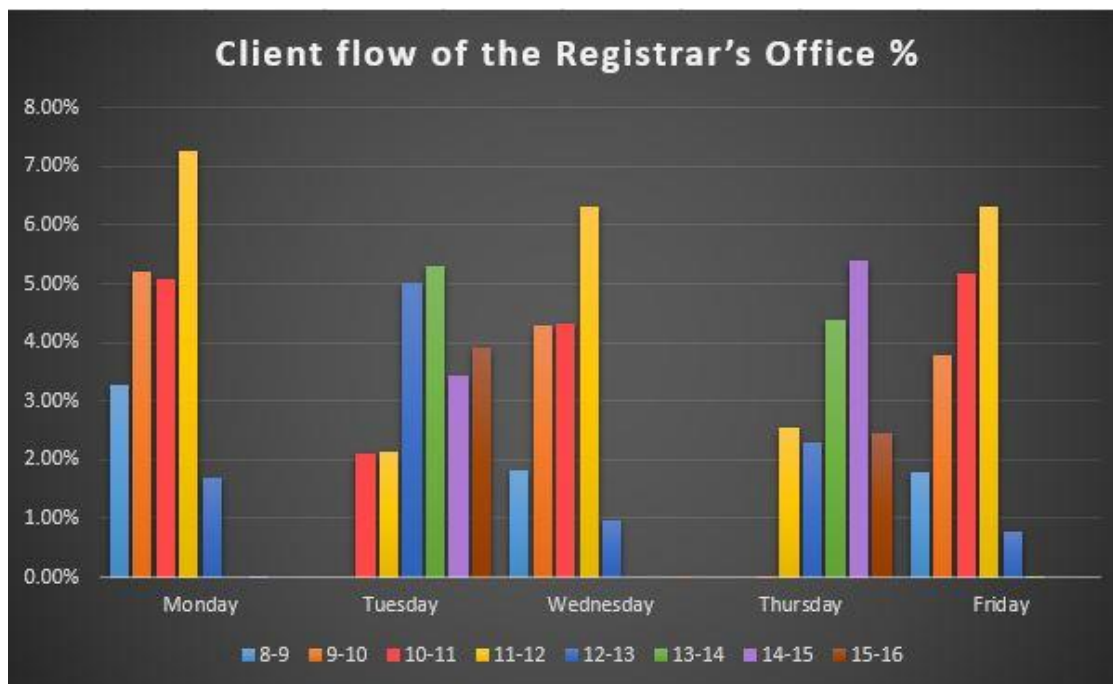
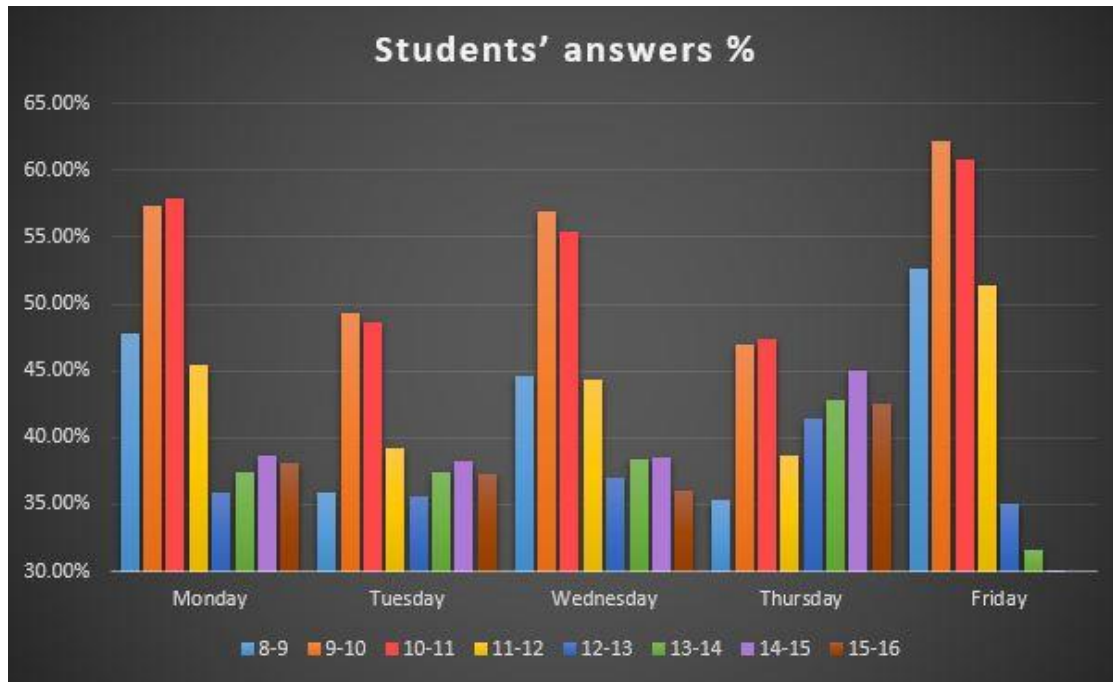


Dear Students,

We would like to inform you about an online questionnaire survey regarding the opening hours of the Registrar's Office. The survey took place between March 7 and April 17, 2018 and its aim was to provide the best possible service for students. Below you can find information about the results of the questionnaire and the statistics of using the client calling system.



Overall statistics shows that in general students would like to contact the Registrar's Office in person from 9.00 AM until 11.00 AM. Regarding afternoon opening hours Thursday was the most demanded day. Moreover, when calculating the new opening hours we also took into consideration the fact that in the future we would like to emphasize the communication via e-mail and the possibilities for developing an electronic customer service.

Based on the before mentioned reasons, from the academic year 2018/2019 **the opening hours of the Registrar's Office will be changed from August 21, 2018** as follows:

<b>Monday</b>	<b>9:00 – 12:00</b>
<b>Tuesday</b>	<b>9:00 – 12:00</b>
<b>Wednesday</b>	<b>9:00 – 12:00</b>
<b>Thursday</b>	<b>9:00 – 12:00 and 13:00 – 15:00</b>
<b>Friday</b>	<b>9:00 – 12:00</b>

**During the summer period the opening hours will be as follows:**

**Between August 6, 2018 – August 17, 2018:**

<b>Monday</b>	<b>8:00 – 12:00</b>
<b>Tuesday</b>	<b>10:00 – 12:00</b>
<b>Wednesday</b>	<b>8:00 – 12:00</b>
<b>Thursday</b>	<b>10:00 – 12:00</b>
<b>Friday</b>	<b>8:00 – 12:00</b>

Due to administrative reasons the **Registrar's Office will be CLOSED from July 16 until August 3, 2018**. During these days you may contact your administrative officer via e-mail or phone. Via e-mail or phone you can reach your administrative officer from Monday to Thursday between 8.00 and 16.00, on Friday between 8.00 and 13.30.

Thank you for your understanding and cooperation!

We wish you a restful holiday and a nice summer!

Best regards,

The staff of the Registrar's Office