

1.7 Structure of the Report

The Evaluation Report commences with an Executive Summary followed by the main report which consists of six sections. Section 1 provides an overview of the background related to this evaluation. Section 2 summarizes the Consular Program mandate and describes the current demands, services offered, and program administration and resources. Section 3 reviews the level and quality of services as determined through the Mission surveys and interviews with the travel industry. The increasing demand is also discussed. Section 4 provides an overview of the changing consular environment and its implications for future consular demands. Section 5 sets out a number of proposed improvements to the program. Section 6 identifies four strategic issues which must be addressed if the Consular program is to be effective in the nineties.