course

Found this an extremely useful course, staff well prepared, carefully thought out, responsive to specific requests etc

A lot to take in in one day but very worthwhile.

Very practical course. Down to earth, realistic but positive.

Have left with lots of strategies to help support the pupils in my school. Thanks.

Early Literacy 18/11/99 CALL course

Very professional!

Thoroughly enjoyed the day. Great to see IT being promoted as another tool rather than an end in itself.

Symbol Software (Mac) 2/12/99 CALL course

I liked the idea of the cribsheets it made it so easy.

It was good to be able to understand what was being said instead of all the computer talking you normally get.

Crib sheets were really good, easy to follow instructions.

Even better than last year's.

Very enlightening, gained lots of ideas even liked tips about polystyrene.

A super course, very informative. Great to gain advice and help.

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Personal Passports 9/12/99 CALL course

Speakers very interesting. Demo useful, handouts excellent

Very interesting. Can't wait to try all these ideas.

Voice Recognition (2) 20/1/00 CALL course

Delighted with willingness of staff to take time to listen to and help with individual problems Extremely worthwhile, thanks.

Refreshing to find course that was worth having to reorganise the day to get here.

Special Access - Keyboards and Mice 27/1/00 CALL course

Very good day, came away with lots of ideas for lots of various children, thanks.

Thanks for encompassing adults. Excellent.

Most enjoyable & valuable day. Laid back lecturers good, not too much technical jargon. Very easy to understand.

Augmentative Mobility 10/2/00 CALL course

Thanks for an excellent day with lots of useful info to take away and use.

Software, Switches, Special Access 18/2/00 School inset

Best course ever been on.

Special Access 2: Switches 16/3/00 CALL course

I enjoyed hands-on – most helpful when it became 'free for all' with floating support

Exploring Internet Resources for pupils with SEN 27/3/00 CALL course

Pleasant relaxed atmosphere. All questions answered.

The time given for hands on was unhurried and very useful

What would participants like more of?

I would like to see a video of pupils in action.

If time allowed, more Q&A time.

Individual access to PC would be helpful. An excellent day thanks.

Looking forward to second part of this course but would benefit from more hands on.
(Teacher, Voice Recognition 1)

List of addresses very useful, would have preferred more time on internet.
(Teacher, Internet for SEN)

Info sheet etc on how to customise internet screen for VI
(VI support Teacher, Internet for SEN)

2 day course would have been more appropriate. So much information etc.
(OT, Special Access)

More hands on time and more access!

A lot more inservice needed.
(Teacher, Outreach day)

Table 12: CALL Centre Training Events 1999-2000

Including those with Social Work staff participation

(Targets in brackets)

Event	Time	Date	Venue	Nos.	Participants	Authority
CALL Initiated Events						
Open Days and Outreach Days				(80 at each)		
Open Day: Education	Full Day	2/9/99	CALL Centre, Edinburgh	130	Minister for Education; SEED representatives; various education authority representatives	Scotland-wide
Open Day: Adults	Full Day	3/9/99	CALL Centre, Edinburgh		Various Social Work & Voluntary Org.	Central Scotland
ICT and Special Educational Needs Update	Full Day	25/2/00	CALL Centre, Edinburgh	135	Teachers; Support Staff; etc.	Scotland-wide
Outreach Workshops in SEN Jointly with ASPECTS	Full Day	7/10/99	Anna Ritchie School, Peterhead	161	Teachers; LS Staff; SLTs; EPs	Aberdeenshire
Outreach Workshop on Special Needs Technology	Half Day	8/10/99	Forest View Day Centre, Stonehaven	22	Social Work Staff; SLTs; volunteers	Aberdeenshire
			Subtotal	448		
CALL Seminars/Short Courses				(12-18 at each)		
Voice Recognition in Education 1: Introduction	Full day	28/10/99	CALL Centre, Edinburgh	15	Teachers; LS Staff; HT; OT; Rehab Assistant	Glasgow; Nth & Sth Lanarkshire; Stirling; Dunbartonshire; D&G; Sth Ayrshire; Angus; Fife; Falkirk; East Dunbartonshire
Making Use of Computers for Early Literacy	Full Day	18/11/98	CALL Centre, Edinburgh	12	Teachers; Ed Psychologist; Early Intervention Co-ordinator; Lecturers; Deputy HT; LS staff	North Lanarkshire; Stirling; Glasgow; Fife; Shetland; East Lothian; Midlothian; Perth & Kinross
Symbol Software for Apple Mac	Full Day	2/12/99	CALL Centre, Edinburgh	8	Teachers; Auxiliaries	Midlothian; Glasgow; Edinburgh; Orkney

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Event	Time	Date	Venue	Nos.	Participants	Authority
CALL Seminars/Short Courses contd				(12-18 at each)		
Personal Passports: Introduction	Full Day	9/12/99	CALL Centre, Edinburgh	22	DCO; Project Leader; Ed Psychologist; Teacher; SLT; Research Development Worker; Support Worker; Social Care Worker; Advocacy Co-ordinator; Administrator	Midlothian; Falkirk; Glasgow; Edinburgh; East Lothian; Renfrewshire; North Ayrshire; Aberdeen City
Voice Recognition in Education 2: Implementation Strategies	Full Day	20/1/00	CALL Centre, Edinburgh	14	LS Staff; Educational Psychologists; Teachers	Glasgow, Nth & Sth Lanarkshire, Stirling, Orkney, Dunbartonshire, Highland, Falkirk, Moray
Special Access 1: Keyboards, Mice	Full Day	27/1/00	CALL Centre, Edinburgh	15	Teachers; Auxiliaries; DCO, Technology Officers; OTs; SLT; Skills Officer; FE Lecturer; Vol Org Staff	Falkirk, Scottish Borders; Fife; South Lanarkshire; Edinburgh; Midlothian; Glasgow; Angus; Highland
Augmentative Mobility	Full Day	10/2/00	CALL Centre, Edinburgh	15	Clinical Engineers; Mobility Education Specialist; Teachers; Bioengineer; OTs; Technical Engineer; Physiotherapist	Angus; Glasgow; Edinburgh; Highland; England
Special Access 2: Switches	Full Day	16/3/00	CALL Centre, Edinburgh	24	SEN Co-ordinator; DCO; Teachers; OTs; IT Co-ordinators; Senior Lecturer; Skills Officer; HT; S< Lecturer	Nth & Sth Lanarkshire; Midlothian; Fife; Edinburgh; Highland; Glasgow; D&G; Angus; Scottish Borders
Exploring Internet Resources for Pupils with SEN	Full Day	27/3/00	CALL Centre, Edinburgh	13	Teachers; LS; Lecturer; AHT; SLT; Network Manager; Assistant Project Manager; VI Co-ordinator	Glasgow; Aberdeenshire; Edinburgh; East Renfrewshire; Highland; West Dunbarton; Angus; Stirling
Subtotal				138		

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Event	Time	Date	Venue	Nos.	Participants	Authority
In Partnership with Other Agencies				(no targets)		
Seminars/courses						
AAC in Schools: S<s and Teachers Working Together (jointly with QMUC)	Half Day	19/4/99	CALL Centre, Edinburgh	6	Year 4 Honours students in speech & language therapy (AAC module)	Various – all students at Edinburgh institution
Creating a Communicative Classroom, Study Day (jointly with Augmentative Communication in Practice: Scotland)	Full Day	17/9/99	Business Learning Centre, Dunfermline	180	Teachers; Therapists; Parents; Engineers & Others See also Exhibitions	Scotland-wide
Communication & Education Technology – working together (jointly with Highland Council Education, IT/SEN)	Full Day	4/10/99	Craig Dunain Hospital, Inverness	35	SLTs, Paediatric OTs, Physiotherapists	Highland
Special Access and Supportive Writing (jointly with IT Can Help (ITCH))	Twilight	11/11/99	CALL Centre, Edinburgh	10	Lecturers; volunteers	Edinburgh area
Augmentative Communication and Communication Technology: early learning level (jointly with MHIE Modular Masters programme)	Half Day	17/2/00	CALL Centre, Edinburgh	7	Teachers	Various – not recorded
AAC in Schools: S<s and Teachers Working Together (jointly with QMUC)	Half Day	24/3/00	CALL Centre, Edinburgh	6	Year 4 Honours students in speech & language therapy (AAC module)	Various – all students at Edinburgh institution
			Subtotal	244		
Invited Presentations; Study Day/Conference Presentations				(no targets)		
Communication Matters Annual Symposium: Dynamic Screen Communication Systems	Half Day	27/9/99	Lancaster University	80	SLTs, Teachers, parents, psychologists, others	UK-wide
AAC SIG Augmentative and Alternative Communication and Literacy: The Literacy Hour and AAC Use	Half Day	20/10/99	Post-Graduate Teaching Centre, Oxford	65	SLTs; Teachers, psychologists, assistants	South of England

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Event	Time	Date	Venue	Nos.	Participants	Authorities
Invited Presentations; Study Day/Conference Presentations contd						
Capability Scotland Conference Technology & Mobility: Moving the Smart Way	Full Day	5/11/99	Pollock Halls, Edinburgh	30	Physios, OTs	Scotland-wide
MAPE User Group meeting	Twilight	2/11/99	Colinton Primary School, Edinburgh	10	Teachers	City of Edinburgh
IEE Scotland Family Day	Twilight	10/2/00	Napier University, Edinburgh	120	Engineers, Parents; children	Scotland-wide
ICT and Education Research Group	2 hours	17/2/00	Faculty of Education, The University of Edinburgh	9	Researchers; lecturers	Edinburgh
ICT for students with disabilities Post Grad Diploma in Assessment of the Specialist Technology and Learning Support Needs with Learning Difficulties and/or disabilities in the Post 16 sector	Half Day	10/3/00	University of South Lancashire (Preston)	20	FE/HE Staff	North of England
			Subtotal	334		
INSET to Schools/Authorities				(18 at each)		
The CALLtalk Vocabulary	Full Day	11/8/99	Call Centre, Edinburgh	3	FACCT staff	Fife
ICT Effective Learning & Teaching: SEN	Full Day	22/10/99	Riverside ICT Learning Centre, Stirling	21	Teachers	Stirling
ICT Effective Learning & Teaching: SEN	Half Day	29/11/99	Riverside ICT Learning Centre, Stirling	15	Teachers	Stirling
Creating a Communicative Classroom	Full Days	11/11/99	Bells Brae PS, Lerwick	16	Teachers, Auxiliaries	Shetland
Symbol Software	Full Day	11/2/00	Kildean School, Stirling	8	Teachers; Auxiliaries	Stirling
Switches & Special Access for Windows	Full Day	18/2/00	Kildean School, Stirling	8	Teachers; Auxiliaries	Stirling
ICT & SEN	Full Day	25/2/00	Greenwood TC, Ayr	100	P and S Learning support teachers	North Ayrshire
Clicker 3 beginners	Half Day	10/3/00	Woodburn PS, Dalkeith	7	CT; SEN Teacher; LST; SEN Auxiliary	Midlothian
Clicker 3 intermediate	Half Day	24/3/00	Woodburn PS, Dalkeith	5	CT; LST	Midlothian
			Subtotal	183		

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Event	Time	Date	Venue	Nos.	Participants	Authorities
CALL Centre Smart Wheelchair				(no targets)		
Assessment and Workshop	Half Day	15/4/99	Glenrothes Early Education Centre, Glenrothes	10	Teachers; Assistants; OTs	Fife
Assessments and Workshop	Half Day	13/9/99	Robert Henryson School, Dunfermline	42	Teachers; Assistants	Fife
Follow Ups and Workshop	Half Day	1/10/99	Westerlea School, Edinburgh	2	OTs	Edinburgh
Assessment and Workshop	Full Day	1/11/99	James MacFarlane School, Ardrossan	8	Teachers; Assistants; OT; Physio; SLTs	North Ayrshire
Assessment and Workshop	Full Day	10/12/99	Inverness Royal Academy, Inverness	11	Teachers; OTs; Physios; technicians	Highland
Assessments and Workshop	Full Day	13/3/00	Kelvin School, Glasgow	11	Staff, parents, children	Glasgow
			Subtotal	84		
Exhibitions/Bookstands/Poster Displays				(80)		
Creating a Communicative Classroom Study Day	Full Day	17/9/99	Dunfermline, Fife	180	See also Seminars/Courses	Scotland-wide
Communication Matters Symposium	2.5 Days	26-28/9/99	Lancaster University, England	c. 350	See also Seminars/Courses	UK Wide
Creating a Communicative Classroom Study Day	Full Day	29/9/99	Lancaster University, England	c.250	See also Seminars/Courses	UK Wide
IEE Scotland Family Day	Twilight	10/2/00	Napier University, Edinburgh	120	Engineers, Parents; children	Scotland-wide
AFASIC Scotland National Conference: New Voices, New Language	Full Day	17/3/00	Heriot Watt University, Edinburgh	c. 120	SLT; Teachers; Ed Psychs; Parents; Children	Scotland-wide
Assessment Related Staff Development				(no targets)		
Adapting screen readers for Macintosh Systems	Half Day	28/4/99	James Reid School, Saltcoats	3	School staff	North Ayrshire
CALLtalk vocabulary on Freestyle	Full Day	18/5/99	Pultneytown Academy Primary School, Wick	4	School staff	Highland
CALLtalk vocabulary on Freestyle	Half day	22/10/99	Southwood School, Glenrothes	6	FACCT staff; teachers; auxiliaries; SLT	Fife

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Event	Time	Date	Venue	Nos.	Participants	Authority
Assessment Related Staff Development contd.				(no targets)		
Clicker to Support Literacy Development	Half Day	12/10/99	Firth Primary School, Finstown	2	Teacher; LS Teacher	Orkney
Special Access to Computer	Full Day	13-14/10/99	Glaitness Aurrida School, Kirkwall	5	S< PT; school staff; parent	Orkney
Dynamic Screen Communication Systems & Vocabularies	Full Day	12/11/99	Bells Brae School, Lerwick	5	School staff; parents	Shetland
Clicker, Penfriend, AlphaSmart	Full Day	25/11/99	Maxwelltown High School, Dumfries	8	School staff; parents	D&G
Penfriend, Speech Recognition, Scanning & speech output, Leaptops	Full Day	26/11/99	Beeswing School, D&G	12	School staff; parents	D&G
Clicker/Textease	Full Day	19/1/00	Greenburn School, South Lanarkshire	6	AHT; ST; CT; SLT; Advisory Teacher SEN & CT	South Lanarkshire
CALLtalk	Half Day	23/2/00	Southwood School, Fife	5	Teachers; Assistant; FACCT Staff; S<	Fife
			Subtotal	56		