

Glossary

The information meeting pilots generated a new terminology which will be encountered throughout the report. We provide a glossary here:

Attendee	Someone who attended an information meeting.
Information meeting	A one-to-one meeting with an information presenter.
Group presentation	A meeting at which information was given to groups of people.
Information presenter	The person who delivered the information in the one-to-one meeting.
Group presenter	The person who delivered the information to a group of people.
Facilitator	The person who introduced the information meeting attendee to the CD-ROM facility in Models E and F, ensured that the program was working, dealt with technical problems, and handed out the information pack at the end of the meeting.
Administrator	The person who answered the phone and made the appointments for information meetings.
Receptionist	The person in attendance at the information meeting venue.
MWMC	A meeting with a marriage counsellor (Section 8(6)(b)).
UKMOG	The United Kingdom Marriage Organisations Group, which developed the MWMC.
Client	The term counsellors gave to those information meeting attendees who took up the offer of a meeting with a marriage counsellor. (We continue to refer to them as attendees since we are talking about people who have accessed the MWMC as a direct result of having attended the information meeting. We would question whether they were clients of the marital agency at this stage. We do not alter the nomenclature in direct quotations, however.)
Supervisor	The person responsible for professional supervision of the counsellors who conducted the meetings with a marriage counsellor.

Customer	The term given by the pilots to attendees at CD-ROM (Model E and F) meetings. (We refer to them throughout as attendees unless we are quoting directly the comments of research respondents.)
Divorce-associated professional	Someone whose primary profession is related to the divorce process, for example a lawyer, family court welfare officer, mediator or counsellor.