

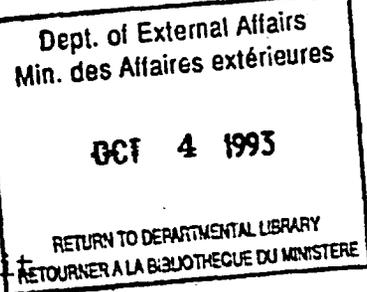
Evaluation of the Consular Program

EXECUTIVE SUMMARY

MAIN REPORT

1. THE EVALUATION

- 1.1 The Initial Concerns
- 1.2 The 1981 Program Evaluation
- 1.3 The 1988/89 Auditor-General Audit
- 1.4 Evaluation Model
- 1.5 Emerging Issues
- 1.6 Methodology in Post Survey
- 1.7 Structure of the Report



2. THE CONSULAR PROGRAM

- 2.1 Mandate and Objective
- 2.2 The Demand for Services
- 2.3 Consular Services and/or Assistance
- 2.4 Program Administration and Delivery
- 2.5 Program Resources.

3. LEVEL AND QUALITY OF SERVICES

- 3.1 Assessing the Service/Assistance
- 3.2 Program Clientele
- 3.3 Perceptions of the Travel Industry
- 3.4 Request for Services/Assistance
- 3.5 Level/Quality of Service/Assistance Provided
- 3.6 Administration for Increasing demands.

4. THE CHANGING CONSULAR ENVIRONMENT

- 4.1 Current Operating Environment
- 4.2 Changes in Demand
- 4.3 Changes in International Conditions.

43-265-858