



**UWI**  
GLOBAL CAMPUS



# Undergraduate **Student Handbook** 2023|2024

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## **MISSION**

To advance learning, create knowledge and foster innovation for the positive transformation of the Caribbean and the wider world.

## **VISION**

An excellent global University rooted in the Caribbean.

## **VALUES**

Integrity, Excellence, Gender justice,  
Diversity, Student-centredness.

## **THE MOTTO OF THE UNIVERSITY**

“Oriens ex Occidente Lux:  
A Light Rising from the West”

## PRINCIPAL OFFICERS OF THE UNIVERSITY OF THE WEST INDIES

<b>Chancellor</b>	Mr. Robert Bermudez
<b>Vice-Chancellor</b>	Professor Sir Hilary Beckles
<b>Pro Vice-Chancellors</b>	
Board for Undergraduate Studies	Professor Derek Chadee
Board for Graduate Studies and Research	Professor Aldrie Henry-Lee
Academic Industry Partnership & Planning	Professor C. Justin Robinson
<b>Campus Principals</b>	
Cave Hill	Professor R. Clive Landis
Five Islands	Professor C. Justin Robinson
Mona	Professor Densil Williams
Global Campus	Dr. Francis Severin
St. Augustine	Professor Rose-Marie Belle Antoine
<b>Deputy Campus Principals</b>	
Cave Hill	Professor Winston Moore
Mona	Dr. Tomlin Paul
Global Campus	Dr. Emily Dick-Forde
St. Augustine	Professor Indar Ramnarine
<b>University Registrar</b>	Dr. Maurice D. Smith
<b>University Bursar</b>	Mrs. Andrea McNish
<b>University Librarian</b>	TBA

## PRINCIPAL OFFICERS OF THE UWI GLOBAL CAMPUS

<b>Pro Vice-Chancellor &amp; Campus Principal</b>	Dr. Francis Severin
<b>Deputy Campus Principal</b>	Dr. Emily Dick-Forde
<b>Campus Registrar</b>	Miss Althea Gordon
<b>Chief Financial Officer</b>	Dr. Noel Morgan
<b>Campus Librarian</b>	Vacant
<b>Chief Information Officer</b>	Mr. Christian Lee (Acting)
<b>Directors</b>	
Academic Programming and Delivery	Dr. Glenda Gay
School of Graduate Studies and Research	Prof. Julie Meeks-Gardner
Consortium for Social Development and Research	Mrs. Ceceile Minott
Global Campus Sites	Dr. Cheryl Sloley

## MESSAGE FROM THE VICE-CHANCELLOR



Welcome to The University of the West Indies!

As you enter the portals of this august institution, I wish you the very best for academic success and personal growth. Form and foster friendships, they will keep you focused throughout your programs and last into your professional lives. Take full advantage of the co-curricular opportunities available. Be attentive to your physical and mental health and I ask you to be considerate of others – be the embodiment of the beautiful quote from Archbishop Desmond Tutu “*My humanity is bound up in yours, for we can only be human together.*”

Each year, our new students inspire enthusiasm and hope for the entire community. Your enthusiasm, activism and full engagement will ensure that we - us and you - stay the course. Your responsibility will be to ensure that the resources dedicated to your training are maximised as much as possible. However your education is funded - by your Governments, your families or yourselves, or by philanthropic donors, it is an investment in your future, in our collective future. Your University is committed to ensuring that we deliver programmes of high quality and relevance to national and regional development, in as safe an environment as possible.

The pivot to the virtual environment during the COVID-19 pandemic provided us with opportunities to review and renew how we do many things. Blended learning is now mainstream rather than occasional. However, all our campuses have largely reverted to face-to-face learning with options for online where necessary. I encourage you to engage in vigorous academic debates and take full advantage of the leadership opportunities that are provided through the co-curricular activities. Your university is an activist university, with a responsibility to participate in debate around the issues threatening the region it serves, and also to find and implement solutions. The UWI has a proud tradition of preparing leaders for our region and beyond in every discipline and at every level of operation. We are counting on you to keep the “light rising from the West.”

In 2021 The UWI was ranked by the Times Higher Education among the best 1.5% of universities in the world. This achievement was based on our successful implementation of our Triple “A” Strategic Plan 2017-2022. The three pillars of Access, Agility and Alignment: increasing access to our courses and programmes as well as to our technical expertise, demonstrating agility in our response to challenges such as the pandemic, and alignment with strategic partners including our Governments to meet their specific needs, guided us in affirming The UWI’s reputation at the global level.

The current phase of our strategic plan 2022-2027 will focus on generating revenue, on strengthening our global reach, and on infusing even more technology into our learning and other processes. It promises to be an exciting phase for us all and the team looks forward to sharing this journey with you.

Blessings!

Hilary Beckles  
Vice-Chancellor



## FROM PRO VICE-CHANCELLOR AND CAMPUS PRINCIPAL, GLOBAL CAMPUS



I warmly and heartily welcome you, our new and returning students, to The UWI Global Campus (formerly, The UWI Open Campus) during this important period in our history where we stand at the cusp of some momentous transformations, especially the rebranding and repositioning of the Open Campus to the Global Campus, approved by the University Council in November 2022. You are a noteworthy part of history because you belong to the first cohort of Global Campus students.

While you will hear a lot more about this exciting development in the coming weeks, I must tell you that this occasion also signifies, *inter alia*, that you are a part of a profound Regional movement and you belong to an elite institution which has taken the courageous step to launch into the Global domain. Our standing within the 1.5 per cent of the best universities and higher education intuitions in the world, as ranked by the prestigious Times Higher Education, was duly earned and we should all feel fittingly proud as Caribbean citizens.

You are rightfully at the core of this evolving movement, in which we fulfill our University's Triple A (Access, Alignment, Agility) Mission of conveying our programmes to the world, captured thus: *To advance learning, create knowledge and foster innovation for the positive transformation of the Caribbean and the wider world.* The foregoing fits snugly within the Vision of *An excellent Global University rooted in the Caribbean.*

The COVID-19 Pandemic has taught us that higher education will never be the same again and that the future of higher education institutions are fundamentally dependent on their having the capacity to deliver high quality qualifications and skills at all levels through asynchronous online modality. The COVID-19 Pandemic disrupted your professional and personal lives and in fact very few people, if any at all, remained untouched. Many universities had to close their doors and, as a result, the academic lives of many students were brought to a grinding halt. Fortunately, The University of the West Indies Open Campus, and The University of the West Indies in general, remained open and students were able to forge ahead in the pursuit of their hopes and aspirations.

In that regard, the Global Campus (formerly the Open Campus) has been a profound boon and blessing to the Caribbean and our students. We did not close our door to students for one day. The COVID-19 Pandemic provided the Campus with a rare opportunity to demonstrate its supremacy in delivering asynchronous online education as opposed to remote emergency teaching. The Open Campus (now Global Campus) embraced the opportunity and was a beacon of asynchronous online education in the Caribbean Region. You would also be pleased to know that we were able to share this expertise through training, with our sister campuses, as well as other educational institutions throughout the Region.

The rebranding of the Open Campus as the Global Campus and its repositioning on the world stage, represent the University's vote of confidence in us. The foregoing is appropriately summarized in this extract from a UWI document which asserts, "The UWI sees an opportunity to leverage its global academic reputation and *the online education capabilities of the Open Campus* [italics mine] to enter and serve selected niche areas of the large and rapidly expanding global online education market." The document continues: "The development of the Global Campus aligns with a broader trend in higher education that is reimagining how tertiary education is delivered to suit the needs and learning preferences of students and learners in the online space."

Within our Global Campus will be the International School of Development Justice (ISDJ) which will offer programmes in the academic spheres encompassing the United Nations Sustainable Development Goals, such as climate change, food security, public health, sport and culture, the international economic order, poverty and underdevelopment in the post-colonial world, law and social justice, renewable energy, the environment, tourism sustainability, new diplomacy for global equality, gender justice, and reparations. These programmes, which will originate from all our five campuses, will be offered fundamentally at the Master's level. I say this to whet your appetites and to bring you up to date with what is emerging, as you continue to plan your academic trajectories.

Students, you are therefore entering or returning to the Global Campus (previously the Open Campus) at an exciting time. Some of you are already proficient at and au fait with asynchronous online technology and you are very much at home in a world that is moving inexorably towards the Fourth Industrial Revolution or Industry 4.0, where we experience the natural world through the mediation or intercession of technology. For those who are uncertain and a little nervous about this new world and learning milieu, there is no need to fear as we have skilled staff along with the necessary tools that will reduce whatever technophobia you face. The good news is that, when you graduate, you will emerge with your academic credentials as well as full confidence in your ability to navigate the virtual world – our omnipresent reality in the Fourth Industrial Revolution. In essence, dear students, there are many exciting changes and innovations ahead as the Global Campus 'unfurls'. These changes will be communicated to you during the course of the academic year.

Earning high quality education from a top world class university today is hardly discretionary. It is almost obligatory and something you owe to yourselves. It is also never too late. Hence, to use a familiar yet picturesque expression in some of our countries, The UWI Global Campus is "where it's at". We are therefore delighted to have you on board as you take the online journey with us and pursue your respective areas of interest. My expectation is that every staff member in every department of the Campus feels responsible for your experience, notwithstanding that some are specifically charged with that role. I encourage you to read all the relevant resources that will be available and accessible to facilitate your journey so that you will be an enlightened customer, which also means that you know exactly who or where your first point of contact is when a particular matter arises. Being knowledgeable in that regard will minimize any delays and frustrations and is certainly superior to and yields better results than sending emails to a mass recipient group.

I also urge you to take full advantage of your excellent online library resources. We have well-trained librarians at the Campus Libraries and Information Services. As scholars, you would want to inquire about the Liaison Services (LS) and their provision of, inter alia, information literacy instruction; copyright and intellectual property; and scholarly communication/publication. You are our fundamental customers, and your experience must always reflect this. This means that you must constantly feel that you can make queries or raise matters that might impact on your student experience, without anyone making you feel that you are out of place or wrong to do so. My hope is that you do so in a respectful and courteous manner.

As I ruminate over the foregoing, I feel compelled to encourage you to be civic-minded, and part of doing so is to participate in and support your student government. The Guild of Students has traditionally worked well with the Campus leaders to ensure that our students are afforded a learner ecology that mirrors the elite institution they attend. We thank former Guild of Students President Mrs Christine McCann and her team for their collaboration and generosity, and we welcome current President Mr Olson Browne to his new role and wish him and his team well.

On behalf of the leadership team of the Global Campus, I extend my best wishes to you for a productive, pleasing, and enjoyable academic year of new knowledge and discoveries, and all the discipline which logically accompanies the foregoing.

**Francis O. Severin, PhD**  
**Pro Vice-Chancellor and Campus Principal**



## MESSAGE FROM CAMPUS REGISTRAR, GLOBAL CAMPUS



A Chinese philosopher once said, *“The journey of a thousand miles begins with one step”*.

New and Returning students, I take this opportunity to welcome you to the Global Campus. To our new students you are beginning this journey at a most exciting time as The UWI Global, the successor to The UWI Open Campus, has only just been launched. You are our first cohort and so we will begin this journey to greatness together. This is also the year when we celebrate our 75<sup>th</sup> Anniversary.

To our returning students, you have been on this journey since 2022 when we first announced the imminent roll-out of this our new and more internationally relatable brand - The UWI Global Campus. But what can we all expect from this new brand. We can expect some of the same high-quality programmes, innovative teaching delivery, improved online systems, improved customer service, new scholarship opportunities, a new and vibrant Guild Executive ready to serve the needs of their constituents and the same accessible and engaging staff ready to serve the Global Online community.

I encourage you to take advantage of the resources available on the Campus whether through your Guild of Students or the various offices that are here to serve you. Offices such as the Student Support and Services Department act as your main interface allowing you to access services through one single portal. Learn more about our out of classroom activities and scholarship opportunities through this Department. Access information regarding our First Year Experience and Honour Roll; and when the academic pressures and other responsibilities become overwhelming, ask the team about our counselling service.

We care about you and your success and so we have come up with flexible ways to ensure you have uninterrupted access to your programmes. The Office of Finance offers payment plans and tuition discounts when fees are paid within a prescribed timeframe. Take advantage of these options. Keep abreast of important news and developments on the Campus through our website. Ensure that you add The UWI Global Campus to your social media platforms. Our 75<sup>th</sup> Anniversary activities are shared on our website and on our social media pages. Become a part of this Global legacy by participating in the Anniversary celebrations.

Your time at The UWI should be one spent focused on acquiring your degree. However, this is also a time to network and meet current and future politicians and entrepreneurs. It is the time to build your brand so use it wisely. Stay focused on your goals and never lose sight of the prize which is to gain a Global education at the Caribbean’s premier tertiary level institution.

Welcome ladies and gentlemen to The University of the West Indies, Global Campus.

Althea Gordon  
Campus Registrar

## MESSAGE FROM GUILD PRESIDENT, GLOBAL CAMPUS



I extend greetings to our new Pelicans on behalf of the Global Campus Guild of Students. Welcome to The University of the West Indies family, and congratulations on your decision to further your education at this prestige institution which is in the elite band of the top five percent (5%) of universities worldwide. I further welcome our returning Pelicans to the new academic year of 2023-2024, which will bring new experiences, challenges, and successes.

Our values emphasize the importance of student development and success in all that we do. We value the ability to evolve with the passage of time and to embrace changes and challenges in this ever changing landscape. One mandate of the 2023-2024, Guild Executives is to maintain an accessible, welcoming, and culturally diverse online environment, and we will collaborate with a variety of stakeholders to support student success and the University's mission. All of us are faced with societal grief and challenges that have caused us to reflect and re-evaluate our position in society and beyond. As students, we are expected to be responsible self-directed learners who are able to formulate learning goal and strategies for success. Therefore, on your educational journey, I implore you to keep moving forward! Remember, every step you take to learn something new is a step towards a brighter future. You can do this!

There is an African proverb that I often reflect on, "The sun does not forget a village because it is small." I appreciate this proverb because it is easy for us students to feel small, inept, alone, and vulnerable. On this educational experience, I want to remind you that there are resources and support system to help you. Make the best use of all the assistance that are available to you. This academic year my plan is for the Student Guild to be the sun that shines on the small villages that make up our Guild Council.

Together we will focus on the theme "Grow, Share, Believe" to support each other and provide resources to assist you in your academic journey. My goal as president is to create systems that will support all students to achieve their academic, professional, and community goals. This year the Guild plans to offer opportunities through programming, social events, and informational sessions on trending topics, career training, and special interests.

I believe this is a time for us to be bold in our desire to make education better and more accessible for all students. My team and I are ready and willing to do the work to support you this academic year, but we cannot do it alone. It is critical for all of us to be committed to the charge of making our academic journey brighter and better. As your 2023-2024 President, I plan to bring bold vision, energy, and action to this role because "Together We Can Make It Happen."

Olson Browne  
Guild President – 2023-2024

# Part I: The University of the West Indies

## Background

The University of the West Indies has the unusual distinction of being the sole regional institution of higher learning serving seventeen Caribbean countries: Anguilla, Antigua and Barbuda, the Bahamas, Barbados, Belize, Bermuda, the British Virgin Islands, the Cayman Islands, Dominica, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines, Trinidad and Tobago and the Turks and Caicos Islands. In addition, Guyana is a full participant in the Faculty of Law.

The University began at Mona, Jamaica in 1948 as a College of the University of London. It achieved full university status in 1962. The Imperial College of Tropical Agriculture in Trinidad was converted into the St. Augustine Campus in 1961 and in 1963 a third campus was established at Cave Hill in Barbados. There is also a Centre for Hotel and Tourism Management in the Bahamas.

In 2007, the University Council approved the establishment of the fourth campus, the Open Campus, (now known as the Global Campus) *to enable the University to expand the scope, enhance the appeal and improve the efficiency of its service to the individuals, communities and countries which it serves across the region, the diaspora and beyond.* The Global Campus builds on the work and resources of the School of Continuing Studies, the Tertiary Level Institutions Unit and the UWI Distance Education Centre to increase opportunities for access to tertiary education and provide an expanded range of programme offers and more coherent services to meet the needs of the communities we serve. The academic year 2019/2020 saw the birth of a fifth campus, the Five Islands Campus located in Antigua and Barbuda.

Through its several faculties and different campuses, The UWI offers degree programmes in Agriculture, Humanities, Education, Engineering, Law, Medical Sciences, Natural Sciences and Social Sciences. The UWI maintains its presence and operations throughout the region through the Global Campus. The Global Campus has a physical Site in each contributing country (except Bermuda) and functions as a network of real and virtual nodes to deliver education and training using a variety of instructional methods including distance education, online and blended learning tools and face-to-face learning. The Country Sites allow for the blending of online and face-to-face learning experiences and promote the enrichment of the social aspects of learning in a collegial environment.

As a regional institution, The UWI offers the rich and vibrant atmosphere that results from the interaction of students connected, yet varied, in cultural and social backgrounds. A strong emphasis on Caribbean issues in both teaching and research makes the university an ideal learning ground for both regional and international students.

## The Coat of Arms of The University of the West Indies



The Coat of Arms of The University of the West Indies consists of a shield and a crest.

Forming the main background of the shield is the sea represented by white and blue (three each) wavy lines on which is the open book; the upper part of the shield, the chief, is red with a Lion to show the connection with the Crown, but the Lion is covered with black spots. This is the Lion borne by H.R.H. Princess Alice, Countess of Athlone, appointed by the King (George VI) to be the first Chancellor, so that this appointment is recorded forever in the Coat of Arms of the University.

The crest is the brown Pelican, which fishes in its prehistoric fashion along the coasts of all the Caribbean Lands; the pelican is a symbol of care for the young because of the medieval, but untrue, belief that it punctures its breast to feed its young on its blood. It is also used as a crest by both Corpus Christi Colleges of Oxford and Cambridge.

The motto is: ***Oriens ex Occidente Lux: A Light Rising from the West***

## THE UWI GLOBAL CAMPUS

### Global Campus Roots

The UWI Global Campus and the support it provides to the region can trace its roots back to the birth of the University of the West Indies. In 1948 the Extra-Mural Department of the university was established on the advice of the Irvine Committee of the Asquith Commission, whose report led to the establishment of the University College of the West Indies, as it was then known. The Asquith Report strongly recommended that the new Commonwealth universities should take a leading part in the development of adult education in the territories in which they were located. Therefore, from the very start, the University recognised that in addition to teaching and research, the institution had a responsibility to reach out directly into the community.

The Extra-Mural Department, which eventually evolved into the School of Continuing Studies, offered locally-driven programmes of public education, adult education and continuing education in contributing countries designed to enhance academic, professional and vocational skills, and to provide opportunities to pursue tertiary level studies.

The Tertiary Level Institutions Unit (TLIU) also worked to enhance access to tertiary education in the region by linking the University's resources, programmes and services to the development of tertiary education institutions. The TLIU supported the development of articulation and franchising arrangements with tertiary institutions across the region and engaged in special projects promoting collaboration and cooperation within the Caribbean tertiary education system.

In 1983, The UWI began offering distance education courses using an audio-teleconferencing system that was known as the UWI Distance Teaching Experiment — later Enterprise — UWIDITE. UWIDITE course delivery was primarily via teleconferencing and correspondence packages. The name UWIDITE soon became associated with the audio-teleconferencing system through which The UWI made education and training more accessible, especially to people in the Eastern Caribbean. Working with Faculties across the University, UWIDITE produced learning packages and delivered courses through the teleconferencing system, which enabled students across the region to complete Part 1 of some degree programmes without attending a residential campus.

On August 1, 1996, the amalgamation of the Distance Education Unit, Challenge Examinations, and UWIDITE was completed with the establishment of the Distance Education Centre (UWIDEC). UWIDEC undertook to create a blended learning environment that embraced asynchronous online delivery methods in combination with online tutors, paper-based study material and teleconferences for planning, guidance and examination preparations. This became known as the *UWI Blended Learning Model*.

The range of courses offered was expanded to facilitate students completing full degree programmes through distance technologies. Thereafter, the drive was to improve the quality of The UWI distance education offerings and move towards being a full dual-mode institution in which distance education programmes are offered alongside the traditional face-to-face programmes.

The latest chapter in expanding the reach of The UWI in the communities we serve was the creation of the Open Campus (now known as the Global Campus) in July 2008. The Campus was created to improve the service to the UWI-12 countries and the underserved communities in residential campus countries that do not have access to the campus-based programmes and to provide flexible learning options.



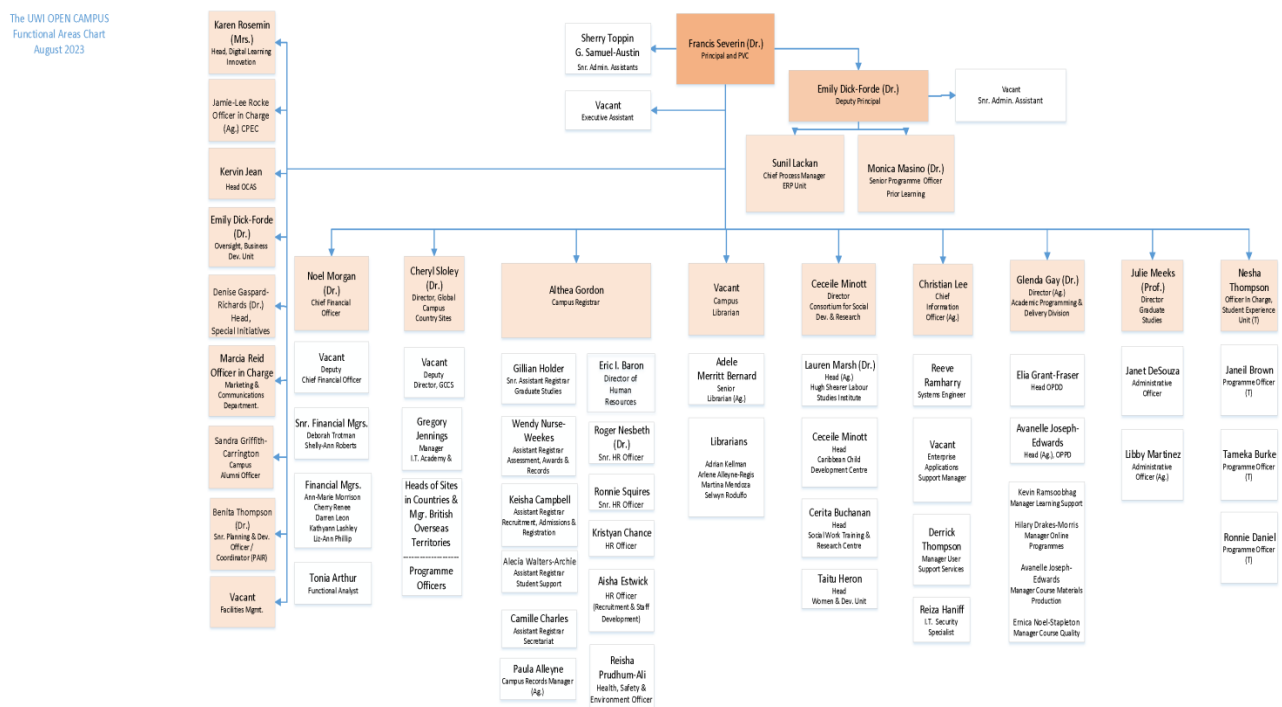
## The Global Campus Guiding Principles

The Global Campus of The University of the West Indies is based on the idea that the high-quality university education, research and services available at our institution should be open and available to all people who wish to reach their full potential inside and outside of the Caribbean region. The Global Campus will adopt quality teaching and learning experiences, innovative pedagogic design, relevant research and community partnerships to deliver face-to-face, blended and online learning to all of its communities.

## The Organisational Structure of the Global Campus

The Global Campus is headed by a Pro Vice-Chancellor and Campus Principal who oversees the operations of the campus. The campus is comprised of 17 functional units, which have responsibility for the management of the affairs of the campus and the delivery of its programmes and services. The UWI Global Campus has administrative offices at Cave Hill, Mona and St. Augustine Campuses and Country Sites throughout the region (a list of Sites and contact information is provided at Appendix B or can be found at [www.open.uwi.edu/locations](http://www.open.uwi.edu/locations)). Site Heads in each country manage the Global Campus' affairs for their country. In addition, Site Coordinators manage the distance learning and face-to-face operations at delivery sites.

**CHART 1: THE GLOBAL CAMPUS ADMINISTRATIVE STRUCTURE**



## PART II: ACADEMIC DIVISIONS, ADMINISTRATIVE DEPARTMENTS, CENTRES, INSTITUTES AND RESEARCH UNITS



### **Office of the Principal**

The Campus Principal has overall responsibility for the academic, financial and administrative management of the Campus.

The Planning and Institutional Research (PAIR) Unit ensures that institutional research is conducted on a regular basis to maintain the efficient functioning of all units within the Campus. The office is headed by a Planning and Development Officer who works closely with the University Planning and Development Office to monitor progress on the achievement of The UWI strategic objectives.

The Office of the Principal also collaborates closely with the University Management Auditor to facilitate the information that the Global Campus will require to maintain a high degree of excellence in its operations.

### **Office of the Deputy Principal**

This office coordinates the quality assurance function, including accreditation and the reviews of programmes, has oversight of the Enterprise Resource Planning, the Student Virtual Concierge Services and the Business Development Units. The Business Development Unit (BDU) is responsible for coordinating the Global Campus' entrepreneurial activities and actively develops new revenue opportunities for the Campus utilising the skills and competencies of the staff of the Campus.

## **Academic Programming and Delivery Division (APAD)**

The Academic Programming and Delivery Division (APAD) is headed by the Director and is responsible for leading the planning, development and delivery of programmes. APAD achieves this through regular assessment of programmes, courses and course delivery practices to ensure improved quality and the ability to understand and meet the academic needs of our students through programme variety and innovation. In an attempt to improve the efficiency and effectiveness of the development and delivery processes, APAD's operations focus on three functional areas: online programme planning and production, and online programme delivery. These areas are served by two department Heads who are responsible for shaping the academic services in their respective areas.

As a Global Campus student, much of your academic support and course delivery will be provided by staff from APAD. The Division is responsible for the creation of all online courses and all workshops and programmes delivered to students. In addition, the Division manages the course delivery process, including the hiring, training, supervision and evaluation of all course facilitators. The Division also offers an Academic Support Team whose purpose is to ensure that you receive a high-quality learning experience.

## **The Office of the Campus Registrar (The Registry)**

The Registry is led by the Campus Registrar and is responsible for core matters related to the management of all student and staff administration as well as the Secretariat which assists the Campus Registrar in fulfilling her responsibilities as Secretary for the Campus Council and other Committees of the Campus. The Campus Registrar also oversees the Records and Information Management Unit that ensures the proper storage, retrieval, disposal and archiving of Campus records.

The core areas within the Registry are: Recruitment, Admissions and Registration; Assessment, Awards and Records; Student Support and Services; Office of Graduate Studies and Research; the Secretariat; Human Resource Department and the Records and Information Management Unit. These sections are managed by a Senior Assistant Registrar, Assistant Registrars, Director and a Campus Records Manager functioning in a distributed environment across the Caribbean region and reporting to the Campus Registrar.

## **GLOBAL CAMPUS SITES (OCCS)**

The Global Campus Sites (GCS) is a division within The UWI Global Campus which directs the activities of Country Sites across the Caribbean region, under the leadership of a Director. Country Sites are distributed throughout the countries served by The UWI Global Campus and are led by Heads, Officers-in-Charge, Country Manager (Trinidad and Tobago) and Manager (The British Overseas Territories). The work of the Division is led by the Director with a support structure in the Office of the Director which includes a Deputy Director, one Administrative Officer, two Administrative Assistants and an Enterprise Resource Planning (ERP) Unit. The GCS Division currently serves thirty-eight (38) physical locations distributed throughout sixteen (16) English-speaking Caribbean countries.

The Global Campus Sites are located in Anguilla, Antigua and Barbuda, The Bahamas, Barbados, Belize, the British Virgin Islands (BVI), the Cayman Islands (which also serves students from Bermuda), Dominica, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, Saint Lucia, St. Vincent and the Grenadines, Trinidad and Tobago and Turks and Caicos Islands. In addition, there are

three Open Learning Centres (OLCs) located at the Cave Hill, Mona and St. Augustine Campuses. These OLCs fall under Global Campus Barbados, Global Campus (Jamaica Eastern) and Global Campus Trinidad and Tobago (specifically Gordon Street). The IT Academy, a Cisco-certified entity situated in Trinidad, is also a Unit within the GCS Division.

The Division's efforts to fulfil the Global Campus's vision of being student-centred, agile, accessible and enabling are pursued extensively. Hence, the work undertaken by the Division is intended to empower staff, enrich the student experience, and broaden the scope of the Global Campus through outreach. The operations of the Sites involve the expansion of Continuing and Professional Education (CPE) programming to address the growing need for professional development, marketing, community partnerships, national or public service, research, outreach, lectures, seminars, island tours, and other means of taking the Campus beyond physical walls.

### **Office of Finance**

The Office of Finance is responsible for the financial management, accounting and control functions of the Global Campus, including financial control and protection of the Campus's assets.

The Global Campus Finance Division currently has offices in three locations, in Barbados, Trinidad and Tobago and Jamaica. The Division is responsible for the day-to-day finance operations in these locations for all Global Campus units. Within the UWI-14 locations, the finance function operates through a matrix structure where the Finance Office coordinates the finance activities at these Sites through staff assigned at each Site.

### **Computing and Technical Services (CATS)**

This division comprises the core specialist technical staff of the Global Campus and is led by the Chief Information Officer. It manages all aspects of the regional technical and technological requirements of the Campus.

The CATS team designs, develops and maintains systems infrastructure and applications software to enable access to academic programming and business applications. This division works with the Office of the Principal, APAD, the Registry, the Library and the other departments across the Global Campus to provide the services required by each area.

### **Libraries and Information Services**

The Global Campus Libraries and Information Services (GCLIS) provide a distributed service to the Global Campus and The UWI community. The GCLIS provides online support and e-resources, as well as print resources and face-to-face support at various Country Sites.

### **The Consortium for Social Development and Research (CSDR)**

The Consortium for Social Development and Research (CSDR) is responsible for the academic research priorities of the University of the West Indies (UWI) Global Campus. The Division comprises four semi-autonomous research units - Hugh Shearer Labour Studies Institute, Social Work Training and Research Centre, Women and Development Unit and Caribbean Child Development Centre, inclusive of the Bloom Early Childhood Centres of Excellence.

The CSDR continuously seeks to contribute to the social development of Caribbean societies, strengthen the human potential of citizens and promote the University of the West Indies,

especially in non-traditional areas, through research, training and education, curriculum development, development projects, technical assistance, information management and community outreach and public service.

### ***The Caribbean Child Development Centre (CCDC)***

Originally established as the Regional Preschool Child Development Centre in 1972, the Centre was renamed the Caribbean Child Development Centre (CCDC) in 1985 to more accurately reflect its evolving role in child development.

The Centre's mission is to provide support for the holistic development of Caribbean children, through collaborative research to inform policy and programme development, information management and dissemination, teaching and training, public service and promotion of the best possible outcomes for children. Additionally, the Centre engages in projects, in partnership with private and public sectors as well as international organisations, to engender child, adolescent and youth protection, justice and development across the Caribbean region.

The Centre continues to offer pre-school education services to the University and surrounding communities through its Early Childhood Centres of Excellence, Bloom, which are located in Jamaica and Trinidad & Tobago. The preschools serve as laboratory schools in play-based learning that seeks to stimulate independent thought, socio-emotional intelligence and self chosen learning in the toddlers.

### ***The Hugh Shearer Labour Studies Institute (HLSI)***

The Hugh Shearer Labour Studies Institute (HLSI), originally named the Trade Union Education Institute, was gifted to the Trade Union Movement of Jamaica and the people of Jamaica in 1963, by the United States Government. In 2008 the Institute was renamed the Hugh Lawson Shearer Trade Union Education Institute, in honour of The Right Honourable, Hugh Lawson Shearer, late former Prime Minister of Jamaica and Trade Union leader who is one of the framers of the concept that gave birth to the HLSI. The HLSI was established to train upper level trade union personnel from Jamaica and the eastern Caribbean in free and democratic trade union leadership. Over time the needs of the Labour sector have changed and as such, the Institute had to evolve to stay relevant and continue to serve the needs of the Jamaican people as well as the Eastern Caribbean.

Currently, the Institute conducts research in Labour and offers training programme designed to equip and sensitize members of the tripartite community (government, employers and trade unions) with the knowledge and skills to create a 21st century Labour force that is agile and ready to facilitate the development goals necessary to grow and sustain the Caribbean economies. The training programmes seek to expose participants to a range of disciplines to enhance their professional development, making them more capable of performing their job functions, managing change and enhancing productivity throughout the organization.

The knowledge gained from the areas of research and reinforced through training will improve employee-employer relations within the workplace and improve the participants' knowledge of workplace procedures. In the current dispensation, it is important for employers and workers

to equip themselves with the requisite knowledge and skills to maximize performance/productivity in furtherance of serving the public good.

### ***The Social Work Training and Research Centre (SWTRC)***

The Social Work Training and Research Centre (SWTRC), established in 1962, has almost sixty years' experience in the provision of continuing and professional education for paraprofessionals, social workers, youth workers and community development workers in the governmental and non-governmental sectors in the region.

The SWTRC continues to offer skills development training for paraprofessionals. They also provide upskilling for practicing social workers in core areas of focus to help sharpen their expertise in niche areas such as play therapy, social work management, mental health, school social work, counselling for social workers and many other areas. Equally important, the Centre offers training to other professionals through short courses and workshops in areas such as grant writing, research process and programme monitoring and evaluation.

As a research institution the SWTRC engages in applied social work research, with a strong focus on community development, mental health and youth development. It also offers research services such as data entry and analysis, proposal writing, instrument design and research skills training. In addition, the SWTRC contributes to the dissemination of social work knowledge and best practices through the publication of the Caribbean Journal of Social Work in association with the Department of Sociology, Psychology and Social Work, UWI (Mona). The Caribbean Journal of Social Work is the official journal of the Association of Caribbean Social Work Educators.

### ***The Women and Development Unit (WAND)***

WAND was established in 1978, after the UN Decade for Women conference in Beijing with a mandate to put women at the centre of community and development.

WAND's work involves inclusive, diverse and rights-centred community outreach, developing online and distance learning professional courses and establishing technical partnerships in applied research to support advocacy and policy development; all of which are aimed at centering women and their families in Caribbean development.

WAND's strategic areas focus on economic and political participation, youth empowerment, vulnerable populations including persons with disabilities, LGBTQ+ people and children, and sexual and reproductive health.

WAND's online learning programme offers professional courses in gender and inclusive development planning.

### ***The School For Graduate Studies And Research (SGSR)***

The UWI Global Campus School for Graduate Studies and Research (SGSR) was established on August 1, 2020, to support the administrative, academic and programming functions of the Campus that serve research and postgraduate education. Under the leadership of the Director, this Campus arm of the SGSR manages the strategic direction of graduate studies, assisting academic divisions in developing and expanding postgraduate programmes and related

initiatives. The School is also responsible for defining and implementing the research agenda of the Global Campus, as well as creating a more effective culture of innovation and entrepreneurship. Additionally, it administers graduate student scholarships and Research and Publications grants within the Global Campus.

## UWI Locations



<http://www.global.uwi.edu/locations>

## PART III: LIFELONG LEARNING & DISTANCE EDUCATION



### **LIFELONG LEARNING**

Lifelong Learning is a commitment to continuously acquire new knowledge and skills. The UWI Global Campus provides opportunities for the lifelong learner in the Caribbean. We are committed to fostering the interests of adult students and the lifelong learning community by working closely with our regional partners.

The UWI has a long tradition of outreach programmes that provide valuable opportunities for mature students to take courses on a part-time basis. Both credit and non-credit courses are provided in a wide range of areas. We offer basic education, the upgrading of professional and paraprofessional skills, as well as UWI Certificates, Diplomas and Degrees.

By enrolling in our programmes, large numbers of our people across the Caribbean region have benefited from the experience of study at an institution of higher learning and have been able to advance to tertiary education both within and outside of The UWI system. This work is a vital contribution to lifelong learning, and we attach high priority to its continuation.

### **Studying at the Global Campus**

Many successful people have chosen to study at the Global Campus as it provides attractive options for lifelong learning and career development in a variety of formats and modes of delivery. Some of the reasons that learners within the Caribbean choose the Global Campus include:



1. **Access:** *The Global Campus provides opportunities for students to gain access to higher education. The design of our programmes with entry at several levels allows more student access to The UWI through a number of different academic options.*
2. **Study at your own pace:** *The mixed mode teaching delivery method of the Global Campus allows students to organise their time to better fit in with their personal and employment commitments. Students can achieve their academic goals on a flexible schedule.*
3. **Cost-effectiveness:** *It is becoming increasingly difficult for students to undertake full-time residential study, particularly for those in rural districts or in the countries of the Caribbean without physical UWI campuses. The Global Campus offers programmes at less cost than full-time residential study programmes.*
4. **In-country education and training:** *One of our advantages is the very nature of the Global Campus structure. We have several locations in contributing countries of the University. Many of our programmes offer students the opportunity to study while remaining in full-time employment. In addition, the new skills and knowledge learned allow first-hand implementation in the work situation.*
5. **Professional Development:** *The Global Campus offers opportunities for persons to keep abreast of new ideas and concepts in their preferred fields of work or in disciplines. Our students are provided with a quality educational experience that promotes their academic and professional success.*

### Distance Education

Distance education is a process in which the learners and their instructors are separated by time and/or distance. Communication and interaction is facilitated by different educational technologies and instructional strategies.

Communication between the instructor and the learner is non-contiguous but interactive, employing various media - print, audio, video - and various delivery methods - audio, video and computer and web conferencing, as well as email, rather than (but sometimes including) face-to-face methods.

There are two types of delivery methods:

1. Asynchronous delivery, which requires interaction and communication between participants that happen at different times; and
2. Synchronous delivery that requires interaction and communication in real time, with learner and facilitator, in different geographical locations.

### How to Succeed in Studying at a Distance

As students you are entering a learning environment that may be foreign to many of you. It is unlike any traditional classroom experience you have ever had. To succeed, first and foremost you must be motivated and able to manage your own learning experiences. **Learning is your responsibility.** The UWI Global Campus strives to create the best possible learning environment for you and your peers, and therefore will provide the resources and facilitators you need to achieve your academic goals.

You may, at times, experience a feeling of isolation and loneliness. This does not need to happen. You must learn to virtually network with your peers and supporting members of staff as well as make the most of the online and communications tools that the Global Campus has provided. You should regularly attend any teleconferences, web conferencing or face-to-face

meetings organized by your Course Coordinator, e-Tutor, and other members of staff in the Academic Programming and Delivery Division (APAD). Below are some tips to consider or skills you need to master.

1. **Time Management** – *One of the biggest problems when studying at a distance is the inability to manage your time. The average online course requires ten to twelve hours of online and offline activities each week. That means you need to create a study schedule and stick to it. You need to dedicate time to complete your assignments and exercises on time.*
2. **Personal Organisation** – *You need to ensure you have a process for managing the resources, readings and discussions you will be required to complete as you move through your programme. You need to create a system for capturing websites and other online resources that may be needed in the courses in your academic programme.*
3. **Research Skills** – *Most courses require learners to investigate or produce unique products or papers that require independent research. You must learn how to use the online library and how to critically analyse and summarize papers, journal articles and books.*
4. **Family Obligations** – *Many of you will have families. As you study, you must ensure that your family knows when you are available and when you need to have quiet time to study. One strategy is to involve them in creating a study schedule and posting it where everyone can see it.*
5. **Separate Study Area** – *You need to ensure that you have a separate study area that is quiet and free from distractions. It should ideally be an area where you can leave your study material and readings out as you move through the course.*
6. **Communications Skills** – *Because much of the interaction and communication in distance education is through the written word, you must be able to effectively communicate in the English language.*
7. **Technical Skills** – *If you are not computer literate, you must become so if you are to succeed in a distance-learning environment. You will be required to create Word documents; Excel spread sheets, PowerPoint slides and work with different web communication and research tools.*

### **Working With Your Online Department**

Most online courses have both a Course Instructor (CI) and a number of Markers. The CI manages the course and serves as the academic leader. He or she customises the course page and manages the Markers assigned to the course. Students are divided into separate groups for marking purposes only. Each group will be assigned a dedicated Marker to grade assignments and to provide feedback to learners. Students will experience all other course activities collectively.

An Online Teaching Assistant (OTA) is also assigned to larger courses. The specific duty of the OTA is to support the CI during live sessions and in the various course forums as needed.

We expect students to view their OTA and CI as people who are there to facilitate their learning and assist them to succeed. Students should not hesitate to ask facilitators questions; this sort of exchange is expected as we encourage accountability and active participation in this learning partnership. If students seek to learn more about a specific concept or topic they should freely engage facilitators for guidance about additional resources. If they are struggling with a concept or idea, then we expect them to share their concerns with their OTA and/or CI. He or she is there to help students master these concepts.

## Format of Global Campus Courses for Regional Programmes

The Global Campus has a mix of blended and fully online courses. There are currently two types because of the evolution from self-study, teleconference supported courses to blended learning courses, to fully online courses. Let us explore each format:

**Fully Online Courses** – Fully online courses are delivered via the Global Campus Moodle Learning Management System, referred to as the *Learning Exchange (LE)*. In this modality all course instruction and assessments are offered online in the LE supported by course material and various learning technologies. Some courses may require an additional text. When this situation arises, you will be required to pay the full amount of the cost of that additional textbook. You may also purchase any additional material resource through online bookstores. Your Course Instructor will advise you if this is needed.

Global Campus students registered in fully online courses come from different countries. With the diversity of cultures, you have the opportunity to engage in meaningful and cross-cultural debates, work-based exercises and case studies within a learning environment that promotes a community of learners and cooperative and collaborative skills. Courses are interactive in their design and require regular communication and information sharing with peers and the course facilitators. These fully online courses require learners to actively participate in all online discussions and small group work interaction among peers. Courses are supported through synchronous sessions via Zoom through the *LE*. In this environment you and your Course Instructor meet in real time to discuss course content and expectations.

**Blended Learning Courses** – Blended learning courses are a mix of face-to-face and online delivery via the *Learning Exchange*.

The blended modality in the Global Campus is configured as follows:

- a. Online delivery, inclusive of synchronous web conferencing sessions on Zoom; and face-to-face examinations;
- b. Online delivery as indicated in “a” above; as well as face-to-face classes and/or field supervised instruction; and
- c. Study materials, including online files, along with synchronous and asynchronous activities offered in the *LE*.

The blended learning courses require learners to regularly interact online in their course and to complete assessments online. Interaction online includes discussion exercises on forums for development of critical thinking skills, journaling, reflective practice, use of tools for collaboration and cooperative learning and activities that promote development of leadership skills.

**Face-to-Face Learning Modality** – In addition to the online and the blended courses, the Global Campus facilitates the design and delivery of face-to-face university credit, as well as not-for-credit courses, workshops and seminars. Many of the courses and programmes offered by the Global Campus are developed in response to particular local needs. To ensure that the local professional development and academic needs in different countries and communities throughout the Caribbean are supported, the Global Campus will continue to deliver face-to-face learning experiences. Some will be professional development experiences and others will be courses that are completed for credit in a specific programme approved by The UWI. Site Coordinators and Site Heads organize and conduct these workshops, seminars and courses, with the support of the Continuing and Professional Education Centre and Academic Programming and Delivery Division through its curriculum development and production teams.

## Quality of the Distance Learning Experience

The University of the West Indies is a dual mode institution that offers a variety of programme methodologies both by face-to-face and distance education methods. Degrees completed at a distance are equal in quality to those taken in the face-to-face mode on The UWI physical campuses. Like the physical campuses The UWI Global Campus, through its curriculum, prepares its students with the academic abilities, skills, and personal and professional attributes required of The UWI graduate.

### The attributes of the Distinctive UWI Graduate are:

1. *A critical and creative thinker;*
2. *an effective communicator with good interpersonal skills;*
3. *IT-skilled and information literate;*
4. *innovative and entrepreneurial;*
5. *globally aware and well-grounded in his/her regional identity;*
6. *socially, culturally and environmentally responsible; and*
7. *guided by strong ethical values.*

## Accreditation of The UWI Global Campus

The University of the West Indies, Global Campus has institutional accreditation awarded by the Barbados Accreditation Council until 26 July 2026. As accreditation does not cross geographical boundaries, the University applied for and was granted mutual recognition in all contributing countries by either the external quality assurance agency or relevant ministry, where no agency exists, including from the Accreditation Council of Trinidad and Tobago and the University Council of Jamaica.

Mutual recognition means that the agency or ministry has agreed to accept the institutional accreditation decision of another agency, in this case of the Barbados Accreditation Council, and to recognize the institution as one that meets external quality standards. Part of the requirements for maintenance of institutional accreditation is that the Global Campus annually submits reports to the Barbados Accreditation Council and entities granting it mutual recognition showing how it has sustained and improved on the quality of its provisions over the period under review.

The achievement of institutional accreditation by an external quality assurance agency signals that an institution has been assessed as having the appropriate systems and processes in place to develop and deliver programmes and services of high quality.

## PART IV: GENERAL REGULATIONS AND PROCEDURES ON STUDENT MATTERS

### Communication and Information



#### The My OC Student Portal

The MyOC Student Portal accessible at <http://myopen.uwi.edu> is the homepage for all Global Campus students. This portal provides access to course registration, the *Learning Exchange* where online academic activities take place, your academic record, general regulations and your email account. To access the MyOC Student Portal, log in using your Student ID number and the default password – that is, your date of birth in the **MonthDDYYYY!**. You must change your password after logging in for the first time. Please check the calendar and announcements regularly. **You have a responsibility to keep yourself informed about your academic programme and other campus issues.**

#### Your Global Campus Email Address

As a registered student, you are provided with an official Global Campus email account, which is accessed from the MyOC Student Portal. Your Global Campus email address will be used for official correspondence. Please use your Global Campus email address to correspond with Global Campus staff and Administration.

Your username is in the format [firstname.lastname@my.open.uwi.edu](mailto:firstname.lastname@my.open.uwi.edu) **Please check your Global Campus email regularly for messages and updates**

## Student Identification Number

On acceptance, students are allocated a UWI student ID number unless a UWI ID number was previously assigned. If you have a previously assigned number from The UWI, this number **MUST** be used.

Your student ID number is to be used on:

- All written (and email) correspondence with the Global Campus
- All submitted coursework assignments
- Examination scripts

**Please use your GC email address to correspond with staff and Administration, and remember to include your student ID# and a contact number in all correspondence.**

## Student Identification Card

As a registered student, you are required to have a valid UWI Student identification card. In the interest of security, you must carry your Student ID card on University premises and display it to any member of staff or Security Personnel on request.

You must also present your ID card in order to access services provided by the Global Campus and to write examinations.

If you are a new student, you must complete and submit the Identification Card Form to your Site or via email to [idcards@open.uwi.edu](mailto:idcards@open.uwi.edu) for processing by the Registry. ID cards will be sent directly to the Site for distribution.

Lost ID cards are to be reported promptly to your Site. For the cost of issuing a replacement card, see **Financial Information on the Global Campus website** at [www.open.uwi.edu](http://www.open.uwi.edu)

## Registration Information

- You must register for courses on a semester basis. Failure to do so may result in you being deemed to have voluntarily withdrawn from the University.
- **You are deemed to have registered for a course when your financial obligations to the University have been fulfilled.**
- Registration for a course constitutes registration for the examinations in that course.
- You are required to register by the end of the first week of each semester or summer session of the programme.
- If you fail to complete your registration at this time you are liable for a late registration fee as specified in the Schedule of Fees found in the Financial Information page of the Global Campus website at [www.open.uwi.edu](http://www.open.uwi.edu)

If you are registered in a regional programme, you are required to register online at the MyOC Student Portal accessible at <http://myopen.uwi.edu>

- Go to Student Self Service
- Click on the '**Student Registration**' link
- Click the '**Register for Classes**' link and select the term
- Search for course (s) by either 'subject' and/or 'course number'
- Register by clicking the '**add**' button beside the course description. You may drop previously selected courses by clicking the '**drop**' button beside the course description.
- After selecting all your courses for the semester, click **submit**.

If you are registered in a local programme, you will be provided with registration instructions by your Site.

**It is your responsibility to ensure that you are registered and that the registration information is correct.**

### **Payment Methods**

#### ***Regional Degree, Diploma and Certificate Programmes***

Students are encouraged to make payment online through the Banner Registration system using the following steps:

1. Login to self-service Banner by entering your username and password.
2. On entry into the portal, the following items are displayed:

#### Personal information

- Your name, address, country and Site (Students do not enter this information, this data is pulled from Banner)
- A valid Global Campus email address

#### Bill information

- Your current balance, previous balance amounts and total balance will be displayed separately.

#### Complete Payment information

- Cardholder's name and address
  - Payment amount, type, credit card number and verification code
  - Payments methods e.g. Visa, Visa Debit, Master Card, American Express, Discovery, Diners.
  - The local currency of the Site the student is enrolled at is defaulted.
3. Once you have completed populating all of the required fields (these fields are denoted by an asterisk), then click the 'Make Payment' button.

**4. When the payment is completed successfully, an invoice/receipt is forwarded to your Global Campus email account.**

The online payment made using the payment gateway in Banner will be reflected on your Student Portal (Account Summary) automatically within 24-48 hours after payment has been made online.

*Please go to the Financial Information page on the Global Campus website at [www.open.uwi.edu](http://www.open.uwi.edu) for additional information on tuition and fees.*

### **Status Letters**

A Status Letter is **not** the same as a Completion Letter or Statement of Account. Requests for a completion letter should be addressed to the Assessment, Awards and Records of the Registry and requests for a Statement of Account should be sent to [receivables.finance@open.uwi.edu](mailto:receivables.finance@open.uwi.edu)

A Status Letter provides information about your enrolment status and will include information such as name of programme, enrolment date, courses completed, number of courses remaining, cost of tuition, etc. A Status Letter may be used for the purposes of applying for a loan, a visa or to provide enrolment information to an employer.

To apply for a Status Letter, you will need to:

- Pay for this service via the payment gateway OR collect an Global Campus payment voucher and make a payment of US\$5 (or local equivalent) using your local payment system (payments in Jamaica to be made at any NCB branch) ensuring that the words “STATUS LETTER” and the payment date are clearly written on the proof of payment receipt;
- The application form is available on the Student Portal or you may click on the link at the bottom of this section to apply for the Status Letter;
- Complete all fields of the form, quote your receipt/voucher/proof of payment number and click the submit button at the end of the form;
- Scan and email your proof of payment receipt to [status.letters@open.uwi.edu](mailto:status.letters@open.uwi.edu) ;
- Allow processing time of up to five (5) working days.

When collecting the letter from your host Site, please ensure that you take in your proof of payment receipt.

**Please click the following link to apply for your Status Letter:**

<https://docs.google.com/spreadsheet/viewform?formkey=dHNwZnBIT0lIUdFiYkZvNGtQcW9CdHc6MQ>

### **Leave of Absence**

A leave of absence (LOA) may be granted if you are a **registered** student of the University. If, for good reasons, you wish to take a leave of absence from studies, you must have spent **at least one year** at the University before being eligible for a LOA, except in extenuating circumstances.

To apply for a LOA, you must complete and submit an online form. The following steps must be taken:

- Log in to your student portal via MyOC
- Click on Student Services
- Go to Forms and Booklets



- Scroll down to Student Support
- Select Leave of Absence Request Form.

Applications for leave of absence must be submitted **by the end of the third week of the relevant semester or the second week of the Summer session or as stipulated in the Academic Calendar**. Leave of absence will generally be granted for one semester or for an academic year. Leave of absence will not be granted for more than **two** consecutive academic years.

Students who submit their application for leave of absence within the specified timeframe outlined above will receive notification of the outcome of their request via an automated email after the application has been processed. The following should be noted:

- The date of your request will be recorded on your profile.
- If you are registered at the time of your request, the course(s) will be retained on your record with a code of LA assigned to the course(s) signifying that a leave of absence was granted for the respective semester.

**Requests received after the stipulated deadlines are submitted to the Academic Board Sub-Committee on Student Matters for consideration and recommendations must be approved by the Global Campus Academic Board.**

**You should always retain and file a copy of all payment receipts.**

## Withdrawal

### Voluntary Withdrawal

**If you find it necessary to withdraw from The UWI, you must complete and submit the required online application form using the following steps:**

- Log in to your Student Portal
  - Click on Student Services
  - Go to Forms and Booklets
  - Select, complete and submit the Programme Withdrawal Request Form.
1. Applications for voluntary withdrawal must be submitted by the end of the third week of the relevant semester or as stipulated in the Academic Calendar.
  2. You cannot withdraw from The UWI by way of discussion with a Global Campus staff member, or with the Site Head or Site Coordinator, or by ceasing to complete assignments and/or tutorials and teleconferences. You **MUST** submit an online application.
  3. If you have opted to not register for two consecutive semesters, excluding students granted leave of absence by the institution, you are deemed to have voluntarily withdrawn from The UWI.

## Required Withdrawal

1. Effective academic year 2014-2015, if your GPA for a given semester is less than 2.00 you shall be deemed as performing unsatisfactorily, and shall be placed on warning. If you are on warning and your GPA for the succeeding semester is less than 2.00, you will then be required to withdraw (RTW) from The UWI.
2. You may also be required to withdraw from your programme for failing to meet minimum credit requirements.

## Re-entry to the University

### Re-entry after a Leave of Absence

If you are on approved leave of absence from The UWI, you are eligible to return and re-register at the end of the leave period without re-applying for admission.

### Re-entry after Voluntary or Required Withdrawal

If you had withdrawn or were required to withdraw from the University, you may apply for re-admission to the University after **at least one year has elapsed** since your withdrawal. To resume studying, you must re-apply during the normal Admissions period using the Global Campus online application.

## Transferring to another Programme

If you wish to transfer to another programme within the Global Campus, you must complete and submit the online Programme Transfer Request form using the following procedure:

- Log in to your Student Portal
- Click on Student Services
- Go to Forms and Booklets
- Scroll down to Student Support
- Select, complete and submit the Programme Transfer Request Form.

This online form must be submitted by June 30 for Semester 1 or November 30 for Semester 2 consideration.

For Programme transfers, the Academic Programming and Delivery Division (APAD) must approve such transfers. The outcome of programme transfer applications will be communicated to students via email prior to the start of the registration period for the respective semester.

## Transferring to another Site

Students who wish to transfer to another Global Campus Site must complete and submit the online Site Transfer form on or before the deadline for Late (ADD/DROP) Registration for the respective Semester/Summer using the following procedure:

- Log in to your Student Portal
- Click on Student Services
- Go to Forms and Booklets
- Scroll down to Student Support
- Select, complete and submit the Site Transfer Request Form.

Site transfers are approved by the Registry through the Recruitment, Admissions and Registration Department. The outcome of Site Transfer applications will be communicated to students via email.

### Transferring to another UWI Campus

Should you wish to transfer to another campus, you must complete the Transfer Request Form and submit same to the Registry, through your Site, by **January 31** of the academic year preceding the proposed academic year of transfer for the Faculties of Law and Medical Sciences, and by **March 31** of the academic year preceding the proposed academic year of transfer for all other Faculties. The Academic Programming and Delivery Division and the Recruitment, Admissions and Registration Department of the Registry must approve the transfer.

The decision to admit a student on transfer is subject to the approval of the relevant Faculty Board and Entrance Committee. Approval of transfers is not automatic.

*Students wishing to transfer from other campuses into the Global Campus will need to check with their Campus of Registry (Cave Hill, Mona, St. Augustine or Five Islands) and follow the transfer procedures of that Campus. Please note that the deadline dates for transfers are the same for all campuses and students MUST adhere to these.*

### Qualifying Tests and Remedial Courses

#### The English Language Proficiency Test (ELPT)

All students who do not have the qualifications to allow them to register for *English for Academic Purposes* (FOUN1001) must take the English Language Proficiency Test (ELPT).

For a list of qualifications exempting students from taking the ELPT, please visit <http://www.open.uwi.edu/admissions>.

#### Remedial Mathematics

An approved qualification in Mathematics is a requirement for entry into certain BSc and ASc programmes. You are required to have the minimum of CXC-CSEC General Proficiency or the equivalent, or you will be required to pass a remedial Mathematics course **in the summer prior to admission** to the programme of study. Approved remedial Mathematics courses include Improving Your Math Skills (IYMS) and MATH0900 *Mathematics* (for ASc students). Please consult your nearest Site office with respect to the course on offer.

A pass in CXC-CSEC or GCE 'O' Level Mathematics is a prerequisite for ECON1003 *Mathematics for the Social Sciences*. You are required to obtain the requisite pass in one of these Mathematics courses or an approved remedial Mathematics course before you are allowed to register for ECON1003.

### Credit Exemptions

All students must note that there are two separate procedures for students who need exemptions processed. **PROCEDURE 1: APPLICATIONS BASED ON APPROVED EXEMPTION LISTING PROVIDED AND PROCEDURE 2: APPLICATIONS FOR THOSE WHO NEED TO HAVE THEIR EXEMPTION REQUESTS ASSESSED TO DETERMINE IF THEY ARE ELIGIBLE FOR EXEMPTIONS.** Please note that there are no deadline dates for a Procedure 1 exemption request. However, if you wish to request Procedure 2 exemptions, you must do so by the end of the third week of classes of Semesters I and II. All requests should be made to the Registry (Student Support and Services) using the relevant exemption application form available in your MyOC Student Services Portal under the Forms and Booklets Resources Section. Every semester the guidelines for the exemption requests will be emailed directly to students.

An official transcript will be required for assessment by the authorised body, unless the courses for which you are seeking exemption are from programmes/courses students have completed through The UWI. For those exemption requests that have not been assessed previously by The UWI, you will need to submit course outlines and transcripts to facilitate the analysis for equivalence. Incomplete packages will not be processed.

The granting of exemptions (and credits) for non-UWI programmes must be based on equivalency to courses in each degree option. If a course, already completed successfully, is the same as that to be pursued at a particular level, a student may receive exemption from that course. In keeping with The UWI's policy, exemptions (and credits) will only be granted for courses that have been successfully pursued within the last five (5) years. Credit exemptions do not count towards the GPA.

## **THE CODE OF PRINCIPLES AND RESPONSIBILITIES FOR STUDENTS**

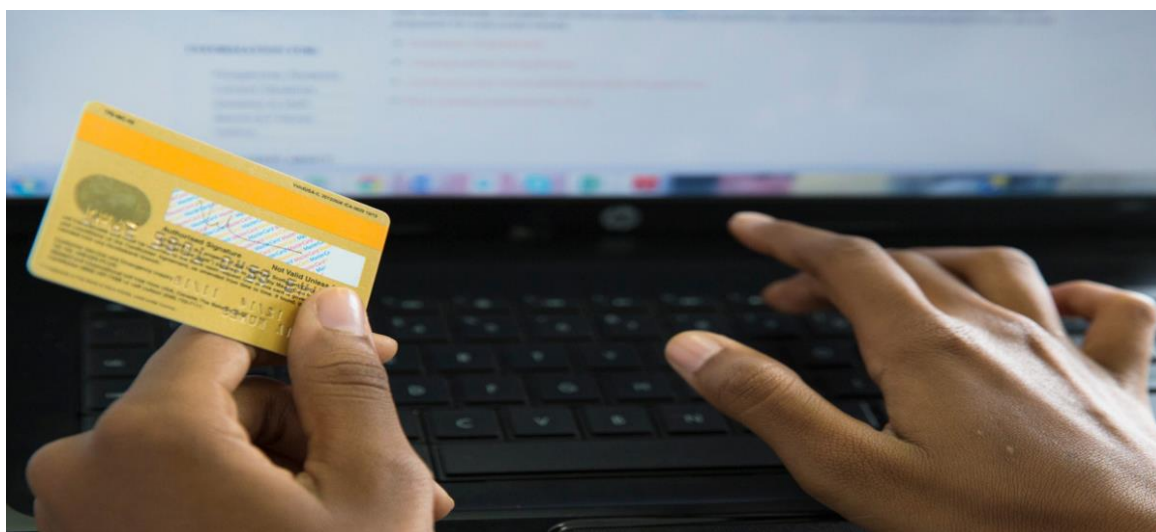
As a student of The University of the West Indies, you are a member of the university community. Your university experience should include achieving learning objectives, discovering new values and points of view on the world and its deepening relationships.

The high energy and close proximity characteristic of student life require extra care in a wide range of areas of daily living and contact which include relationships, respect for the dignity and worth of the individual, respect for privacy and property, and personal safety.

To view the University's Code of Principles and Responsibilities for Students please click on the following link: <http://www.open.uwi.edu/studentcode>



## PART V: FINANCIAL INFORMATION



You are required to pay tuition fees relevant to your programme and administrative and compulsory fees in accordance with the regulations. Tuition fees are paid by semester, at the time of registration.

**All course and programme fees are subject to change as mandated by The University of the West Indies.**

### **Tuition Fees**

Tuition fees cover tuition and examination costs, the costs of materials, teleconferences, web-conferencing and tutorials (as appropriate).

The tuition fees for repeating a course are the same as for a first attempt.

To view the fees for all programmes, please visit the Global Campus website at <https://www.open.uwi.edu/admissions/undergraduate/financial-information>

### **Administrative and Other Fees**

In addition to tuition fees, there are compulsory fees, i.e. Technology fee, ID card fee, Guild fees, and local administrative fees, the details of which can be obtained from your Site.

### **Refund Policy for Tuition Fees for Online Students**

- Student must complete the request for refund form online via the Student Portal. The Student ID, Biographical Data, Site, Refund Amount, Email and Reason for refund (Leave of Absence, Withdrawal Registration Change Other (Student to specify)), must be completed.
- Students are only eligible for a refund if they are in good financial standing with the University.
- Students are eligible for a refund if the scheduled programme/course is cancelled by the Global Campus.
- Students are eligible for a refund of a portion of tuition costs if they withdraw from the University or request leave of absence in writing before the end of the third week of semester classes or the second week of summer classes.

- Students may be eligible for a refund of a portion of tuition costs if they change their registration by dropping a course before the end of the third week of semester classes or the second week of summer classes.
- Tuition and fees are neither refundable nor transferable after the end of the third week of semester classes and the second week of summer classes.
- Students with special circumstances, e.g. a major medical problem or extenuating personal circumstances, who are forced to withdraw or request leave of absence after the stipulated periods, may be considered for a pro-rated refund of tuition on the recommendation of the Site Head and the approval of Academic Board.
- Only tuition fees are refundable. Other fees are non-refundable unless stated otherwise.
- Examination fees, where payable, cannot be transferred from one examination to another and can be refunded only under exceptional circumstances by approval of the Academic Board.
- Fees are not refundable if a student is required to withdraw or is suspended for academic or disciplinary reasons.
- Fees are not refundable if operations are suspended due to an act of nature, civil disturbance or any reason beyond the control of the Global Campus.
- Refund of tuition is pro-rated as follows:

SEMESTERS I & II		SUMMER	
Before the end of week 1	100% refund	Before the end of week 1	100% refund
Before the end of week 2	75% refund	Before the end of week 2	50% refund
Before the end of week 3	50% refund		
After the end of week 3	No refund		

- Fees are refundable in the currency of original payment only.
- Refunds will only be processed after the end of the registration period each semester or summer.
- Students who have withdrawn from the University or who are on leave of absence for an academic year must present their UWI Student ID card for cancelling when collecting the refund.
- If the refund criteria are not met then the request for refund will be denied.

### **Refund Policy for Tuition Fees for Face-to-Face Students**

- Student must complete the request for refund form online via the Student Portal. The Student ID, Biographical Data, Site, Refund Amount, Email and Reason for refund (Leave of Absence, Withdrawal Registration Change Other (Student to specify)), must be completed.
- Refunds will be processed by the Site of registration.
- Refunds will only be processed after the end of the registration period each semester or summer.

- Students who have withdrawn from the University or who are on leave of absence for an academic year must present their UWI Student ID card for cancelling when collecting the refund.
- If the refund criteria are not met then the request for refund will be denied.

### Fee Assessment

Following your online registration, you should print your fee assessment invoice for each semester, which details your financial obligations after registration. If you are registered in a local programme, your fee assessment can be obtained from your Site.

### Payment of Fees

Students can make payments to a Global Campus designated bank if you reside in **Anguilla, Belize, Grenada, Dominica, Montserrat, St. Vincent, Jamaica or Trinidad and Tobago where the local bank will vary** or via the online payment system. The instructions for the latter are available after online registration. This option is not available to international students. All students who opt to make their payment at the bank should complete the appropriate bank voucher, available from your Site, **ensuring that you include your student ID number** and take the voucher together with the fee assessment invoice to the nearest designated bank, to make your payment. At certain Sites, you may also make your payment at a designated cashier. Please note however that this facility is not available at all Sites and you should make an enquiry before attempting to use this method of payment.

***You must submit a copy of the payment receipt/bank voucher to the Site and should retain a copy of all payment receipts for your own records.***

**You are deemed to have registered for a course when your financial obligations to the University have been fulfilled.**

**Students are deemed to have registered for a course when their financial obligations to the University have been fulfilled.**

### Financial Standing

“In good financial standing” means that all debts owed by you to the University are fully paid or satisfactory arrangements for your payment to the University have been made. Only those students in good financial standing will be registered for courses or programmes of the University and will be eligible for refunds, in keeping with the refund policy.

Your financial standing will also be affected in the event your sponsor fails to pay the tuition fees for the programmes/courses for which you have registered. If this occurs you will become liable for the full cost of tuition for these programmes/courses. You will be required to sign an agreement to this effect in order to complete your registration.

Please note that failure to pay fees by the specified deadlines will result in removal of registration. The following actions will be taken if you are not in good financial standing with the University:

- Placing a financial hold on your record
- Removing course registration
- Debarment from future registration in any course or programme of the University until all debts have been settled
- Withholding of examination results and results of other assessments
- Denial of academic and administrative services
- Denial of transcripts, certificates and other records of status
- Denial of access to the University's systems and facilities

### **Financial Assistance**

If you require assistance to finance your programme of study at the University, you are encouraged to discuss your financial situation with your Site administration, as early as possible, to identify available options.

To view information on available scholarships and bursaries, please visit the Global Campus website at <http://www.open.uwi.edu/admissions>

### **Student Payment Plan**

Our Payment Plan Agreements provide short-term financial assistance on a case-by-case basis in specific circumstances to cover tuition fees only and are approved for one semester or summer session at a time.

Each semester, students are required to complete Steps 1 to 4 on the Registration and Funding map in the Student Portal and registration will be complete once **ALL** four steps are completed.

All payment plan applications must be submitted during the registration process by selecting the Payment Plan checkbox via the Registration and Funding Map.

### **Government Assistance for Tuition Expenses (GATE)**

Under the Government Assistance for Tuition Expenses (GATE) programme, students who are citizens of Trinidad & Tobago, upon application and acceptance can have between 50% to 100% of their tuition paid through this grant funding option provided they meet certain criteria via a process of means testing. There are other requirements for post-graduate students. Students should ensure that they keep up to date on the regulations which pertain this programme.

For more information on the GATE programme requirements and how to apply, visit <http://www.e-gate.gov.tt>



## PART VI: EXAMINATIONS



For some courses, you may be required to do assignments, sit mid-semester tests as well as end-of-semester examinations. Examinations are held at designated examination centres (for example, a Global Campus Site) in your country or online. Some courses may have an alternative to the final examination, such as a major project/action research.

**Examinations** are different from assignments, quizzes or online tests that might be a part of your coursework. Examinations must be written in a **supervised environment**, with an approved Examination Invigilator (Proctor/Supervisor).

### Global Campus Examinations

The UWI has five (5) campuses; in most cases, examination papers are different for each campus for logistical reasons. Therefore, when attending an examination, you should ensure that the examination paper is the one prescribed for **Global Campus students** – this will be clearly stated at the top of the examination paper.

All written final examinations have sessions scheduled either for the morning (9:00 a.m.), afternoon (1:00 p.m.), or evening (4:00 p.m.) and are two (2) or three (3) hours in duration. **In some exceptional cases, examinations may be scheduled on public holidays.**

Mid-semester examinations are usually held from 5:00 p.m.

### Global Campus Examinations Timetable

The Examinations Timetable for students of the Global Campus is scheduled differently from the one for students at any of the landed Campuses. **Make sure that the Examinations Timetable from which you take your schedule is the Global Campus Examinations Timetable.**

### Writing Examinations at Your Global Campus Site/Examination Centre

On acceptance to the Global Campus, you were assigned to a Site. You are expected to write your examinations at this Site with the exception of students assigned to the Virtual International Students Office (VISO). When you register for a course, you are simultaneously registering for the examination; therefore, you are not required to make any additional arrangements to be examined. You are simply required to check with your Site to find out which room your examination will be taking place in – this information is usually provided via the Sites' Notice Boards.

### Writing Examinations at an Alternate Global Campus Site

If you are unable to write examinations at the Global Campus Site at which you are registered, **you must formally make a request to write them at another Global Campus Site.** To do this, you must make the request to the Assistant Registrar, Assessment, Awards and Records, Global Campus, **through** your Site Head or Site Coordinator by completing the required form at <https://goo.gl/forms/8Fyolm4vg0FKF8Sd2> **at least twenty-one (21) days ahead** of your examination(s) to make sure that you can be accommodated. There is a **late application fee of US\$30.00 or the equivalent in your local currency** for requests made after this date and no later than one (1) week before the start of the examinations period. We cannot accommodate requests made **less than seven (7) days** before your examination. **Students failing to make requests in a timely manner and are subsequently absent from their examinations will be subject to the usual penalties for absence and will be deemed to have failed the examination.**

### Writing Examinations Outside of Countries with UWI Examination Centres

If you wish to take your written examination(s) at a location other than a UWI Examination Centre, you are required to identify a proctor at an accredited post-secondary institution such as a University, Community College or Technical Institute and your examination must be supervised by a professor, instructor or otherwise qualified person. Alternately, you may take your examination at an Embassy or Consulate that offers proctoring services to international students. **The proctoring institution MUST be able to communicate in English** in order for your examinations to be facilitated.

It is the student's responsibility to identify a suitable proctor **sixty (60) days in advance** of the examination. To do this, you must complete an **EXTERNAL PROCTOR FORM** found on the Student Portal and submit it to the Assistant Registrar, Assessment, Awards and Records for evaluation and approval of the proctor. The completed proctor form should be submitted via the link on the student portal or by post to the address indicated below:

The Assistant Registrar  
Assessment, Awards and Records  
The University of the West Indies  
Global Campus Learning Centre  
Cave Hill Campus  
P.O. Box 1341  
Bridgetown  
BB11000  
**BARBADOS**

### **Fees for Writing Examinations Outside of a UWI Examination Centre**

The UWI does not charge an examination fee, however, students are required to cover the cost of couriering their examination papers to the proctoring institution and the cost of returning their completed scripts to The UWI for marking. The cost of this courier service is **US\$120.00** and **must be paid thirty (30) days in advance of your examination.**

Upon receipt of your request to be proctored externally and as soon as your proctor is approved, you will be billed for the courier cost. You should access the Payment Gateway and make the payment **at least thirty (30) days before your examination.** **Your examination cannot be sent off until your payment has been made.** Under no circumstances will examination papers be couriered less than ten (10) days before the date of the examination. Students should therefore make their payments on time.

### **Instructions to Candidates Taking a Written Examination**

1. It is your responsibility to ascertain the dates and times of the examination(s) for which you are registered. **Under no circumstances should you rely on any oral communication of the Examinations Timetable. No member of staff is authorized to communicate timetable information to you.**
2. You will be informed of the dates and times of written examination papers by means of the Examinations Timetable, published on the Official Notice Board at your Site and on the Web through the MyOC Student Portal <http://my.open.uwi.edu> at least one (1) month in advance, or two (2) weeks in the case of Summer or Re-sit Examinations. Any changes in dates after publication shall be brought to your attention by means of additional Notices posted at each Site and on the Web. You will not be informed individually of such changes. Under no circumstances will any such changes be made later than one (1) week prior to the commencement of the series of examinations. **You should therefore verify your examinations timetable one (1) week before the examination period.** You should also make sure you take the date and time of your examination from a **final** timetable and **not a draft** (drafts are subject to change).
3. If you are absent from an examination, **owing to a mis-reading of the timetable, you shall be liable to the normal penalties for absence from an examination (i.e. you will be awarded a grade of Failed Absent/FA) and will have to await the next officially scheduled sitting to take the examination. Note that FA is a failing grade and negatively impacts your GPA.**
4. You should be present at the examination room at least fifteen (15) minutes prior to the advertised start time of any examination. You shall be admitted up to half-an-hour after the start of the examination. You will not be allowed extra time if you arrive late. If you arrive more than half-an-hour late you may be admitted to the examination room; however, your written or practical work will be accepted for marking only if you can satisfy the Campus Registrar that you have valid reasons for being late.

### **Steps to Take Before an Examination**

1. Verify that you are registered for the course(s) of the examination(s) you intend to sit. You should immediately report any discrepancies in your registration to your Site Head or Site Coordinator. In the case of international students, you should inform the VISO office.

2. Make sure you have the correct time and location of your examination. In the case of students writing examinations at the Cave Hill, St. Augustine or Mona Campuses, please familiarize yourself with the Campus and know where your examination venue is. **Do not** wait until the day of the examination to familiarize yourself with the Campus as this may take some time due to the size of these locations.
3. Arrive at your examination location at least fifteen (15) minutes prior to its scheduled start.

### Conduct in the Examination Room (Face-to-Face)

1. Candidates are required at all times to comply with the instructions of the Chief Invigilator and/or Assistant Invigilator(s).
2. Candidates should have their UWI Identification Cards to present to the Invigilator.
3. Candidates shall write their identification numbers and not their names, using permanent ink, distinctly at the top of the cover of each answer book and on each supplementary sheet of paper which is handed in. Candidates shall **NOT** write their names anywhere on the answer book or supplementary book.
4. Unless otherwise permitted all examinations shall be written in permanent ink, preferably blue or black.
5. Candidates are not allowed to carry unauthorized material into the examination room and these include:
  - i. Cellphones
  - ii. Pagers
  - iii. Electronic Devices
  - iv. Programmable Calculators
  - v. Handbags
  - vi. Other personal items
  - vii. Plain paper
  - viii. Written materials (unless otherwise specified)
6. Candidates should only have the materials necessary to write the examination; pens, pencils, rulers, non-programmable calculators etc. Each candidate should have their own supplies; **borrowing from other candidates is not allowed.**
7. Candidates are not allowed to leave the examination room during the **first thirty (30) minutes** or **last fifteen (15) minutes** of an examination except in the case of illness.
8. Students should not deface any examination material. It is an offense to do so. You should not tear any of the answer booklets or supplementary sheets. Neither should you take any examination material with you when you leave the examination room.

### Conduct During an Online Examination

Written examinations can also be conducted through online proctoring. Regulations pertaining to online examinations are the same as for face-to-face, with the following additional requirements, as well as any specific instructions provided for any such examination.

1. Candidates will be required to hold their UWI Identification Cards to the camera and take a photo prior to the start of the examination.
2. Candidates must have a quiet place to sit alone and take their examination free of distractions. Any contact with other persons or looking away from the screen while taking the examination will be regarded as an “examination irregularity”. Televisions and other persons in the room can draw your attention away from the examination.
3. Electronic devices, cellular phones, wired or wireless headphones/earphones, earbuds or any other listening devices are strictly prohibited during online examinations.
4. Baseball caps or hats that extend beyond the forehead are not permitted while taking the examination.
5. Candidates are not allowed to move away from the computer during the examination.
5. Candidates are required to do room scans of their environment ahead of the start of each examination.
6. Candidates are not permitted to communicate with other persons during their examination.

### Absence from Examinations

**When you register at the beginning of the Semester for any course, you are at the same time registering to be examined for that course.** If you register for a course and do not take the examination you will be recorded as **Failed Absent/FA** and the usual penalties for a failure will apply.

Please note that the *Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates* state:

*Any student who, having registered for a course, fails to take the examination, shall be deemed to have failed the examination unless the relevant Academic Board decides otherwise, on the recommendation of the relevant Faculty Board.*

### Late Withdrawal from a Course/Examination after the Deadline

A student may withdraw from a course during the official registration period. Additionally, students may apply for late de-registration after the official registration period has ended but **before the end of the sixth (6<sup>th</sup>) week of teaching**. Approval for de-registration will be determined by the Academic, Programming and Delivery Division.

If a student is granted permission to withdraw from a course after the official registration period has ended but before the end of the 6th week of teaching, a final grade definition of LW (Late Withdrawal) shall be assigned. An LW grade has no impact on a student’s GPA.

If a student stops attending the course and does not officially withdraw, a final grade definition of FA (Failed/Absent) will be assigned and will have a negative impact on the GPA.

Withdrawals are not permitted once grades have been posted for the semester. If a student has documentable, extenuating circumstances, a petition may be submitted for review.

**Withdrawing from course(s), after the deadline, does not relieve the student from financial liability.**

### **Absence from Examinations Due to Illness**

You **must** request permission for absence from an examination due to illness; however, you must support your request with a **medical report** submitted through your Site Head or Site Coordinator to the Campus Registrar (through the Assistant Registrar, Assessment, Awards and Records, Global Campus) **within seven (7) days from the date of the examination** in which your performance was affected. The medical report **should give brief details of the nature of the illness without breaching medical ethics. Consideration for absence cannot be given if the medical report submitted does not state the nature of your illness.**

The *Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates* state *inter alia* that:

- (a) *Where the performance of a candidate in any part of any examination is likely to have been affected by factors of which the Examiners have no knowledge, or where the candidate is absent from the examination due to such factors, the candidate may report the circumstances in writing to the Campus Registrar. If the candidate decides to report such circumstances, he/she **must do so within seven (7) days of that part of the examination which may have been affected;***
- (b) *Where the factors referred to in (a) relate to illness the Report to the Campus Registrar must be accompanied by a medical report signed by a Campus Medical Officer, as proof of illness; or, in the case of the Open Campus, by any other medical practitioner approved for that purpose by the Campus Registrar.*
- (c) *The medical report **shall be submitted within seven (7) days from the date of that part of the assessment in which the performance of the candidate is affected.** A report received after this period will be considered only in exceptional circumstances;*
- (d) *Where a student is unable to submit a medical report in person, the Campus Medical Officer or a Medical Practitioner, as the case may be, may do so on the student's behalf within the prescribed time;*
- (e) *The Campus Registrar shall pass on the information on illness or other factors as communicated in (a) - (d) above, to the Chair of the Board of Examiners to assist the Board in the performance of its duties in finalizing the student's examination record by awarding an appropriate final mark, or an appropriate designation, in accordance with the Grade Point Average Regulations; and*
- (f) *The Board of Examiners shall not take cognizance of illness or other circumstances presented as affecting a student's performance at an examination which have not been referred to them by the Campus Registrar.*

### Notification of Examination Results

Students are notified of examination results through the MyOC Student Portal at <http://my.open.uwi.edu>

### Dissatisfaction with Final Examination Results

The below extract from the Assessment Regulations 2020-2021 governing the **review of examination results – re-markings and consultations** explains:

142. A student who is dissatisfied with the results of his/her examination may apply for a review of his/her results in writing to the Campus Registrar. Such an application must be to the Campus Registrar on the prescribed form within two weeks of publication of results and, in the case of the Supplemental, Summer Session or re-sit examinations within five days of the publication of results. The options available in requesting a review are as follows:
- (a) Any student may apply for a consultation with the Examiner of his/her script, but where the student who requests the consultation has passed the examination, the consultation shall be at the discretion of the examiner;
  - (b) Any student may apply for a re-mark of his/her examination. An administrative fee of BDS\$130.00 or its equivalent is payable to the Bursary for the re-mark to be processed and may only be refunded in accordance with Regulation 145.
143. (a) During the consultation the Examiner may disclose the marks/grades;
- (b) The process of consultation should include failed answers in multiple-choice examinations; and
  - (c) The marks received during the examination shall not be altered as a result of a consultation except where an administrative or computational error has been identified.
144. A student who had a consultation may request to have his/her script re-marked by an Independent Examiner within two days of the concluded consultation. The administrative fee of BDS\$130.00 or its equivalent is payable to the Bursary for the re-mark to be processed and will only be refunded in accordance with Regulation 145.
145. Where the remarking of a script under Regulation 142 or Regulation 144 results in a higher grade than that previously awarded, the administrative fee must be refunded.

In the case of the re-marking of a script under Regulation 142 (b) **the mark of the Independent Examiner(s) shall be regarded as the final mark** (whether the mark is higher or lower).

## Review of Mid-Semester Examinations and Coursework Results

The *Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates* state that:

*Re-marking shall apply to coursework where **a single component counts for 40% or more**. That component may be re-marked as provided in Regulation 142(b).*

### How to Apply for a Re-mark or Consultation of your Examination Script

To apply for a re-mark or a consultation of your examination script, you must complete the specified online application form. The form can be found on the MyOC Student Portal Dashboard under **Student Services; Forms and Booklets**. The form is opened, to receive applications, from the deadline date for the release of results for any particular semester.

### Examinations Only

You may seek permission from the Chair, Board of Examiners (through the Assistant Registrar, Assessment, Awards and Records) to register to write “Examinations ONLY” in course(s) without attending classes, in the following circumstances:-

1. You have failed one (1) or two (2) of the final courses needed to complete the degree/certificate/diploma requirements and obtained a mark between 45-49%.
2. You have obtained a medical excuse, certified by the UWI Medical Officer, for not having attempted an examination and have passed the coursework component.
3. In exceptional circumstances, the Chair, Board of Examiners may grant a deferral for cases such as special assignments overseas for an employer (part-time students only) or by virtue of being selected to represent the country on a national team. In both instances, formal representation will have to be made by the employer/national association.

**NOTE: In the case of No. 1 above, Examinations Only is marked out of 100%** i.e. no coursework is considered. Rather, the grade is based solely on the re-take of the final examination.

**If permission to write “examinations only” is granted, you will be advised in writing and will be required to pay the requisite fee.**

### Request to Carry Forward Coursework Marks *(applicable to undergraduate students only)*

For some courses in which you were unsuccessful overall or absent from the final examination, you are allowed to carry forward the coursework marks to your next sitting of the course. However, the following criteria must be met:

1. Courses with a final examination component.
2. The assessment for the course must not have changed.
3. The value of the coursework must not have changed.
4. You must have a passing grade for the coursework.
5. You have never brought forward the coursework marks before.
6. The request must be approved by Academic Board.
7. The request must be made by the end of the second week of the semester.

**To apply to carry forward your coursework mark**, you must complete the online application form on the MyOC Student Portal dashboard under **Student Services; Forms and Booklets**.



Note, late applications will not be considered. **Academic Board reserves the right to decline any request. Coursework marks are valid for two (2) academic years only.**

**Requests to carry forward coursework marks are NOT applicable to undergraduate courses with 100% coursework assessment.**

### **Withholding of Results**

You should note that even if permission is granted to sit an examination, when fees are outstanding results will be suppressed until the outstanding balance is cleared. Certificates and transcripts shall also be withheld under the same circumstances.

### **How to Request a Transcript**

Official transcripts are prepared at your request by the Assessment, Awards and Records Department. The official transcript reflects all the academic work you have completed. You should complete the appropriate Transcript Request Form, available online through the MyOC Student Portal under **Student Services, Forms and Booklets**. Payment for transcripts may be made via the Payment Gateway, the Site or the Bank. The form, along with proof of payment, should be emailed to [transcripts@open.uwi.edu](mailto:transcripts@open.uwi.edu).

**Requests for transcripts will NOT be processed until proof of payment is received or if there is a financial hold on a student's/graduate's record.**

## **The University of the West Indies (UWI) Grading Policy for Undergraduate Students Effective August 2014**

### **Grade Point Average System and Marking Scheme**

1. The class of degree to be awarded shall be determined on the basis of the "Degree" Grade Point Average (GPA) as set out in the Assessment Regulations. For most programmes the Degree GPA is based on performance in Level II and III courses.
2. In determining the Degree GPA, the weights to be used for each Level I, II and III courses shall be as prescribed in *The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates*.
3. Level II and III courses shall have equal weight in the determination of the Degree GPA.
4. Core courses satisfying the requirements of specialization, majors and minors must be taken into account in determining the Class of Degree.
5. A course designated **at registration** as not for credit (NFC) shall **not** count in the determination of the Degree GPA.
6. The Class of Degree shall be determined as indicated in the table (Class of Degree Bands):

### Grading Policy Effective 2014/2015

Grading Policy from 2014/2015			Previous Grading Policy		
Grade	Quality Points	Mark %	Grade	Quality Points	Mark %
A+	4.3	90-100	A+	4.3	86-100
A	4.0	80-89	A	4.0	70-85
A-	3.7	75-79	A-	3.7	67-69
B+	3.3	70-74	B+	3.3	63-66
B	3.0	65-69	B	3.0	60-62
B-	2.7	60-64	B-	2.7	57-59
C+	2.3	55-59	C+	2.3	53-56
C	2.0	50-54	C	2.0	50-52
F1	1.7	45-49	C-	1.7	47-49
F2	1.3	40-44	D+	1.3	43-46
F3	0.0	0-39	D	1.0	40-42
FE/FC/FT	1.7	≥50	F	0.0	0-39
FE1/FC1/FT1	1.7	45-49			
FE2/FC2/FT2	1.3	40-44			
FE3/FC3/FT3	0	0-39			

**Note: FE, FC, FT, F1, F2, and F3 are failing grades.**

### Class of Degree Bands Effective 2014-2015

Class of Degree Band	GPA Range
<b>First Class</b>	3.60 – 4.30
<b>Upper Second</b>	3.00 – 3.59
<b>Lower Second</b>	2.50 – 2.99
<b>Pass</b>	2.00 – 2.49

You should familiarize yourself with the 2014-2015 Grading Policy which can be found at <http://www.uwi.edu/gradingpolicy/> There is also a link to the policy on the My OC Student Portal.

**Revised Grade Points to the Failing Grade Bands in  
The Undergraduate Grading Policy  
Effective Academic Year 2016-2017**

Effective 2016-2017 the University has made the following adjustment to the points associated with failing grades, **all other grades remain as in the 2014-2015 grading policy listed above.**

<b>Revised Grading Policy for Failing Grades effective 2016-2017</b>			<b>Grading Policy for Failing Grades from 2014-2015 to 2015-2016</b>		
<b>Grade</b>	<b>Quality Points</b>	<b>Mark %</b>	<b>Grade</b>	<b>Quality Points</b>	<b>Mark %</b>
F1	1.7	40-49	F1	1.7	45-49
F2	1.3	30-39	F2	1.3	40-44
F3	0.0	0-29	F3	0.0	0-39
<b>Revised Grading Policy for Failing Grades effective 2016-2017</b>			<b>Grading Policy for Failing Grades from 2014-2015 to 2015-2016</b>		
FE/FC/FT	1.7	≥50	FE/FC/FT	1.7	≥50
FE1/FC1/FT1	1.7	40-49	FE1/FC1/FT1	1.7	45-49
FE2/FC2/FT2	1.3	30-39	FE2/FC2/FC2	1.3	40-44
FE3/FC3/FT3	0.0	0-29	FE3/FC3/FC3	0.0	0-39

**Note: FE, FC, FT, F1, F2, and F3 are failing grades.**

**N.B. This change in grade points for failing grades has no effect on the Class of Degree Bands. They remain as follows effective 2014-2015:**

**Class of Degree Bands Effective 2014-2015**

<b>Class of Degree Band</b>	<b>GPA Range</b>
<b>First Class</b>	3.60 – 4.30
<b>Upper Second</b>	3.00 – 3.59
<b>Lower Second</b>	2.50 – 2.99
<b>Pass</b>	2.00 – 2.49

**Marking Scheme for Graduate Diplomas and Degrees**

The marking scheme for graduate degrees and diplomas is different from the marking scheme/grading policy for undergraduate students. Please refer to the Grade Point Average Regulations for Graduate Programmes at [https://www.open.uwi.edu/sites/default/files/GPA\\_Regulations\\_Graduate\\_Certificates\\_Diplom\\_as\\_Taught\\_Masters\\_Professional\\_Doctorate\\_Programmes.pdf](https://www.open.uwi.edu/sites/default/files/GPA_Regulations_Graduate_Certificates_Diplom_as_Taught_Masters_Professional_Doctorate_Programmes.pdf).

Graduate Programmes are governed by the Board for Graduate Studies and Research and there are separate Regulations for Graduate Diplomas and Degrees (2014). These Regulations can be found on **The UWI Graduate Studies and Research Information Portal** <http://www.uwi.edu/grip>. You should familiarize yourself with the *Regulations for Graduate Diplomas and Degrees* found on the Global Campus or Graduate Studies websites at <https://www.open.uwi.edu/gsr/graduate-student-handbook>.

## **THE UNIVERSITY'S PLAGIARISM REGULATIONS (First Degrees, Diplomas and Certificates)**

### **Application of these Regulations**

1. These Regulations apply to the presentation of work by a student for evaluation, whether or not for credit, but do not apply to invigilated written examinations.

### **Definition of plagiarism**

2. In these Regulations, "plagiarism" means the unacknowledged use of the words, ideas or creations of another and includes situations where the student reuses without acknowledgement their own previously written text, ideas or creations when writing any new work. "Level 1 plagiarism" occurs where small quantities of the work are affected and/or the breaches are minor. It includes borderline situations, cosmetic or poor paraphrasing, negligent referencing or incorrect or missing citations. "Level 2 plagiarism" occurs where large quantities of the work are affected and/or the breaches are serious. It includes situations in which a significant amount of material is borrowed or directly quoted or cosmetically paraphrased with no attribution at all, or attribution insufficient to indicate that the borrowed material is not the work of the student.
3. What may otherwise meet the definition of plagiarism may be justified for the purposes of Regulation 2 where the particular unacknowledged use of the words, ideas and creations of another is by the standards of the relevant academic discipline a function of part or all of the object of the work for evaluation whether or not for credit, for example:
  - (a) The unacknowledged use is required for conformity with presentation standards;
  - (b) The task set or undertaken is one of translation of the work of another into a different language or format;
  - (c) The task set or undertaken requires producing a result by teamwork for joint credit regardless of the level of individual contribution;
  - (d) The task set or undertaken requires extensive adaptation of models within a time period of such brevity as to exclude extensive attribution;
  - (e) The task set or undertaken requires the use of an artificial language, such as is the case with computer programming, where the use of unoriginal verbal formulae is essential.
4. It is not a justification under Regulations 2 and 3 for the unacknowledged use of the words, ideas and creations of another that the user enjoys the right of use of those words, ideas and creations as a matter of intellectual property.

### **Other definitions**

5. In these Regulations, “Chair” means the Chair of the relevant Campus Committee on Examinations; “Examination Regulations” means the Examination and other forms of Assessment Regulations for First Degrees Associate Degrees Diplomas and Certificates of the University; “set of facts” means a fact or combination of facts.

### **Evidence of plagiarism**

6. In order to constitute evidence of plagiarism under these Regulations, there must be identified as a minimum the passage or passages in the student’s work which are considered to have been plagiarised and the passage or passages from which the passages in the student’s work are considered to have been derived.

### **Student certification**

7. When a student submits for examination work under Regulation 1, the student shall sign a statement, in such form as the Campus Registrar may prescribe, that as far as possible the work submitted is free of plagiarism including unattributed quotation or paraphrase of the work of another except where justified under Regulation 3.
8. Quotation or paraphrase is attributed for the purpose of Regulation 7 if the writer has indicated that the work is not the writer’s own, even if the source is not identified.
9. Accurate certification under Regulation 7 is not conclusive as to the absence of plagiarism under these Regulations. Absence of certification does not prohibit the University from proceeding with a charge of plagiarism.

### **Electronic vetting for plagiarism**

10. The Campus Registrar may authorise or direct, with the consent of the student, that work submitted under Regulation 7 be subjected to electronic scrutiny in order to verify its freedom from plagiarism before being submitted to the Examiners. The results of the electronic scrutiny shall be submitted to the Dean and the Head of Department as well as to the Examiners, but the results of such electronic scrutiny although capable, where the requirements of Regulation 6 are satisfied, of constituting evidence under these Regulations, are not thereby conclusive of any question as to whether or not plagiarism exists.
11. Where a Dean or Head of Department considers that the procedure under Regulation 10 discloses evidence of plagiarism, the Dean or Head of Department, as the case may be, shall:
  - (a) where the procedure is considered to disclose evidence of Level 2 plagiarism, report the matter to the Campus Registrar under Regulation 15(a); or
  - (b) where the procedure is considered to disclose evidence of Level 1 plagiarism, refer the matter to the Examiners for their consideration as a charge of Level 1 plagiarism under Regulation 12.

### Level 1 plagiarism

12. In work submitted for examination where the Examiner is satisfied that Level 1 plagiarism has been committed, he shall levy a penalty for the Level 1 plagiarism charged in the form of a reduction in the marks (*up to a maximum of 10%*) which would have otherwise been awarded.

### Level 2 plagiarism

13. Where an Examiner has evidence of Level 2 plagiarism in the material being examined, that examiner must report it to the Head of Department or the Dean and may at any time provide the Registrar with a copy of that report.
14. Where any other person who in the course of duty sees material being examined that has evidence of Level 2 plagiarism that other person may report it to the Head of Department or the Dean and may at any time report it to the Campus Registrar who shall take such action as may be appropriate.
15. Where a Dean or Head of Department receives a report under Regulation 13, the Dean or Head of Department, as the case may be, shall:
  - (a) Where in concurrence with the report's identification of evidence of Level 2 plagiarism, report the matter to the Campus Registrar; or
  - (b) Where not concurring in the identification of evidence of plagiarism, reply to the Examiner declining to proceed further on the Examiner's report; or
  - (c) Where concluding that there is evidence of Level 1 plagiarism, reply to the Examiner indicating that conclusion and proceed as under Regulation 12.
16. Where a report is made to the Campus Registrar under Regulation 15(a) or Regulation 17, the Campus Registrar shall lay a charge and refer the matter to the Campus Committee on Examinations.
17. Where the Campus Registrar receives a report from the Examiner or any other person, the Campus Registrar shall refer the matter to a senior academic to determine evidence to ground a charge of plagiarism and where there is a ground, the Campus Registrar shall proceed as under Regulation 16.
18. Where the matter has been referred to the Campus Committee on Examinations pursuant to Regulation 16, the proceedings under these Regulations prevail, subject to Regulation 19, over any other disciplinary proceedings against the student based on the same facts and, without prejudice to Regulation 24, any other such disciplinary proceedings must be stayed, subject to being reopened.
19. Where other disciplinary proceedings based on the same facts have been completed or have reached the stage of a hearing, whichever comes first, any proceedings under these Regulations based on a charge of Level 2 plagiarism shall be terminated.
20.
  - (a) If the Campus Committee on Examinations is satisfied, after holding a hearing, that the student has committed Level 2 plagiarism, it shall in making a determination on the severity of the penalty take into consideration:
    - i. the circumstances of the particular case;

- ii. the seniority of the student; and
  - iii. whether this is the first or a repeated incidence of Level 2 plagiarism.
- (b) Where a recommendation is made to fail the student, the Campus Committee on Examinations shall make that recommendation to the Campus Registrar who shall refer it to the Academic Board for the student to be failed.

21. Academic Board may also, if the Campus Committee on Examinations so recommends after being satisfied that the student has committed Level 2 plagiarism, exclude the student from all further examinations of the University for such period as it may determine.

22. Academic Board may also, if the Campus Committee on Examinations so recommends after being satisfied that the student has committed Level 2 plagiarism, dismiss the candidate from the University.

#### **Clearance on a charge of Level 2 plagiarism**

23. A determination of the Campus Committee on Examinations that Level 2 plagiarism has not been found will be reported to the Campus Registrar who shall refer it to the appropriate authority and notify the student. Where the Committee has not identified Level 2 but has identified Level 1, it shall be reported to the Campus Registrar who shall refer it to the Examiner.

#### **Level 2 plagiarism: Appeal to the Senate**

24. A student may appeal to the Senate from any decision of the Campus Committee on Examinations under Regulations 20 and 21 and of Academic Board under Regulation 22.

#### **Delegation by Dean or Head of Department**

25. The Dean or Head of Department, as the case may be, may generally or in a particular instance delegate that officer's functions under these Regulations.

#### **Examiner's conflict of interest disqualification**

26. Any person who has at any time been an Examiner of work in relation to which an issue of plagiarism is being considered under these Regulations must withdraw from performing any functions under these Regulations other than those of supervisor and Examiner.

#### **The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates.**

In addition to these general assessment guidelines and extracts from the regulations, students should familiarize themselves with the *Student Copy of The UWI Assessment Regulations for First Degrees, Associate Degrees, Undergraduate Diplomas and Certificates* found on the Student Portal under **Student Services; Forms and Booklets**.



## PART VII: ACADEMIC SUPPORT SERVICES FOR ONLINE STUDENTS



The Global Campus (GC) has implemented academic support systems to ensure that students in online programmes and courses enjoy a meaningful virtual online learning experience, and that all their academic concerns are heard and addressed. Access to online academic support is provided by the Online Programmes Delivery Department in the Academic Programming and Delivery division (APAD) of the Global Campus (OPDD/APAD).

Some of the online support provided include online orientation for new students; pre-course and programme advising conducted prior to the start of course registration; access to various APAD support staff during course delivery; and the opportunity to connect with other UWI Global Campus students virtually, across online programmes via the “*Connecting As Students*” (CAS) space.

### **The UWI Global Campus Undergraduate Orientation**

A key part of the academic success of our online students is their efficient use of our online infrastructure and resources. The best way that students can strengthen their online academic performance is to use the guidance that we provide to learn how to master their online classroom spaces and all other resources provided by the various student support units. We highly encourage all students to participate fully in all orientation activities, inclusive of orientations led by colleagues at the Global Campus Sites (GCS). GSC staff will contact students directly with information about the respective orientation sessions.

#### ***Asynchronous and synchronous online orientation activities***

The OPDD orientation is delivered fully online and comprises both asynchronous and live activities via Zoom. Students should expect to interact with content in various formats (i.e., text, audio, video, images), engage in forums, be routed directly to various GC resources, and become



acquainted with the Academic Support team who manages the online orientation activities. In addition, to the asynchronous activities aforementioned, students will be invited to meet with the Academic Support team for a live introductory session where the events of the next few months will be discussed (i.e., orientation, registration for courses, access to courses). In preparation for course registration, students will be invited to join another live session with their respective Programme Manager. In this session, programme structure, advice on course selections, and other programme-related matters are addressed. The dates for these sessions are listed in the [Academic Calendar](#).

### ***OPDD Orientation Part 1 (highly recommended)***

The orientation is divided into two parts. [Part 1](#) is accessible online via the Global Campus website and is open to everyone who visits the page. While students' engagement in Part 1 is not mandatory, it is very highly recommended. In Part 1 we begin to introduce incoming students to topics that prepare them for the GC student life. We also share updates on upcoming live sessions and events leading up to the start of the semester. Students are advised on system requirements for accessing the GC online infrastructure and resources and how to navigate these resources; they are introduced to various student support units, etc. We also highlight important documents to prepare students to become aware of their rights and responsibilities and how to become successful online learners.

### ***OPDD Orientation Part 2 (mandatory)***

Part 2 is our chance to present new students with material essential to their effective functioning as a GC student. We revisit strategies for successful online learning and important rights and responsibilities. We also highlight the various learning technologies used in our courses among other key topics.

Part 2 of the orientation is mandatory and is embedded into select Level 1 courses. We present students with introductory information about the campus and their eventual learning experience and subsequently provide review quizzes on this material. Successful completion of Part 2 is required before students move on to the core content of each of the selected Level 1 courses. This is a requirement for students commencing studies from Semester 1, 2023/24 and onwards.

### **Pre-Course Programme Advising**

Students are encouraged to seek programme advice prior to registering for courses each semester. Programme Advising documents are prepared by the Programme Managers and provide an outline of the programme structure, the prescribed order for course completion, and other information to prepare students to successfully complete their programmes of study.

To receive programme advice, students should:

- 1) Carefully review the Programme Advising documents available on the Global Campus website:  
<https://www.open.uwi.edu/undergraduate/programme-advising>
- 2) Contact their Programme Manager via email should they require further information.

## Online Programmes and Courses

### ***APAD Support Staff***

Students in online programmes or courses should engage with the Academic Programming and Delivery (APAD) Division. APAD staff members are available to support students' success through programme advising, management of course delivery, general academic support, etc. Support for students is available through the following roles:

a) The Programme Manager

The Programme Manager (PM) provides academic guidance and support for the delivery of courses and programmes. The PM's responsibility is to ensure that all courses and programmes are delivered in accordance with the University's regulations. The PM also gives general programme advice, and serves as liaison between the university administrators and students; monitors the performance of facilitators and participates in orientation activities with students.

Contact information for Programme Managers can be found on the programme information pages and Programme Advising documents on the Global Campus Website (See Appendix C), and in the Quicklinks block on the Student Portal.

b) Course Quality Assistant (CQA)

In an effort to better support students' online studies, the Global Campus utilizes an Academic Support Team. The aim of this team is to function as a sounding board on all issues impacting students' learning experience in our online learning environment. The CQAs complement facilitators, who continue to be students' first line of support for academic studies.

Students may contact the CQA assigned to their course(s) directly via email (contact information will be provided in the Academic Support forum at the beginning of the semester). The Academic Support Team may be contacted via email ([academicsupport@open.uwi.edu](mailto:academicsupport@open.uwi.edu)) or Skype (Skype ID: [uwioc\\_academic\\_support](#)), Monday to Friday at 9:00 - 11:00 a.m. JA time/10:00 a.m. - 12:00 p.m. EC time.

c) Learning Support Specialist (LSS)

To support students' use of the learning technology in the online courses, an LSS is assigned to each course. The LSS works as part of a team with your PM, CQA, and facilitators to provide you with an enriching learning experience.

You may contact the LSS assigned to your course by writing to [helpdesk@open.uwi.edu](mailto:helpdesk@open.uwi.edu)

### ***Online Course Delivery - Teaching-Learning in the Learning Exchange (LE)***

Global Campus students may interact with one or more of the following types of facilitators in our online classrooms based on their programme of study:

- Course Instructors (CI)
- Online Teaching Assistants (OTA)
- Markers
- Research Supervisors (RS)
- Practicum Supervisors (PS)
- Second Examiner (SE)

The CI is the course manager, lead instructor and academic facilitator for the course. He or she is responsible for customizing the course and managing the team of Markers and Supervisors assigned to the course (where applicable). In larger courses, the CI is supported by an OTA.

Students should view their facilitators as people who are there to facilitate their learning and assist them to succeed. Students should not be afraid to ask facilitators questions. Students who want to learn more about a specific concept or topic should feel free to ask their facilitator for guidance to source additional resources. Students who are struggling with a concept or idea should share their concerns with the CI. He or she is there to help students master these concepts. Students are very strongly encouraged to engage with the CI and their peers in the various course forums and in live sessions.

**Course Issues**

The students’ first point of contact is Course Instructor for all matters affecting their successful completion of the course. We encourage students to reach out to their facilitators directly to share concerns during live sessions, in the course forums, via email, and via the Learning Exchange messaging system. When students post in forums (specifically the Facilitator-Student Exchange forum) it helps OPDD support staff to evaluate the quality of the teaching-learning experience in the course and to provide support for students until the facilitator can be reached.

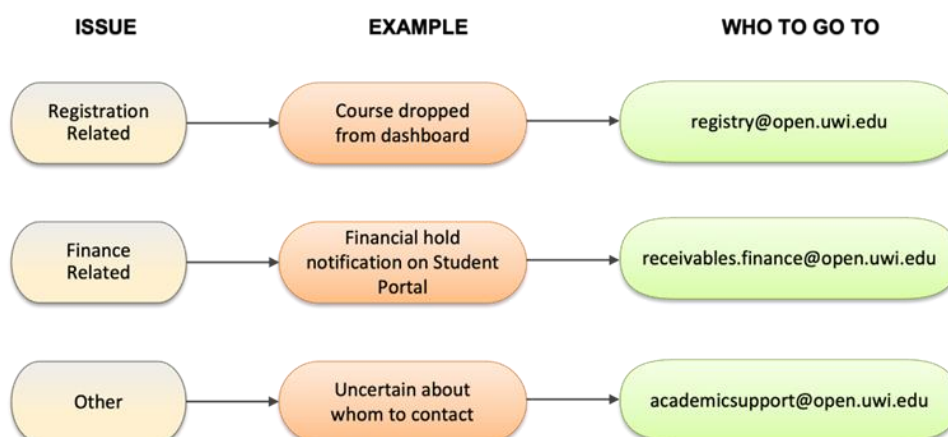
**Note:** Correspondence between students and facilitators on course-related matters must primarily take place in the LE, or an approved UWI Global Campus technology source (e.g. GC email and Zoom).

**Reporting a Problem**

If the Course Instructor (CI) is unable to help resolve a problem that is reported or has not responded to a request for help within 72 hours, students should seek the assistance of the CQA. Students may write to the CQA directly via email (contact information found in the Academic Support forum), or by way of the OPDD’s Academic Support email [academicsupport@open.uwi.edu](mailto:academicsupport@open.uwi.edu). The team of CQAs will investigate the issue and liaise with the CI and other support staff as needed. The reference charts below outline the correct protocol for reporting various issues that students may encounter.

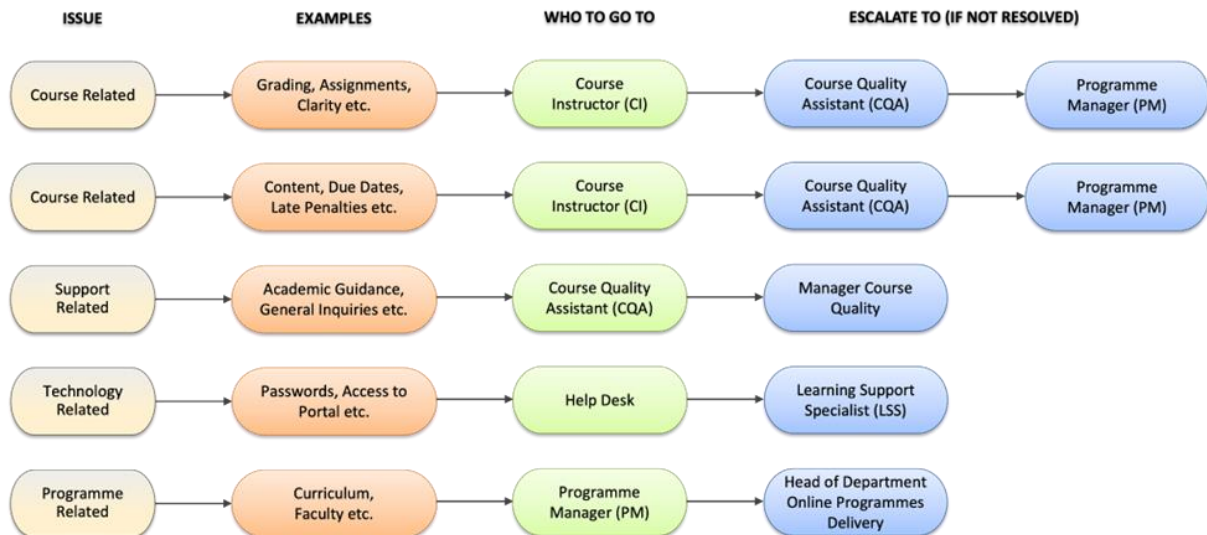
**Non-academic Requests or Problems**

If students encounter non-academic problems or are uncertain about whom to contact, the following should be used as a guide:



## Reporting Academic Problems

If students encounter academic problems, this chart should be used as a guide in reporting these problems:



### ***Communicating Online with Global Campus Personnel***

Students are expected to send emails using their Global Campus email address and include information such as their name, student ID number, course name and course code in their correspondence. When communicating online, students are asked to pay attention to the following online protocol:

1. Always check to see if emails were correctly sent (i.e., not sitting in the draft box or it “bounced” back); a bounced mail sends an error message, indicating the address is incorrect and not received by the intended party).
2. Check if the response indicates if the person is not available and follow the instructions provided in the automatic responder.

### **Connecting As Students (CAS)**

Students have the opportunity to engage each other not only within their courses but also across programmes through the forum *Connecting As Students* (CAS) space. CAS is The UWI Global Campus community forum space for all registered online students. The purpose of this space is to bridge the digital divide across all categories of students by giving students the opportunity to communicate with each other virtually to share ideas, to seek information from peers; to post questions and receive feedback; and to participate in general student-to-student engagement. Registered students, after gaining access to their courses, may access this CAS space by clicking the link found in their courses on the Learning Exchange.



### **Libraries and Information Services**

The Global Campus Libraries and Information Services (GCLIS) provides a distributed service to the Global Campus and The UWI community. In addition to a significant and growing online collection, the GCLIS also holds print copies of books and journals at various Country Sites. Most of the libraries at the Sites function as reference libraries with limited circulation under the supervision of a Library Assistant. Other Global Campus libraries offer an expanded range of services including full circulation services and research support. For contact and other information about specific Global Campus Libraries, please visit <https://www.open.uwi.edu/library/libraries>

### **Information Resources**

Access to GCLIS information resources is via *UWIlinc* (The University of the West Indies Libraries Information Connexion). The *UWIlinc* portal allows users to search and access available resources from the catalogues of the four UWI Campuses, UWI databases and repositories, subscribed e-resources (e-books, e-journals and databases), and selected free e-resources. *UWIlinc* may be accessed via the GCLIS website at <https://open.uwi.edu/library/research/uwilinc> or through the Learning Exchange. Users will be prompted to sign in with their myOC credentials to gain access to the full text of e-resources.

### **Ask A Librarian**

The GCLIS Ask A Librarian service is a virtual reference service that allows students to email or chat live online with GCLIS staff. The Ask A Librarian service offers research assistance and guidance on the use of library resources. The service is also available for general library queries and comments. To use *chat*, users must sign in with their myOC credentials. Alternatively, users may send a question or comment via email. No sign in is required to send an email. For additional information on the Ask A Librarian service, please visit <https://open.uwi.edu/library/research/ask-a-librarian>

## **Liaison Services**

GCLIS Academic Liaison Librarians support the teaching, learning and research needs of the Global Campus community and assist students in becoming proficient users and evaluators of information. Liaison Services provide guidance in accessing library resources; information literacy and reference citations; research techniques and the ethical use of information. For more information on these and other GCLIS services please visit us online at <https://open.uwi.edu/library>

## **Global Campus Administrative Support**

### **The Office of the Campus Registrar (The Registry)**

- ***Office of the Campus Registrar***

The Campus Registrar manages the functions of the Registry and can be contacted at [registrar@open.uwi.edu](mailto:registrar@open.uwi.edu)

- ***Recruitment, Admissions and Registration***

The Recruitment, Admissions and Registration Department has responsibility for all matters relating to the processing of applications, student transfers and ID cards and the coordination of student registration. If you need assistance with course registration or need to request a leave of absence, please contact the Recruitment, Admissions and Registration Office at the following email address: [admissions@open.uwi.edu](mailto:admissions@open.uwi.edu).

- ***Student Support and Services***

The Student Support and Services Department coordinates the delivery of student support services available across the Global Campus regional Sites, and the Virtual International Students Office (VISO). The office is responsible for monitoring and advising on academic progress and student representation. If you have queries on credit exemptions or need advice on your academic progress, or on matters which are having an impact on your studies, please contact the Student Support and Services Office at the following email addresses: [student.services@open.uwi.edu](mailto:student.services@open.uwi.edu) and [viso@open.uwi.edu](mailto:viso@open.uwi.edu).

- ***Assessment, Awards and Records***

The Assessment, Awards and Records Department has responsibility for the conduct of examinations, the issuing of results relating to your coursework and final examinations, the maintenance of your academic record and the provision of transcripts. If you encounter any problems related to notification of your final marks in a course you have completed or discrepancies in your student copy of the academic transcript, please contact the Assessment, Awards and Records Office at the following email address: [exams@open.uwi.edu](mailto:exams@open.uwi.edu)

- ***Office of Graduate Studies and Research***

The Office of Graduate Studies and Research, manages the registrarial functions of the School of Graduate Studies and Research. It is responsible for the admission, registration, scholarship, assessment, examination of theses, research papers/projects, and student records management for graduate students. The Office of Graduate Studies and Research is managed by the Senior Assistant Registrar and may be contacted at the following email address: [gradstudies@open.uwi.edu](mailto:gradstudies@open.uwi.edu)

## Helpdesk Services

Assistance with online technical matters is available via the Helpdesk at: [helpdesk@open.uwi.edu](mailto:helpdesk@open.uwi.edu) The team provides assistance Monday – Friday, 8:30am to 4:30pm Eastern Caribbean (EC) time. (Except public holidays in Trinidad and Tobago).

Problems, such as the inability to log-in to the course page, inability to recall passwords, inability to access graded activities in the Learning Exchange or any other technical matter should be reported to: [helpdesk@open.uwi.edu](mailto:helpdesk@open.uwi.edu)

## Site Support Services - Global Campus Sites

### Face-to-Face Course Delivery

For courses delivered in the face-to-face mode, you should contact your local tutor for academic support. If no solution is found for the problem, you should contact the Site Head, Site Coordinator or relevant Site staff for support.

### Site Head or Site Coordinator

Your Site Head or Site Coordinator provides support locally on issues pertaining to leave of absence (LOA), finance, technical support for personal computers, Registry issues etc.

Contact information for the Heads and Site Coordinators of Global Campus Sites can be found in Appendix B.



# We are **#Opentothe future**

## Appendix A

### Global Campus Social Media Pages

Please click on the icons below to visit our Social Media pages.



Connect with us on:



### UWI SOCIAL MEDIA POLICY

Be Social Media Smart when you are online. Please become familiar with The University's Social Media Policy and Guidelines - <http://www.global.uwi.edu/news/be-social-media-smart>





THE UNIVERSITY  
OF THE  
WEST INDIES

Be

SMS

Social Media Smart

- ✘ **Be Secure**  
Identify yourself but do not disclose personal details that could be used for illicit purposes
- ✘ **Be Responsible**  
Ensure that you post information that you are comfortable having in the public domain

Access the Social Media Policy & Guidelines:

[www.open.uwi.edu/socialmedia](http://www.open.uwi.edu/socialmedia)



**Connect with us!**

## Appendix B

### Global Campus Sites Contacts and Telephone Numbers

Note: Additional contact information is also available on the Global Campus website at [www.global.uwi.edu/locations](http://www.global.uwi.edu/locations).



- CAVE HILL CAMPUS, Barbados
- MONA CAMPUS, Jamaica
- ST AUGUSTINE CAMPUS, Trinidad
- OPEN CAMPUS
  - Anguilla
  - Antigua
  - Bahamas
  - Barbados
  - Belize
  - Bermuda
  - British Virgin Islands
  - Cayman Islands
  - Dominica
  - Grenada
  - Jamaica
  - Montserrat
  - St Kitts and Nevis
  - St Lucia
  - St Vincent and the Grenadines
  - Trinidad and Tobago
  - Turks and Caicos
- THE UNIVERSITY OF THE WEST INDIES CENTRE FOR HOTEL AND TOURISM MANAGEMENT, Nassau, Bahamas

<b>GCS Contact Information</b>	<b>GCS Contact Information</b>
<b>Office of the Director</b>	
<p><b>Dr. Cheryl E. McDonald-Sloley</b> <b>Director</b></p> <p>The University of the West Indies Global Campus Office of the Director Global Campus Sites Gibraltar Camp Road Mona, Kingston 7 Jamaica</p> <p>Tel: 1-876-927-1201; 970-0720 Fax: 1-876- 977-3443 IP: 38353 Email: <a href="mailto:cheryl.sloley@open.uwi.edu">cheryl.sloley@open.uwi.edu</a></p>	<p><b>Mrs. Deanna Noel</b> <b>Administrative Officer</b></p> <p>The University of the West Indies Global Campus Office of the Director Global Campus Sites Elmshall Road Roseau, Commonwealth of Dominica</p> <p>Telephone: 1-767-448-3482 IP: 37505 Email: <a href="mailto:deanna.noel@open.uwi.edu">deanna.noel@open.uwi.edu</a></p>
<p><b>Mrs. Chantalle Clarke-Pryce</b> <b>Administrative Assistant</b></p> <p>The University of the West Indies Global Campus Office of the Director Global Campus Sites Gibraltar Camp Road Mona, Kingston 7</p>	<p><b>Mrs. Niomi Remy-Laurent</b> <b>Administrative Assistant</b></p> <p>The University of the West Indies Global Campus Office of the Director Global Campus Sites Elmshall Road Roseau, Commonwealth of Dominica</p>

GCS Contact Information	GCS Contact Information
<p>Jamaica</p> <p>Tel: 1-876-927-1201; 970-0720            Fax: 1-876- 977-3443            IP: 38307            Email: <a href="mailto:chantalle.clarke-pryce@open.uwi.edu">chantalle.clarke-pryce@open.uwi.edu</a></p>	<p>Telephone: 1-767-448-3482            IP: 37511            Email: <a href="mailto:niomi.remy-laurent@open.uwi.edu">niomi.remy-laurent@open.uwi.edu</a></p>
GCS Enterprise Resource Planning (ERP) Unit	
<p><b>Mr. Lisle A. Bruney</b>  <b>Enterprise Applications Analyst</b></p> <p>The University of the West Indies            Global Campus            Office of the Director            Global Campus Sites            Elmshall Road            Roseau, Commonwealth of Dominica</p> <p>Email: <a href="mailto:lisle.bruney@open.uwi.edu">lisle.bruney@open.uwi.edu</a>            Skype: <a href="https://www.skype.com/people/lisle.bruney">lisle.bruney</a></p>	<p><b>Ms. Adessa Francis</b>  <b>Programme Officer (Subject Matter Expert)</b></p> <p>The University of the West Indies            Global Campus            Office of the Director            Global Campus Sites            Jamaica</p> <p>Tel: 1-876-468-8237            Email: <a href="mailto:adessa.francis@open.uwi.edu">adessa.francis@open.uwi.edu</a></p>
<p><b>Ms. Claudia Halley</b>  <b>Programme Officer (Subject Matter Expert)</b></p> <p>Office of the Director, Global Campus Sites            The University of the West Indies            Global Campus, Grenada, West Indies</p> <p>Tel: 473 440 2451            Fax: 473 440 4985            Email: <a href="mailto:claudia.halley@open.uwi.edu">claudia.halley@open.uwi.edu</a></p>	
GCS Contact Information	GCS Contact Information
<p><b>Anguilla</b></p> <p><b>Ms. Renee Henry</b>  <b>Senior Administrative Assistant</b></p> <p>The University of the West Indies            Global Campus, Anguilla, West Indies            The Valley, Anguilla</p> <p>Tel: 1-264-497-8156            Mobile: 1-264-476-5713            Email: <a href="mailto:anguilla@open.uwi.edu">anguilla@open.uwi.edu</a></p>	<p><b>Antigua &amp; Barbuda</b></p> <p><b>Ms. Coleen Letlow</b>  <b>Head</b></p> <p>The University of the West Indies            Global Campus, Antigua &amp; Barbuda, West Indies            P.O. Box 142            St. John's            Antigua</p> <p>Tel: 1-268-462-1355 or 1-268-562-3036            Fax: 1-268-462-2968            Email: <a href="mailto:coleen.letlow@open.uwi.edu">coleen.letlow@open.uwi.edu</a></p>
<p><b>Barbados: The Pine</b></p> <p><b>Mr. Ryan Byer</b>  <b>Head</b></p> <p>The University of the West Indies            Global Campus, The Pine Barbados, West Indies            East/West Boulevard            The Pine, St. Michael, Barbados</p>	<p><b>Bahamas</b></p> <p><b>Mrs. Bridgette Cooper</b>  <b>Head</b></p> <p>The University of the West Indies            Global Campus, The Bahamas, West Indies            Bahamas Tourism Training Centre            P.O Box N-1184</p>

GCS Contact Information	GCS Contact Information
<p>Tel: 1-246-430-1139            Fax: 1-246-427-4397            Email: <a href="mailto:sherwin.rollins@open.uwi.edu">sherwin.rollins@open.uwi.edu</a></p>	<p>Nassau, Bahamas            Tel: 1-242-323-6593 or 1-242-323-1175            Fax: 1-242-328-0622            Email: <a href="mailto:bridgette.cooper@open.uwi.edu">bridgette.cooper@open.uwi.edu</a></p>
<p><b>Belize</b></p> <p><b>Dr. Sharmayne Saunders</b>  <b>Head</b>            The University of the West Indies            Global Campus, Belize, West Indies            Princess Margaret Drive            P.O. Box 229            Belize City, Belize</p> <p>Tel: 1-501-223-0484 or 1-501-223-5320            Fax: 1-501-223-2038            Email: <a href="mailto:sharmayne.saunders@open.uwi.edu">sharmayne.saunders@open.uwi.edu</a></p>	<p><b>British Virgin Islands</b></p> <p><b>Ms. Tanisha Todd</b>  <b>Administrative Assistant</b>            Global Campus, British Virgin Islands, West Indies            P.O. Box 4324            Road Town, Tortola            British Virgin Islands, VG1110</p> <p>Tel: 1-284-494-6957            Fax: 1-284-494-4263            Email: <a href="mailto:bvi@open.uwi.edu">bvi@open.uwi.edu</a></p>
	<p><b>Dominica</b></p> <p><b>Dr. Kimone Joseph</b>  <b>Head</b>            The University of the West Indies            Global Campus, Dominica, West Indies            P.O. Box 82            Roseau, Dominica</p> <p>Tel: 1-767-448-3182            Fax: 1-767-448-8706            Email: <a href="mailto:kimone.joseph@open.uwi.edu">kimone.joseph@open.uwi.edu</a></p>
<p><b>Grenada</b></p> <p><b>Dr. Nicole Phillip-Dowe</b>  <b>Head</b>            The University of the West Indies            Global Campus, Grenada, West Indies            Marryshow House, H. A. Blaize Street,            P. O. Box 439            St. George's, Grenada</p>	<p><b>Jamaica Eastern Region:</b>  <b>Camp Road, Mandeville, Open Learning Centre</b>  <b>Mona</b></p> <p><b>Ms. Levene Griffiths</b>  <b>Head</b>            The University of the West Indies            Global Campus, Jamaica, West Indies            2A Camp Road, Kingston 4</p>

GCS Contact Information	GCS Contact Information
Tel: 1-473-440-2451 Fax: 1-473-440-4985 Email: <a href="mailto:nicole.phillip-dowe@open.uwi.edu">nicole.phillip-dowe@open.uwi.edu</a>	Tel: 1-876-926-8119 or 1-876-920-5290, 1-876-926-2246-7 Fax: 1-876-920-1622 Email: <a href="mailto:levene.griffiths@open.uwi.edu">levene.griffiths@open.uwi.edu</a>
<b>Jamaica: Camp Road</b>  <b>Ms. Talisha Baker-Whilby</b> <b>Programme Officer</b> The University of the West Indies Global Campus, Camp Road 2A Camp Road, Kingston 4  Tel: 1-876-926-8119, 1-876-920-5290, 1-876-926-2246-7 Fax: 1-876-920-1622 Email: <a href="mailto:levene.griffiths@open.uwi.edu">levene.griffiths@open.uwi.edu</a>	<b>Jamaica: Mandeville</b>  <b>Mrs. Natricia Goodwin-Brown</b> <b>Site Coordinator</b> The University of the West Indies Global Campus - Mandeville Unit 1b, 17 Caledonia Mall Mandeville P.O. Manchester Jamaica W.I.  Tel: 1-876-962-6585 or 1-876-962-9242 Fax: 1-876-963-8573 email address: <a href="mailto:natricia.goodwin@open.uwi.edu">natricia.goodwin@open.uwi.edu</a>
<b>Jamaica: Open Learning Centre Mona</b>  <b>Mrs. Sheren Thorpe</b> <b>Site Coordinator</b>  The University of the West Indies, Global Campus Open Learning Centre 1 Ring Road Mona, Kingston 7, Jamaica  Tel: 1-876-977-6349 or 1-876-935-8421 or 1-876-935-8635 or 1-876-935-8417 Fax: 1-876-977-3494 Email: <a href="mailto:sheren.thorpe@open.uwi.edu">sheren.thorpe@open.uwi.edu</a>	<b>Montserrat</b>  <b>Ms. Gracelyn Cassell</b> <b>Head</b> The University of the West Indies Global Campus, Montserrat, West Indies P.O. Box 256, Salem Montserrat  Tel: 1-664-491-3924 Fax: 1-664-491-8924 Email: <a href="mailto:gracelyn.cassell@open.uwi.edu">gracelyn.cassell@open.uwi.edu</a>
<b>Jamaica: Montego Bay</b>  <b>Mr. Ian Hayles</b> <b>Officer-In-Charge</b> The University of the West Indies Global Campus, Jamaica, West Indies Montego Bay St. James, Jamaica WI  Tel: 1-876-952-9345 or 1-876-979-9542 or 1-876-952-9345 Fax: 1-876-952-5704 Email: <a href="mailto:ian.hayles@open.uwi.edu">ian.hayles@open.uwi.edu</a>	<b>Saint Kitts &amp; Nevis</b>  <b>Mrs. Gaile Gray-Phillip</b> <b>Head</b> The University of the West Indies Global Campus St. Kitts & Nevis, West Indies P.O. Box 326 Basseterre  Tel: 1-869-465-2190 Fax: 1-869-465-6583 Email: <a href="mailto:gaile.gray-phillip@open.uwi.edu">gaile.gray-phillip@open.uwi.edu</a>

GCS Contact Information	GCS Contact Information
<p><b>Jamaica Western Region: Brown's Town, St. Elizabeth, Ocho Rios</b></p> <p><b>Mrs. Cecile Johnson Head (Ag.)</b> The University of the West Indies Global Campus, Brown's Town, Burlington Point 2 Church Street Box 101 St. Ann Tel:1- 876-975-2091 Fax: 1-876-917-9648 Email: <a href="mailto:cecile.johnson@open.uwi.edu">cecile.johnson@open.uwi.edu</a></p>	<p><b>Jamaica: Brown's Town</b></p> <p><b>Mrs. Cecile Johnson Head (Ag.)</b> The University of the West Indies Global Campus, Brown's Town, Burlington Point 2 Church Street Box 101 St. Ann Tel:1- 876-975-2091 Fax: 1-876-917-9648 Email: <a href="mailto:cecile.johnson@open.uwi.edu">cecile.johnson@open.uwi.edu</a></p>
<p><b>Jamaica: St. Elizabeth</b></p> <p><b>Ms. Toskia Reid Administrative Assistant (Ag.)</b> The University of the West Indies Global Campus, Junction Saint Elizabeth Technical High School 90 Main Street, Santa Cruz, St. Elizabeth, Jamaica. Tel: 1-876-965-8968 Email: <a href="mailto:toskia.reid@open.uwi.edu">toskia.reid@open.uwi.edu</a></p>	<p><b>Jamaica: Ocho Rios</b></p> <p><b>Mrs. Renee Watson-Bell Administrative Assistant</b> The University of the West Indies Global Campus, Ocho Rios Stormont Road, St. Ann Tel: 1-876-795-1840, 1-876-795-1843 Fax: 1-876-795-2916 Email: <a href="mailto:renee.watson-bell@open.uwi.edu">renee.watson-bell@open.uwi.edu</a></p>
<p><b>Saint Lucia</b></p> <p><b>Mrs. Lesley Crane-Mitchell Head</b> The University of the West Indies Global Campus St. Lucia, West Indies P.O. Box 306, Castries</p> <p>Tel: 1-758-452-3866 or 1-758-720-9640 Fax: 1-758-452-4080 Email: <a href="mailto:lesley.crane-mitchell@open.uwi.edu">lesley.crane-mitchell@open.uwi.edu</a> <a href="mailto:st.lucia@open.uwi.edu">st.lucia@open.uwi.edu</a></p>	<p><b>Saint Vincent &amp; The Grenadines</b></p> <p><b>Ms. Camille Lakhram Officer-In-Charge</b> The University of the West Indies Open Campus St Vincent &amp; the Grenadines Murray's Road, Kingstown</p> <p>Tel: 1-784-456-1183 or 1-784-485-6606 Fax: 1-784-456-1251 Email: <a href="mailto:camille.lakhra@open.uwi.edu">camille.lakhra@open.uwi.edu</a> <a href="mailto:svg@open.uwi.edu">svg@open.uwi.edu</a></p>
<p><b>Trinidad &amp; Tobago</b> Gordon Street, Belmont/Port-of-Spain &amp; Environs, Carapichaima East, El Dorado, Marabella, Pre- University Centre, Princes Town, San Fernando, St. Augustine, Tobago</p> <p><b>Mrs. Karen Noel Country Manager (Ag.)</b> The University of the West Indies, Global Campus, Trinidad and Tobago, West Indies Gordon Street St. Augustine</p> <p>Tel: 1-868-645-3127 or 1-868-645-8614 or</p>	<p><b>Turks &amp; Caicos Islands</b></p> <p><b>Ms. Castina Hanna Administrative Assistant</b> Global Campus Turks &amp; Caicos Islands Unit #10-3, Town Center Mall, 23 Parade Ave., Down Town, Providenciales Turks &amp; Caicos Islands</p> <p>Tel: 1-649-496-8994 Mobile: 1-649-232-8994 Email: <a href="mailto:turks@open.uwi.edu">turks@open.uwi.edu</a></p>

GCS Contact Information	GCS Contact Information
1-868-645-8645 or 1-868-663-9515 or 1-868-663-4885 IP Phone: 1-868-227-OPEN Ext. 30501 / 30502 Fax: 1-868-645-8270 Email: <a href="mailto:karen.noel@open.uwi.edu">karen.noel@open.uwi.edu</a> <a href="mailto:gordon.street@open.uwi.edu">gordon.street@open.uwi.edu</a>	

**Trinidad & Tobago Sites**

<p><b>Trinidad and Tobago: Country Manager</b></p> <p><b>Ms. Karen Noel</b>  <b>Country Manager (Ag.)</b>            Gordon Street            St. Augustine</p> <p>Phone: 1 (868) 227-OPEN Ext. 30501; 30502            Fax: 1 (868) 645-8270            Email: <a href="mailto:karen.Noel@open.uwi.edu">karen.Noel@open.uwi.edu</a>  <a href="mailto:gordon.street@open.uwi.edu">gordon.street@open.uwi.edu</a></p>	<p><b>Trinidad and Tobago: Gordon Street Site</b></p> <p><b>Ms. Karen Noel</b>  <b>Country Manager (Ag.)</b>            Gordon Street            St. Augustine</p> <p>Phone: 1 (868) 227-OPEN Ext. 30545            Fax: 1 (868) 645-8270            Email: <a href="mailto:gordon.street@open.uwi.edu">gordon.street@open.uwi.edu</a></p>
<p><b>Trinidad and Tobago: Belmont / Port-of-Spain &amp; Environs</b></p> <p><b>Ms. Michelle McIntosh</b>  <b>Satellite Centre Coordinator</b>            Government Plaza, Shop #3            Port of Spain</p> <p>Phone: 1 (868) 227-OPEN Ext. 31101            Fax: 1 (868) 623-4669            Email: <a href="mailto:michelle.mcintosh@open.uwi.edu">michelle.mcintosh@open.uwi.edu</a>  <a href="mailto:pos@open.uwi.edu">pos@open.uwi.edu</a>  <a href="mailto:belmont@open.uwi.edu">belmont@open.uwi.edu</a></p>	<p><b>Trinidad and Tobago: Carapichaima East</b></p> <p><b>Ms. Karen Noel</b>  <b>Country Manager (Ag.)</b>            c/o Carapichaima East Secondary School            McLeod Trace            Freeport</p> <p>Phone: 1 (868) 673-6173; 673-0975; 227-OPEN Ext. 30200            Fax: 1 (868) 673-0975            Email: <a href="mailto:carapichaima@open.uwi.edu">carapichaima@open.uwi.edu</a></p>
<p><b>Trinidad and Tobago: Esmond D. Ramesar Centre (Chaguanas Site)</b></p> <p><b>Mrs. Crystal Gilchrist-Rodriguez</b>  <b>Centre Administrator</b>            Soogrim Trace, Narsaloo Ramaya Road            Endeavor            Chaguanas</p> <p>Phone: 1 (868) 227-OPEN Ext.: 31929            Email: <a href="mailto:crystal.gilchrist@open.uwi.edu">crystal.gilchrist@open.uwi.edu</a></p>	<p><b>Trinidad and Tobago: El Dorado</b></p> <p><b>Mr. Michael Stafford</b>  <b>Satellite Centre Coordinator</b>            c/o El Dorado East Secondary School            Karamath Street            El Dorado            Tunapuna</p> <p>Phone: 1 (868) 227-OPEN Ext. 30300            Email: <a href="mailto:michael.stafford@open.uwi.edu">michael.stafford@open.uwi.edu</a>  <a href="mailto:el.dorado@open.uwi.edu">el.dorado@open.uwi.edu</a></p>

GCS Contact Information	GCS Contact Information
<p><b>Trinidad and Tobago: Manager, IT Academy</b></p> <p><b>Mr. Gregory M. Jennings</b>  <b>Manager</b>  IT Academy  CCMS Building  The University of The West Indies  Global Campus  St Augustine  Trinidad and Tobago</p> <p>Phone: 1 (868) 645 4764; 662 2002 Ext. 82554-6;  227-OPEN Ext. 31839  Fax: 1 (868) 645 4764  E-Mail: <a href="mailto:gregory.jennings@open.uwi.edu">gregory.jennings@open.uwi.edu</a></p>	<p><b>Trinidad and Tobago: South University: Marabella</b></p> <p><b>Ms. Karen Noel</b>  <b>Country Manager (Ag.)</b>  c/o Marabella North Secondary School  Guaracara Tabaquite Road  Marabella</p> <p>Phone: 1 (868) 754-6105  Email: <a href="mailto:marabella@open.uwi.edu">marabella@open.uwi.edu</a>  Phone: 1 (868) 630-7593; 630-7450; 298-9604;  227-OPEN Ext. 30704 / 30700  Email: <a href="mailto:karen.noel@open.uwi.edu">karen.noel@open.uwi.edu</a>  <a href="mailto:mayaro@open.uwi.edu">mayaro@open.uwi.edu</a></p>
<p><b>Trinidad and Tobago: Pre-University Centre</b></p> <p><b>Mrs. Michelle Huggins-Watts</b>  <b>Site Coordinator</b>  St. John Road  St. Augustine</p> <p>Phone: 1 (868) 645-3032; 645-0737; 227-OPEN Ext.  31303 / 31304  Fax: 1 (868) 645-3032  Email: <a href="mailto:michelle.huggins-watts@open.uwi.edu">michelle.huggins-watts@open.uwi.edu</a>  <a href="mailto:st.johns.road@open.uwi.edu">st.johns.road@open.uwi.edu</a></p>	<p><b>Trinidad and Tobago: St. Augustine</b></p> <p><b>Mrs. Charon Ince-Christopher</b>  <b>Site Coordinator</b>  The UWI Global Campus, Open Learning Centre  Level 1, CCMS Building  UWI St. Augustine Campus  St. Augustine</p> <p>Phone: 1 (868) 662-2002 Ext. 82558; 227-OPEN Ext.  31811  Fax: 1 (868) 662-9103  Email: <a href="mailto:charon.Ince-Christopher@open.uwi.edu">charon.Ince-Christopher@open.uwi.edu</a>  <a href="mailto:st.augustine@open.uwi.edu">st.augustine@open.uwi.edu</a></p>
<p><b>Trinidad and Tobago: Tobago</b></p> <p><b>Mrs. Sherry-Ann Louis</b>  <b>Site Coordinator</b>  Signal Hill  Tobago</p> <p>Phone: 1 (868) 639-2424; 660-7637; 227-OPEN Ext.  39800  Fax: 1 (868) 639-5423  Email: <a href="mailto:sherry-ann.louis@open.uwi.edu">sherry-ann.louis@open.uwi.edu</a></p>	



## The Consortium for Social Development and Research (CSDR) –

<http://www.open.uwi.edu/csdr-research>

CSDR Contact Information	
<p><b>The Consortium for Social Development and Research</b>  <b>Mrs Ceceile Minott</b>  <b>Director</b>                      The UWI Global Campus, SWTRC                      The University of the West Indies                      Mona Campus, Kingston 7                      Jamaica   (876) 927-2478   (876) 977-0154   <a href="http://open.uwi.edu/csdr">open.uwi.edu/csdr</a>   <a href="mailto:csdr@open.uwi.edu">csdr@open.uwi.edu</a></p>	<p><b>Caribbean Child Development Centre (CCDC)</b>  <b>Mrs. Ceceile Minott</b>  <b>Head</b>                      The UWI Global Campus, CCDC                      1 Port of Spain Way, Kingston 7                      Jamaica   (876) 927-1618   (876) 977-7433   <a href="http://open.uwi.edu/ccdc">open.uwi.edu/ccdc</a>   <a href="mailto:ccdc@open.uwi.edu">ccdc@open.uwi.edu</a></p>
<p><b>Early Childhood Centre of Excellence (Bloom Preschool)</b>  <b>Ms. Rochelle Ferguson</b>  <b>Programme Leader</b>                      The UWI Global Campus, CCDC                      1 Port of Spain Way, Kingston 7                      Jamaica   (876) 464-5792   (876) 977-7433   <a href="mailto:eccel@open.uwi.edu">eccel@open.uwi.edu</a>   <a href="https://www.facebook.com/letsbloomja">letsbloomja</a>   <a href="https://www.instagram.com/letsbloomja">letsbloomja</a></p>	<p><b>Hugh Shearer Labour Studies Institute (HLSLI)</b>  <b>Dr. Lauren Marsh</b>  <b>Head (Ag.)</b>                      The UWI Global Campus, HLSLI                      The University of the West Indies,                      Mona Campus, Kingston 7                      Jamaica   (876) 977-4290   (876) 927-1920   <a href="mailto:hlstuei@open.uwi.edu">hlstuei@open.uwi.edu</a>   <a href="https://www.facebook.com/Hugh-Shearer-Labour-Studies-Institute">Hugh-Shearer-Labour-Studies-Institute</a></p>
<p><b>Social Work Training and Research Centre (SWTRC)</b>  <b>Miss Cerita Buchanan</b>  <b>Head</b>                      The UWI Global Campus, SWTRC                      The University of the West Indies                      Mona Campus, Kingston 7                      Jamaica   (876) 927-2478   (876) 977-0154   <a href="mailto:swtrc@open.uwi.edu">swtrc@open.uwi.edu</a>   <a href="https://www.facebook.com/socialworktrainingandresearchcentre">socialworktrainingandresearchcentre</a>   <a href="https://www.instagram.com/uwiopencampus_swtrc">uwiopencampus_swtrc</a></p>	<p><b>Women and Development Unit (WAND)</b>  <b>Ms. Taitu Heron</b>  <b>Head</b>                      The UWI Global Campus, WAND                      1 Pine East-West Blvd, St. Michael                      Barbados   (246) 443-1130-2 or 231 6850   (246) 426-3006   <a href="http://open.uwi.edu/wand">open.uwi.edu/wand</a>   <a href="mailto:wand@open.uwi.edu">wand@open.uwi.edu</a>   <a href="https://www.facebook.com/WANDUWI">WANDUWI</a>   <a href="https://www.instagram.com/wand_uwioc">wand_uwioc</a>   <a href="https://twitter.com/WANDUwi?s=08">https://twitter.com/WANDUwi?s=08</a></p>

UWI Open Campus Staff Directory - <http://www.global.uwi.edu/staff/directory>

# Appendix C

## Names and Email Contacts for Global Campus Programme Managers

PROGRAMME MANAGER	PROGRAMME / COURSES
<p><b>Mrs. Colleen Robinson-Hunte</b>  <a href="mailto:colleen.robinson-hunte@open.uwi.edu">colleen.robinson-hunte@open.uwi.edu</a></p>	<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>● BSc. Accounting (Revised)</li> </ul> <p><b>ASSOCIATE DEGREE PROGRAMMES</b></p> <ul style="list-style-type: none"> <li>● Associate Degree in Administrative Professional Office Management</li> <li>● Associate Degree in Business Management</li> <li>● Associate degree in Paralegal Studies Certificate in Paralegal Studies</li> <li>● BSc. Sport Leadership and Management</li> <li>● BSc. Sport Coaching</li> <li>● BSc. Sport Kinetics</li> <li>● BSc. Sport &amp; Physical Literacy</li> </ul> <p>SOCI1002: Introduction to Sociology</p> <p><b>CERTIFICATE</b></p> <ul style="list-style-type: none"> <li>● Certificate in Criminology</li> </ul>
<p><b>Mrs. Violet Wellington Findlay</b>  <a href="mailto:violet.wellingtonfindlay@open.uwi.edu">violet.wellingtonfindlay@open.uwi.edu</a></p>	<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>● BSc. Management Studies (Revised Programme)</li> <li>● BSc. Entrepreneurship</li> <li>● BSc. Financial Management</li> <li>● BSc. Human Resource Management</li> <li>● BSc. International Management</li> <li>● BSc. Marketing</li> <li>● BSc. Tourism &amp; Hospitality Management</li> <li>● BSc. Banking and Finance (Special) Being Phased out</li> <li>● BSc. Banking and Finance (Compliance and Corporate Governance Minor) Being Phased out</li> </ul>

<p><b>Ms. Stacey-Ann Meggo</b></p> <p><a href="mailto:stacey-ann.meggo@open.uwi.edu">stacey-ann.meggo@open.uwi.edu</a></p>	<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>● BSc. Banking &amp; Finance (Special)</li> <li>● BSc. Banking &amp; Finance (Minor in Compliance &amp; Corporate Governance)</li> <li>● BSc. Political Science</li> <li>● BSc. Economics</li> <li>● BSc. Political Science (Minor in Economics)</li> </ul> <ul style="list-style-type: none"> <li>● ACRS002: Reading Skills (New)</li> <li>● ACRS003: Communication and Use of English (New)</li> <li>● ACRS005: Study Skills (New)</li> <li>● ACRS006: Computer Skill (New)</li> <li>● MATH0900</li> <li>MGMT1000</li> <li>MGMT1001</li> <li>FOUN1301</li> </ul>
<p><b>Mrs. Sheryl Williams-Davis</b></p> <p><a href="mailto:sheryl.williams-davis@open.uwi.edu">sheryl.williams-davis@open.uwi.edu</a></p>	<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>● BEd. Early Childhood Development &amp; Family Studies</li> <li>● BSc. Sociology</li> <li>● BSc. Sociology (Minor in Marketing)</li> <li>● BSc. Sociology (Minor in Human Resource Management)</li> <li>● Certificate Early Childhood Development &amp; Family Studies</li> <li>● BSc. Youth Development Work</li> <li>● BSc. Youth Development Work (Minor in Management Studies)</li> </ul> <p style="text-align: center;"><b>Courses:</b></p> <ul style="list-style-type: none"> <li>FOUN1001: English For Academic Purposes</li> <li>● FOUN1210</li> <li>● ECON1000</li> <li>● PSYC2015</li> </ul>

Mrs. Wendy Grandison

[wendy.grandison@open.uwi.edu](mailto:wendy.grandison@open.uwi.edu)

**UNDERGRADUATE DEGREES**

- BEd. Educational Leadership & Management (Major)
- BEd. Educational Leadership & Management (Special)
- BSc. Psychology
- BSc. Psychology (Minor in Human Resource Management)
- BSc. Social Work
- BSc. Social Work (Minor in Youth Development Studies)
- ASc. in Social Work
- Certificate in Social Work
- Diploma in Social Work
  - Bed Lit Studies A&B
  - Bed Math Studies A&B
  - Bed English Studies A&B

**Courses**

FOUN1501

FOUN1101

SOCI1002 Summer ONLY



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