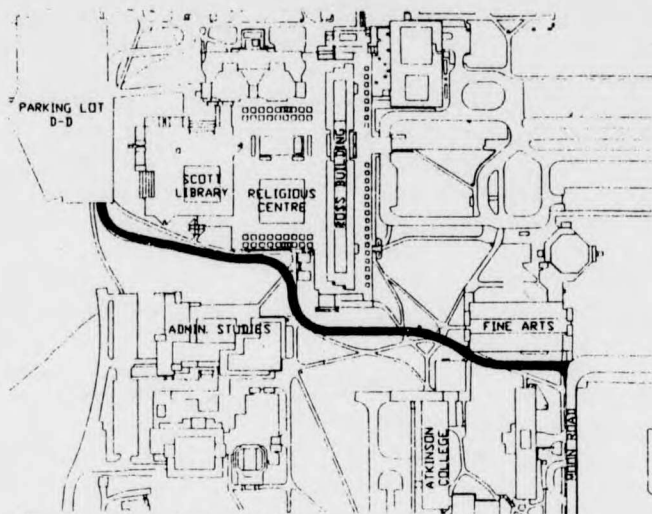


## ATTENTION MEMBERS OF THE YORK COMMUNITY

CONSTRUCTION of the new Pedestrian/Fire Access Route is underway. The route is intended to facilitate emergency access to the Ross/Central Square Complex, which is necessitated by the imminent construction of the New Academic Building and Entry Pavillion, when all vehicular access directly in front of the Ross Building will be eliminated. The route was originally scheduled for construction this summer, but was detained by having to undergo some extensive design changes. It will be enhanced with interlock pavers, built-in courtyards and attractive landscaping, and will blend with the current walkway system. Contractors will tackle the centre section in the first phase of construction, and progress to the east and west. The project will take about 8-10 weeks to complete.

Several footpaths will become impeded by construction activity, and the Construction Division regrets the inconvenience that will be caused to the York Community. Full consideration will be given to maintaining safe pedestrian access throughout the duration of the project, and your perseverance and cooperation will be appreciated.

PLEASE EXERCISE CAUTION WHILE TRAVELLING AROUND CONSTRUCTION ZONES ON CAMPUS, AND OBSERVE ALL SIGNS AND SAFETY BARRIERS. SUGGESTIONS ABOUT CONSTRUCTION ACTIVITIES ON CAMPUS CAN BE DIRECTED TO DEBBIE KEE AT THE CONSTRUCTION HOTLINE, 736-5445.



The Fire Access Route (outlined in bold) will access the Ross Building/Central Square complex for fire trucks and other emergency vehicles.

### YORK BUILDS DAYS

Oct. 4 and 5  
Central Square 10 a.m.-4 p.m.

All members of the York Community are invited to view the displays on each of the Building projects and learn more about York's Building Program



## Enrolment hell admin responds

by Susan Vanstone

York's administration is continuing to deal with problems concerning the Voice Response Enrolment System (VR-ES).

The office of the registrar and the office of the vice-president (institutional affairs), in an open letter published in *Excalibur*, offered "to review claims for reimbursement from students who incurred extraordinary and unavoidable out of pocket expenses... through the Voice Enrolment System."

Publications Co-ordinator Lorie McRae said the decision was made when the administration discovered students were being charged for calls that failed to get through to VR-ES. An ad hoc committee on VR-ES claims meets September 29 to determine the specifics of reimbursement, but McRae added that if a student can document any financial loss through phone bills or explanation, a refund is possible.

Last week, the advising centre initiated manual enrolment "to amplify service to students and take pressure off the computers," said advising centre co-ordinator Nancy Accinelli. She estimated that 1,500 students made schedule changes by manual enrolment, thus avoiding VR-ES. Because the decision to make manual enrolment available was made on September 15, the Friday before it was implemented, advertising was limited to the East Bear Pit electronic message board and flyers at the department offices and at the Advising Centre.

Manager of student records Susan Salusbury has also responded to a number of problems concerning VR-ES. Over the summer, the VR-ES phone number was changed to the same exchange (872) as Bass Ticketmaster. This had some students worried that circuits to this exchange would be constantly busy. Salusbury attributed the change to the volume of calls that the 736 exchange would receive, thereby disengaging access to other university numbers.

"Bell Canada assured us that 'megacircuits' such as the 872 exchange could handle more calls," explained Salusbury. "Also, however busy the Bass number was wouldn't affect VR-ES circuits."

Another problem regarding VR-ES was the lack of advertising when changes to the system were made. To publicize the phone

number change, notices were put on grade report envelopes and lecture schedules handed out after the change, and flyers were put up at the departments. The fall/winter lecture schedule initially advertised hours as 8:30 am to 7 pm, Monday to Friday, however this was changed several times. Salusbury said hours were extended to 8 pm on June 29, when VR-ES was made available to third-year students. She added that the system was open "on two or three Saturdays during the summer," and hours were extended to 10 pm "when it was anticipated the lines would be busier." Last week, hours were extended to midnight. Advertising of these changes involved the VR-ES Help line, and flyers posted at the departments and the Advising Centre.

"It was a little ad hoc, but we tried to make the hours flexible, depending on volume of calls," explained Salusbury. "It's not easy to mail 13,000 letters when the hours change. Although [the lack of advertising] was not necessarily fair, and without having the changes of access time published, lines were busy during the extended hours."

Students also faced the problem of getting cut off while using VR-ES. Salusbury attributed this to the system's slow response time. If a student re-entered a course request while waiting for a response for an original request, the student may have been cut off, said Salusbury.

Salusbury added that considerations for next year's enrolment are already underway. The main issues addressed at a meeting last Friday involved accessibility and communication to students about the system. As well, the Office of the Registrar conducted a random student survey during the summer to get suggestions and find out the difficulties they had with the system.

"The students liked the system, but didn't like its problems. Accessibility is the main concern," said Salusbury. "We don't necessarily need more lines, just to make the system faster and more efficient. Out-of-town students need equal and fair access, and we're getting that information from Bell Canada. Also, we learned from the survey that the hours weren't convenient. Students were working and couldn't get through during the system's hours. Next year, we will publish hours and keep to them," Salusbury continued.

## Glendon offering scholarship to Franco-Ontarians

by Natalia Smith

Glendon College is emphasizing its dedication to bilingualism by offering a new scholarship exclusively to Franco-Ontarians.

The Franco-Ontarian Prize For Excellence is the only scholarship offered to French students of this province to date, according to Dr. Rosann Runte, the principal of Glendon. The impetus behind the development of such award is the faculty's desire to increase the participation rate of Franco-Ontarians at York University, said Runte.

Only one student from each of

Ontario's French high schools will be eligible for this scholarship, said Runte. Applicants will be judged on their achievement of excellence and their participation in extra-curricular activities. Outstanding students will be nominated by both their teachers and the principal of their high school.

Recipients of scholarship will be awarded \$100 along with the prestige of being honoured by Glendon.

Currently Glendon is funding this scholarship as much as its means allow, said Runte, adding that Glendon is hoping to increase the funding by raising more money in the near future.

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