UNIVERSIDAD DE LOS ANDES

FACULTAD DE HUMANIDADES Y EDUCACIÓN

ESCUELA DE IDIOMAS MODERNOS

FUNDACIÓN ESCUELA LATINOAMERICANA DE REDES: Una

oportunidad para desarrollar mis habilidades organizando un evento

internacional.

Carmen Tarcila Troconis Molina

MÉRIDA, NOVIEMBRE 2009.

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opportunity to develop my skills organizing an international event.

Informe final de pasantías presentado por la Br. Carmen Tarcila Troconis Molina
como requisito parcial para optar al titulo de Licenciada en Idiomas Modernos.

HOJA DE IDENTIFICACIÓN

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Mención: Inglés.

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Tutor Académico: Profesora Claudia Pozzobon.

Título del Informe: FUNDACIÓN ESCUELA LATINOAMERICANA DE REDES: An opportunity to develop my skills organizing an international event.

Identificación de la Institución Sede:

Organismo: Escuela Latinoamericana de Redes EsLaRed.

Departamento: Comité Organizador "WALC 2008".

Dirección: Núcleo Universitario Doctor Pedro Rincón Gutiérrez, La Hechicera, Facultad de Ingeniería, piso 1 ala suroeste. Mérida, Edo. Mérida.

Nombre y Apellido del Responsable Institucional: Profesor Edmundo Vitale.

Cargo: Gerente General.

Duración de las Pasantías: 12 semanas.

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GENERAL INDEX

TABLE OF APPENDICES

PAGE

"To conquer fear is the beginning of wisdom"

Bertram Russell
English Philosopher 1872-1970

INTRODUCTION

The internship is one of the most important requirements to obtain the degree in Modern Languages at the University of Los Andes (ULA). This period is not only a step toward obtaining the degree, but also a way of putting into practice some of the knowledge acquired during the academic formation. The internship is the first step of a student toward future professional life.

The following report is the concluding element of my internship in an International Organization: the "Escuela Latinoamericana de Redes" (EsLaRed). The EsLaRed's objective is to offer workshops related to telecommunications, and promote the training of human resources and research in that area. For this reason, every year EsLaRed organizes a series of workshops targeted toward young professionals. This annual event is called WALC (*Workshops to Latin American and the Caribbean*). My internship consisted in working as a member of the Organizing Committee of WALC 2008. This report describes all the events that occurred throughout the three months of my internship in this wonderful organization.

The report is divided in five main sections; the first one is the **Profile of the Host Institution**, which presents all the basic information about EsLaRed Foundation. This part includes two flowcharts that illustrate the structural organization of the institution and the structural organization of the Organizing Committee of WALC 2008. The second part is the **Nature of the Internship**; this

section offers a detailed list of all the tasks and activities that I carried out during the period of the internship.

The third part, and I think the most important in the whole report, is the **Reflection Essay** which describes all the feelings and emotions that I went through during the three months of work at the host institution. The fourth section provides the **Conclusions,** where I present an evaluation of my internship, the experience that I gained, and how this experience brought important changes to my life.

Finally, in the last section, I provide some **Recommendations** to the School of Modern Languages and to the EsLaRed Foundation in order to contribute to a better performance of their functions in the future.

PROFILE OF THE HOST INSTITUTION

The first *Escuela Latinoamericana de Redes* event was organized in 1992 and it was coordinated by REDULA*. Its main objective was to offer a series of workshops related to telecommunications and also to develop and promote the training of human resources and research in the area of telecommunications and computer networks.

The second event was presented and organized in 1995 by two professors of the University of Los Andes, Edmundo Vitale and Ermanno Pietrosemoli, who together have coordinated this event for the last 13 years. Since 1997, in collaboration with the *Internet Society (ISOC)**, an organization created by the pioneers of Internet to offer leadership in Internet related standards, education and policy around the world, the event has been named WALC (*Workshops to Latin American and the Caribbean*) and has taken place in different countries of this continent, such as Venezuela, Brazil, Mexico, Dominican Republic, Peru, and Ecuador.

In 1999, Professors Vitale and Pietrosemoli decided to create a foundation with the purpose of not having the event depend solely on the contribution of the University of Los Andes. The foundation began working on November 17th of that year and it was named "Fundación Escuela Latinoamericana de Redes" (EsLaRed).

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* All the words, expressions and names of organizations with an asterisk, refer the reader to the glossary included at the end of this report.

The EsLaRed Foundation, which promotes the development of telecommunications, is one of the most important institutions in both the city of Mérida and the University. EsLaRed is a non-profit institution dedicated to supporting information and communication technologies in Latin America and the Caribbean. Its headquarters are located at the Faculty of Engineering of the University of Los Andes.

In the last ten years, EsLaRed foundation has organized and promoted once a year a very significant event in Latin American and the Caribbean: The "Escuela Latinoamericana de Redes" fused with the "Taller sobre Tecnologías de Redes Internet para América Latina y el Caribe", or WALC. This event has been sponsored by important worldwide organizations such as *International Centre for Theoretical Physics** from Italy, the *Organization of American States** and the *Internet Society*.
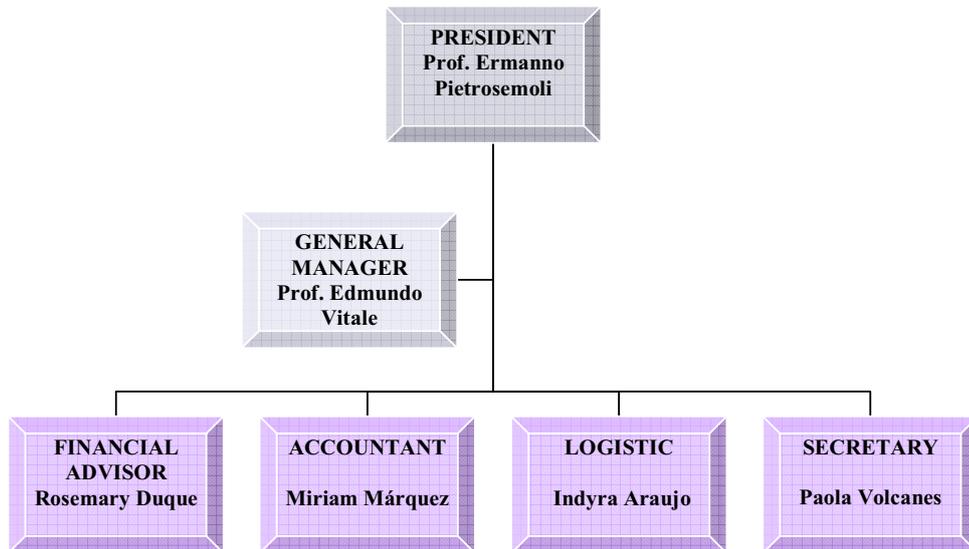
Last year the Foundation received the *Jonathan B. Postel Service Award 2008** from the *Internet Society* for its significant contribution to the promotion of technologies of communication, for its extraordinary work in human resources formation, and for carrying out projects for communities in Latin America and the Caribbean. This foundation permanently organizes national and international courses, seminars, symposia, and workshops.

Each WALC is organized approximately six months early and consists on different workshops, for example: Networking and communications project management, IP telephony, security computer networks, wireless data networking, and the like. Each workshop has two or three instructors who have been carefully
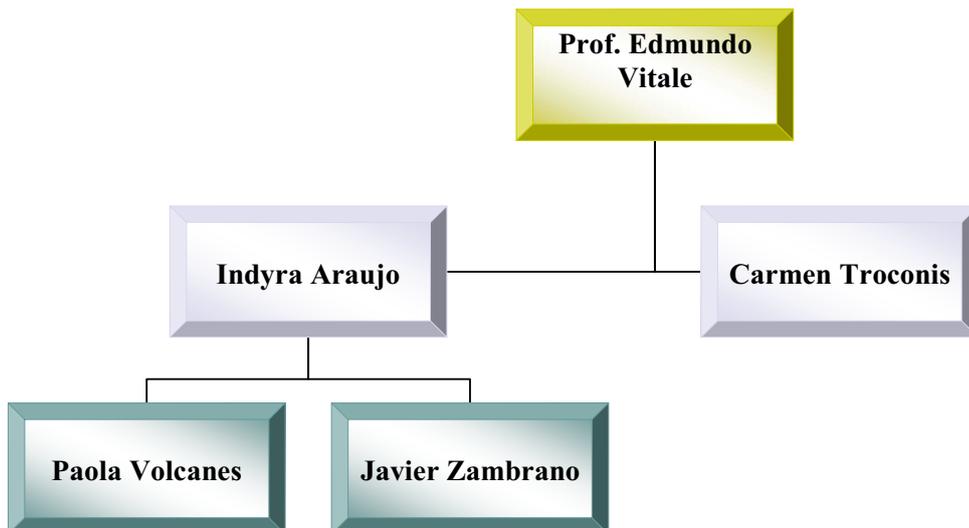
selected previously by the organization to guarantee the quality of learning. The instructors come from different countries. In addition, the participants are selected from a large list of candidates from all over Latin America, who have to be young people with knowledge in the area of telecommunications and computer network. Applicants pre-register and afterwards the organization selects the people qualified for each workshop. This selection guarantees the information is reached by a good number of people beyond the event.

According to the people that have participated in the event, WALC is currently one of the most important workshops of Latin American in the area of telecommunications. Year after year, people from all the continent hope to participate in this important event; this year it was organized and carried out in the city of Bogotá, Colombia.

FOUNDATION ESLARED STRUCTURE

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                    │   PRESIDENT     │
                    │ Prof. Ermanno   │
                    │  Pietrosemoli   │
                    └─────────────────┘
                             │
          ┌─────────────────┐│
          │    GENERAL      ││
          │    MANAGER      ││
          │ Prof. Edmundo   ││
          │     Vitale      ││
          └─────────────────┘│
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FINANCIAL ADVISOR	ACCOUNTANT	LOGISTIC	SECRETARY
Rosemary Duque	Miriam Márquez	Indyra Araujo	Paola Volcanes

ORGANIZING COMITEE WALC2008 STRUCTURE

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                    ┌─────────────────┐
                    │ Prof. Edmundo   │
                    │     Vitale      │
                    └─────────────────┘
                             │
          ┌──────────────────┴──────────────────┐
    ┌─────────────┐                      ┌─────────────┐
    │ Indyra Araujo│                      │Carmen Troconis│
    └─────────────┘                      └─────────────┘
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    ┌──────┴──────┐
┌──────────┐ ┌──────────────┐
│Paola     │ │Javier        │
│Volcanes  │ │Zambrano      │
└──────────┘ └──────────────┘
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NATURE OF THE INTERNSHIP

My internship began on September 1st, 2008; at the EsLaRed Foundation headquarters. My main task as an intern in that organization was to work as a member of the organizing committee of the event. My job inside the organization was mainly administrative work.

My duties as a member of the organizing committee were the following ones:

Before the event

❖ Learning all the details related to the event very well in order to provide the potential participants with the precise information about it.

❖ Making hotel reservations for the instructors and the international participants.

❖ Requesting transportation from the Direction of Services U.L.A.

❖ Calling FONACIT* and FUNDACITE* to ask about the status of request for patronage.

❖ Requesting classrooms and computing laboratories for the event workshops from the authorities of the Faculty of Engineering.

❖ Asking for budgets for airplane tickets to the instructors and special guests.

❖ Processing hotel reservation confirmations for foreign participants so they could then apply for a visa at the Embassy of Venezuela in their countries.

- ❖ Keeping the status of requests updated (approved, not approved and awaiting answer).

- ❖ Writing and sending invitations to the university authorities and special guests and later confirming their attendance.

- ❖ Sending information by fax to national and international participants.

- ❖ Requesting the necessary equipment for each workshop (video beam, microphone, whiteboard, laptop, among others.).

- ❖ Processing statistics of people who had registered and confirmed and people who had registered and canceled.

- ❖ Requesting services from the Protocol Office of the ULA for the entire week of the event.

- ❖ Preparing the opinion polls templates for each workshop.

- ❖ Requesting advertising placards for the event.

- ❖ Preparing payment receipts for each participant.

During the event

- ❖ Preparing payment receipts for each participant.

- ❖ Remaining at the information center.

- ❖ Coordinating the closing ceremony of the event.

- ❖ Giving opinion polls templates to the participants of the workshops.

- ❖ Preparing payment receipts for each participant.

<u>After the event</u>

❖ Processing the opinion polls and delivering them to the organizing committee.

My work schedule was the following one: I worked from Monday to Friday, from 8:00am to 11:30am in the morning and from 2:30pm to 6:00pm in the afternoon. Sometimes I had to leave my office to solve problems or to take care of processes related to the event within the Faculty of Engineering.

In addition, my work schedule changed during the event, since I had to work two weekends and I had to be at the information center at 6:30am until late at night.

REFLECTION ESSAY

Expectations from my internship

When I was about to finish all the courses in my minor International Organizations, I wondered: Where can I do my internship? It had to be here in Mérida because I could not leave my son for too long. Actually, I always heard from my classmates that it was very difficult to find a good internship in this city, especially in the International Organizations area. Then, luckily for me, the Internship Area of the School of Modern Languages found a very interesting internship for me in a real international organization: The EsLaRed Foundation.

I was very happy because the internship was in the area of the events organization and I manage that work field very well. For almost 13 years I have been working in all the activities related to events organization because I was the coordinator of the Choral Society of the University of Los Andes (Orfeón Universitario de la Universidad de Los Andes) for several years; hence, I had enough experience in organizing national and international events. Besides, I had also worked in a company for a while organizing events and banquets with some friends. For all these reasons I thought that I would be successful in this internship.

The work place

EsLaRed headquarters is located in the building of the Faculty of Engineering at the University of Los Andes. The hall where the office is situated

is really pleasant. There is also a balcony where you can see the garden and one of the many beautiful sculptures of the ULA; it is the sculpture of a fat woman reclining on a bed of stones, actually, it is one of my favorites from all the sculptures at the university. The first moment I found myself there, I knew that everything would be fine and I was going to enjoy my internship. My initial impression of the place of work was really positive and I had a feeling that everything would be all right.

The EsLaRed Foundation headquarters is basically a computer lab. The space has approximately 20 computers, used for different courses offered by the organization throughout the year. Next to the lab, there is an office where the administrative work is done. The first thought I had when I came in was that the lab and the office were a little messy, in that moment I thought that if I wanted to work comfortably, I had to organize the mess a bit. I know from experience that work flows better if everything is in its place. I wanted to have an organized desk and the work space that they assigned me. Although this was not one of my duties, I did not mind starting my internship cleaning and organizing the place where I was going to work for the next three months.

Knowing people

On my first day as an intern at the EsLaRed Foundation, I was at the place of work at 8:00 am. The first person I met there was the secretary, Paola Volcanes, a very young girl who was working there temporarily because the actual secretary was on maternity leave. From the very beginning, she and I got

along that gave me peace of mind and the tension of the first day decreased a little bit. She is a very smart girl and later I discovered that she was also effective and efficient and, what I liked the most, she had a great sense of humor.

Afterwards, I met Miss Indyra Araujo, my principal supervisor and the main organizer of the event since 1997. She was someone who had a lot of experience and knew all the steps to follow in order to organize the event. She told me that she did not work at the EsLaRed office but in another office downtown, and that from that moment onward, we would always communicate by phone and by internet. I liked that situation because I could work more relaxed without the pressure of having my supervisor watching everything I did. I should also add that the first two weeks I felt a little intimidated by Miss Araujo, because I could see that she was very strict and demanding. Later, I realized that I was not wrong, fortunately it was very easy to me work at her same pace.

In addition, I was also introduced to Javier Zambrano, the messenger for the foundation, who also took care of several activities including shopping, delivering mail, going to the bank and making copies, among other chores. Javier is a student of Computer Engineering at the ULA and he works for the foundation since 2006, so he also had experience working in the event.

Miss Araujo, Paola and Javier were my work team. Meeting them made me a little bit nervous because I did not really know what they were like and I was aware of the fact that the success of my internship was going to depend on my relationship with them. Fortunately, I had good disposition to learn from their experiences and share with them my own experiences.

Starting to work

That first day, Paola told me that I could choose any computer, and immediately I picked one of them. When I got settled at my work desk, the first thing I did was to have a conversation with Miss Araujo to agree upon my work schedule. After that chat she went to her work place downtown, and I stayed there with Paola and Javier. My head was full of high expectations and a great insecurity, but I told myself that every beginning is always difficult and surely, within a few days, I was going to enjoy the tranquility that routine produces.

Later in the morning, I had a meeting with the president of the foundation, Professor Ermanno Pietrosemoli. He told me about the functioning of the organization and also explained to me in detail what the purpose of the event was. Eventually, I came to realize that professors Ermanno Pietrosemoli and Edmundo Vitale, President and General Manager of the Foundation respectively, spent very little time in the office because they had to travel regularly for work.

In the afternoon, Indyra sent me through the internet a list of the tasks I had to carry out that first week. I was ready to begin immediately, but the electricity went out and Paola and I spent all the afternoon waiting for it to come back, unfortunately that did not happen. It was very frustrating for me because I was very anxious and I wanted to begin my work, but at the same time I told myself there was much time left to complete all the activities and the time I lost that afternoon could be recovered the next day.

A problem with my Internship

The night before my first day of work, I was thinking about all the activities that I had to do during my internship, and I made a really important discovery: on the list of my duties, until then, there was not any possibility to practice the English language. I was very frightened about that discovery, and that night I could hardly sleep thinking about it. The next day, the first thing I did when I arrived to the office was to call the then Coordinator of the Internship Area of the Modern Languages School. I told her about the entire problem and she said that I should not worry because it was very difficult to find a good internship where we could put into practice the English language in this city and the Internship Area of the Modern Languages knew it. She also told me that for my internship, it was acceptable and that I should move forward without worrying about it.

After having my conversation with the then Coordinator of the Internship Area of the Modern Languages School I felt reassured, so I decided to leave the problem behind and continue the internship with enthusiasm.

A new routine in my life

Adjusting to a new schedule always takes some time; however, I adapted quickly to this new change in my student life. The harmony in the work place was an important factor for a rapid adaptation, and I was very happy with my job and with the people around me.

The first nine or ten weeks were mostly routine. I would telephone Miss Araujo early in the morning, and she would give me instructions or she would send me an email with the list of tasks that I had to do along the day. I liked that way of working because with that system, it was easy for me to have control of all work done.

When I first started my internship, I read all the information on the website of the event to know all the details about it, in case someone requester information from me. I also became familiar with all office equipment: telephones, faxes, computers and the like. After that, I was ready to begin my work for the next twelve weeks.

I also began my first tasks requesting by telephone some budgets from several hotels in Mérida for the closing dinner of the event for 250 people. When Miss Araujo asked me to do that work, I began to laugh because I felt that I was starting my job from the end. Honestly, I did not enjoy that first task because in some hotels I had to ask for those budgets more than one time. I thought that the people in charge of doing budgets in those hotels were very irresponsible. After that, I had to make some calls to the Office of Student Records at the Engineering Faculty in order to request a room, which would serve as an Information Center to the Participants during the week of the event. I did the letter of requesting and I sent it with Javier Zambrano, the messenger. This was my second day of my internship. That night, at home, I thought about some ways to do my work easier.

Many things to do before the event

  The following days were mostly the same routine; the only thing that changed was the kind of work that I had to do daily. Sometimes, at the beginning of the internship, there was not too much work to do, but other times I had to do many tasks during the day.

  One of the ideas that I had to have all my work in order was to write a list of status of requests. This list contained the following: the type of request, the name and, sometimes, the telephone number of the office where we had done the request, the state in which the request was at the moment and, in case the foundation had to make some payment, the amount of money to be paid. I updated the list daily so I was in control of all applications. Therefore, when Miss Araujo, or one of the professors asked me for information about the requests, I could give it to them immediately.

  After the first week, I had the control of the situation. In the following days I finished my work for the day in the morning and as in the afternoon I had almost nothing to do; I compensated my lack of practice of English during my internship by reading articles in English on web pages. Nevertheless, sometimes the worry about not being able to do oral practice would come to my mind, but then I would remember what the then Coordinator of the Internship Area of the Modern Languages School had told me about it, so I would calm down. It was too hard for me not be worried about that situation because I have always thought that the internship would be an opportunity to speak a foreign language, but I had to work with what I had, and it had to be enough.

I had to do very important activities before the event so everything would go perfectly. One of my responsibilities was to make several requests to different entities of the ULA, such as transportation for participants at the Direction of Services ULA, boys and girls of protocol at the Protocol Office, and classroom and labs for the workshops at the Faculty of Engineering. These procedures were quite cumbersome because they required a lot of paperwork. Doing my internship, I again found myself face to face with the bureaucracy of the University of Los Andes. I had already had experience in that field some years ago, and I realized that nothing had changed about it. The bureaucracy of the university is still complicated even when it comes to simple procedures. This situation made me waste a lot of time in endless paperwork, and in these cases, I felt very frustrated in the middle of a process because they always asked for a different requirement. However, as everything has its positive side, I must say that this kind of difficulty with bureaucracy helped me to develop my patience and I think that it is something we all need nowadays.

Fortunately, when I had to do some procedures at FUNDACITE* and FONACIT* everything was different because the paperwork was less complicated and the whole procedure was more effective. The responses to request came quickly and the people in charge were very pleasant. That is why I thought that the work before the event had its ups and downs and whatever the case was, I felt really helpful inside the organizing committee. The feeling of being efficient made different in my days despite the daily routine (writing letters, making phone calls, sending faxes, making reservations, preparing payment receipts, and so on.),

and every day I learned something new. Almost everyone who worked at WALC 2008 had also worked at the former events. That fact gave me a huge advantage because the work I had been doing until that moment had already been done by the people of the organizing committee in previous years. Hence, that allowed me to learn the procedures very fast. I seized this opportunity and fortunately, my coworkers collaborated with me whenever I needed it. I considered myself lucky for that.

As the week of the event drew near, I worked nonstop all day long. I had to plan the opening ceremony, prepare the opinion polls templates for each workshop, request the necessary equipment for each workshop and put in order the room that would serve as the center of information to the participants. I was certainly always under the orders of Miss Araujo and professors Vitale and Pietrosemoli. By that time, the professors spent almost all day at the office coordinating all the details of the technical aspects of the workshops. Both Miss Araujo and the professors always treated me with respect and consideration. They frequently commended the work I did and because of that, I really felt that they trusted me and also that I was a valued member of the organizing committee. Working with them was certainly a pleasure for me.

The week of the event finally came

Two days before WALC 2008 began, my work schedule changed. I had to work on Saturday and Sunday. Miss Araujo had, of course, warned me about that. She warned me so that I would not be surprised and that I knew it would be

necessary and this way, I was ready and prepared for work at all times if they needed me.

The formal registration and the delivery of the material for the workshops were done the day before the opening of the event. That day, I was very excited because I would personally meet the people from the all over the country with whom, for one reason or another, I had spoken on the telephone. I was also going to meet the people who came from all over Latin America and the Caribbean, and for whom I had made the hotel reservation.

The opening ceremony of the event was the next day in the morning. Unfortunately, the university authorities were not present. The only one who was representing them was the Secretary of the University and since he arrived late, the act began almost one hour later than expected. That situation caused me a huge stress because I had to do some last minute changes in the program. The ceremony was a bit long but very pleasant. The principals of the foundation welcomed all the participants and the event officially started.

The week of the event was very quiet even though I thought otherwise. That week I was always very busy, but it was comforting for me to meet people from other Latin American cultures and I began my days prepared to make sure that everything was perfect. There were some drawbacks because we did not have enough staff to care for the needs of each workshop simultaneously. Sometimes I thought I needed a clone, but the team always found a solution to all problems. We worked very hard, but we always had good spirit and a great sense of humor. I felt that week we were more united than ever.

The closing ceremony was excellent. There was a Venezuelan music group and also a dance group. All the participants were happy and they expressed it to us. That night I was tired, but happy because everything went very well.

Closing another stage

That last week of the internship the work decreased significantly, but I had to focus on processing all the polls taken during the event. I had never done a job like that and I was a little nervous at first, but professor Vitale explained to me how to do it. I finished all the polls in one week. Professor Vitale thanked and congratulated me for my work.

The last day I was happy to have completed another stage of my studies. On the other hand, I felt sad about leaving the office because after three months I had become used to working there and with all those people. Still, my internship had to end and the important reflection was that I was grateful to have actively participated in this important international event. Although the practice of the English language was minimal, I was very satisfied with the work I did and all the things I learned in those three months.

CONCLUSIONS

After many years, I decided to come back to the university. I wanted to study Modern Languages because of several reasons, mainly because I had participated in a few international choral events and I had to organize one of them. Although some people close to me told me that this was not a suitable profession for me, because of my age and because I had to learn two languages almost from scratch; and although I was also really afraid, I was sure that I could take on the challenge. Now, as I am finishing this report, I am sure that we can always achieve our goals, no matter our age, no matter our fears. Although I know that I still have a lot to learn, I think that I have come very far, and that fact gives me a great satisfaction.

More than a way of putting into practice what we learn throughout the studies, the internship is an experience about teamwork and about professional relationships that makes us grow as human beings and makes us useful to society. Working in EsLaRed organization was not only a complement of all the experience gained during my studies, but also an opportunity for me to take part of an important project. I am sure that the Coordinator of the Internship Area of the Modern Languages School made the right decision when she accepted this internship for me.

To conclude, I recognize that, although my internship was one of the last stages in my studies, it was also the most important, particularly since I had to carry on my shoulders a lot of responsibility. I had to work hard, but the results

were very positive. These results can be measured by the success of the event and by the face of satisfaction that all the people who were involved in its realization had when all the work was completed. I learned a lot about organizing international events and I gained much experience. I also provided the organization with some ideas that were a result of my previous experience in this area. I am very proud of my performance as an intern and I hope to have the same success in my professional life.

RECOMMENDATIONS

To conclude this report I want to offer some suggestions both to the host institution and to the School of Modern Languages of the University of Los Andes, in order to make a small contribution. They are based on my experience as an intern in EsLaRed Foundation, and also as a student of Modern Languages. I hope future students will find this useful.

To the Host Institution:

Although I consider that the EsLaRed staff responsible for organizing the event is actually excellent, I want to give only one recommendation that, from my point of view, would make the work more effective.

The foundation should employ a person to work as an assistant in each workshop. They should be permanently in each classroom or laboratory to perform the following tasks:

- Be responsible of the key of the classroom or lab.

- Open the classroom or lab on time, close the room when the class ends and check that everything is in order for the next class.

- Provide the instructors with markers and eraser.

- Supply water and cups to the instructors.

- Install the necessary equipment early in order to begin the class punctually.

To the School of Modern Languages:

In my personal opinion, and based on the experience gained over the years as a student of the School of Modern Languages, I would like to give one recommendation to the Internship Area:

From what I have learned, I know that it is really difficult to find an internship in the city of Mérida where we can really practice the English language. Taking that fact into consideration, I would like to express an idea that some of my classmates and I discussed several months ago regarding the matter. We know that the School of Modern Languages can offer very few opportunities to do the internship abroad, and most students do not have the resources to pay it. Therefore, my recommendation is the following:

- It would be an excellent idea if the School of Modern Languages would incorporate inside the program of study one more semester, instead of the internship, for the students who have to remain here in Mérida and they cannot find an internship that suits them. For instance, in the case of the students of International Organizations, it would be great to have a program of specialization in this area during one semester, where they extend its knowledge about the field and also they can practice the language daily. I think this would be more useful than working in a place during three months doing activities that have almost nothing to do with what they learned during their studies.

GLOSSARY

FONACIT

The National Fund for Science, Technology and Research (FONACIT by its initials in Spanish) plans the activities of science and technology in Venezuela. It also designs strategies for the promotion and the strengthening of science and technology.

FUNDACITE

The Foundation for Development of Science and Technology (FUNDACITE by its initials in Spanish) supports the contact between the scientific and technological knowledge and the communities through network actions with different actors. FUNDACITE also creates spaces for the meeting and promotion of science and the technology.

IAEA

The International Atomic Energy Agency is an international organization that seeks to promote the peaceful use of nuclear energy and to inhibit its use for military purposes.

INTERNATIONAL CENTER FOR THEORETICAL PHYSICS

Founded in 1964 the center operates under a tripartite agreement among the Italian government, the United Nations Educational, Scientific and Cultural

Organization (UNESCO*) and International Atomic Energy Agency (IAEA*). The mission of this center is to foster advances studies and research especially in developing countries.

INTERNET SOCIETY (ISOC)

The Internet Society (ISOC) is a nonprofit organization founded in 1992 to provide leadership in Internet related standards, education, and policy. It is dedicated to ensuring the open development, evolution and use of the Internet for the benefit of people throughout the world. The Internet Society provides leadership in addressing issues that confront the future of the Internet, and is the organizational home for the groups responsible for Internet infrastructure standards. For over 15 years ISOC has run international network training programs for developing countries and these have played a vital role in setting up the Internet connections and networks in virtually every country connecting to the Internet during this time.

JONATHAN B. POSTEL SERVICE AWARD

This annual award is presented by the *Internet Society* to an individual or an organization that has made outstanding contributions in service to the data communications community. The award includes a presentation crystal and a prize of US$20,000. The award is named in tribute to Jon Postel for his many significant contributions to de development of the Internet.

ORGANIZATION OF AMERICAN STATES

The Organization of American States (OAS) is an international organization with the goal of being a political forum for multilateral dialogue and decision making of American field. The statement says the organization works to strengthen peace and security, consolidating democracy, promoting human rights, support the social and economic development and promote sustainable development.

REDULA

Data Network at the University of Los Andes (In Spanish: Red de Datos de la Universidad de Los Andes RedULA), is the oldest academic network in the country. RedULA is attached to the Council of Academic Computing of the Academic Vice-Rectorship of the ULA and its function is providing the basic Internet services to the university community.

UNESCO

United Nations Educational, Scientific and Cultural Organization specialized agency of the United Nations established on 16 November 1945. Its stated purpose is to contribute to peace and security by promoting international collaboration through education, science, and culture in order to further universal respect for justice, the rule of law, and the human rights and fundamental freedoms proclaimed in the UN Charter.

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- *Quote DB*. (http://www.quotedb.com/quotes/1496)

APPENDICES

APPENDIX 1

Walc 2008 web page

APPENDIX 2

The opening act
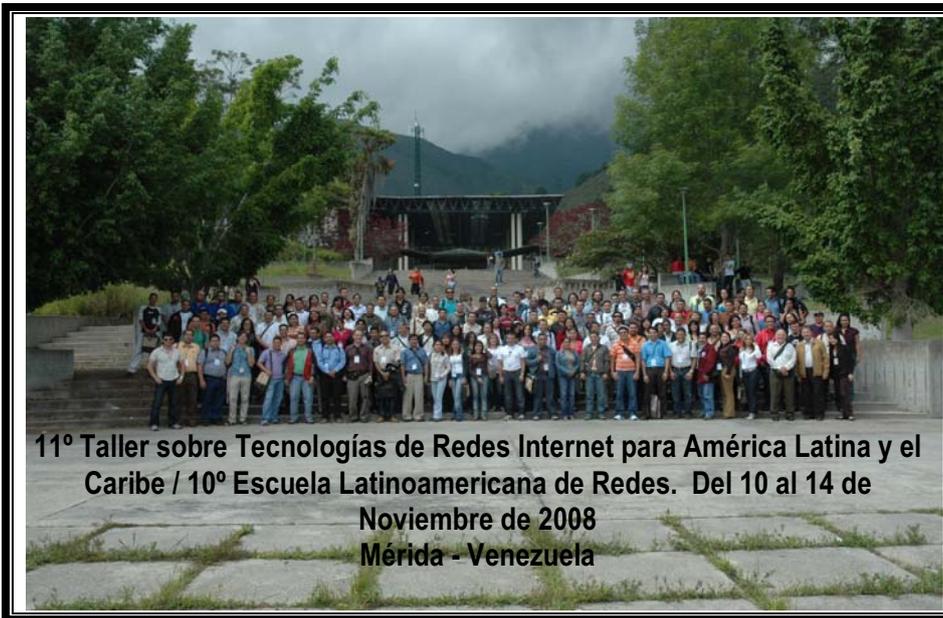
APENDIX 3

The information Center

APPENDIX 4

Photo Souvenir

11º Taller sobre Tecnologías de Redes Internet para América Latina y el Caribe / 10º Escuela Latinoamericana de Redes. Del 10 al 14 de Noviembre de 2008 Mérida - Venezuela

APPENDIX 5

Opinion polls models

11º TALLER SOBRE TECNOLOGÍA DE REDES INTERNET PARA AMÉRICA LATINA Y EL CARIBE

10º ESCUELA LATINOAMERICANA DE REDES

DEL 10 AL 14 DE NOVIEMBRE DE 2008
MÉRIDA – VENEZUELA

ENCUESTA DE EVALUACIÓN DE CONFERENCISTAS

El objetivo de esta encuesta es lograr que los participantes nos proporcionen sugerencias y opiniones, que nos faciliten el proceso de **REFORZAR** los valores organizacionales de nuestros futuros eventos. Por favor, exprese su nivel de satisfacción de acuerdo con las siguientes afirmaciones:

TRACK: 5
Instructor:

Evaluación de la ponencia	Excelente	Bueno	Regular	Malo
Contenido				
Material de apoyo				
Prácticas del contenido				
Satisfacción de sus expectativas				

Sugerencias:
_____
_____
_____
_____

Evaluación del instructor	Excelente	Bueno	Regular	Malo
Efectividad para comunicar				
Dominio sobre los temas presentados				
Transmitió los conceptos de manera clara y precisa				
Las respuestas aclararon mis dudas de manera:				

Sugerencias:
_____
_____
_____

11° TALLER SOBRE TECNOLOGÍA DE REDES INTERNET PARA AMÉRICA LATINA Y EL CARIBE

10° ESCUELA LATINOAMERICANA DE REDES

DEL 10 AL 14 DE NOVIEMBRE DE 2008
MÉRIDA – VENEZUELA

ENCUESTA DE EVALUACIÓN DEL EVENTO

Evaluación de las conferencias	Excelente	Bueno	Regular	Malo
Calidad de los expositores				
Duración de las exposiciones				
Entendí y aprendí los conceptos principales				
Hubo tiempo suficiente para adquirir los conocimientos				
El material de apoyo fue claro y fácil de entender				
Ambiente				

Sugerencias:
_____
_____
_____
_____

Evaluación de logística	Excelente	Bueno	Regular	Malo
Transporte				
Equipos audiovisuales				
Material repartido				
Atención				
Horarios de actividad y receso				
Actividades culturales y recreativas				
Local de conferencias				
Ubicación del Congreso y el traslado al mismo				
Atención dedicada por el personal organizador				
Considera que la organización del evento es				

Sugerencias:
_____
_____
_____
_____

11º TALLER SOBRE TECNOLOGÍA DE REDES INTERNET PARA AMÉRICA LATINA Y EL CARIBE

10º ESCUELA LATINOAMERICANA DE REDES

DEL 10 AL 14 DE NOVIEMBRE DE 2008
MÉRIDA – VENEZUELA

ENCUESTA DE EVALUACIÓN ALOJAMIENTO

** Colocar el nombre del Hotel **

HOTEL:*_____

	Excelente	Bueno	Regular	Malo
Instalaciones				
Calidad de la habitación				
Atención				
Servicios/Adicionales				

Sugerencias:
_____
_____
_____
_____

ALMUERZOS:

	Excelente	Bueno	Regular	Malo
Calidad				
Variedad				
Atención del personal				

Sugerencias:
_____
_____
_____
_____

REFRIGERIOS:

	Excelente	Bueno	Regular	Malo
Calidad				
Variedad				
Atención del personal				
Horario				

Sugerencias:
_____
_____
_____
_____
_____