

NEWS

# Voice response system improved

by Pamela Bitton

An improved voice response system will be in use for enrolment into the Fall/Winter 1991/92 session.

Additions have been made to improve the system and to make the enrolment process easier for students.

Implemented in the regular features are some opinions and suggestions that have been offered by students for possible methods of improvement.

According to Professor Gene Denzel, chair of the Voice Response Working Group, many students opted to be heard and all suggestions were given consideration.

When changing sections, labs or tutorials, prior to adding a different tutorial of the same course, if there is sufficient space available, an automatic enrolment will occur. All this will be completed within seconds.

When pressing the number three on a touch tone phone, a voice has been programmed to reveal how much the courses will cost. Prior debts will be excluded from the total amount.

Several enhancements in paying for courses have been made to increase student awareness as well as offering another alternative that will make paying tuition fees much easier.

In early April, Student Accounts will send an invoice to students who have outstanding balances, advising them that their enrolment window will be blocked unless their debts are paid.

Invoices will be mailed to students listing all the courses in which they are enrolled in, the tuition fee, and a form allowing the student to pay at any bank or cash machine.

This will save a great deal of time for those students who hate having to wait in line. While paying through

a bank or cash machine, the payment will be automatically credited at the university to the student's account.

An enrolment deposit has also been initiated, which is primarily directed towards students who enrol in courses during the summer.

Some students in September change plans and do not officially drop the courses. Thus students who try to get into these courses are frustrated because classes appear to be full.

The deposit is a minimum of \$75 and will be deducted from the tuition

fees and is not an additional payment. If courses are dropped before August 15, 1991, the \$75 will be refunded.

Lorie McRae, Office of the Registrar, Manager, Publications and Administration believes the deposit will "weed out students who don't want to come back so students who want courses can try to register for them."

McRae also stated that students who do not remember their pin number should call the Help Line, or to drop by the Registrar's office.

# CUEW announces safety research study

by Jennifer Lim

The Canadian Union of Educational Workers (CUEW) Local 3 conducted a survey among union members regarding the safety and security at York University.

"We want safety and security to be an issue in the upcoming collective bargaining for the new agreement," said Doug Allan, research officer and a member of the executive.

The current collective agreement expires August 31. Ramona Morris, a sociologist, conducted the survey comprised of 200 questions. The study was researched and analysed at a cost of \$17,000.

According to the press release, the amount of time and money spent on the survey should indicate the importance of this issue to union members.

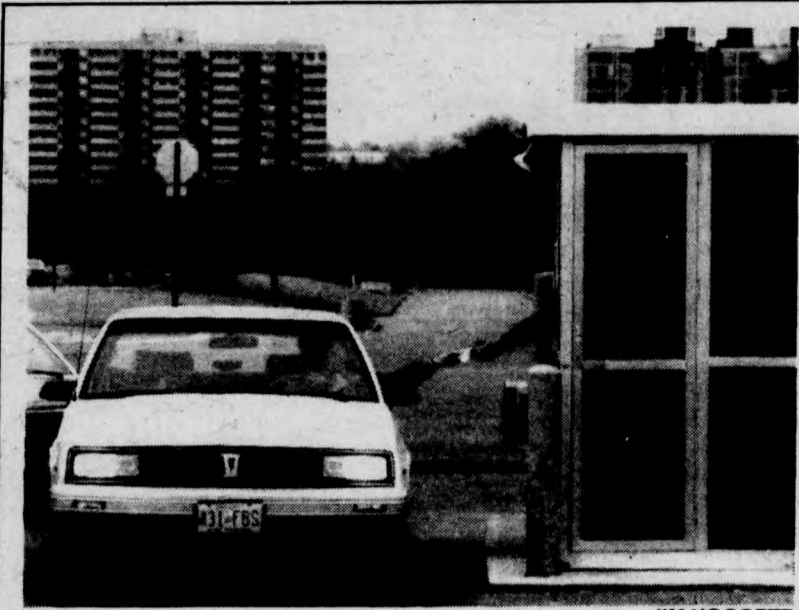
"I want to stress that we also want to ensure safety not just for our members, but also for students, staff and faculty," Allan said.

The department of Occupational, Health and Safety has also participated in the creation of the survey.

The union is currently working on the preliminary research in order to understand what more has to be done.

According to the survey based on 900 responses, 14 per cent have or would turn down a teaching assignment at York for safety reasons.

A final report is expected to be available in a few weeks.



JIM HOGGETT

# Parking rates soar

Excalibur has obtained a copy of a confidential document outlining the proposed parking rate and fine rate increases for 1991/92 and 1992/93.

Key points of the proposal include changing from a yearly to a monthly decal price commencing on May 1, 1992. Drivers would only purchase parking privileges for the number of months they are on campus.

Other proposed changes include establishing a tenant rate "midway between the reserved and unreserved rate," increases in the daily rate for unreserved parking by 25 cents, a \$20 increase for a yearly unreserved pass (currently \$105) and a \$30 increase for a reserved pass (currently \$270).

As of March 1, 1992 a monthly unreserved pass may cost \$15 (adding up to \$180 a year) and a reserved pass may cost \$30 a month (\$360 a year).

Fines would also increase.

Parking without a valid pass or decal would increase from \$15 to \$25, and "dangerous, reckless or careless driving" would increase from \$25 to \$100.

The proposal states the changes would result in "better customer service, less line-ups, more accurate financial control and ease of the administration burden."

The proposed rates would "generate revenues required to support 50 per cent of the Security Operation, 100 per cent of the Student Security Operation, 100 per cent of the Parking Operation, cover amortization costs on a current debt of \$2.8 million and provide a sinking fund for the initiation of a parking structure project at the earliest possible time to alleviate current parking pressures."

Chair of the Presidential Advisory Committee on Parking Steve Dranitsaris could not be reached for comment.

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