



iSTEAMS

An International Inter-tertiary Multidisciplinary
Conference Promoting Intellectual and Human Capital
Development, Technology Transfer, Research & Cross-
border Collaboration Among Academics, Practitioners &
Researchers

MULTIDISCIPLINARY

**Cross-Border
Conference 2016**



21st - 23rd March, 2016

Ghana - West Africa

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Date: 11th March, 2016

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Dear Authors

FORMAL LETTER OF ACCEPTANCE OF MANUSCRIPT SUBMITTED FOR CONSIDERATION & INVITATION TO THE ISTEAMS MULTIDISCIPLINARY CROSS-BORDER CONFERENCE, GHANA 2016

Thank you for your interest in the 6th **iSTEAMS Multidisciplinary Conference** – The International Multidisciplinary Conference on Science, Technology, Education, Arts, Agriculture, Management & the Social Sciences (iSTEAMS) Cross-Border Conference. The 2016 event tagged “**Addressing Human-Centred Challenges Through Multidisciplinary Innovations and Cross-Border Research Collaborations.**” is collocated with the **Africa Apps Development Conference & Exhibition.**

On behalf of the Conference Editorial Committee, it is my pleasure to inform you that based on your conformity to the conference call for paper instructions, the quality of your submission, the scope of coverage and the recommendation of the peer review process your paper titled “**APPLICATION OF THE AMERICAN CUSTOMER SATISFACTION MODEL TO EVALUATING STUDENTS’ SATISFACTION WITH ACADEMIC PROGRAMMES IN UPSA**” has been accepted for Presentation and inclusion in the Conference Proceedings. You are invited to present the paper as a Track Session paper during the Conference. Events scheduled is presented below:

Arrival Date: 21st March, 2016

Event Dates: 22nd – 23rd March, 2016.

Time: 10am Daily

Venue: University of Professional Studies, Accra Ghana.

Kindly visit the conference website for information on registration and payment of participation fee. You are encouraged to register early to take advantage of the pre-conference discounted rates. The iSTEAMS Conference is a multidisciplinary, inter-tertiary and interdisciplinary forum. Details of paper presentation tracks, time-table, panel of discussion, demos, exhibition, accommodation, travel logistics and other side attractions within the Accra metropolis are available on the conference website www.isteam.net.

Please note that there will be a call for extended versions of papers presented during the conference to be published in the *Advances in Multidisciplinary and Scientific (AIMS) Research Journal* after the conference. The AIMS Journal is a peer reviewed International Journal. All extended papers as well as fresh manuscripts submitted for consideration will go through the peer review process and their publication is subject to meeting obligatory publication conditions for the AIMS Journal. Should you have any request for information kindly contact info@isteam.net or call +2348160900893.

Again congratulations on the acceptance of your paper. We welcome you in advance to Accra in March, 2016 – AKWABA !

Yours Sincerely

Prof. Longe Olumide Babatope

Editorial Chair - iSTEAMS Cross Border Conference Ghana 2016

Distinguished Fulbright Fellow & Professor of Information Security