

17 March 1998

To All UPEI Students:

The office of the Vice-President, Academic Support, has struck an External Review Committee to examine the operations of the Registrar's Office at the University of Prince Edward Island and to make recommendations which should result in the improvement of the Office's overall effectiveness. The members of the Committee are:

- Mr I. Joseph Byrne, Director, Student Recruitment & Promotion/
Assistant Registrar, Memorial University of Newfoundland (Chair)
- Ms Pamela Dimock, Manager, Information Systems, Acadia University
- Mr Jack Blanchard, UPEI student counsellor, retired

In conducting this review the Committee is seeking input from a broad cross-section of the UPEI population including students, faculty and staff. To this end the Committee is asking all students to complete the attached brief questionnaire and forward it to Ms. Janice Broderick, President, Students' Union, by 31 March 1998. To ensure confidentiality, Ms Broderick has agreed, in turn, to forward all completed questionnaires directly to the chair of the committee.

Your participation in this endeavour is greatly appreciated by the committee and we are confident that you will want to make worthwhile suggestions that can become part of their final report.

Sincerely,

John Crossley
Vice-President, Academic Support

Student Questionnaire
Service Satisfaction - Office of the Registrar

- 1.) Please indicate your current year of study:
1 ___ 2 ___ 3 ___ 4 ___ 5 ___ >5 ___
- 2.) How often do you normally use the services of the Registrar's Office
___ 1 - 2 times per year ___ 3 - 5 times per year ___ > 5 times per year
- 3.) By what method do you most commonly use the services of the Registrar's Office?
___ in person ___ by telephone ___ by mail
- 4.) On each occasion were you satisfied with the service you received?
___ Yes ___ No
If "No" please explain why you were not satisfied.
- 5.) Which of the following words might you use to characterize your experience of the Registrar's Office staff?

___ warm	___ willing to take extra steps for you
___ distant	___ extremely busy
___ respectful	___ enthusiastic Other _____
___ impatient	___ cold/impersonal _____
___ sensitive	___ understanding _____
___ friendly	
- 6.) Please indicate your understanding of the work that the Registrar and his staff do.
- 7.) Would you like to see the services offered by the Registrar's Office and the Business Office provided from a single counter as opposed to the two that currently exist?
___ Yes ___ No

Note: Please return completed questionnaires to Ms Janice Broderick, President, Students' Union by 31 March 1998.

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