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LIST OF APPENDICES

Appendix 1: Questionnaire for students

Appendix 2: Questionnaire for administrative staff

Appendix 3 Alignment of the different questionnaires

Appendix 4: Transcription of interview with Registrar A

Appendix 5: Transcription of interview with Registrar B

Appendix 6: Transcription of interview with Registrar C

Appendix 7: Transcription of interview with Registrar D

Appendix 8: Proposed organogram for a Customer Service Centre at the PUCHE

Appendix 9: Proposed structure for a Customer Service Centre at the PUCHE

Appendix 10: The “message of the day”-function used to inform students about the availability of the CEM-questionnaire on the e-Fundi homepage

Appendix 11: The internal advertisement used to inform students about the availability of the CEM-questionnaire on e-Fundi at the campuses

Appendix 12: Screen shots to instruct the students how to complete the e-Fundi questionnaire

Appendix 13: An example of the e-Fundi site statistics page