



Message from the Campus Quality Management Team

By **Dr. Emily Dick-Forde**, Deputy Principal and CQMT Chair

As a regional University and Campus we are mindful that the Caribbean is amongst the most vulnerable regions in the world to the destructive impacts of climate change, and our regional economies continue to be negatively impacted by, inter alia, the persistent injustices of our past. World Quality Week 2021, with its theme “Sustainability: improving our products, people and planet” provides us with an ideal opportunity to refocus our efforts towards Revenue Revolution, Innovation, and Entrepreneurship through the creation of new learning pathways for a resilient Caribbean.


These creative new pathways for learning include deepening and widening our education offerings to the people of the Region on the concept and benefits of the circular economy, particularly as it relates to the handling of electronic waste in the region. Electronic waste includes all those unused and old computers, mobile phones, and headsets which

we can so easily find around our homes and offices. I want you to imagine for a moment the many ways that the various parts of these equipment may be reused, particularly as we are currently facing a shortage of microchips around the world.

In a circular economy model, electronic waste can be the basis for the creation of new businesses, entrepreneurs and training courses on how to refurbish, repurpose, recycle, re-manufacture and/or dispose of this waste in a manner consistent with principles of responsible waste management for a sustainable planet. Consequently, this training would enhance entrepreneurial skills for the responsible (environmental, social and economic) governance of these new businesses.

In this World Quality Week 2021, we invite all members of our Campus community to articulate individual, departmental and/or divisional sustainability plans. These plans will be judged on Thursday, 11 November by a panel of experts. However, as sustainability is about action, we hasten to add that there will be ongoing monitoring of the implementation of these plans leading to a competition finale in July 2022. At that time, the top three

individuals, departments or divisions which had successfully implemented their plans, and achieved relevant outcomes, will be awarded special prizes. (These outcomes will be shared as we develop the criteria for judges and to guide participants.)

In closing, I remind you that quality is not an event for a day or a week, quality is a way of life. Moreover, education for sustainability is a quality issue – fitness of purpose. The Open Campus must ensure that it provides quality education fit for the development context in which we find ourselves. In this World Quality Week, let us all do our part for sustainable development. 

IN THIS ISSUE

- Message from the CQMT - 1
- Meet the OC Quality Champions - 2
- WQW 2021 Messages - 3
 - APAD Director
 - GSR Acting Director
 - Campus Council ATSS Representative
 - Guild President
- Win a Prize with our Trivia!!! - 3
- Beating the Odds Testimonial - 4
- WQW 2021 Message - 4
 - Campus Registrar

WORLD QUALITY WEEK (WQW) 2021 THEME:

“ Sustainability: Improving our products, people and planet. ”





Janel Brown
Programme Officer
Social Work Training & Research Centre



Shana Bradshaw
Administrative Assistant
Academic Planning and Delivery Dept



Ingrid Campbell
Administrative Assistant
Registry



Marva Campbell
Programme Officer
Caribbean Child Development Centre



Annalisia Doctor
Programme Officer
Continuing & Professional Education Ctr



Dillon Doyle
Programme Officer
Hugh Shearer Labour Studies Institute



Antoinette Emmanuel
Administrative Assistant
Consortium for Social Development and Research



Levene Griffiths
Head
Open Campus Jamaica Eastern



Colleen Johnson
Research Officer
Office of the Campus Librarian



Marcia Jones
Snr Administrative Assistant
Registry



Tischana Jones
Administrative Assistant
Academic Planning and Delivery Dept

Meet the QUALITY CHAMPIONS

What is our Role?

“ To encourage and support colleagues to become familiar with the Quality Policy and its requirements. ”

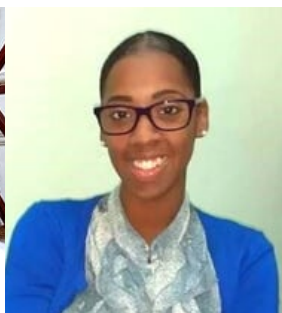
(Extract from the QC's Terms of Reference)



Marion Joseph
Human Resource Assistant
Human Resources Department



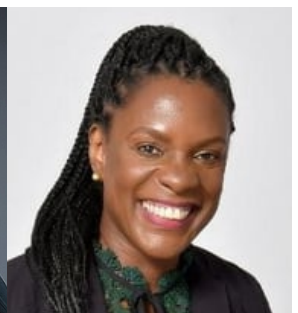
Annika Lewinson-Morgan
Multimedia Specialist
Online Programming & Production Dept



Maedica McDavid-Allen
Administrative Assistant
Office of the Assistant Registrar



Sati Maharaj
Administrative Assistant
Online Programming & Production Dept



Deanna Noel
Administrative Officer
Office of the Director, OCCS



Sandra Osbourne
Curriculum Developer
Online Programming & Production Dept



Camille Robinson
Business Analyst
Enterprise Resource Planning



Jamie-Lee Rocke
Officer in Charge
Continuing & Professional Education Ctr



Pravin Singh
Network Engineer
Computing and Technology Services



Nesha Yearwood
Programme Officer
Student Virtual Concierge Services Unit


World Quality Week 2021 Messages



Dr. S. Sarah Owen

Acting Director, Academic Programming and Delivery (APAD)

The World Quality Week theme for 2021, "Sustainability: Improving Our Products, People and Planet", speaks to the heart of our efforts

at The UWI Open Campus to expand access to high quality teaching and learning through innovative design and delivery. In APAD, we have worked diligently on an operational plan for the 2021-2022 academic year that is rooted in operational review and documentation towards increasingly sustainable processes. This work builds on the achievements of the previous academic year which yielded the implementation of a new and more effective organizational structure. This year's World Quality Week theme, with its commitment to sustainability and focus on products, people and planet, allows us to remain true to the enduring motto of The UWI and in so doing to ensure that we shine for decades to come: *oriens ex occidente lux*. 




Ms. Susanne Uter

Senior Administrative Assistant, Assessment, Awards and Records, 2020-2021 Campus Council Elected ATSS Representative

This year, as we celebrate World Quality Week, may we agree that quality matters. It is therefore imperative that we spread awareness concerning the importance of excellent quality.

As a campus, let us lift the quality bar together, thus setting standards of excellence. Let us be a yardstick for quality. Let us do things right, even when no one is looking. Let us make quality a habit and not an act.

May we examine our processes to ensure quality. May we examine our character to secure quality. May we encourage each other to demonstrate quality.


Do enjoy a quality-filled life. 

Dr. Denise

Gaspard-Richards

Acting Director, Graduate Studies and Research



Education for Sustainability aims to develop students, educational institutions and communities within an ecosystem that acknowledges, values, and motivates action, now and in the future. Globally, the education system is recognized as one of the most powerful tools that is within the reach of our societies to use effectively in a bid to achieve sustainable development. As a campus, our graduate education offerings and our research outreach and output are key pillars on which we can continue to build and improve to achieve our quality mandate and take action for sustainability in our practice now and in the future. I take pleasure in being part of the team taking action today and in joining our community to celebrate World Quality Week. 




Mr. Norice R. Artwel

Guild President, Chairman
The UWIOC Cayman Islands Guild Chapter
The UWI Open Campus Guild of Students

For The UWI Open Campus students, quality is measured not just in the service we receive from the admini-

strative staff and academic facilitators, but primarily in the applicability of the learning materials and processes we interact with throughout our tenure at this institution. Tertiary education is no longer viewed as an unaccomplished dream for students already firmly positioned in our careers, operating or living in a remote area or in a situation that would prevent us from traditionally pursuing academic advancement. Our personal and professional growth exhibit the actual value of this campus' education service to the Caribbean region. While creating a path for students to acquire world-renowned academic qualifications, this campus also provides the perfect avenue for students to network with fellow professionals regionally and internationally, thus, forming connections for present and future growth.

For this year's World Quality Week (WQW), The UWI Open Campus Guild Executives will host a Student Engagement Competition. This competition will allow the Guild Executives to formally capture our students' views on how their interactions at this campus continue to add value to their personal and professional growth, even prior to completing their studies. 

Do you know The UWIOC?



Introducing
QC Trivia Thursdays
every third Thursday

The first person to respond correctly will be rewarded with a **book prize**.

CLICK ON: <https://forms.gle/RuVcwoXepmC2i5HSA>

Beating the Odds

Gaining First Class Honours

The Shandel Arlain Testimonial




“My journey through The UWIOC was one of the most challenging but rewarding seasons of my life. My advice to potential and continuing students would be to first ensure that you really want this, because at times it may become daunting. Believe in yourself and your abilities. You don’t have to be the smartest person, you just need to want it enough to work hard for it.”

Ms. Arlain goes on to say in her testimony, “I am the second of five children born in the fishing and farming village of Micoud. I am a wife and mother to four children, the last of [whom] was born during my studies at The UWIOC. For the past eight years, I worked as an Inventory Clerk. I have a love for reading and learning new things. I chose the Open Campus because, financially, it was not possible to choose any alternative route, and it provided the opportunity for working full time while studying. The UWIOC provided a payment plan that made studying affordable for students like me. I was able to pay out of pocket for my studies, which was a blessing, as the requirements for a student loan would have greatly hindered my ability to study.”

She advised emphatically, *“In spite of adversity, keep pushing through. I went through three years of university without a personal laptop and in the final year as I was*

unemployed, I used NIC COVID-19 relief payments and tax refunds to pay [for] my courses.”

Ms. Arlain challenged the saying “nothing good happens in Micoud” by being motivated to become a social worker, as it was her desire to become part of the solution to the many social ills which seemed to be the accepted norm in her community.

Ms. Arlain overcame several challenges, some unexpected, including pregnancy and unemployment. She conquered time management, which was no easy feat, and made strategic changes that would alleviate the stresses of juggling family, school, and work. These included arriving at work earlier to ensure that she met her work responsibilities, as well as spending breakfast and lunch breaks to conduct research at her desk. Travel times (she lived in the south and worked in the north) were spent reading coursework, studying and most importantly, organizing her personal timetable to include setting personal deadlines for her assignments ahead of the actual due date. This assisted her greatly and she was able to maintain the allotted times set for assignment, research and submission and not feel stressed. 


Ms. Althea Gordon

Campus Registrar



As the chief administrative arm of the Open Campus, the Office of the Campus Registrar (The Registry) plays an integral role in helping the Campus achieve its quality mandate of Connecting Quality, Sustainability and Innovation for New Enterprise Development.

The quality of the services we offer and the sustainability of those services would be achieved through the establishment of transparent, efficient and effective policies to guide our operations. This to be accomplished through the use of technology and innovation that will help grow our Campus and develop our students.

Quality Week 2021, for the Office of the Campus of the Registrar, simply means development and transition. We must develop in a way that is sustainable and we must help the Campus prepare for transition to take on the globe. We believe that if our services and processes are built on clearly defined policies that connect with and feed into the University’s overall strategy, this will ensure the sustainability of our Campus. It will ensure that as keeper of the records, purveyors of examinations, and guardians of the systems and regulations, The Registry is well positioned to help lead the Campus into the next phase of development. 

Happy World Quality Week 2021!

Interested in sharing your testimony on quality experiences and/or championing quality?

Email us at [Quality.Champions@open.uwi.edu!](mailto:Quality.Champions@open.uwi.edu)