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QUARTERLY REPORT FOR THE THIRD QUARTER OF THE THIRD YEAR

UNIVERSITY OF DELAWARE - BULGARIA
MANAGEMENT TRAINING AND ECONOMICS EDUCATION PROGRAM
GRANT NO. EUR-0029-G-00-1044-00

Period of Coverage: January 1 - March 31, 1994

April 1994

**Quarterly Report for the Third Quarter of the Third Year
University of Delaware - Bulgaria Management Training and Economics
Education Program
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I. Executive Overview

A. In the third quarter of the third year of the project, the University of Delaware (UD) and the New Bulgarian University (NBU) offered 12 courses and 6 outreach seminars in management, economics, and English language learning and teaching in Sofia, Petrich, Varna, and Plovdiv. With our partner, the Institute of Economics, Bulgarian Academy of Science, one course was offered to students in the advanced economics program. An on-site training program in economics for staff of the Ministry of Labor and a training program for members of the Podkrepa Trade Union, conducted in three cities, were offered for the first time through the economics program. The English Language Program also offered 13 courses at Bulgarian ministries and 2 courses at the Foreign Trade Bank and one new course at Air Traffic Control Services of Balkan Airlines. Of the 35 total courses and seminars offered this quarter, 28 were taught by UD trained Bulgarian instructors. In this quarter, the director of Sofia Central library, George Kraev, in a demonstration of continued support for our long-term partnership, provided an additional large room for our Resource Center.

B. The following is the final data (numbers and percentages of the total) showing student types for all courses in the third year, third quarter program:

<u>STUDENT TYPE</u>	<u>SOFIA</u>
Faculty	55 / 11.6%
Students	28 / 5.9%
Government Officials	134 / 28.3%
Business Community	50 / 10.5%
State-owned Enterprise	186 / 39.2%
Unemployed	17 / 3.6%
Other Occupations	4 / 0.8%
Totals:	474 / 99.9%

II. National Focus Initiatives

A. In this quarter, an economics education program tailored to the interests and retraining needs of members of the Podkrepa Trade Union was conducted in Varna, Sofia, and Plovdiv.

B. From January 19 to 21 Shumway, McCollum, and Abadzhiev participated in an important meeting of the Association of Democratic Municipalities (ADM) in Stara Zagora, at the invitation of Stara Zagora Mayor Mr. Andronov. UDBC representatives attended

the discussions on matters of immediate local government concern, like financing municipal services, lobbying government, and social welfare services. UDBC representatives established contacts with different mayors and the Association of Black Sea Municipalities. Meetings and discussions were held with several mayors to plan outreach management training to be offered in their respective constituencies.

C. On March 31, Abadzhiev and UDBC team members involved in the preparation and follow-on activities of the Mayors' Participant Training in the fall of last year attended a ceremony at the American Cultural Center in Sofia, at which Ambassador Montgomery awarded certificates of achievement to all participants. This reunion was a good opportunity to revive contacts with some municipalities, potential recipients of management training.

D. The University of Delaware continues to cooperate with Bulgarian institutions and agencies capable of having immediate as well as sustainable national impacts. The seminar series requested by the Ministry of Labor and Social Welfare was completed this quarter by the UD economics program. National focus projects include joint programs with: the Ministry of Trade; The Ministry of Education; Balkan Bulgarian Airlines; the Institute of Economics, Bulgarian Academy of Sciences. These projects will continue throughout Year Three.

III. Current Political Situation

A. During this quarter, Bulgaria experienced an acute political and financial crisis. The Berov government, backed by the parliamentary majority of the Socialist Party and the Turkish minority party, was generally held responsible for provoking a financial crisis which led to the devaluation of the national currency by over 50% within a month after the budget was passed. Moreover, the introduction of an 18% VAT in April contributed to the inflationary pressure. The lack of action by the government was further aggravated by Prime Minister Berov's absence due to his suffering a minor heart attack in March. The political crisis reached its climax when President Zhelev stated in a televised interview that the current government was a threat to civil peace in the country. All of the major trade unions denounced the current government and are planning general strikes. With the President and the Trade Unions effectively withdrawing their support for the cabinet, the major political parties made steps to launch their election campaigns. Political observers seem to agree that the country is heading for general elections in the fall or winter of this year.

B. During this quarter, Sofia University had to postpone its spring semester because of a strike by faculty and undergraduates. A temporary settlement between the government and Sofia University provided for an increase in instructors' salaries. Not much else

was achieved in regard to the financial crisis in higher education. Fortunately our partner, the New Bulgarian University, which does not depend on government funds, has remained unafflicted by such grave problems. On the contrary, during the current quarter, NBU has scored notable success in establishing a School of Government under Harvard - trained Georgi Tsekin. In addition, the Radio University expanded its programs. Professor Bogdanov, Rector of NBU, and Maria Popova, Dean of the School of Distance Learning, have reiterated their commitment to educational reform and Western methods of instruction and expressed their gratification for the close cooperation between NBU and UD and the progress in joint academic activities.

IV. Efforts to Ensure Sustainability

A. In-Country Coordinator McCollum and Associate In-country Coordinator Abadzhiev had a series of meetings with NBU faculty and administrators to discuss further integration of academic efforts and to ensure sustainability of programs.

B. Project Manager Shumway, Coordinators McCollum, Markov, and Abadzhiev, had discussions and consulted legal and financial experts, concerning the registration under Bulgarian law of the Delaware International Partnership, a non-profit organization constituted with the purpose of sustaining and enhancing existing UDBC programs.

C. Abadzhiev met with Mr. J. Daryl Lippincott, Director of the Eastern European Real Property Foundation. Opportunities for subcontracting a project from the EERPF were discussed. The project will include setting up a new library or expanding the existing RC library and establishing a link with libraries in Chicago. Additional services provided for EERPF by UDBC may include training needs analysis, organizing outreach and Sofia-based seminars for Bulgarian appraisers and real estate brokers, translating materials, etc. Cooperation with EERPF is at the preliminary, negotiation stage. This, however, is an example of developing new relationships for sustaining the UDBC infrastructure.

D. Coordination with other US Government-funded agencies:

1. US Foreign Commercial Service (USFCS) of the Department of Commerce: Stan Shumway wrote a dBase program to assist users of the USFCS market research database in searching for information. This database will be used by US investors in locating information about the Bulgarian market.

2. US Department of the Treasury: Shumway met with Jim Wooster, who has requested English language training for a second group of tax administrators to be trained in the US.

3. US Peace Corps: McCollum and Shumway attended a training session for Peace Corps Business Volunteers and McCollum requested help in coordinating the successful UD outreach program. Peace Corps Business Volunteer Christine Donnolo taught a business planning course as part of the small business certificate series.

4. KPMG International Banking Institute: In this quarter, 8 sections of 60 class hours each, with 176 bank officers were completed. In progress are 4 sections of English for Bankers with 71 participants. To date, the 247 students who have been trained in the Banking English Program come from 17 financial institutions, including commercial banks, both private and state-owned, as well as the central bank, insurance companies and brokerage houses.

5. ~~Internal~~ Evaluation Report:

a. In this quarter, we continued our policy of administering the Participant Evaluation Form for each course we offered and reporting answers to selected questions in the management, economics, and English language training sections of this report. Revisions we are making as a result of feedback we receive from these evaluations are also reported in these sections.

b. For seminars, we have designed a modified version of the participant evaluation form, which we administer in each seminar we offer.

c. This quarter, in addition to our usual reports on individual professors and each of the three programs, we decided to compare the UD-trained Bulgarian instructors in the program with the American instructors. As can be seen in Appendices G and F below, the Bulgarian instructors are in many cases achieving better overall results, most noticeably in relating the course work to Bulgaria, but also in the quality of their teaching and course design. The highly prized skills of the Bulgarian instructors in the UD project is not only a testimony to the excellent training they have received but also to their dedication to excellence.

V. Management Training Program

A. **Overview:** Two courses were offered in the Certificate in Advanced Management Training Program and three courses were offered in the NBU small business specialization series. Richard Weiss and Dan Sullivan, both UD management department faculty, taught Administrative Practices and Strategic Management. UD professor John Kmetz taught Organizational Behavior in the Shell Bulgaria In-house management training program. Outreach seminars, conducted by Shumway and Abadzhiev and tailored to the specific needs of business executives and local government officials, were conducted in Petrich in response to a request from the mayor.

B. Implementation of the Management Program Goals for the Third Quarter of the Third Year

1. **Goal #1 - Offer Developing the Small Business Plan.** Christine Donnolo, Business Center Peace Corps volunteer offered this course to 17 students (see Appendix A for a complete course schedule and description).

2. **Goal #2 - Offer Finance and Accounting for the Small Business.** This course was rescheduled for next quarter.

3. **Goal #3 - Offer Marketing or Managing the Small Business Enterprise.** This course was cancelled due to the serious illness of the instructor. A different course in the small business certificate series: Introduction to Economics was offered instead.

4. **Goal #4 - Continue to work toward the sustainability of the Advanced Management Program and the Small Business Program through training and development of NBU faculty.** UD professors Weiss and Sullivan consulted with Adelina Kostova and Rouslan Penchev in designing case studies for the business classroom and teaching strategic management and administrative practices.

5. **Goal #5 - Continue Outreach program in response to requests from municipalities for management training.** Shumway and Abadzhiev visited Petrich in South Western Bulgaria in response to Mayor Petar Iliev's request for management training and on-site consulting for the personnel of businesses in the tobacco industry. Shumway met with the mayor, municipal department heads, the director and financial manager of Gold Leaf Tobacco wholesale company and planned outreach seminars in the area of financial analysis and marketing.

C. Management Course Offerings

1. See Appendix A for the complete schedule and descriptions of the management courses offered during this quarter.

2. All courses were offered in the evening to make them more accessible for those working during the day. Most of the students were from local businesses, governmental organizations, and academic institutions, and they brought a range of experiences and backgrounds to the classes.

3. The instructors were Richard Weiss and Dan Sullivan from the UD Business Department; Christine Donnolo, Business Volunteer with the United States Peace Corps, and Hristo Mavrov, a graduate of the UDBC advanced economics program.

4. **Course Evaluations:** The course participants gave high grades to both the course content and the instruction, as shown by the following responses to some key questions on the post-training questionnaires:

a. #1 - The quality of instruction was excellent.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
53.2%	44.7%	0.0%	2.1%	0.0%

b. #3 - The content of this course is relevant to my needs.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
42.6%	48.9%	4.3%	2.1%	0%

c. #6 - The instructors seem to be well-versed in the topic as it relates to my country.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
34.0%	36.2%	21.3%	6.4%	2.1%

d. #13 - I would recommend this course to other interested parties.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
48.9%	38.3%	6.4%	0.0%	2.1%

D. **Activities Outside the Classroom**

1. **Outreach Seminars:** This quarter a request for add-on funding for University of Delaware Outreach seminars was placed with AID and is pending approval by the USAID Washington D.C. procurement office.

2. In the interim period, the UDBC gathered proposals and conducted surveys to lay the groundwork for expanding its successful outreach management training and for strengthening its existing ties with local government.

3. On February 10 and 11, Shumway and Abadzhiev visited Petrich in South Western Bulgaria in response to Mayor Petar Iliev's request for offering management training and on-site consulting for the personnel of businesses in the tobacco industry.

Shumway and Abadzhiev met with the Mayor, Municipal Department Heads, the Director and Financial Manager of the Gold Leaf Tobacco wholesale company and planned outreach seminars in the area of financial analysis and marketing.

4. Abadzhiev had a number of meetings with VOCA project assistant Krassimir Kiriakov to exchange background information on training needs in different municipalities. Specifically they coordinated activities to achieve a concerted assistance effort in Petrich. VOCA will be dispatching a volunteer to work with the tobacco growers while UDBC will be providing the management training.

5. Management Program Goals for the Fourth Quarter of the Third Year

a. Plan for the completion of the Certificate in Advanced Management Training Program by having students eligible for the Certificate participate in a capstone exercise involving the development of a new venture business plan and schedule a graduation exercise.

b. Offer an outreach seminar in Marketing with Terry Walbert.

c. Repeat courses in the Small Business Certificate Program, using Bulgarian faculty who have been trained by Delaware instructors.

d. Offer seminars in Small Business Start-Up for Bulgarians interested in the Mount Vitosha development program.

e. Continue to work on developing teaching and student resources for Management Training courses, especially related to small business.

f. Continue to work with our partner, New Bulgarian University, on a project to develop business case studies relevant to Bulgarian enterprises. Activity beyond the conceptualization stage is dependent on available resources.

g. Continue to develop plans for a continuation of the existing contract through the end of this calendar year and for possible extensions.

VI. Economics Education Program

A. Overview

1. The economics program and the Institute of Economics, Bulgarian Academy of Science offered a graduate level course in Public Finance, taught by UD Economics Professor Eleanor

Craig, to students in the advanced economics program. Students in the advanced economics program also took Econometrics II, taught by Dr. Stefan Petranov, a UD-trained Bulgarian economist with an MS in economics from the UD. Dr. Petranov is the in-county coordinator of the UDBC economics program, reflecting the program strategy of replacing American professors with US-trained Bulgarian instructors whenever possible to ensure sustainability. On the national level, the economics program delivered a series of four seminars for the Ministry of Labor and Social Welfare. Professor Craig conducted two of the seminars and Valentin Vulov and Dimitar Kanev, graduates of the UD advanced economics program, delivered the other two. The directed self-study course in Economic Development, taught by UD Professor Evangelos Falaris continued this quarter, and Eleanor Craig consulted with students in this experimental course. Finally, UD trained economists Valentin Vulov and Xristo Mavrov conducted practical economics courses in Varna, Sofia, and Plovdiv to leaders and members of one of the two largest trade unions in Bulgaria--Podkrepa.

B. Implementation of the Economics Program Goals for the Third Quarter of the Third Year

1. **Goal #1 - Offer Econometrics II.** Econometrics II started this quarter. The instructor is one of the first students in the Economics Education Program, Dr. Stephan Petranov. Dr. Petranov studied for one year at the University of Delaware, where he earned a Master of Science degree. His participation as an instructor and as an administrator in the Delaware program is evidence of the growing ability of the program to sustain itself. The objective of the course is to train students to use quantitative tools in order to analyze the processes occurring in business and economics in the new market environment.

2. **Goal #2 - Offer seminars in market economics to leaders and members of Podkrepa** in Sofia, Varna, and Plovdiv. Valentin Vulov and Xristo Mavrov, graduates of the advanced economics program, developed and presented the courses in the three largest cities in Bulgaria. The objective of the training was to provide trade union leaders and members with a better understanding of the role of labor and labor unions in a market economy.

3. **Goal #3 - Offer two undergraduate courses at the New Bulgarian University.** These courses were postponed due to scheduling problems.

4. **Goal #4 - Offer Three Seminars at the Ministry of Labor.** Three seminars were offered: Public Finance and Social Security (Professor E. Craig, UD); Labor Economics (Dimitar Kanev, Advanced Economics Program Graduate); and Macroeconomics (Valentin Vulov, Advanced Economics program graduate. Please see Appendix E below for a summary of an article commending the seminars that

appeared in the newspaper Labor Exchange titled, "This Course was a Real Opportunity for Us."

5. **Goal #5 - Assist Institute of Economics in Obtaining Additional Funding to develop a sustainable American-style Ph.D. Program in economics.** Stefan Petranov and McCollum held several meetings that resulted in a proposal submitted by the Institute of Economics administrators to the Open Society for funding.

C. Economics Instructional Program

1. **Course Offerings:** See Appendix B for full schedules and descriptions of the economics courses offered in Sofia during this quarter.

2. **Course Evaluations:** A summary of responses to some of the key questions of the post-training survey results in Sofia follows:

a. #1 - The quality of instruction was excellent.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
75.0%	25.0%	0.0%	0.0%	0.0%

b. #3 - The content of this course is relevant to my needs.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
56.3%	31.3%	12.5%	0.0%	0.0%

c. #6 - The instructors seem to be well-versed in the topic as it relates to my country.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
81.3%	18.8%	0.0%	0.0%	0.0%

d. #13 - I would recommend this course to other interested parties.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
75.0%	18.8%	6.3%	0.0%	0.0%

D. Consultations

1. Stefan Petranov

a. Met with Alexi Danchev and Dr. Petkova of the Institute of Economics regarding the development of a self-sustaining American style Ph.D program in economics. An application to the Open Society to request additional funding for this program was submitted.

b. Met with Ministry of labor officials Vladimirov, Kostov, and Koeva to discuss the final details regarding the educational seminars for staff of the Ministry.

c. Held regular consultations with participants in the advanced economics program of the UD and individuals inquiring about UD economics courses and programs.

d. Met with Valentin Vulov and Xristo Mavrov to assist them in the preparation of materials for the Free trade Union seminars (for Podkrepa.)

e. Met with E. Craig, Dimitar Kanev, and Valentin Vulov to prepare for the seminar series at the Ministry of Labor.

f. Advised July Radev, a member of the first year advanced economics program, regarding his PhD thesis.

g. Met with Professor Minassian, Director of the Institute of Economics, BAS, to discuss the acceptance of the UD advanced economics program graduates as PhD candidates in the Institute of Economics.

h. Met with R. Avramov, Vice Chairman of the Agency for Economic Coordination and Development to discuss the participation of UD advanced economics program students in a seminar organized by the World Bank for government officials from Bulgaria, Romania, Macedonia, and Albania. The AECD is authorized to approve the Bulgarian participants. The development institute of the World bank organizes regional seminars in different countries to discuss macro and microeconomic topics in the light of the transition to a market economy. As a result of this discussion, one of the advanced economics program students, Assen Assenov, was admitted after competition for one available space.

2. Vanya Theodorova

a. Held several meetings with Faye Lyle and staff members of the Free Trade Union Institute to finalize and revise plans for the seminar series for members of the Podkrepa Trade Union conducted on three sites this quarter.

b. Handled all the logistical and administrative duties regarding the FTUI program, which were considerable because UD not only taught the courses but also administered the program in three cities.

3. Economics Program Goals for the Fourth Quarter of the Third Year

- a. Goal #1 - Complete Econometrics II.
- b. Goal #2 - Complete Economic Development.
- c. Goal #3 - Offer Basic Concepts of a Market Economy.
- d. Goal #4 - Train FTUI Trainers in Teaching Basic Economics.
- e. Goal #5 - Organize a Follow-Up Seminar Series at the Ministry of Labor.
- f. Goal #6 - Finalize Plans for Offering Two Final Courses in Advanced Economics Program.

VII. English Language Program (ELP)

A. Overview: During the third quarter of year three, the ELP completed business/economics English instruction to eleven groups of students and started eleven courses which will be concluded in the 4th quarter. Other work was concentrated in the following areas: (1) coordinating programs with partner institution NBU and its language facility, the Institute for Foreign Students; (2) acquiring outside sources of funding and logistical support for ELP programs from both U.S. and international assistance programs; (3) training new personnel and instituting fee structures to assure sustainable programs; (4) training and advising teachers; (5) providing English language support for current Advanced Program students; (6) developing curricula for new proposals and NBU English language programs; (7) testing and placing all course participants.

B. The new fee structures instituted during the first quarter for the English Program now recover 100% of instructors' salary costs and administrative costs. By the end of the program year, June 1994, the English Program will be financially and organizationally self-sustaining. Requests for training extend into the fall of 1994.

C. Ministry coordinator Valentina Alexandrova has taken on more program-wide responsibilities such as taking charge of the ELP program during ELP director Schumacher's attendance of the TESOL conference in Baltimore. Alexandrova has demonstrated strong

leadership skills in her interaction with English teaching faculty as well as a high degree of professionalism in her dealings with existing clients and in establishing new business relationships. Alexandrova is a vital player in ensuring the ELP's sustainability.

D. This quarter, the following Bulgarian organizations and businesses requested on-site business English training: the Foreign Trade Bank, Balkan Air, The Confederation of Trade Unions, and the English Department of Svishtov High School.

E. Two new faculty members joined the ELP this quarter, Mita Kostova and Terry Madison. They bring strong credentials and language skills to the program.

F. Implementation of Goals

1. Goal #1: Provide Business English Instruction to Participants from Bulgarian Government Ministries and Agencies.

a. Valentina Alexandrova successfully completed her third cycle overseeing courses, testing new candidates, providing faculty support, meeting with Ministry representatives and maintaining and expanding customer relations.

b. **Ministry of Labor:** The ELP conducted five on-site sections of Business English from 17 January to 11 March, 1994.

c. **Ministry of Education:** Ministry of Education staff was trained in four groups. A fifth group was formed in conjunction with Ministry of Labor personnel to accommodate advanced level students.

d. **Foreign Trade Bank:** The ELP responded to a request from Training Department manager Rossitsa Miliankova for more extensive training of its entire personnel. Initially, two on-site courses in International Business English were started in March. Presently, Miliankova is gathering data to identify training needs and will issue a formal request for training to include the majority of its personnel in Sofia. Branches in other cities may be considered at a later date.

e. **Air Traffic Services Authority:** At the request of training manager Guergui Milchev, the ELP conducted a skill-gap analyses of ATSA personnel and designed two special courses to better prepare them for work with international clients in Bulgaria and abroad.

2. Goal #2. Cooperate with the New Bulgarian University in supporting their current business English curriculum and assisting in their teacher development project.

a. NBU Undergraduate Business Program:

(1) Faculty from the NBU language teaching facility, the Institute for Foreign Students, worked closely with UD ELP faculty in monthly workshops to discuss materials and methods for teaching business English.

(2) ELP's Schumacher and Institute faculty Vihra Gancheva are preparing to team-teach a business English course. This is a required course in the curriculum for the two year program to prepare students for an international office environment.

(3) Schumacher is also consulting with Michaela Katsarova on syllabus design and the use of case studies for an advanced business English course which is an integral part of a four-year program in Applied Linguistics.

b. NBU Graduate Program: Marina Yoveva, director of Graduate Studies, approached the ELP with a request for an Academic Writing course to be offered to NBU graduate students in Management, Psychology, Business Administration, and Informatics. This project is still on hold due to a lack of response among students. Yoveva will pursue a change in curriculum to have Academic Writing included as a required course for graduate students which may be in effect as early as the Fall semester of 1994.

c. NBU Radio University Business English Series

(1) Miller and Schumacher continued work on the advanced level NBU Radio University Business English program script. Start-up of the advanced section was postponed to the fall. Schumacher is currently field-testing the materials in an NBU business English class. Radio University Dean George Manliev began preparing a request for a small grant to support the project through the Open Society's Higher Education Support Program.

(2) The UD-ELP edited the beginner and intermediate levels of the series written by NBU counterpart author Liliana Grozdanova, English Director at the Institute for Foreign Students.

3. Goal #3. Provide English language support for participants in the Advanced Management and Economics Program.

b. Students in the Advanced Management Program participated in Management English classes offered at Sofia Central Library. Course components, readings, discussions and writing assignments reflected participants' current courses in Marketing and Managerial Economics.

c. The ELP provided intensive one-on-one consultations to students in the Advanced Economics Program. Students completed three short papers and a final paper during their course with University of Delaware Economics professor Eleanor Craig.

d. **Student evaluations:**

(1) The ELP again received excellent evaluations from students who participated in courses. Students commented, "this class has improved my willingness to learn the language"... "the material covered was relevant to my professional development"... "what I didn't like was that I was absent for a long time because I was ill."

(2) The following data were collected for the Koltai Group Participant Inquiry. For several questions, 100% of respondents "Agreed strongly" or "Agreed" with positive statements about their instruction.

(3) #1 - The quality of instruction was excellent.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
78.2%	21.8%	0.0%	0.0%	0.0%

(4) #3 - The content of this course is relevant to my needs.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
37.2%	55.1%	2.6%	1.3%	1.3%

(5) #6 - The instructors seem to be well-versed in the topic as it relates to my country.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
55.1%	25.6%	10.3%	1.3%	0.0%

(6) #13 - I would recommend this course to other interested parties.

STRONGLY AGREE	AGREE	NO OPINION	DISAGREE	STRONGLY DISAGREE
70.5%	24.4%	2.6%	0.0%	0.0%

4. Goal #4. Work with Bulgarian teachers, teacher trainers, and representatives from the Peace Corps and U.S.I.S. to distribute materials, to train teachers, and to develop curricula.

a. U.S.I.S/ English Teacher Training Program:

(1) Schumacher organized a one-week seminar with teacher trainer and textbook author Leo Jones. Jones has been a much revered professional in the field of teaching English as a Foreign Language in Bulgaria for many years. The one-week seminar focussed on teaching business English interactively including the use of video materials and attracted about 60 participants from universities, high schools and private organizations from all over Bulgaria. Participants included Peace Corps volunteers as well as U.S.I.S. Teaching Fellow Paul Landesman and Ministry of Education Foreign Language experts Mariana Rodulova and Liliana Litkova.

(2) Schumacher also invited Craig Walker, Cambridge University Representative for Greece and Eastern Europe, to exhibit materials and provide an opportunity for teachers to order pertinent textbooks.

(3) The feedback from participants was overwhelmingly positive regarding the quality of the seminar and its relevance to their current needs.

(4) The USIS American Center hosted the week-long Leo Jones Business English teacher training seminar.

b. PIET-Partners for International Education and Training:

(1) ELP nominee, Sofia University professor Tsonka Vassileva, received US training during this quarter. She attended the annual international Teachers of English to Speakers of Other Languages (TESOL) conference in Baltimore, Maryland. She also had an opportunity to consult and exchange expertise with internationally recognized professionals in the field of Teaching English as a Second/Foreign Language.

(2) ELP director Schumacher assisted new PIET director Donna Nichols in administering the ALIGU test.

c. In-house teacher development:

(1) ELP faculty submitted three team proposals to present at an international ESP (English for Specific Purposes) conference to be held in Hungary in May 1994.

(2) To stimulate professional exchange and development, ELP faculty engaged in extensive peer-observations this quarter.

(3) Regular faculty meetings provided an opportunity for teachers to exchange materials, discuss problems, and share successes. Coordinator Alexandrova took the lead in facilitating these meetings this quarter.

d. **Consultations with individual English language teachers:** ELP director Schumacher was invited to share her expertise at an in-house training at the New School of English in Sofia. Director Rositza Stameova was particularly interested in designing an interactive classroom.

5. **Goal #5. Provide database management, testing and placement for all program participants.**

a. On March 18, new candidates for Business & Management English courses were tested by the ELP for placement into spring classes. Administrative staff Theodorova, Nikolova, and Alexandrova worked together to collect and enter data to allow timely completion of placement and to conclude the end of semester certification process.

G. **Other significant activities**

1. ELP Schumacher provided numerous individual consultations and information packages on the U.S. university application process, and on writing a Western-style CV. These have become additional solid services provided through the UD Resource Center in Sofia.

2. ELP's Schumacher responded to a request from the TEMPUS foundation to serve on an interview panel. About thirty finalists were competing for an opportunity to spend a year at an American high school.

3. Radio Vitosha (Voice Of America) and ELP signed an agreement for free promotion and program publicity in exchange for English language training of VOA staff.

H. **English Language Program Goals for Year Three, Fourth Quarter:**

1. Goal #1. Cooperate with the New Bulgarian University in supporting their current business English curriculum and assisting in their teacher development project.

2. Goal #2. Provide English language support for participants in the Advanced Management and Economics Program.

3. Goal #3: Provide Business English Instruction to Participants from Bulgarian Government Ministries and Agencies.

4. Goal #4. Work with Bulgarian teachers, teacher trainers, and representatives from the Peace Corps and U.S.I.S. to distribute materials, to train teachers, and to develop curricula.

5. Goal #5. Provide database management, testing and placement for all program participants.

VIII. **Sofia Resource Center:** The Resource Center (RC)--a partnership with Sofia Central Library-- continued to play an important role in Sofia as a source of up-to-date information and teaching/learning materials in the fields of management, economics, and English language learning and teaching. Alex Markov, RC Coordinator, and secretaries Ekaterina Nikolova and Ana Vateva staffed the center. In-Country Coordinators McCollum and Abadzhiev, In-country Economics Program Coordinator Dr. Stefan Petranov, and English Program Director Schumacher held extended office hours in the RC main office.

A. Media Room

1. During this period, the Audio-Visual (A/V) room was given a larger home thanks to the support of Sofia Central Library Director George Kraev. Alex Markov and Ana Vateva worked on the promotion of A/V room resources to the public. The average number of visitors per day increased from 10.4 for the October - December period to an average of 12.03 this quarter. The jump in attendance resulted in the introduction of a new reservation system by phone which provides the most efficient use of A/V Room Resources.

Total visitors	698
Days open	58
Daily average	12.03
Regular visitors	34
Males	353
Females	345
Students	507
Business managers	46
Researchers	21
Teachers	43
University professors	24
Journalists	8
Others	69

2. During this quarter, the audio and video materials were again widely used, especially TOEFL tapes and books, AUDIO EQUIPMENT for individual language training, INTERNATIONAL BUSINESS ENGLISH materials and the videotapes of business and economics lectures.

3. The IBM computer in the Media room was widely used by visitors to gain experience with the software offered by the RC.

4. In March, we received 100 new videos from the Sofia Central Library as part of a new agreement. These tapes will be catalogued and permanently housed in the A/V room.

B. **Reading Room:** The reading room continued to be a very valuable resource to a wide spectrum of users as shown below:

Total Visitors	761
Males	358
Females	403
Students	552
Teachers	51
Others	53
Copies of materials used	1049
Economics	594
English language, study and teaching	216
Fiction	25
Periodicals	115
Others	99

C. **Resource Center Services to the Public, Faculty and Logistics Support**

1. The main activities of the RC Staff during this quarter were to keep the public informed about the project, to monitor the Media and Reading Rooms, and to support resident and short-term faculty.

2. In February, Shumway, McCollum, and Markov from UD and Kraev and Dimitrova from SCL met to review current activities and to discuss the possibility for further cooperation. They reached the following agreement:

a. Dimitrova and Markov will investigate the status of the printing house housed in SCL. If the information obtained deems it reasonable to pursue control of the printing house, a joint proposal will be made to the Sofia mayor to this effect.

b. Kraev agreed to allocate one more room to the UD office complex in SCL. The A/V room will be moved to this new room, and the reading room will be expanded from one to two rooms.

c. Shumway agreed to investigate sources of funds for capital improvements in the library.

d. A substitute A/V room attendant, Alexander Georgiev, was trained this quarter.

e. A modem was purchased to replace the rented modem, with a cost savings of \$15 per month.

f. The administrative office was painted and the desks renovated in March.

3. **Business Periodicals Library:** The ProQuest Series 3000 workstation has been an important part of Media Room equipment and visitors and searches continue to increase each quarter. During this period the new software and updates for November were received and installed.

a. CD-ROM ProQuest user statistics and demographics are shown below:

Total Search Requests	163
Regular Visitors	14
Students	54
Researchers	45
University Professors	18
Government Officials	11
Business managers	28
Journalists	7

b. The purpose of users's search requests are listed in order of frequency:

1. Theses, papers
2. Reports
3. Projects
4. Research & investigation
5. Handouts
6. Bibliography
7. Case studies
8. Preparation for lectures
9. Search for Business Contacts

c. Users requested searches in the following general subject areas:

1. Bank Management
2. Marketing & New Products
3. International Trade
4. Investment
5. Finance and Taxes
6. Bank Insurance
7. Science & Organization
8. Financial Markets
9. Environmental Issues
10. Advertising

IX. Other Logistical Support

A. Associate In-Country Coordinator Abadzhiev and Vanya Theodorova provided the administrative and logistical support for the NBU - UD joint programs.

B. Translation of course and publicity materials was undertaken by Abadzhiev and Theodorova with occasional help from RC staff.

C. UDBC employed Vera Georgieva and Roumiana Karapetrova as an adjunct interpreter in the management program. Theodorova and Abadzhiev also interpreted.

D. **Promotion and Media Announcements:** To advertise courses this quarter, we have achieved publicity through promotional efforts directed at our former customers in the our database, by sending fax advertising fliers to potential target audiences, and through publishing an ad in the Standard newspaper.

1. Abadzhiev prepared the draft text for an advertising brochure for our programs. All members of the UDBC team are currently involved in expanding and editing the brochure which is expected to be published with photos and in color by the end of April.

2. McCollum attended the monthly USAID meetings at the AID office complex in Sofia and the U.S. Bulgarian Business Initiatives group meeting at the Foreign Commercial Service Office.

APPENDIX A

MANAGEMENT COURSES OFFERED IN SOFIA DURING THE THIRD QUARTER OF THE THIRD YEAR

SCHEDULE

1. **Management II. Administrative and Organizational Theory (Weiss)**; 10 January - 17 January; 18:00-21:00; Monday to Friday; 9:00-16:00; Saturday; 9:00-13:00; Sunday; NBU; in English, with consecutive translation in Bulgarian; 21 students
2. **Management III. Business Strategies (Sullivan)**; 29 January - 6 February; 18:30-21:00; Tuesday, Wednesday, Friday; 9:00-16:00; Saturday; 10:00-15:00; Sunday; NBU; in English, with consecutive translation in Bulgarian; 23 students
3. **Economics. Economics for the Small Business (Mavrov)**; 10 January - 19 January; 18:00-20:30; Monday, Tuesday, Wednesday; NBU; in Bulgarian; 8 students
4. **Business Plan. Developing The Small Business Plan (Donnolo)**; 14 March - 24 March; 18:00-20:30; Monday, Tuesday, Wednesday; NBU; in English, with consecutive translation in Bulgarian; 20 students

MANAGEMENT COURSE DESCRIPTIONS

1. **Management II. Administrative and Organizational Theory (Weiss)** - The emphasis of this course is on the organizational level of analysis. The focus is on the design of work and work flow, the principles for developing an organizational structure, and the role of information systems in managing an enterprise.
2. **Management III. Business Strategies (Sullivan)** - This course covers the concepts in determination of top-level company policy and the solution of problems that cross major functional lines. Emphasis is on the procedures necessary for developing an effective company strategy.
3. **Economics. Economics for the Small Business (Mavrov)** - This course covers important economic forces and institutions which relate to the small business, especially the economic cycle, inflation and the role of the banking sector.
4. **Business Plan. Developing The Small Business Plan (Donnolo)** - This course integrates the material of the other courses in The Small Business Certificate Program. It is designed as a workshop, in which participants develop and present a plan for their own small business which might be used to seek financial assistance from banks or other institutions or agencies.

APPENDIX B

ECONOMICS COURSES OFFERED IN SOFIA DURING THE THIRD QUARTER OF THE THIRD YEAR

SCHEDULE

1. **Econometrics II (Petranov)**; 7 February - 28 April; 19:00-21:00 Tuesday; 18:00-19:30 Thursday; NBU; in Bulgarian; 15 students
2. **Basic Concepts in Market Economy (Vulov, Sofia)**; 15 February - 25 February; 18:00-20:30; Tuesday, Thursday, Friday; Sofia Municipal Library; 21 students
3. **Basic Concepts in Market Economy (Mavrov, Varna)**; 14 February - 25 February; 18:00-20:30; Monday, Wednesday, Friday; Varna; 25 students
4. **Basic Concepts in Market Economy (Vulov, Sofia)**; 1 March - 11 March; 18:00-20:30; Tuesday, Thursday, Friday; Sofia Municipal Library; 15 students
5. **Basic Concepts in Market Economy (Mavrov, Varna)**; 28 February - 11 March; 18:00-20:30; Monday, Wednesday, Friday; Varna; 15 students
6. **Basic Concepts in Market Economy (Vulov/Mavrov, Plovdiv)**; 16 March - 25 March; 18:00-20:30; Wednesday, Thursday, Friday; Plovdiv; 18 students
7. **Economic Development (Falaris)**; 10 January - 14 February; a 15 hour self-study course; Monday, Tuesday, Wednesday; UDBC A/V Room; 11 students
8. **Public Finance (Craig)**; 7 January - 27 January; 14:00-19:00; Tuesday, Wednesday, Thursday; Institute of Economics; 15 students
9. **Public Finance (Craig)**; 19 January - 20 January; 9:00-13:00; Wednesday and Thursday; Ministry of Labor; 23 students
10. **Labor Economics (D. Kanev)**; 14 February - 18 February; 9:00-13:00; Monday through Friday; Ministry of Labor; 12 students
11. **Macroeconomics (V. Vulov)**; 21 February - 23 February; 9:00-13:00; Monday through Wednesday; Ministry of Labor; 8 students

ECONOMICS COURSE DESCRIPTIONS

1. **Econometrics II (Petranov)** - This course covers basic econometric techniques needed for quantitative analysis in economics. Major topics covered are: simple and multiple

regressions models, multicollinearity, heteroscedasticity, serial correlation, dummy variables, identification.

2-6. Basic Concepts in Market Economy (Vulov/Mavrov) - This course is custom-designed for "Podkrepa" Trade Union members. It covers the fundamentals of market economy and the institutions related to them within the concept of the trade union, with an emphasis on the economic cycle, inflation, and the role of the financial sector.

7. Economic Development (Falaris) - This course examines the role of human resources in economic development. Topic include labor markets, population, human capital, income distribution in less developed countries.

8. Public Finance (Craig) - The role of the government in the market economy is examined. Special attention is paid to the role of taxation and expenditure decisions. Based on discussions with tax experts, Prof. Craig modified her course material so it pertained the tax issues presently being discussed in the Bulgarian Parliament.

9. Public finance and Social Security (Craig) - This two-day seminar focussed on the American experience in regulating labor markets, unemployment policy, unemployment benefits and retraining, as well as health care and pension fund policies.

10. Labor Economics (D. Kanev) - This five-day seminar addressed the basic principles of supply and demand for labor in a market economy, factor markets, the substitution between labor and capital, education, and discrimination.

11. Macroeconomics (V. Vulov) - This three-day seminar focussed on macroeconomic policy in the transition period with special focus on inflation and unemployment.

APPENDIX C

ENGLISH LANGUAGE COURSES OFFERED IN SOFIA DURING THE THIRD QUARTER OF THE THIRD YEAR

1. **Business English - Low Intermediate (Katie Paulovics)**; 16 January - 12 March; 17:00-18:00; Monday through Thursday; Sofia Central Library; 15 students
2. **Business English - Low Intermediate (Katie Paulovics)**; 16 January - 12 March; 8:00 - 9:15; Monday through Thursday; Ministry of Education; 12 students
3. **Business English - Intermediate (Tsonka Vasileva)**; 16 January - 12 March; 9:30 - 10:45; Monday through Thursday; Sofia Central Library; 12 students
4. **Business English - Low Advanced (Keith Boulton)**; 16 January - 12 March; 8:30 - 9:30; Monday through Thursday; Sofia Central Library; 12 students
5. **Business English - Beginner (Valentina Alexandrova)**; 16 January - 12 March; 8:00 - 9:15; Monday through Thursday; Ministry of Labor, Sofia; 15 students
6. **Business English - Beginner (Tsonka Vasileva)**; 16 January - 12 March; 8:00 - 9:15; Monday through Thursday; Ministry of Education; 15 students
7. **Business English - Beginners (Mita Kostova)**; 16 January - 12 March; 8:00 - 9:15; Monday through Thursday; Ministry of Education; 15 students
8. **Business English - Low Intermediate (Annie Menassian)**; 16 January - 12 March; 8:00 - 9:15; Monday through Thursday; Ministry of Education; 16 student
9. **Business English - Intermediate (Annie Menassian)**; 16 January - 12 March; 10:00 - 11:30; Monday through Thursday; Ministry of Labor; 12 students
10. **Business English - Low Advanced (Keith Boulton)**; 16 January - 12 March; 16:30 - 17:45; Monday through Thursday; Ministry of Labor; 12 students
11. **Business English - Intermediate (Valentina Alexandrova)**; 16 January - 12 March; 9:30 - 10:45; Monday through Thursday; Ministry of Labor; 15 students
12. **Business English - Low Intermediate (Valentina Alexandrova)**; 22 February - 28 April; 16:00 - 17:30; Tuesday through Thursday; Air Traffic Control Services, Sofia Airport; 8 students

13. **Business English - High Intermediate (Baerbel Schumacher);** 22 February - 28 April; 16:00 - 17:30; Tuesday through Thursday; Air Traffic Control Services, Sofia Airport; 9 students
14. **Business English - Beginner (Vanya Theodorova);** 28 March - 27 May; 12:00 - 13:15; Monday through Thursday; Bulgarian Foreign Trade Bank; 15 students
15. **Business English - Beginner (Mita Kostova);** 28 March - 27 May; 12:00 - 13:15; Monday through Thursday; Bulgarian Foreign Trade Bank; 15 students
16. **Business English - Intermediate (Katie Paulovics);** 28 March - 19 May; 17:00 - 18:15; Monday through Thursday; Sofia Central Library; 15 students
17. **Business English - Low Advanced (Keith Boulton);** 28 March - 19 May; 16:45 - 18:00; Monday through Thursday; Sofia Central Library; 15 students
18. **Business English - High Beginner (Mita Kostova);** 28 March - 19 May; 8:00 - 9:15; Monday through Thursday; Ministry of Education; 15 students
19. **Business English - Low Intermediate (Anni Minassian);** 28 March - 19 May; 8:00 - 9:15; Monday through Thursday; Ministry of Labor; 15 students
20. **Business English - Intermediate (Valentina Alexandrova);** 28 March - 19 May; Monday through Thursday; Ministry of Labor; 15 students
21. **Business English - High Beginner (Valentina Alexandrova);** 28 March - 19 May; Monday through Thursday; Ministry of Labor; 15 students
22. **Business English - Low Intermediate (Anni Minassian);** 28 March - 19 May; Monday through Thursday, Ministry of Education; 15 students

ENGLISH LANGUAGE PROGRAM COURSE DESCRIPTIONS

1. Business English Beginners/High Beginners:

Students mastered the basics of conversational English needed in greetings, leave-taking, introductions, apologies, simple explanations and comparisons. They learned the basics of English syntax with question/answer forms, and verbs in the simple past present and future were stressed. Students became comfortable with numbers in English from the beginning, and used graphs, charts and telephone numbers in their class work, which was organized in pairs, small groups and the large group, to prepare students for

the business case study work they will pursue in the intermediate and advanced levels. Entering the intermediate level, students are able to produce simple memos and letters, read and orally summarize short selected newspaper/magazine articles, introduce themselves and others, and carry on simple conversations about the office and current news.

2. Business English Low Intermediate/Intermediate/High Intermediate

Students in this level build on their understanding of conversational English by learning more sophisticated language needed in agreeing and disagreeing in discussions, expressing and supporting opinions, and in describing a sequence of events over time, using perfect verb forms (i.e., present perfect and past perfect tenses). Business case studies, written for English learners, are used in class, which require students to produce written memos, letters and analyses on the case problems. Listening skills and note-taking are also stressed, using audio and video tapes on business topics. Students give at least one oral presentation, to be evaluated by both peers and instructor. By the end of this level students are comfortable with memos, letters and oral and written discussion of simplified business cases, selected newspaper and magazine articles, and video and audio material.

3. Business English Low Advanced/Advanced

Students in this level expand on skills acquired in the intermediate level, by using more sophisticated "texts" in English (including video and audio material), and by working with a series of inter-related texts, discussing and comparing points of view presented in each. Students in the advanced levels work in problem-solving groups, working entirely in English, and regularly present informal and formal oral results of this group work. Formal presentations are evaluated both by peers and the instructor. Advanced level students honed their listening skills by listening to audio and video material, and by relating it to class readings, case studies, and their work experience. In addition, students prepare a final project which is presented in written form, and as an oral presentation, at the end of the course. Finally, students also polish problematic grammar, in the areas of prepositions, gerund/infinitive constructions, and conditional verbs.

APPENDIX D

ENGLISH LANGUAGE PROGRAM QUALITATIVE EVALUATION FORM
RESULTS FOR THE THIRD QUARTER OF THE THIRD YEAR

FOR EACH QUESTION, PLEASE CHOOSE THE ANSWER THAT IS TRUE FOR YOU.
THIS INFORMATION IS IMPORTANT TO US AND WILL HELP US TO IMPROVE THE
PROGRAM.

1. I AM SATISFIED WITH THE QUALITY AND EFFORT OF THE ENGLISH
TEACHER(S) IN THIS PROGRAM.

100% YES 0% NO 0% DON'T KNOW

2. WHEN I BEGAN THIS CLASS, I MOST WANTED TO IMPROVE:

CHOOSE ONE, or TWO MAXIMUM!

- 88% A. My speaking
- 07% B. My reading
- 91% C. My writing
- 71% D. My understanding of spoken English
- 21% E. My vocabulary
- 05% F. My grammar

3. I THINK THIS CLASS HAS HELPED ME TO IMPROVE:
(CHOOSE ALL THAT HAVE IMPROVED)

- 87% A. My speaking
- 40% B. My reading
- 24% C. My writing
- 87% D. My understanding of spoken English
- 39% E. My vocabulary
- 04% F. My grammar
- 04% G. Other - Please write here:

4. I THINK THAT MOST PEOPLE IN THIS CLASS

- 25% A. Know more English than I do
- 05% B. Know less English than I do
- 67% C. Know English about the same as I do

5. I ATTENDED CLASSES:(circle one)

100% 90% 80% 70% 60% 50% 40% 30% 20% 10%
32% 42% 12% 01% 0% 0% 05% 04% 0% 0%

6. I PARTICIPATED: 8% A. More than others
78% B. As much as others
14% C. Less than others

7. Please write your answer, in English:

What I liked most about this class was..._____

8. Please write your answer, in English:

What I didn't like about this class was..._____

APPENDIX E

"This Course Was a Real Opportunity for Us" Summary of Newspaper Article

Summary of the Article by Dimo Raikov in the Labor Exchange newspaper entitled: "This Course Was a Real Opportunity For Us":

Two courses were held at the National Employment Agency (NEA) February 14 - 23 - Macroeconomics and Economics of Labor. The courses were offered in conjunction with the University of Delaware - Bulgaria Coalition. The instructors were Valentin Vulov and Dimitar Kanev who have graduated from a one year advanced program in economics taught by US professors from the same University.

The courses offered valuable knowledge in market economics to assist us face the daily challenges of the transition. The courses were designed after a careful analysis of NEA needs.

NEA Personnel Department expert Yordanka Bodurova said all participants have defined the course as extremely beneficial. The success of the course was ensured by the high quality of the instruction offered by both instructors. Mr. Kanev was especially praised for his erudition and his recently published book on Labor Economics. Participants appreciated the discussion on issues like compensation, unemployment, investment in human resources and suggested solutions to current labor problems in the country.

Here are some participants' comments:

Sevdalina Kostova: The training gave me a clear picture of the main macroeconomic processes active in our present day market economy.

Irena Petkova: I enjoyed the course. Personally I most appreciated those topics that were directly related to the applied aspects of my work.

Snezhana Yovcheva: I think Dimitar Kanev is a very competent instructor. I am impressed. The training we have been offered is unique in Bulgaria. Undergraduates and labor experts are still educated and trained along old curricula. This course was a real opportunity for us.

Valentina Ilieva: I wish an in-house training program was established at NEA where such courses will be offered systematically. The models introduced in the course present alternative solutions for real problems we are facing. Such courses are more than welcome.

APPENDIX F

UNIVERSITY OF DELAWARE - BULGARIA PROJECT
 KOLTAI PARTICIPANT INQUIRY FORM RESULTS
 COURSE AREA AND NUMBER OF SEMINARS: BULGARIAN INSTRUCTORS OF
 ECONOMICS
 PROJECT QUARTER: FEB - MAR 1994, LABOR MINISTRY, TRADE UNIONS
 DATE: APRIL 8, 1994
 TOTAL NUMBER OF STUDENTS: 113.00

GRADE	5	4	3	2	1	0
Q 1-ANS	62.8%	34.5%	0.9%	1.8%	0.0%	0.0%
Q 2-ANS	69.9%	26.5%	2.7%	0.9%	0.0%	0.0%
Q 3-ANS	43.4%	45.1%	4.4%	4.4%	0.9%	1.8%
Q 4-ANS	3.5%	3.5%	8.8%	46.0%	36.3%	1.8%
Q 5-ANS	62.8%	31.9%	4.4%	0.0%	0.0%	0.9%
Q 6-ANS	76.1%	21.2%	1.8%	0.9%	0.0%	0.0%
Q 7-ANS	53.1%	36.3%	4.4%	3.5%	2.7%	0.0%
Q 8-ANS	5.3%	11.5%	3.5%	42.5%	37.2%	0.0%
Q 9-ANS	42.5%	40.7%	7.1%	6.2%	1.8%	1.8%
Q10-ANS	34.5%	44.2%	10.6%	7.1%	2.7%	0.9%

SEMINAR LEGEND

- Q1 - The quality of the seminar was excellent.
- Q2 - The materials are well designed.
- Q3 - The content of the seminar is relevant to my needs.
- Q4 - The instructor covered material that was beyond my understanding.
- Q5 - The instructor seemed to be concerned about the participants progress.
- Q6 - The instructors seemed to be well versed in the topic as it relates to my country.
- Q7 - The seminar met my expectations.
- Q8 - The seminar materials are difficult to understand.
- Q9 - The facility was well suited for this seminar.
- Q10 - The classroom equipment used is well suited for this seminar.

GRADE

- | | | |
|--------------------|----------------|-----------------------|
| 5 - STRONGLY AGREE | 3 - NO OPINION | 2 - DISAGREE |
| 4 - AGREE | 0 - NO ANSWER | 1 - STRONGLY DISAGREE |

NB: The following seminars delivered by Bulgarian instructors are included:

- * Labor Economics, Dimitar Kanev
- * Introduction to Macroeconomics, Valentin Vulov
 Labor Ministry Seminar Series
- * Introduction to Economics Seminars delivered in Sofia, Plovdiv, and Varna jointly with the Free Trade Union Institute.
 Instructors: Valentin Vulov and Hristo Mavrov, graduates of the Advanced Studies in Economics program offered by the UDBC.

APPENDIX G

UNIVERSITY OF DELAWARE - BULGARIA PROJECT
 KOLTAI PARTICIPANT INQUIRY FORM RESULTS
 COURSE AREA AND NUMBER OF COURSES: AMERICAN INSTRUCTORS IN ECON &
 MGMT

PROJECT QUARTER: JAN - MAR 1994

DATE: APRIL 8, 1994

TOTAL NUMBER OF STUDENTS: 57.00

GRADE	5	4	3	2	1	0
Q 1-ANS	56.1%	42.1%	0.0%	1.8%	0.0%	0.0%
Q 2-ANS	59.6%	35.1%	1.8%	3.5%	0.0%	0.0%
Q 3-ANS	49.1%	42.1%	7.0%	1.8%	0.0%	0.0%
Q 4-ANS	12.3%	17.5%	3.5%	24.6%	42.1%	0.0%
Q 5-ANS	63.2%	33.3%	3.5%	0.0%	0.0%	0.0%
Q 6-ANS	40.4%	35.1%	17.5%	5.3%	1.8%	0.0%
Q 7-ANS	40.4%	50.9%	5.3%	3.5%	0.0%	0.0%
Q 8-ANS	1.8%	7.0%	12.3%	43.9%	35.1%	0.0%
Q 9-ANS	0.0%	1.8%	3.5%	33.3%	61.4%	0.0%
Q10-ANS	15.8%	61.4%	14.0%	7.0%	0.0%	1.8%
Q11-ANS	14.0%	52.6%	22.8%	8.8%	1.8%	0.0%
Q12-ANS	22.8%	19.3%	15.8%	24.6%	14.0%	3.5%
Q13-ANS	54.4%	35.1%	7.0%	0.0%	1.8%	1.8%

LEGEND

- Q1 - The quality of instruction was excellent.
- Q2 - The instructional materials are well designed.
- Q3 - The content of this course is relevant to my needs.
- Q4 - The instructor covered material that was beyond my understanding.
- Q5 - The instructor seemed to be concerned about the participants progress.
- Q6 - The instructors seemed to be well versed in the topic as it relates to my country.
- Q7 - The course met my expectations.
- Q8 - The course was not relevant to the business situation I am currently experiencing.
- Q9 - The instructional materials are difficult to understand.
- Q10 - The facility was well suited for this program.
- Q11 - The classroom equipment used is well suited for this program.
- Q12 - I would take this course again.
- Q13 - I would recommend this course to other interested parties.

GRADE

- 5 - STRONGLY AGREE 3 - NO OPINION 2 - DISAGREE
- 4 - AGREE 0 - NO ANSWER 1 - STRONGLY DISAGREE

NB: The following courses are included:

- * Business Strategies, Prof. D. Sullivan
- * Administrative and Organizational Theories, Prof. Weiss
- * Public Finance, Prof. E. Craig