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June 2, 2002

Ms. Trish Meng
Coordinator, Co-op Program
Faculty of Computer Science
University of New Brunswick
P.O. Box 4400
Fredericton, NB
E3B 5A3

Re: September – December 2002 Co-op Work Report

Dear Ms. Meng:

This is my third Co-op work term report which outlines my work at the National Research Council's Institute for Information Technology from September to December 2002.

The Institute for Information Technology (IIT) in Fredericton conducts research in collaboration with companies, organizations, and research firms to help build a strong Information Technology presence in New Brunswick and in Canada. The researchers working out of IIT, Fredericton are currently studying several fields including VoiceXML, the Semantic Web, and Human Computer Interaction.

This report articulates my activities and duties while working with the Human Web Group at IIT, Fredericton. My growth in terms of knowledge and experience is also described in this report. This work term was a very rewarding experience as I had never done research of this scale. My work term supervisor, Dr. Irina Kondratova, has commented on the report in my Work Term Evaluation and has reviewed it with me.

Sincerely,

Brad Touesnard

Encl: Work Term Report

**University of New Brunswick
Faculty of Computer Science**

Co-op Work Term Report

Student Name: Brad Touesnard

Student ID#: 3060899

Employer: National Research Council,
Institute for Information Technology

Work Address: 46 Dineen Dr.
Fredericton, NB
E3B 94W

Work Supervisor: Dr. Irina Kondratova

Work Term Dates: 2002 September 9 – 2002 December 20

Work Term Report #: 3

Submission Date: 2003 January 10

Introduction

From September 9th, 2002 to December 20th, 2002, I continued my experience in the co-op program at the National Research Council's newly established Institute for Information Technology in Fredericton. During my work term with NRC, I conducted a series of studies for the Human Web Group under the supervision of Dr. Irina Kondratova.

Summary

During my work term with NRC I was responsible for continuing the study of VoiceXML and mobile technologies started by the previous Co-op student. I was expected to attend weekly staff meetings as well as a weekly meeting with selected staff members to discuss progress and directions of the VoiceXML study. I was also encouraged to read articles and collect information about VoiceXML and voice technologies on a regular basis. My supervisor checked up on me and was appropriately attentive to my work. She also took the initiative to organize the weekly meetings with other staff members that could contribute to my studies. The NRC staff was highly knowledgeable and was glad to help when needed.

My aspirations at the beginning of this work term included becoming a stronger Java programmer, familiarizing myself with Java web technologies and VoiceXML, and gaining some experience working with wireless devices. I was able to achieve all my goals throughout the course of my work term with the exception of gaining experience working with wireless devices. Due to uncontrollable circumstances, NRC was unable to acquire the devices before the end of my work term.

I felt much more prepared mentally for this job than previous work terms. Since this is my third work term, I knew generally what to expect in a professional IT environment so there

was less unknowns to fear than my first work term. I had no trouble whatsoever adjusting to the NRC environment.

Professional Development

This work term enabled me to experience the field of Information Technology (IT) Research, an area which is difficult to get into. I am very happy to have had the opportunity to work with researchers and get a feel for the profession. Fortunately the past four months has enabled me to realize that research is not one of my passions and that the business side of IT is my niche. I believe that I have been able to develop as an emerging professional as I have gained an appreciation for the research domain.

At the beginning of this work term there was a steep but expected learning curve. During the first two weeks I had the opportunity to read about VoiceXML and Java Servlets in order to understand the VoiceXML application. I ended up learning a lot about Java Servlets and how they are implemented whereas before I had no idea about their function.

The staff of the Institute for Information Technology was highly skilled, knowledgeable, and experienced. Working with such a talented group of individuals enabled me to considerably improve my technical knowledge and interpersonal skills. The weekly Monday meetings with the group of staff members contributing to the VoiceXML study were invaluable.

Conclusion

I believe that my third Co-op work term was an overall success and I am glad that I had the opportunity to experience the research domain of Information Technology.