

DOCUMENT RESUME

ED 464 593

IR 021 176

AUTHOR Koszalka, Tiffany
TITLE Predictive Relationships among Science Classroom Resources and Middle School Student Interest in Science Careers: An Exploratory Analysis.
PUB DATE 2002-04-00
NOTE 11p.; Paper presented at the Annual Meeting of the American Educational Research Association (New Orleans, LA, April 1-5, 2002).
PUB TYPE Reports - Research (143) -- Speeches/Meeting Papers (150)
EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Educational Media; *Educational Resources; *Instructional Materials; Middle School Students; Middle Schools; *Science Education; *Science Interests; Student Attitudes; *Student Interests; World Wide Web

ABSTRACT

This study investigates the relationships among different types of resources in science and student science career interests. A survey method was used to collect data from over 600 middle school students in several states. Classrooms were classified into resources use types based on teacher responses to six questions indicating the regular use of resources during science class and were coded as: low "sociableness" and low "webnicity"; high sociableness and low webnicity; low sociableness and high webnicity; and high sociableness and high webnicity. The results of the study indicated that the regular use of human resources was a significant predictor of science career interest for both boys and girls. The use of Web resources predicted science career interest scores only for girls. Understanding these relationships can help strengthen the process of designing science education and support decision-making related to securing resources that may inspire students to pursue science. (Contains 41 references.) (AEF)

Predictive relationships among science classroom resources and middle school student interest in science careers: An exploratory analysis

Primary Presenter: Tiffany Koszalka, Ph.D.
Syracuse University
336 Huntington Hall
Syracuse, NY 13244
315 443 3703

Submitted to: Division K: Teaching and Teacher Education
Section 1a: Teaching, teacher education, and teacher learning in math and science

Topic Descriptors: Instructional design/development,
Science Education,
Curriculum

PERMISSION TO REPRODUCE AND
DISSEMINATE THIS MATERIAL HAS
BEEN GRANTED BY

T.A. Koszalka

TO THE EDUCATIONAL RESOURCES
INFORMATION CENTER (ERIC)

1

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

This document has been reproduced as
received from the person or organization
originating it.

Minor changes have been made to
improve reproduction quality.

Points of view or opinions stated in this
document do not necessarily represent
official OERI position or policy.

Predictive relationships among science classroom resources and middle school student interest in science careers: An exploratory analysis

Tiffany Koszalka, Ph.D.
Syracuse University

Abstract

Developing interest in specific career domains is a consequence of many learning interactions with the people, information, and objects of the practice (Lave & Wenger 1991). Instructional experiences in middle school have been shown to be predictive of persistence in the study of science in later years (Gallagher, 1994). This study was designed to investigate the relationships among the different types of resources in science and student science career interests. The results of this study indicated that the regular use of human resources was a significant predictor of science career interest for both boys and girls. The use of web resources predicted science career interest scores only for girls. Understanding these relationships can help strengthen the process of designing science education and support decision-making related to securing resources that may inspire students to pursue science.

Introduction

Implications for future applications of technology are many ... a mature profession recognizes its needs and seeks to utilize all of the resources – human and nonhuman – that it can muster to attain its goals and objectives ... (Hayden & Torkelson 1973, p. 34).

The U.S. invests millions of dollars each year on securing and developing new resources to inspire students to pursue science. Since middle school is a time when students begin to explore careers - and select and de-select career domains to pursue (Gottfredson, 1981) - it is important to understand the relationships among the types of resources used during middle school science and the level of student interest in science careers.

Many questions remain unanswered in regard to the use of web resources in the classroom. Is regularly using information from outside the science classroom – through web resources – more predictive of students' interest in science careers than students in classrooms that do not regularly employ these types of resources?

Development of Interest: Interactions and Relationship Building

Interest, an acquired attention or enthusiasm for a particular field, is a *learned* characteristic and has been shown to be the key factor in making career choices (Super, 1984). Developing interest in a specific career domain, such as science, is a consequence of many learning interactions with the people, information, and objects – resources – of the practice. Lave & Wenger (1991) describe learning, such as developing an interest in pursuing science, not as a matter of a person's

internalizing knowledge but as a matter of a person's transforming his/her participation in a social community. Learning, therefore, is based on building relationships between people and their places in the community and associations with the information and objects of the practice. Thus, becoming a member of a community of scientific practice requires that newcomers interact with the information, artifacts, and people that make up and define the scientific community.

Development of Career Interest and Classroom Variables

When children enter into adolescence and begin to develop their own career interests, people and activities outside the home and specifically in the classroom, influence them. Research investigating the relationship between rich learning environments and developing interest in science careers, especially for girls and minorities (Hill, Pettus, & Hedin, 1990; Kahle, Matyas, & Cho, 1985; Mason & Kahle, 1988), has provided evidence of the effect of some classroom variables on student interest levels. However, the research in this area often has focused on the results of sensitizing teachers to the needs of minorities and training teachers in the use of sound instructional strategies that promote career interest. It is not clear how much of a middle school student's interest in science careers can be attributed to the use of classroom resources.

Dimensions of Informational Resources

In this study types of classroom resources were classified along two dimensions - "sociableness" and "webnicity" of information. Sociableness is a measure of providing information through interactions with people (Sundar, 1994). High sociableness occurs when people, human resources, are actively and socially involved in sharing information with others in the learning environment. Webnicity (Grabowski, personal conversation on October 19, 1999) is a measure of a resource's interconnectedness of information to other supporting information on a continuum regardless of delivery methods or reference to the form of information. On one extreme, high webnicity refers to resources providing vast and easily accessible supportive information as only available on the Internet. On the other extreme, low webnicity refers to resources that provide limited supporting information that is not easily accessed in time, often classroom-bound, i.e., requiring students to leave the classroom to get additional information.

Why would Sociableness and Webnicity of Resources make a Difference?

Lent et al. (1994) weave social learning theory and self-efficacy career development frameworks together to create a career development model that interlocks the processes of interest development, choice, and performance. They argued that over the course of adolescence, being exposed to social interactions differentially reinforced the individual for pursuing certain activities from among those that were possible, thus gave rise to interests in specific career domains. Exposing early adolescents to a variety of human resources during science class could be most beneficial in fostering curiosity and exploratory behaviors that promote career interests (Super, 1984).

Studies have found that when web resources were introduced into the classroom, students interacted in more complex tasks, developed greater technical skills, and used more outside information (Hardin & Ziebarth, 1995; Owston, 1997; Rice, McBride, & John, 1998) than before

the Internet was available. Resources high in webnicity provided access to additional information resources and promoted the use of additional information resources.

What is not currently understood is whether there is a significant relationship between developing career interests in science and the use of resources with different combinations of sociableness and webnicity. Unpacking the relationships between the types of supporting information resources used in the classroom and student interests may help to determine which types of resources could be used in science classrooms to inspire students to pursue of science.

Methodology

A survey method was used to collect data from over 600 middle school students in several states. Student data were collected using a modified version of the Self-Directed Search Career Explorer for Middle School students (Holland & Powell, 1994) and teacher questions drawn from research on integrating technology resources into the classroom (Grabowski & Koszalka, 1998).

Classrooms were classified into resources use types based on teacher responses to six questions indicating the *regular* use of resources during science class and were coded as:

1. Low sociableness and low webnicity
2. High sociableness and low webnicity
3. Low sociableness and high webnicity
4. High sociableness and high webnicity

A 2-level hierarchical linear model (HLM) was used to examine the associations between classroom- and student-level factors and science career interest.

Results

A total of 658 surveys, from 23 teachers in 9 schools were administered and returned (94% return rate). The surveys included 51% girls (n=304) and 49% boys (n=297).

This sample of students had a fairly high level of interest in pursuing science careers ($M=23.47$, $SD=5.37$). The scores spanned 34 points ranging from a minimum score of 2 to maximum score of 36. The distribution of scores had a slightly negative skew, $-.437$ indicating a slightly higher frequency of scores above the mean than below.

The mean science career interest for students in classrooms that used resources low in sociableness and low in webnicity was 17.46, for boys it was 18.10 and for girls it was 16.46. The mean score for students in classrooms that used resources low in sociableness and high in webnicity was 21.95, for boys the mean score was 20.12 and for girls it was 24.19. Students in classrooms that used resources high in sociableness and low in webnicity had a mean science career interest score of 20.68, for boys the mean score was 21.83 and for girls it was 21.52. For classrooms that used resources both high in sociableness and high in webnicity the mean science career interest score was 28.33, for boys it was 23.44 and for girls it was 29.31. (See Table 1.)

Table 1. Science Career Interest and Combinations of Sociableness and Webnicity

Resource Types	All Students			Boys			Girls		
	M	SD	N	M	SD	N	M	SD	n
Low Sociableness and Low Webnicity	17.46	6.05	68	18.10	7.55	30	16.46	4.44	37
Low Sociableness and High Webnicity	21.95	4.67	105	20.12	5.26	53	24.19	3.69	48
High Sociableness and Low Webnicity	20.68	5.74	88	21.83	5.55	46	21.52	6.01	42
High Sociableness and High Webnicity	28.33	4.66	358	23.44	4.88	168	29.31	4.50	177

Notes: Possible range for science career interest scores is 0 – 36 points; All students: n=619, mean score 23.47; Boys: n = 297, mean score 23.71; Girls: n = 304, mean score 23.12

An HLM baseline analysis of the data revealed that the average mean science career interest score across all classrooms was 23.63. The reliability measure for this data was .871, indicating that the sample means tend to be quite reliable as indicators of the true classroom means. The analysis resulted in a chi square of 196.581 with 22 degrees of freedom and a $p < .000$, indicating that there was evidence of significant difference in science career interest across U.S. middle school classrooms, thus a null hypothesis of no differences in science career interest was rejected. The analysis also suggested that 27% of the variance in science career interest scores was due to classroom factors and 73% was attributed to student factors plus error.

When classrooms used web resources during science lessons students had, on average, a 3.86 point higher score in science career interest than students in classrooms that did not employ web resources. Similarly, there was a significantly higher score, on average, of 2.68 points in student science career interest in classrooms that used human resources as compared to science classrooms that did not use human resources.

The interaction of gender and human resources resulted in a positive estimated coefficient indicating that human resources were potentially important predictors of science career interest for boys. The interaction of gender and web resources resulted in a negative estimated coefficient indicating that the use of web resources was potentially a more important predictor of science career interest for girls. Data were split by gender to investigate the relationships further.

The mean science career interest score for boys was 23.69. The use of human resources was a significant predictor of science career interest for boys. When human resources were used in the science classroom, boys, on average, scored 2.68 points higher than boys in classrooms that did not use human resources. Using web resources did not significantly predict science career interest for boys. The use of both human and web resources also did not significantly predict science career interest for boys.

When human resources were used in science class girls, on average, scored 4.5 points higher in science career interest than girls in classrooms that did not use human resources. In addition, girls scored, on average, 7.1 points higher in science career interest when web resources were used in the classroom than girls in classrooms that did not use web resources. When both web and human resources were used in science class, the interaction effect of both produced, on average, an increase of 16.2 points ($t=2.252, p<.036$) in science career interest for girls. (See Table 2 and Figure 1.)

Table 2. Classroom-Level Resource Effects for Boys and Girls

Fixed Effects	Estimated Coefficient	Standard Error	T-Ratio	P-Value
BOYS*				
Science Career Interest Mean	23.69	.54	44.017	0.000
Use of Human Resources	2.68	2.26	2.187	0.048
Use of Web Resources	2.14	1.88	1.139	0.269
Human x Web Resources	1.29	2.61	0.495	0.626
GIRLS**				
Science Career Interest Mean	23.34	.42	55.207	0.000
Use of Human Resources	4.54	1.78	2.555	0.020
Use of Web Resources	7.06	1.43	4.941	0.000
Human x Web Resources	4.63	2.06	2.252	0.036

Note: * Boys: N = 297, Model 2 Intercept Reliability Estimate = .597

** Girls: N = 304, Model 2 Intercept Reliability Estimate = .514

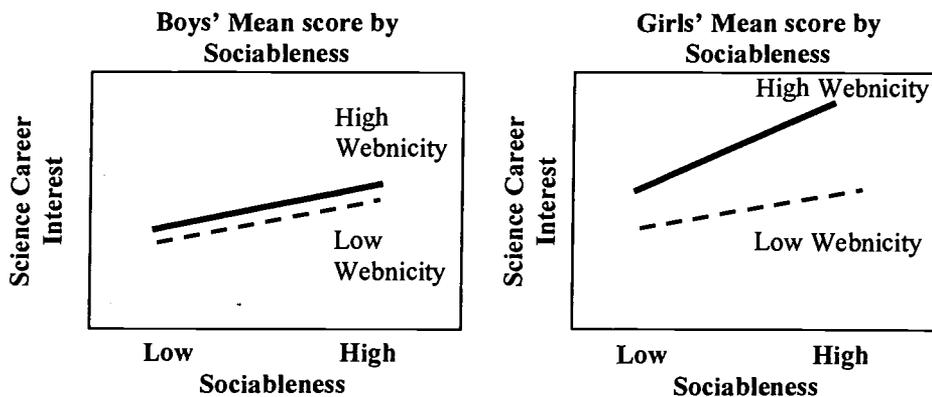


Figure 1. Science Career Interest Scores for Boys and Girls in Science Classrooms High and Low in Webnicity, by Sociableness

Conclusions

Developing interest in specific career domains is a consequence of many learning interactions with the people, information, and objects of the practice (Lave & Wenger 1991). The significant relationships found in this study support a conceptual hypothesis that increasing the richness of information through human and web resources during science class was related to higher levels of science career interest in middle school students. The differences found indicated that science career interest was predicted differently for boys and girls given the types of resources used regularly in science class.

These findings shed new light on understanding the complex relationships between the use of resources in the classroom and multiple factors that affect the development of science career interest. Without an understanding of the relationships between the types of resources used in the educational environment and student science career interest there is a risk that large investments in educational resources will go unmatched in student outcomes. The results of this study demonstrated that using resources high in sociableness and webnicity during science in this sample of students was positively and significantly related to higher levels of student interest in pursuing science careers.

References

- Arnold, C. L. (1992). Methods, plainly speaking: An introduction to hierarchical linear models. *Measurement and Evaluation in Counseling and Development*, 25, 58-90.
- Boaler, J. (1997). Reclaiming school mathematics: The girl's fight back. *Gender and Education*, 9(3), 285-305.
- Boone, W. J., & Butler Kahle, J. (1998). Student perceptions of instruction, peer interest, and adult support for middle school science: Differences by race and gender. *Journal of Women and Minorities in Science and Engineering*, 4, 333-340.
- Bryk, A. S., & Raudenbush, S. W. (1987). Application of hierarchical linear models to assessing change. *Psychological Bulletin*, 101(1), 147-158.
- Charron, E. H. (1991). Classroom and community influences on youth's perceptions of science in a rural county school system. *Journal of Research in Science Teaching*, 28(8), 671-687.
- Congress, U. S. (1988). Office of Technology Assessment: Educating Scientists and Engineers: Grade School to Grad School, OTA-SET-377 . Washington, DC: U.S. Government Printing Office.
- Conlon, M. (1997). MOOville: the writing project's own "private Idaho". *T.H.E. Journal*, 24(8), 66-68.
- Darling, N., Hamilton, S. F., & Niego, S. (1994). Adolescents' relationships with adults outside the family. In R. Montemayor, G. R. Adams, & T. Gullotta, P (Eds.), *Personal Relationships During Adolescence* (Vol. 6, pp. 216-235). Thousand Oak, CA: Sage Publications.

- Dick, W., & Carey, L. (1978). *The Systematic Design of Instruction*. Glenview, IL: Scott, Foresman and Company.
- Federman, A. N., & Edwards, S. (1997). Interactive, collaborative science via the net: Live from the Hubble space telescope. *A Supplement to T.H.E. Journal*, 20-22.
- Fouts, J. T., & Myers, R. E. (1992). Classroom environments and middle school students' views of science. *Journal of Educational Research*, 85(6), 356-361.
- Gagne, R. M., & Briggs, L. J. (1974). *Principles of Instructional Design*. New York: Holt, Rinehart, and Winston, Inc.
- Gallagher, S. A. (1994). Middle school classroom predictors of science persistence. *Journal of Research in Science Teaching*, 31(7), 721-734.
- Gottfredson, L. S. (1981). Circumscription and compromise: A developmental theory of occupational aspirations. *Journal of Counseling Psychology*, 28, 545-580.
- Grabowski, B. L., & Koszalka, T. A. (1998). *Survey on Using Web Resources in the Classroom* (unpublished). University Park, PA: The Pennsylvania State University and NASA Dryden Flight Research Center.
- Hardin, J., & Ziebarth, J. (1995). *Digital technology and its impact on education, The future of networking technologies for learning* : U.S. Department of Education.
- Head, J. (1996). Gender identity and cognitive style. In C. Gipps (Ed.) (pp. 59-70). London: Falmer Press.
- Helwig, A. A. (1998). Occupational aspirations of a longitudinal sample for second to sixth grade. *Journal of Career Development*, 24(4), 247-265.
- Hill, O. W., Pettus, W. C., & Hedin, B. A. (1990). Three studies of factors affecting the attitudes of blacks and females toward the pursuit of science and science-related careers. *Journal of Research in Science Teaching*, 27(4), 289-314.
- Holland, J. L., & Powell, A. B. (1994). *SDS Career Explorer Self Assessment booklet*. Odessa, FL: Psychological Assessment Resources, Inc.
- Hyde, J. S. (1993). Gender differences in mathematics ability, anxiety, and attitudes: What do meta-analysis tell us? In P. A. Penner, G. M. Batsche, H. M. Knoff, & D. L. Nelson (Eds.), *The Challenge in Mathematics and Science Education* (pp. 237-250). Washington, D.C.: American Psychological Association.
- Jovanovic, J., & Steinbach King, S. (1998). Boys and girls in the performance-based science classroom: Who's doing the performing? *American Educational Research Journal*, 35(3), 477-496.
- Kahle, J. B., Matyas, M. L., & Cho, H.-S. (1985). An assessment of the impact of science experiences on the career choices of male and female biology students. *Journal of Research in Science Teaching*, 22(5), 385-394.

- Karayan, S. S., & Crowe, J. A. (1997). Student perceptions of electronic discussion groups. *T.H.E. Journal*, 24(9), 69-71.
- Koszalka, T. A. (1999). The relationship between the types of resources used in science classrooms and middle school students' interest in science careers: An exploratory analysis. , The Pennsylvania State University, State College, PA.
- Lave, J., & Wenger, E. (1991). *Situated Learning: Legitimate Peripheral Participation*. New York: Cambridge University Press.
- Lederman, N., & Druger, M. (1985). Classroom factors related to changes in students' conceptions of the nature of science. *Journal of Research in Science Teaching*, 22(7), 649-662.
- Lent, R. W., Brown, S. D., & Hackett, G. (1994). Toward a unifying social cognitive theory of career and academic interest, choice and performance. *Journal of Vocational Behavior*, 45, 79-122.
- Mason, C. L., & Kahle, J. B. (1988). Students attitudes toward science and science-related careers: A program designed to promote a stimulating danger-free learning environment. *Journal of Research in Science Teaching*, 26(1), 25-39.
- Mason, C. L., Kahle, J. B., & Gardner, A. L. (1991). Draw-A-Scientist Test: Future Implications. *School Science and Mathematics*, 91(5), 193-198.
- Owston, R. D. (1997). The world wide web: A technology to enhance teaching and learning? *Educational Researcher*, 26(2), 27-33.
- Papert, S. (1997). Educational computing: How are we doing? *T.H.E. Journal*, 24(11), 78-80.
- Rice, J. C., McBride, R. H., & John, D. (1998). Defining a web-based learning environment. <http://www/byu.edu/ipt/workshop/wbi/text.html>.
- Rocheleau, B. (1995). Computer use by school-aged children: trends, patterns, and predictors. *Journal of Educational Computing Research*, 12(1), 1-17.
- Roth, W. M. (1996). Knowledge diffusion* in a grade 4-5 classroom during a unit on civil engineering: An analysis of a classroom community in terms of its changing resources and practices. *Cognition and Instruction*, 14(2), 179-200.
- Schram, C. M. (1996). A meta-analysis of gender differences in applied statistics achievement. *Journal of Educational and Behavioral Statistics*, 21(1), 55-70.
- Sundar, S. S. (1994). Is human-computer interaction social or parasocial? Paper presented at the Annual Meeting of the Association for Education in Journalism and Mass Communications, Atlanta, Georgia.
- Super, D. E. (1984). Career and Life Development. In D. Brown & L. Brooks (Eds.), *Career Choice and Development* (pp. 192-234). San Francisco: Jossey-Bass.

- Talton, L. E., & Simpson, R. D. (1987). Relationships of attitude toward classroom environment with attitude toward and achievement in science among tenth grade biology students. *Journal of Research in Science Teaching*, 24(6), 507-525.
- Vondracek, F. W. (1993). Promoting vocational development in early adolescence. In R. M. Lerner (Ed.), *Early Adolescence: Perspectives on Research, policy, and Intervention*. Hillsdale, NJ: Lawrence Erlbaum Associates, Publishers.
- Young, D. J., Reynolds, A. J., & Walberg, H. J. (1996). Science achievement and educational productivity: A hierarchical linear model. *The Journal of Educational Research*, 89(5), 272-278.



U.S. Department of Education
Office of Educational Research and Improvement (OERI)
National Library of Education (NLE)
Educational Resources Information Center (ERIC)



REPRODUCTION RELEASE

(Specific Document)

I. DOCUMENT IDENTIFICATION:

Title: <i>Predictive Relationships among Science Classroom resources and middle school student interest in science careers. An exploratory analysis</i>	
Author(s): <i>Tiffany Koszalka</i>	
Corporate Source:	Publication Date: <i>3/2002</i>

II. REPRODUCTION RELEASE:

In order to disseminate as widely as possible timely and significant materials of interest to the educational community, documents announced in the monthly abstract journal of the ERIC system, *Resources in Education (RIE)*, are usually made available to users in microfiche, reproduced paper copy, and electronic media, and sold through the ERIC Document Reproduction Service (EDRS). Credit is given to the source of each document, and, if reproduction release is granted, one of the following notices is affixed to the document.

If permission is granted to reproduce and disseminate the identified document, please CHECK ONE of the following three options and sign at the bottom of the page.

The sample sticker shown below will be affixed to all Level 1 documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

1

Level 1



Check here for Level 1 release, permitting reproduction and dissemination in microfiche or other ERIC archival media (e.g., electronic) and paper copy.

The sample sticker shown below will be affixed to all Level 2A documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL IN MICROFICHE, AND IN ELECTRONIC MEDIA FOR ERIC COLLECTION SUBSCRIBERS ONLY, HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

2A

Level 2A



Check here for Level 2A release, permitting reproduction and dissemination in microfiche and in electronic media for ERIC archival collection subscribers only

The sample sticker shown below will be affixed to all Level 2B documents

PERMISSION TO REPRODUCE AND DISSEMINATE THIS MATERIAL IN MICROFICHE ONLY HAS BEEN GRANTED BY

Sample

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

2B

Level 2B



Check here for Level 2B release, permitting reproduction and dissemination in microfiche only

Documents will be processed as indicated provided reproduction quality permits.
If permission to reproduce is granted, but no box is checked, documents will be processed at Level 1.

I hereby grant to the Educational Resources Information Center (ERIC) nonexclusive permission to reproduce and disseminate this document as indicated above. Reproduction from the ERIC microfiche or electronic media by persons other than ERIC employees and its system contractors requires permission from the copyright holder. Exception is made for non-profit reproduction by libraries and other service agencies to satisfy information needs of educators in response to discrete inquiries.

Sign here, → please

Signature: <i>Tiffany Koszalka</i>	Printed Name/Position/Title: <i>TIFFANY A. Koszalka, Asst Prof</i>		
Organization/Address: <i>336 Huntington Hall - Syracuse Univ Syracuse, NY 13244</i>	Telephone: <i>315 443-5263</i>	FAX: <i>315 443-1218</i>	Date: <i>4/08/02</i>
	E-Mail Address: <i>TA.KOSZAL@sy.edu</i>		

III. DOCUMENT AVAILABILITY INFORMATION (FROM NON-ERIC SOURCE):

If permission to reproduce is not granted to ERIC, or, if you wish ERIC to cite the availability of the document from another source, please provide the following information regarding the availability of the document. (ERIC will not announce a document unless it is publicly available, and a dependable source can be specified. Contributors should also be aware that ERIC selection criteria are significantly more stringent for documents that cannot be made available through EDRS.)

Publisher/Distributor:

Address:

Price:

IV. REFERRAL OF ERIC TO COPYRIGHT/REPRODUCTION RIGHTS HOLDER:

If the right to grant this reproduction release is held by someone other than the addressee, please provide the appropriate name and address:

Name:

Address:

V. WHERE TO SEND THIS FORM:

Send this form to the following ERIC Clearinghouse:

**ERIC CLEARINGHOUSE ON ASSESSMENT AND EVALUATION
UNIVERSITY OF MARYLAND
1129 SHRIVER LAB
COLLEGE PARK, MD 20742-5701
ATTN: ACQUISITIONS**

However, if solicited by the ERIC Facility, or if making an unsolicited contribution to ERIC, return this form (and the document being contributed) to:

ERIC Processing and Reference Facility

**4483-A Forbes Boulevard
Lanham, Maryland 20706**

Telephone: 301-552-4200

Toll Free: 800-799-3742

FAX: 301-552-4700

e-mail: ericfac@inet.ed.gov

WWW: <http://ericfac.piccard.csc.com>