

Canadian
University
Employees

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October 29, 1985

Rita Harder
Commerce, HA 153

Dear Rita:

Thank you for taking the time to write giving us your thoughts on the "work to rule" campaign.

It is the intention of the Executive to give as much information to the University community and to the public regarding the issues as is possible. CUPE National has made a commitment to make funds available to mount a publicity campaign. We hope that with their assistance, and the co-operation of other groups on campus, we will be able to make the students aware of the situation. Certainly, we do not want the students to feel that our members are unhelpful and not doing their jobs. The reality is that this efficiency study is the cause of the delays and screw ups, not the reverse.

We agree whole heartedly that we will have to get this across to the students. As this progresses we will likely need help distributing leaflets, etc. If you or anyone else you know would be willing to help with such activities, please give the Union Office a call. In the meantime, you could advise your husband and other students and faculty who are encountering frustration in getting the service they deserve to write letters of complaint to Vice-President Gellatly and President Strangway (hopefully with copies to the Union). I hope that the University community will come to realize that the funding cuts, reduced staffing and Ritchie & Associates chaotic tampering with procedures are the real culprits in this picture. One of the reasons that our members in Financial Services are so upset by this situation is their frustration at not being able to do their jobs, and provide good service. It is my experience that the staff on campus fully realize their role in relation to the students and have taken pride in doing a good job. The situation we are presently in, is totally demoralizing to everyone.

Again, I thank you for your input and hope that you will continue to relay any information that you feel may be of help to all of us to the attention of the Union Office or the Executive.

Sincerely,

Patricia House

Patricia House
Secretary-Treasurer