



THE UNIVERSITY  
OF THE  
WEST INDIES  
OPEN CAMPUS



# STUDENT HANDBOOK

*Academic Year 2020/2021*

Online | On Site | On Demand

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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

### **Chancellor**

Mr. Robert Bermudez

### **Vice-Chancellor**

Professor Sir Hilary Beckles

### **Pro Vice-Chancellors**

Board for Undergraduate Studies

Professor R. Clive Landis

Board for Graduate Studies and Research

Professor Stephan Gift

Academic Industry Partnership & Planning

Professor Densil Williams

### **Campus Principals**

Cave Hill

Professor Eudine Barriteau

Five Islands

Professor Densil Williams

Mona

Professor Dale Webber

Open Campus

Dr. Luz Longsworth

St. Augustine

Professor Brian Copeland

### **Deputy Campus Principals**

Cave Hill

Professor Winston Moore

Mona

Professor Ian Boxill

Open Campus

Dr. Francis Severin

St. Augustine

Professor Indar Ramnarine

### **University Registrar**

Dr. Maurice D. Smith

### **University Bursar**

Mrs. Andrea McNish

### **University Librarian**

TBA

## PRINCIPAL OFFICERS OF THE UWI OPEN CAMPUS

<b>Pro Vice-Chancellor and Principal</b>	Dr. Luz Longsworth
<b>Deputy Principal</b>	Dr. Francis Severin
<b>Campus Registrar</b>	Mrs. Karen Ford-Warner
<b>Chief Financial Officer</b>	Mrs. Elaine Robinson (Ag.)
<b>Campus Librarian</b>	Mrs. Cheryl Peltier-Davis
<b>Chief Information Officer</b>	Mr. Tommy Chen
<b>Directors</b>	
Academic Programming and Delivery	Dr. Denise Gaspard-Richards
Consortium for Social Development & Research	Mrs. Ceceile Minott
Open Campus Country Sites	Dr. Cheryl Sloley

## MESSAGE FROM THE VICE-CHANCELLOR



It is with a profound sense of pride that I welcome each of you to The University of the West Indies family! You are entering the academy at time when leadership by universities globally has never been more important. The uncertainty that hovers over our world as a result of the COVID-19 pandemic has made our role in preparing skilled and dedicated medical practitioners, care workers, financial analysts, engineers, teachers and other professionals even more crucial. I am heartened by your confidence in The UWI as the place where you will prepare yourself to engage with that very different world.

You are entering The UWI at a time when our reputation has never been better regionally and internationally. In July 2020, the Times Higher Education, the world's foremost university ranking system placed The UWI in: the top 1% of universities in the Latin America and Caribbean region; the top 1% of Golden Age universities, i.e. the category of universities globally between 50 to 80 years old; and we have retained our number one position as the only Caribbean university to be ranked. This achievement is significant against the landscape of at least 209 Caribbean-based higher education institutions, approximately 5,497 universities within Latin America and the Caribbean and over 30,000 universities registered across the world. The Times Higher Education cited our keen attentiveness in achieving the three key pillars of the current 2017-2022 Strategic Plan: **Alignment** between industry and academia to promote innovation, wealth creation and distribution; expansion of **Access** to tertiary education and **Agility** in responding to opportunities and challenges.

It was our agility that allowed us to respond very quickly in moving classes online, and bringing our considerable training capacity to bear in immediate response to the COVID-19 pandemic. The UWI also convened a COVID-19 Task Force that continues to collaborate with regional and international institutions to ensure that the science underpins critical decision-making by governments. Our principals engaged with stakeholders to ensure that students were equipped with devices and with internet providers for learning platforms to be zero-rated. Our community responded promptly and purposefully and we continue to monitor the situation very carefully to ensure that you, our students have a safe environment in both face-to-face and online mode.

In September 2019, The UWI family expanded to include the Five Islands campus in Antigua and Barbuda to facilitate providing expanded services to the countries of the OECS. The Five Islands campus joins the other four campuses - the Cave Hill Campus located in Barbados, the Mona Campus in Jamaica, the St. Augustine Campus in Trinidad and Tobago and the Open Campus which provides face-to-face and on-line delivery of courses and continuing professional education in almost 50 sites across the seventeen countries served by The UWI. Your new, extended family consists of almost 50,000 students and 5,000 staff and includes 220,000 alumni represented at the highest levels of government, corporate and professional life across the Caribbean and worldwide.

Your university also has global reach. We have sought opportunities for collaboration and to facilitate movement of students and faculty through programmes such as the Erasmus Mundus and CARPIMS mobility schemes. We have a presence in Suzhou, China through the UWI-China Institute for Information Technology, there is a joint Institute for Sustainable Development and Leadership with the State University of New York, and institutes established in collaboration with the University of Johannesburg in South Africa, the University of Lagos in Nigeria, Brock University in Canada, and Coventry University in the United Kingdom. In July 2020, I signed an agreement with the European Union Institute for broad collaboration. The UWI is more globally



connected than it has ever been. I urge you to learn about these institutes and to take advantage of all the opportunities available to you for academic collaboration and when it is possible, for travel across the world to meet and engage with students from other countries and cultures. In this way, you will be part of achieving the vision we articulated for the period 2017-2022: To be an excellent global university rooted in the Caribbean.

Build friendships and networks over the next few years. They will extend and sustain you beyond your University life and some will last a lifetime. In this new world, travel opportunities may not be as readily available as before, but I urge you to learn about the region that The UWI serves. Technology allows us to be global as we have discovered! We are working towards ensuring that all students benefit from teaching by faculty members from another campus in order to deepen your learning experience as members of a regional university. We have begun to deliver the Foundation Courses online thereby creating a culture of cross campus teaching. Students will be brought together across physical boundaries, taught by a single lecturer and this we hope, will help to give each of you a truly regional university experience.

Each year, new students inspire enthusiasm and hope. You are a very special cohort and 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. Your enthusiasm and engagement help us to stay the course. Your responsibility will be to ensure that the resources expended in your training are maximised as much as possible. Whether you are funded by your Governments, your families or yourselves, it is an investment in your future, in our collective future.

My best wishes to each of you for a fulfilling and rewarding experience at the UWI!

Blessings!

Hilary Beckles  
Vice-Chancellor

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



It is with great pleasure that I welcome our new and returning students to the UWI Open Campus for this academic year 2020/21.

Within the context of the COVID-19 pandemic, we recognize that your commitment to continuing your education entails great sacrifice and we are here to support you. We are proud of the fact that our online and technological environment enabled a relatively smooth end to the previous academic year even with the changes in examinations and assessment protocols. We thank our staff and students for being so flexible and agile during this crisis.

We are aware that the COVID-19 pandemic is not over and we have been proactively planning for these changes for the new academic year. However, what will not change is the commitment of the leadership, the academic and administrative staff of the Campus to enabling your success during this academic year. We see the purpose of our Campus not only to deliver education and training but to partner with our students in ensuring the best experience possible as you embark on this journey of Higher Education.

As a UWI student, you have entered into a relationship with our 72 year old University which has had a journey of excellence to the top. In the month of July 2020, the UWI was recognized as the #1 University in the Caribbean, as well as being in the top 2% of Universities in Latin America and the Caribbean and ranked in the top Universities in the world under 100 years of establishment. The UWI Open Campus upholds these tenets of excellence, and you will find our programmes to be relevant and rigorous and will help to prepare you for the challenges of the new emerging world of work.

I urge you to also ensure that you take advantage of all the activities that your Guild of Students will plan for you during this academic year. These activities will ensure that you receive a rounded and innovative University experience as we use our online platform even more regularly to engage you in a cost efficient and safe way. For our new students I urge you to get involved with our online First Year Experience which will assist you in your orientation to the Open Campus.

As always, know that YOUR Open Campus is here to serve you and ensure that we not only meet but indeed exceed your expectations. I look forward to interacting with many of you over the next academic year whether virtually or in a face-to-face environment.

Have a wonderful and successful academic year!

Dr. Luz Longworth

Principal and Pro Vice-Chancellor

## MESSAGE FROM CAMPUS REGISTRAR, OPEN CAMPUS



I warmly welcome all new and returning students to the UWI Open Campus at the start of this brand new academic year. This is, of course, an unprecedented time to be pursuing your educational dreams, however, at this historic moment, I believe that you have made the right choice to do so, and to do so with the UWI Open Campus.

Why do I say this? It may be a corruption of the meaning of the Chinese religious yin yang symbol to interpret it as merely “every problem is an opportunity”, however its deeper meaning reveals to us that everything contains the seed of its opposite. So while during a pandemic may seem to be an uncertain time to pursue your tertiary education, it is likely also the best time to upgrade your skills and qualifications or re-tool for the future.

When the Covid-19 pandemic was declared in March 2020, the Open Campus was taken off guard, as was the rest of the University and most tertiary educational institutions globally. Until, that is, we realised that, as the only Campus of The UWI to offer all degree programmes online, we were extremely well placed to continue our operations and our teaching and learning activities, with minimum interruption and to assist other campuses and institutions in reinventing themselves for the times. Since the establishment of the Open Campus as the fourth campus of The UWI 12 years ago, we have been preparing ourselves for this moment. We are indeed “a campus for the times”. Over the past few months, our campus has been navigating the new challenges brought on by this pandemic. We have been propelled to be more creative, innovative, flexible, agile and, ultimately, more resilient. This historic moment has pushed us to our limits – and sometimes beyond. However, we have turned challenges into opportunities. We have risen to the occasion.

So it is with each of you. Whether you are now beginning your studies with us or are a returning student, you have taken that leap of faith and recognised that where there is life, there is hope. As students of the open campus, you already have within you the ability to not only survive, but to thrive!

Change, especially disruptive change such as we are experiencing at this moment, causes us to think more deeply about our lives and the choices we make. What matters? Who matters? We can retreat with fear or we can move boldly forward with confidence. You, our new and returning students, have chosen to move forward with faith and confidence and I salute you.

As you begin or continue your educational journey to prepare yourselves for a rapidly changing world, i wish to assure you that the Open Campus team, whether academic, technical or administrative, is here to support you towards achieving success. In addition to our online and onsite staff, there are many online resources to help you. I particularly recommend your Student Handbook as a first point of reference in navigating your way around the campus and the university. The handbook, which is updated annually, provides a comprehensive, user-friendly guide to university regulations and processes as well as to the people and places to go to when you need assistance.

Even as many of you juggle your family and work obligations, i encourage you to make the time to enjoy the experience of being a student - of challenging ideas, stretching your creative imagination, of making new friends, of taking on new challenges in sport, leadership or civic engagement. Do more. Be more. Stay well.

I wish you an enriching and successful year!

Karen Ford-Warner  
Campus Registrar

## MESSAGE FROM GUILD PRESIDENT, OPEN CAMPUS



On behalf of The University of the West Indies Open Campus Guild of Students, I extend a warm welcome to our new and returning Pelicans. To our new pelicans, I say welcome to The University of the West Indies family and congratulations on choosing to enhance your educational capacity during a time when we are faced with a pandemic that is threatening various aspect of our lives. To our returning pelicans, I say welcome to the new academic year of 2020 – 2021 where there will be new experiences, new challenges, and new successes.

In these unprecedented times, it is a privilege to be a member of a university that is equipped to facilitate all its students during the midst of a global pandemic. I trust that you will all adopt to The University of the West Indies Open Campus online modality and make the most of it.

You are now pursuing an online tertiary education from one of the most renowned intuition in the Caribbean and Latin Americas. I urge you all to not think of the online modality as a limitation but rather an asset. An asset that you will utilize for your personal development, regional integration, and the development of meaningful partnership.

The administration and staff of The University of the West Indies Open Campus is also a valuable asset to each of you. As a student, I can attest to the dedicated, caring, and supportive staff and administration that will be your pilot through your flight with Open Campus.

While the administration and staffs are the pilots, The University of the West Indies Open Campus Guild of Students are happy to serve as your flight attendants. The Guild of students is here to ensure that you have smooth journey that is filled with not only diversity and inclusion but social, educational, and cultural growth, participation, and representation.

As the Open Campus Guild President, I can assure you that the Guild is a group of students that is for the students. We are tasked with ensuring that all your needs are being met. We are here to allow social and academic inclusion, policy development and representation in any way or aspect that will benefit the students at The University of the West Indies Open Campus. The Guild of Students has numerous activities planned, both online and at the different Open Campus Sites. Some of these activities include social, educational, and financial activities.

Once again, welcome to The University of the West Indies Open Campus. The Guild encourages you all to aim for excellence, to participate in different initiatives, build your character, become a lifelong learner and to be that “Light Rising from the West”.

Together We Can Make It Happen

Leon Dawson  
Guild President 2020 – 2021



## 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, St. 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, *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 Open 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 will see 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 Open Campus. The Open 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 OPEN CAMPUS

### Open Campus Roots

The UWI Open 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 in July 2008. The Open 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.

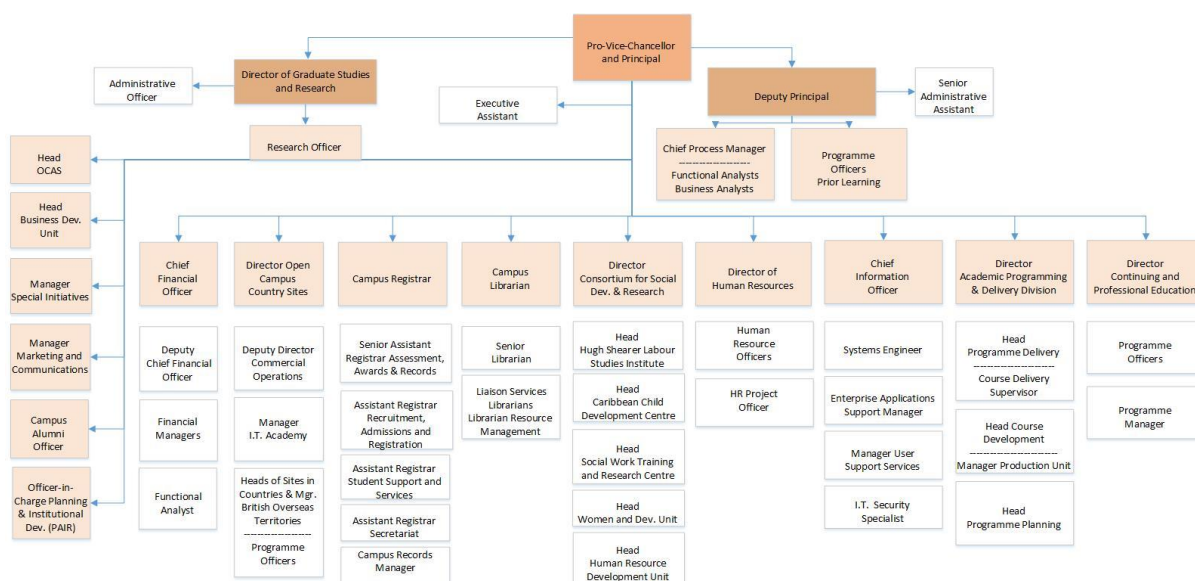
## The Open Campus Guiding Principles

The Open 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 Open 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 Open Campus

The Open Campus is headed by a Pro Vice-Chancellor and Principal who oversees the operations of the campus. The campus is comprised of 10 functional units, which have responsibility for the management of the affairs of the campus and the delivery of its programmes and services. The UWI Open 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 Open Campus' affairs for their country. In addition, Site Coordinators manage the distance learning and face-to-face operations at delivery sites.

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



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



### **Office of the Principal**

The 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 Business Development Unit (BDU) is responsible for coordinating the Open Campus' entrepreneurial activities and actively develops new revenue opportunities for the Campus utilising the skills and competencies of the staff of the Campus.

The Office of the Principal also collaborates closely with the University Management Auditor to facilitate the information that the Open 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, and collaborates with the Recruitment, Admissions and Registration Department of the Registry to manage the prior learning assessment (PLA) needs of applicants to the Open Campus.

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

The Academic Programming and Delivery Division (APAD) is headed by a 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: Programme Planning, Course Development and Programme Delivery. These areas are served by department Heads who are responsible for shaping the academic services in their respective areas.

As an Open 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 Registry**

The Registry is led by the Campus Registrar and is responsible for core matters related to student services in the Open Campus. In addition, the Secretariat within the Office of the Campus Registrar assists the Campus Registrar in fulfilling her responsibilities as Secretary for the Campus Council and other Committees of the Campus and the Records and Information Management Unit 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; the Secretariat and the Records and Information Management Unit. These sections are managed by Assistant Registrars and a Campus Records Manager functioning in a distributed environment across the Caribbean region and reporting to the Campus Registrar.

## **Open Campus Country Sites (OCCS)**

The Open Campus Country Sites is a division within The University of the West Indies Open Campus which directs the activities of the Open Campus Country Sites (OCCS) across the Caribbean region under the leadership of a Director.

The OCCS serves forty-two physical locations in sixteen English-speaking countries in the Caribbean. The Open Campus Country 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 & Nevis, St. 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 Open Campus Barbados, Open Campus Jamaica Eastern (specifically Camp Road and Mona) and Open Campus Trinidad & Tobago (specifically Gordon Street). The IT Academy, a Cisco-certified entity, situated in Trinidad, is also a Unit within the OCCS Division.

For Academic Year 2020/21, one Deputy Director will support the Division. Each Site is managed by a Head or an Officer-in-Charge depending on local circumstances or requirements. The British Overseas Territories (BOTs) viz. Anguilla, BVI, Montserrat, Cayman Islands, and Turks and Caicos are managed by the Manager BOTs. Trinidad and Tobago is a multi-Site jurisdiction and is managed by a Country Manager, Trinidad and Tobago. Jamaica is also a multi-Site jurisdiction which is divided into Jamaica Eastern, Jamaica Western and Montego Bay. Each jurisdiction is managed by a Head. Barbados is a two (2) Site jurisdiction - The Pine, Barbados and OLC, Barbados.

Site Coordinators manage individual Sites within the multi-site OCCS in Jamaica and Trinidad & Tobago.

### **Office of Finance**

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

The Open Campus Finance Division currently has offices in three locations, in Barbados, Trinidad and Jamaica, and is responsible for the day-to-day finance operations in these locations for all Open Campus units. Within the UWI-12 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 Open 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 Open Campus to provide the services required by each sector.

### **Libraries and Information Services**

The Open Campus Libraries and Information Services (OCLIS) provide a distributed service to the Open Campus and UWI community. The OCLIS provides online support and 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) Open Campus. 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 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 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 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.

#### **The Early Childhood Centres of Excellence (ECCE)**

The UWI Open Campus Early Childhood Centres of Excellence (ECCE), managed by the CCDC, has two early childhood laboratory (lab) schools named Bloom Jamaica and Bloom



Trinidad & Tobago. The ECCE supports high quality early educational practices throughout the Caribbean. They serve as demonstration/model centres for practicum students including those in The UWI Open Campus' B.Ed. in Early Childhood and Family Studies programme. One laboratory school in Trinidad & Tobago caters for children 18 months to four year olds and the one in Jamaica which serves children between three months and five years. The preschools' philosophy is 'To serve as exemplary models of play-based best practices in early childhood development and support the development of high quality early childhood practices throughout the Caribbean through pre-service and in-service professional development and research'. The motto, *learning through play, celebrating the process*, is at the heart of everything we do.

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

A gift from the United States Government to the trade unions and people of Jamaica in 1973, the HLSI was established to train upper level trade union personnel from Jamaica and the Eastern Caribbean for free and democratic trade union leadership.

The HLSI provides expert training, certificate programmes, courses, lectures and classes in trade union and labour education, promotes research on industrial relations in the Caribbean region, fosters the development of healthy industrial relations in the region and organises international, regional and local conferences on trends in labour education.

### ***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 but also provides upskilling for practising social workers in core areas of focus to help sharpen 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 as important the Centre offers training to other professionals through short courses and workshops to retool 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 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. It also offers research services such as data entry and analysis, proposal writing, instrument design and research skills training.

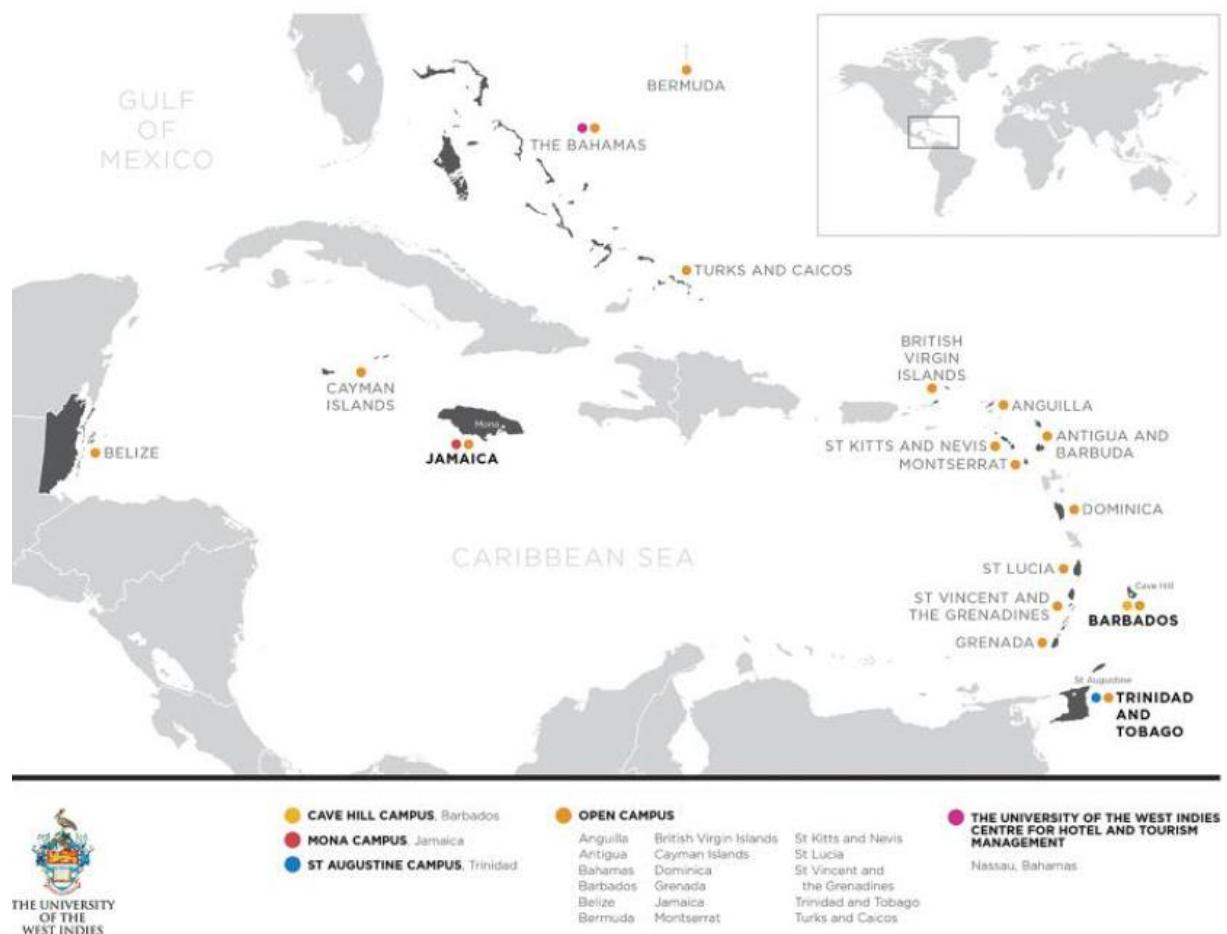
### ***The Women and Development Unit (WAND)***

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.

## UWI Locations



<http://www.open.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 Open 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 Open Campus

Many successful people have chosen to study at the Open 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 Open Campus include:

1. **Access:** *The Open 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 Open 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 Open 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 Open 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 Open 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 Open 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 Open 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 Coordinator and a number of e-Tutors. Course Coordinators are the course managers, lead instructors and academic facilitators for the courses. They are responsible for customizing the course and managing the e-Tutors assigned to the courses.

Courses are divided into separate groups of up to 34 learners. Each group will be assigned an e-Tutor to facilitate the interactions in the group, to mark assignments and to provide feedback to learners. The specific duties in the course require the e-Tutor to:

1. Guide the learning experience of all students and act as a resource for learners as they move through the course;
2. Make available, where required, additional material to enhance the learning experience of the students;
3. Respond to all student queries in the Tutor-Student Exchange forum and, where necessary, access information from the appropriate source in order to address the matter raised;
4. Provide guidance on all learning activities;
5. Regularly communicate with individual students via email to counsel, guide, advise and motivate them; and
6. Regularly contribute to all discussions and provide appropriate feedback to learners.

You should view your e-Tutor and Course Coordinator as persons who are there to facilitate your learning and assist you to succeed. Do not be afraid to ask them questions. If you realize you want to learn more about a specific concept or topic feel free to ask your facilitator for guidance to source additional resources. If you are struggling with a concept or idea, then share your concerns with your e-Tutor. He or she is there to help you master these concepts. If you



think others in the course would have similar questions, then post your query in the appropriate discussion area.

### **Format of Open Campus Courses for Regional Programmes**

The Open 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 Open Campus Moodle Learning Management System, referred to as the *Learning Exchange*. In this modality all course instruction and assessments are offered online in the Learning Exchange. Course material and learning software/tools are provided in the course. 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.

Open Campus students registered in fully online courses come from different countries in the Caribbean. 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, when appropriate, require online small group work interaction among peers. Courses are supported through synchronous sessions on Blackboard Collaborate (BbC) through the *Learning Exchange*. In this environment you and your e-Tutor and Course Coordinator meet in real time that mirrors face-to-face interaction.

**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 Open Campus is configured as follows:

- a. Online delivery, inclusive of synchronous web conferencing sessions on BbC; 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 classes offered in the *Learning Exchange* to support the blended modality.

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 Open 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 Open 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 Open 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 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 Open 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:**

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

### Accreditation of The UWI Open Campus

The University of the West Indies, Open Campus has institutional accreditation awarded by the Barbados Accreditation Council. The Campus underwent its reaccreditation process in March, 2019 and was awarded the maximum accreditation period of 7 years (2019-2026). 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 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 Open 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.



**Photo caption:**

Margo Lady Ann Hewitt, Chairman of the Board of Directors, Barbados Accreditation Council presents Professor Julie Meeks, Acting Principal of The UWI Open Campus with the Certificate of Institutional Accreditation. Professor Alan Cobley, Pro Vice-Chancellor, Board for Undergraduate Studies is at left, and Ms Valda Alleyne, Executive Director of the Barbados Accreditation Council is at right.

## **PRIOR LEARNING ASSESSMENT (PLA) FOR ADVANCED PLACEMENT AND MATRICULATION**

The University of the West Indies Open Campus recognizes that learning takes place in a number of settings – formal, non-formal and informal. It is open and committed to the idea of Prior Learning Assessment.

Prior Learning Assessment, or PLA, is the term used to describe the method of assessment used to identify, document and evaluate the college/university level learning outcomes which individuals have achieved from formal, non-formal and informal learning.

The learning might have been obtained, for example, from attending training workshops, short courses, seminars or conferences, engaging in community/volunteer work or on-the-job training.

PLA ensures that once learning has taken place, it can be assessed and the appropriate academic credit granted. This credit can be used for advanced placement or matriculation/admissions into an undergraduate programme of study at The UWI Open Campus.

PLA holds tremendous potential for you to have your learning from experience assessed. Furthermore, the PLA system provides a great opportunity to further your education.

### **Degree Programmes Offered for PLA for Advanced Placement through PLPD0100**

The Prior Learning and Portfolio Development/Assessment Course: PLPD0100 will help you to advance in your degree programme. PLA for advanced placement is currently offered for up to 7 Level 1 courses in the following undergraduate degrees:

- BSc Accounting;
- BSc Banking and Finance;
- BEd Early Childhood Development and Family Studies;
- BSc Management Studies;
- BSc Management Studies (Entrepreneurship);
- BSc Management Studies (Financial Management);
- BSc Management Studies (Human Resource Management);
- BSc Management Studies (International Management);
- BSc Management Studies (Marketing);
- BSc Management Studies (Tourism and Hospitality Management); and
- BSc Youth Development Work.

You will be guided by a Course Coordinator to develop your personal experiential learning portfolio for assessment by trained subject content experts.

Learners who obtain PLA credits and associated exemptions will be awarded for their relevant experiential learning and gain advanced placement in their undergraduate programme of study at the Open Campus.

### **Prior Learning Assessment for Matriculation: PLPD001**

The Prior Learning and Portfolio Development/Assessment Course: PLPD001 for matriculation will assist you to satisfy the relevant University minimum entrance requirements for matriculation, at Lower Level, for admission to degree or other programmes offered by the Open Campus.

You will be required, through credentials and/or relevant experiential learning, to demonstrate competence in five (5) Caribbean Examination Council (CXC) - Caribbean Secondary Education Certificate (CSEC) examinations to gain entry to The UWI Open Campus.

The subjects on which you would base your prior learning portfolio are: English, Accounting, Mathematics, Principles of Business, Information Technology, Social Studies and Integrated Science.

In the PLPD001 course, you will be instructed, step by step, by a Course Instructor on how to demonstrate your learning and create a portfolio. Your completed portfolio will then be assessed by subject content experts and, if successful, you will receive a maximum of 15 credits toward admission to UWI Open Campus. Successful completion of the PLPD001 Course and your learning portfolio will allow you to continue your journey towards the fulfillment of your educational goals.

For additional information on Prior Learning Assessment please email the PLA Unit at [pla@open.uwi.edu](mailto:pla@open.uwi.edu).

In the PLPD001 course, you will be instructed, step by step, by a Course Instructor on how to demonstrate your learning and create a portfolio. Your completed portfolio will then be assessed by subject content experts and, if successful, you will receive a maximum of 15 credits toward admission to UWI Open Campus. Successful completion of the PLPD001 Course and your learning portfolio will allow you to continue your journey towards the fulfillment of your educational goals.



<http://www.open.uwi.edu/pla/home>

### **Open Campus Graduate Studies and Research**

The UWI Open Campus was launched in 2008, and has been offering graduate programmes since 2010. Since then, we have transformed our delivery mode to one in which all course facilitation is done online. We now offer Postgraduate courses, Postgraduate diplomas, taught Masters degree programmes, EdD programmes and the MPhil and PhD in Child, Adolescent and Youth Studies. The list of programmes and courses follows:

Postgraduate Diploma in Health Research and Epidemiology  
Postgraduate Certificate in Disaster Risk Management and Resilience  
Advanced Certificate in Leadership for Sustainable Development  
Doctor of Education in Teaching and Learning with Emerging Technologies (EdD TLET)  
Doctor of Educational Leadership in Education Systems and Schools  
Doctor of Educational Leadership in Higher Education  
MA in English Language  
Masters in Adult and Continuing Education

Masters of Education in Teaching and Learning with Emerging Technologies (MEd TLET)  
MEd in Literacy Instruction  
MPhil and PhD in Child Adolescent and Youth Studies  
MSc Instructional Design and Technology  
MSc Management (General)  
MSc Management (Human Resource Management)  
MSc Management (Marketing)  
MSc Management (Project Management)  
MSc Management (Public Sector Management)  
MSc Management (Management Information Systems)  
MSc Management and Educational Leadership  
Postgraduate Diploma Adult and Continuing Education  
Postgraduate Diploma in Health Research and Epidemiology  
Postgraduate Diploma in Instructional Design  
Postgraduate Diploma in Literacy Instruction  
Postgraduate Diploma in Management and Educational Leadership  
Postgraduate Diploma in Management Studies  
Postgraduate Diploma in Teaching and Learning with Emerging Technologies (PGD TLET)  
Heritage Studies Courses

Our graduate programmes are governed by the same University regulations as all the other UWI Campuses, and are monitored by the Campus Committee for Graduate Studies and Research. Our programmes are developed to provide students with the required knowledge and skills to become leaders in their field of specialisation. We are committed to provide graduate students with the environment and resources needed to succeed, through our student-centred instruction as well as through our student support services.

Information on our graduate programmes can be found at <http://www.open.uwi.edu/programmes>





## PART IV: GENERAL REGULATIONS & 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 Open 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 Open Campus Email Address

As a registered student, you are provided with an official Open Campus email account, which is accessed from the MyOC Student Portal. Your Open Campus email address will be used for official correspondence. Please use your Open Campus email address to correspond with Open 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 Open 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 Open Campus
- All submitted coursework assignments
- Examination scripts



**Please use your OC 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 Open Campus and to write examinations.

If you are a new student, you must complete and submit the Identification Card Form to your Site 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 Open 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 Open 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 Open 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 Card, 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 Open 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 Open 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 completion letter should be addressed to the Examinations section of the Registry and requests for 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 Open 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. It should be noted that students are registered for courses and when the leave of absence is processed, the courses will not be dropped but coded as LA to signify leave.

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 Open 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 an Open 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 Open Campus online application.

## Transferring to another Programme

If you wish to transfer to another programme within the Open Campus, you must complete and submit the online Programme Transfer 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 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 Open 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 Open Campus will need to check with their Campus of Registry (Cave Hill, Mona or St. Augustine) 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>

#### What if You Fail the English Language Proficiency Test?

If you fail the ELPT, you will have to take a course called **Language Proficiency for Tertiary Level**. Self-instructional material is designed for this course and they can be bought from your Open Campus Site. Enquire at your Site for information on how to obtain this material. Once you have completed the course, you retake the ELPT. Check at your Site to find out when and how often the test is administered.



## 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

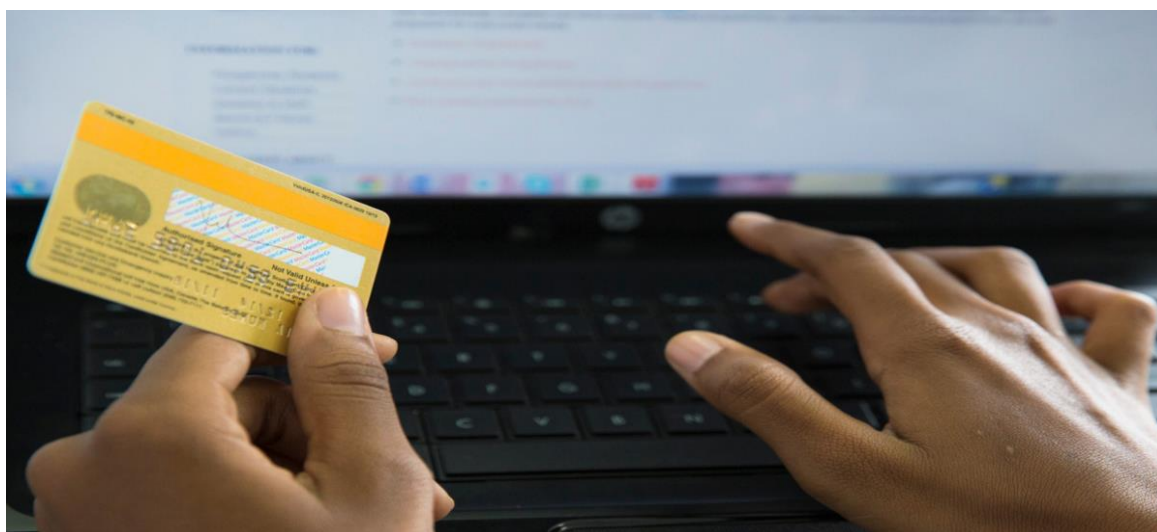
As a student of The University of the West Indies, you are a member of the university community. Your university experience should include achieving learning objectives, discovering new values and points of view on the world, and its deepening relationships.

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 Open 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, 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 Open 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 Open 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**

- Students must collect the refund form from their site or it can be downloaded online. All sections must be completed including: the students' name, subject, programme, date started, area/centre, tuition fee paid, receipt number, dated, the amount to be refunded, the reason for the refund.
- Students must submit the request for the refund in writing, on the appropriate form, to the Site of registration together with:

1. a copy of the payment receipt
  2. a refund request or approval
  3. the appropriate clearances from the sites, as applicable
- Incomplete forms or forms submitted without the required supporting documents will not be processed.
  - 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 an Open Campus designated bank or via the online payment system. The instructions for the latter are available after online registration. For those students who wish to make their payments at the bank, payments should be made at First Caribbean International Bank (FCIB) except if you reside in **Belize, Montserrat, Jamaica or Trinidad and Tobago where the local bank will vary**. 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 branch of FCIB, or the 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 Open 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.

The Finance Online Student Support System (FOSS) was commissioned in 2020/2021 Semester I, to deliver an organized process for tracking student payments and financial requests relating to installment plans, scholarships and sponsorships.

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

All payment plan applications must be submitted on the FOSS System and the required steps must be completed in order to be eligible for this plan.

### **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, an Open 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).

### Open 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 **Open 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 or three 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.

### Open Campus Examinations Timetable

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



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

On acceptance to the Open 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 Open Campus Site

If you are unable to write examinations at the Open Campus Site at which you are registered, **you must formally make a request to write them at another Open Campus Site.** To do this, you must make the request to the Assistant Registrar, Assessment, Awards and Records, Open 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 examination 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 examinations 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 submit 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  
Open 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 authorised 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 fifteen (15) minutes before the advertised start time of any examination. You shall be admitted up to half-an-hour after the start of the examination. You shall 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 could 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 every answer book and/or separate 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 from 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 show their UWI Identification Cards to the camera prior to the start of the examination.
2. Candidates must have a quiet place to sit and take their examination free of distractions. Any contact with other persons or looking away from the screen while taking the test will be regarded as an examination irregularity. Televisions and other people in the room can draw your attention away from the examination.

3. Baseball caps or hats that extend beyond the forehead are not permitted while taking the online examination.
4. Candidates are not allowed to move away from the computer during the online 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 online examinations.

### 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 of 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 6th 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 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 Because of Illness

You **must** request permission for absence from an examination because of 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, Open Campus) **within seven (7) days from the date of the examination** in which your performance is 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 certificate 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 finalising 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 2018-2019 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 made to the Campus Registrar on the prescribed form within two (2) weeks of publication of results, and in the case of the Supplemental, Summer Session or re-sit examinations within five (5) days of the publication of results. The options available in requesting a review are as follows:

- (a) **Only students who have failed** an examination may apply for a Consultation with the Examiner of his/her script or

(b) Any student may apply for a re-mark of his/her examination. **A non-refundable administrative fee of BDS\$130.00 or its equivalent is payable to the Bursary for the re-mark to be processed.**

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 has had a consultation, may request to have his/ her script re-marked by an Independent Examiner **within two (2) days of the concluded consultation.** The non-refundable administrative fee of BDS\$130.00 or its equivalent is payable to the Bursary for the re-mark to be processed.

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 for the release of results, for the 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 1. above, Examinations Only is marked out of 100%. i.e. No coursework is considered, rather the grade is simply based on the re-take of the final examination.**

**If permission is granted, you will be advised in writing and will need 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. The assessment for the course must not have changed.
2. The value of the coursework must not have changed.
3. You must have a passing grade for the coursework.
4. You have never brought forward the coursework marks before.
5. The request must be approved by Academic Board.
6. 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 requests. Coursework marks are valid for two (2) academic years only.**

### **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**. The payment for the transcript(s) should then be made through your Site. The form, along with proof of payment, should be emailed to [transcripts@open.uwi.edu](mailto:transcripts@open.uwi.edu). In the case of students residing outside a UWI contributing country, you will be billed for your transcript upon receipt of your request. Payments can then be made through the Payment Gateway.

### **Assessment Regulations**

In addition to these general assessment guidelines and extracts from the regulations, students should familiarise 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**.





## The University of the West Indies (UWI)

### Grading Policy for Undergraduate Students

### Effective Academic Year 2014-2015

In an effort to align the standards of The University of the West Indies more closely with international norms that reflect best practice, a new Grading Policy (2014/2015 Grading Policy) was introduced from the beginning of the new academic year, 2014/2015. The new Grading Regulations took effect on 1<sup>st</sup> August, 2014 and are only applicable to undergraduate students enrolled in programmes governed by GPA Regulations. The new Grading Policy will therefore be in effect for all future coursework assessment and examinations.

The 2014/2015 Grading Policy implements changes in the grade bands, percentage marks, and quality points (points used in calculating Grade Point Average) associated with each letter grade. The table below outlines the differences between the 2014/2015 Grading Policy and the previous grading policy.

#### 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

Grading Policy from 2014/2015			Previous Grading Policy		
Grade	Quality Points	Mark %	Grade	Quality Points	Mark %
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
First Class	3.60 – 4.30
Upper Second	3.00 – 3.59
Lower Second	2.50 – 2.99
Pass	2.00 – 2.49

You should familiarise 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.**

Revised Grading Policy for Failing Grades effective 2016-2017			Grading Policy for Failing Grades from 2014-2015 to 2015-2016		
Grade	Quality Points	Mark %	Grade	Quality Points	Mark %
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
Revised Grading Policy for Failing Grades effective 2016-2017			Grading Policy for Failing Grades from 2014-2015 to 2015-2016		
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
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**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; and is as follows:

#### **Graduate Grading Scheme**

<b>Grade</b>	<b>Mark/Percentage</b>	<b>Comments</b>
A	70-100%	
B+	60-69%	
B	50-59%	
FC	≥50	Failed Coursework or a Coursework Component
FE	≥50	Failed Examination Component
F	0-49%	Failed

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 familiarise yourself with the ***Regulations for Graduate Diplomas and Degrees*** found on the Open Campus or Graduate Studies websites.

**N.B.** Graduate Programmes are not subject to the GPA regulations, as these programmes do not have GPAs.

## PART VII: ACADEMIC SUPPORT SERVICES FOR ONLINE STUDENTS



The Open Campus has implemented academic support systems to ensure that students in online programmes/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 Programme Delivery Department in the Academic Programming and Delivery (APAD) division of the Open Campus (PDD/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; and access to various APAD support staff during course delivery; and the opportunity to connect with other UWI Open Campus students virtually, across online programmes via the “*Connecting As Students*” (CAS) space.

### UWI Open Campus Orientation

How you begin your academic studies as an online student with us in PDD is important, so we strongly encourage you to attend Online Orientation, by engaging in the online space. Attending and participating in our orientation activities online is the best way to acclimate to university life at The UWI Open Campus.

The online sessions will help you become familiar with the Campus, learn what your student life will be like, how to register for your first semester of online courses, as well as other important guidelines that will help you to function effectively for the duration of your programme. In addition, you will receive academic advice, and meet persons who will be helpful to you during your programme of study.

You can revisit key topics addressed in the Orientation from the self-paced Orientation link embedded on each course page.

## Online Orientation for New Undergraduate Students

Currently, the online orientation exercise consists of four (4) phases and a live kick-off meeting. Undergraduate students are encouraged to participate in both the synchronous (live) and asynchronous activities to prepare for studying online.

All new students in our online undergraduate programmes are required to participate in the Online Orientation. This may be done from the comfort of your home or you may use the computer facilities at your local UWI Open Campus Site or Learning Centres to gain access to the online sessions offered by the Programme Delivery Department (PDD). A computer or other internet-enabled device is required to participate in all orientation activities.

Students should log on to the **online** orientation course, listen to the videos, and participate in the discussions within the forums. Students are also expected to attend the two synchronous sessions: 1) The Kick-off meeting; and 2) The Programme advising session with their Programme Manager (Phase 2). We encourage students to carefully read the Programme Advising documents for their respective programmes **prior to Phase 2 and registration** - <http://www.open.uwi.edu/undergraduate/programme-advising>

Instructions on how to join the synchronous sessions will be shared with students via email and/or within the Orientation course. All synchronous sessions will be held via Blackboard Collaborate.

The Orientation activities last for approximately six weeks and comprise the following four phases:

### ***Phase 1 - Introduction to the Learning Exchange (LE) (Three weeks)***

During Phase 1, students are introduced to the Learning Exchange (LE), that is, the Open Campus' online classroom. The aim of this phase is to assist students to develop the relevant navigational skills to work effectively in the online environment. This phase includes instructional training videos on how to utilise the various features of the LE, and the components of a typical course page.

### ***Phase 2 - Programme Manager Meetings (One week)***

The focus of Phase 2 is to provide students with academic programme advising. Students will be guided on their programme structure and the prescribed order for course completion through meetings with their Programme Managers and other members of PDD. New students' attendance at these meetings is crucial to their successful registration for their first semester courses and beyond.

### ***Phase 3 - Programme Delivery Department Orientation (Three weeks)***

During this phase, students will be prepared for their academic journey in the Learning Exchange. Students will be given the opportunity to demonstrate what was learnt during Phase 1. Students will be given activities that simulate how activities are conducted in an actual course. These activities include:

- updating of profiles,
- participating in quizzes
- uploading assignments
- engaging in forum discussions with peers
- reviewing how to use citations (referencing) in accordance with the referencing style for your specific programme
- accessing your UWIOC email inbox
- becoming familiar with the UWI plagiarism policy



These activities are aimed at helping students achieve their academic goal.

#### **Phase 4 - Course Orientation (approximately five days)**

Phase 4 will commence at the start of the semester. During this period, students will interact with their Course Coordinators/Course Instructors and E-Tutors in their registered course space(s). The aim of this phase is to give new students an induction to each course for which they have registered for the semester, and an overview of what is expected of the learner/student.

#### **Compulsory Induction to Online Study for Graduate Students**

All new graduate students are required to take a compulsory course (OOL) on admission to their postgraduate programme. A designated online space is provided for this course.

**Graduate Students (TLET ONLY):** All admitted TLET postgraduate candidates must successfully complete a compulsory introductory course prior to registering for their courses in the first semester of their programme. This compulsory course, *OOL6100 Graduate Introduction to Teaching and Learning with Emerging Technologies*, is a two-part course. Part 1 introduces students to a self-paced orientation and assessment of technology tools used in the delivery of the programme. Part 2 is a facilitated module covering the programme objectives and expectations of graduate learners to prepare them for the demands of this UWI graduate programme.

**Other Graduate Students:** All other students in graduate programmes are required to register for the mandatory course *OOL6001: Graduate Introduction to Online Learning*, as a part of their induction to their postgraduate programme. This is a three-week course with compulsory activities designed to prepare prospective graduate students to function effectively and efficiently in a fully online programme. Activities are given to students not only to show that they can function in the online environment technically but also academically as well. Students are expected to perform functions relating to online participation. You will interact with other learners, produce academic writing and understand how to source, evaluate and use information to meet the requirements of your programme. Additional information on this course can be found in your acceptance package.

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

Students are required to seek programme advising prior to registering for courses each semester. Programme Advising documents are prepared by the Programme Managers and provides an outline of the programme and the prescribed order for course completion.

To receive programme advice, students should:

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

#### **Online Programmes and Courses - APAD Staff Support**

Students in online programmes or courses should engage with the Academic Programming and Delivery (APAD) Division. The following APAD staff members are available to support your success:

#### **Online Course Delivery**

For courses delivered online, you have support on academic matters from the Programme Delivery Department (PDD) in APAD 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 pages on the Open Campus Website (See Appendix C), and in the Quicklinks block on the Student Portal.

b) Course Delivery Assistant (CDA) - Online Academic Support

In an effort to better support your studies, the Open Campus utilizes an Academic Support Team. The aim of this team is to function as a sounding board on all issues impacting your teaching-learning experience in our online learning environment. The CDA team members will complement your facilitators, who should continue to be your first line of support for academic studies.

Students may contact the CDA assigned to their course(s) via the Academic Support forum found in all courses and 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) – Online support with technology

To support your technology in the online course an LSS is assigned to each course. The LSS works as part of a team with your PM, CDA, 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)

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

### **Course facilitators - Course Coordinator (CC), Course Instructor (CI), Tutors, Group Facilitators (GF) and Research Supervisors (RS)**

#### ***Undergraduate Students***

Online courses with over 44 students have two types of facilitators that you will interact with: a Course Coordinator (CC) and a number of Tutors.

The CC is the course manager, lead instructor and academic facilitator for the course. The CC is responsible for customizing the course and managing the Tutors assigned to the course.

The course is divided into separate groups of up to 34 Participants. Each group will be assigned a Tutor to facilitate the interactions in the group, to mark assignments and to provide feedback to learners.

The specific duties in the course require the Tutor to:

1. Guide the learning experience of all students and act as a resource for learners as they move through the course;
2. Make available, where required, additional material to enhance the learning experience of the students;

3. Respond to all student queries in the Tutor-Student Exchange forum and, where necessary, access information from the appropriate source in order to address the matter raised;
4. Provide guidance on all learning activities;
5. Regularly communicate with individual students via email to counsel, guide, advise and motivate them; and
6. Regularly contribute to all discussions and provide appropriate feedback to learners.

You should view your Tutor and CC as persons who are there to facilitate your learning and assist you to succeed. Do not be afraid to ask them questions. If you realize you want to learn more about a specific concept or topic, feel free to ask your facilitator for guidance to source additional resources. If you are struggling with a concept or idea, then share your concerns with your Tutor. He or she is there to help you master these concepts. If you think others in the course would have similar questions, then post your query in the Tutor-Student Exchange forum in the course.

In courses with 44 students or less, there is a Course Instructor (CI) who does the role of the CC and Tutor as explained above.

### ***Graduate Students***

Our Graduate courses may also be led by a Course Coordinator (CC) and Group Facilitator (GF) in cases of more than 34 students in a course. Students will be placed in groups of 25 with oversight by the GF. The CC functions as outlined in the section for undergraduate students, similarly the GF would carry out the duties as outlined for the tutor.

In courses where there are 34 or less students, a Course Instructor (CI) manages the course. The CI does the role of the CC and GF.

Research courses are managed by a CC and Research Supervisors (RS).

### **Course Issues**

In undergraduate online courses your first point of contact is your eTutor, and in graduate courses the Group Facilitator (GF). However, if there is no response from your eTutor or Group Facilitator, then you should contact your Course Coordinator.

### **How to Contact Your Course Coordinator/Course Instructor**

1. You may contact your Course Coordinator/Instructor by posting messages in the Facilitator-Student Exchange forum found in all courses. It is important to use this forum as it also allows the CDA and PDD to evaluate the quality of the service you are receiving in each course group.
2. You may also e-mail your Course Coordinator/Instructor using the contact information provided on the front page of each course and in the Course Guide. A messaging system that allows you to communicate with your Course Coordinator is also available via the Learning Exchange (LE).

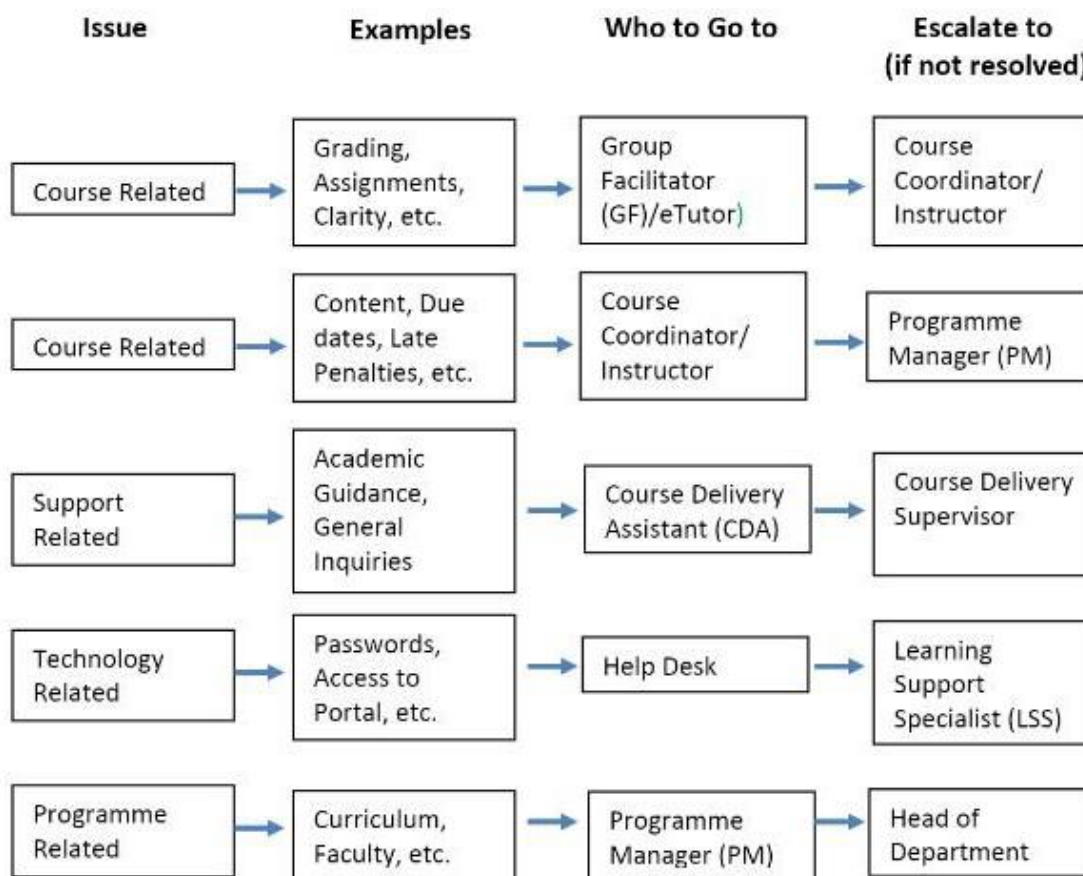
**Note:** Correspondence between students and facilitators on course related matters must take place in the LE, or an approved UWI Open Campus technology source (e.g. OC email, Web Conferencing BbC).

### **Reporting a Problem**

If the Course Coordinator fails to solve the problem or does not respond to your request for help within 48 hours, you should request the assistance of the CDA. You may write to the CDA directly via email (contact information found in the Academic Support forum), or by way of the

PDD's Academic Support email [academicsupport@open.uwi.edu](mailto:academicsupport@open.uwi.edu). The team of CDAs will investigate the issue.

The reference chart below outlines the correct protocol for reporting various issues that you may encounter.



An online chat option is available on the Student Portal. This connects you with members of staff who are available to help address your concerns.

### How to Contact Your Head of Department

The Head of the Programme Delivery Department, Mrs Elia Grant-Fraser, may be contacted via email - [elia.grant-fraser@open.uwi.edu](mailto:elia.grant-fraser@open.uwi.edu)

### Communicating Online with OC Personnel

Please ensure that you send emails using your Open Campus email address and include information such as your name, student ID number, course name and course code in your correspondence. Please also ensure that a copy of all correspondence on online course matters is sent to your Programme Manager. Email addresses of all Programme Managers are listed in Appendix C.

**Online Protocol:** When communicating online, be reminded to pay attention to the following online protocol:

1. When you send an email, always check to see if your email was correctly sent (not sitting in your draft box) or whether it "bounced". 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)

As a registered student, you have the opportunity to engage as students, not only within your course but also across programmes through the forum *Connecting As Students* (CAS) space. CAS is The UWI Open Campus community forum space for all registered undergraduate and postgraduate 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 Open Campus Libraries and Information Services (OCLIS) provides a distributed service to the Open Campus and UWI community. In addition to a significant and growing online collection, the OCLIS 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 Open Campus libraries offer an expanded range of services including full circulation services and research support. For contact and other information about specific Open Campus Libraries, please visit <https://www.open.uwi.edu/library/libraries#oclibraries>

## Information Resources

Access to OCLIS information resources is via *UWIlinc* (The University of the West Indies (UWI) 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 OCLIS 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 OCLIS Ask A Librarian service is a virtual reference service that allows students to email or chat live online with OCLIS 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 email. For additional information on the Ask A Librarian service, please visit <https://open.uwi.edu/library/research/ask-a-librarian>

## Liaison Services



OCLIS Academic Liaison Librarians support the research and information needs of the Open 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 OCLIS services please visit us online at <https://open.uwi.edu/library>

## Open Campus Support Staff

### Registry Services

- ***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 Office of the Assistant Registrar 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 Open Campus regional Sites, and the Virtual International Students Office (VISO), and 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 Office of the Assistant Registrar at the following email address: [student.services@open.uwi.edu](mailto:student.services@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 Office of the Senior Assistant Registrar at the following email address: [exams@open.uwi.edu](mailto:exams@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 - Open Campus Country 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 Open Campus Sites can be found in Appendix B.



We are **#Opentothefuture**

# Appendix A

## Open 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.open.uwi.edu/news/be-social-media-smart>

The poster features the University of the West Indies crest and name on the left. The central text reads 'Be SMS Social Media Smart', with 'SMS' in large, pixelated letters. Below this, two key principles are listed: 'Be Secure' (identify yourself but do not disclose personal details) and 'Be Responsible' (ensure information is comfortable for the public domain). At the bottom left, a link to the policy is provided: 'Access the Social Media Policy & Guidelines: www.open.uwi.edu/socialmedia'. On the right, an illustration shows a blue bird perched on a wooden wagon filled with social media icons (YouTube, Flickr, Facebook) and labeled 'Social Media Bandwagon'. The phrase 'Connect with us!' is at the bottom right.

**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

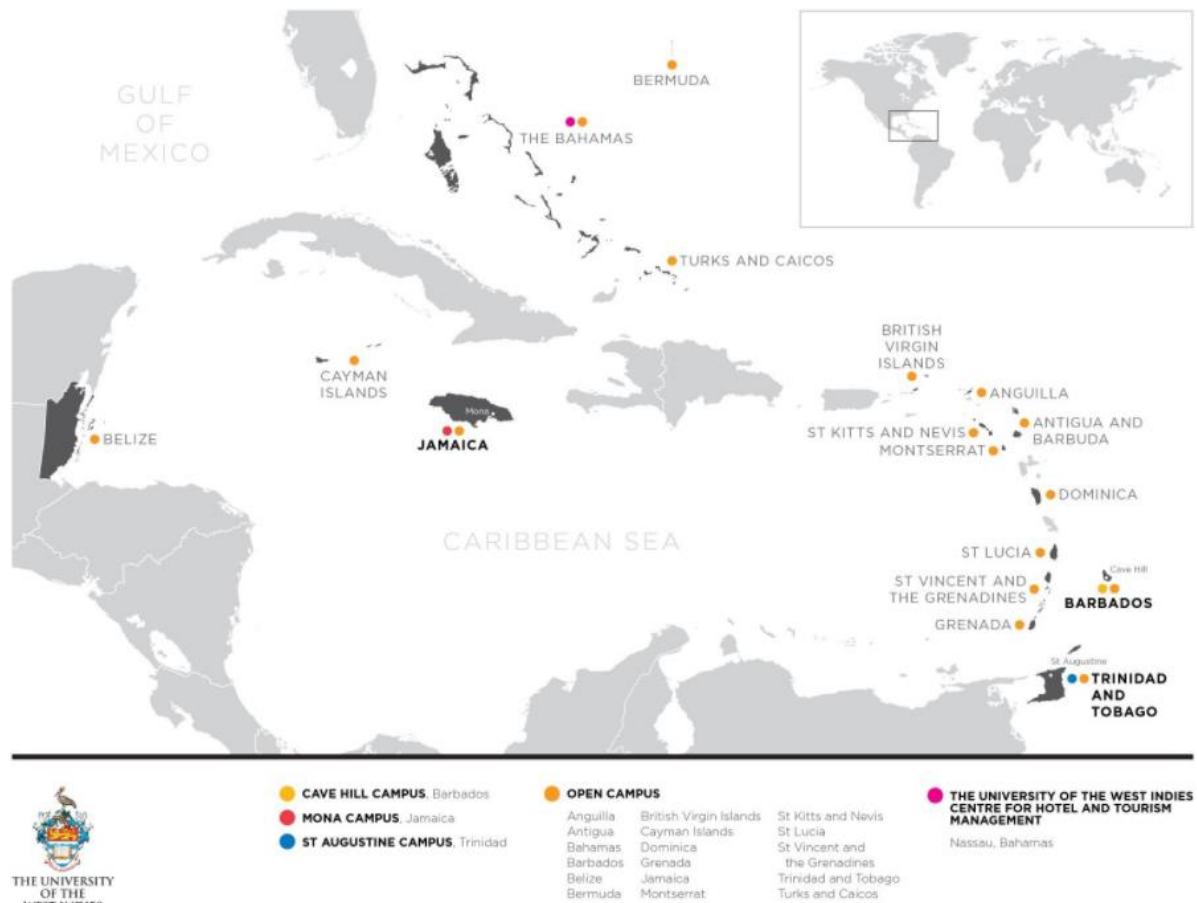
Access the Social Media Policy & Guidelines:  
**[www.open.uwi.edu/socialmedia](http://www.open.uwi.edu/socialmedia)**

**Connect with us!**

# Appendix B

## Open Campus Country Site Contacts and Telephone Numbers

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



OCCS Contact Information	OCCS Contact Information
<b>Office of the Director</b>	
<b>Dr. Cheryl E. McDonald-Sloley</b> <b>Director</b>  The University of the West Indies Open Campus Office of the Director Open Campus Country Sites Gibraltar Camp Road Mona, Kingston 7 Jamaica  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>	<b>Mrs. Deanna Noel</b> <b>Administrative Officer</b>  The University of the West Indies Open Campus Office of the Director Open Campus Country Sites Elmshall Road Roseau, Commonwealth of Dominica  Telephone: 1-767-448-3482 IP: 37505 Email: <a href="mailto:deanna.noel@open.uwi.edu">deanna.noel@open.uwi.edu</a>
<b>Mr. Ryan Byer</b> <b>Deputy Director Ag.</b>  The University of the West Indies Open Campus Office of the Director Open Campus Country Sites Pine East/West Boulevard The Pine St Michael Barbados BB110000  Tel.: (246) 233-0351 IP Phone: 37103 Skype: <a href="mailto:ryan.byer@open.uwi.edu">ryan.byer@open.uwi.edu</a>	
<b>OCCS Enterprise Resource Planning (ERP) Unit</b>	
<b>Mr. Lisle A. Bruney</b> <b>Enterprise Applications Analyst</b>  The University of the West Indies Open Campus Office of the Director Open Campus Country Sites Elmshall Road Roseau, Commonwealth of Dominica  Email: <a href="mailto:lisle.bruney@open.uwi.edu">lisle.bruney@open.uwi.edu</a> Skype: <a href="mailto:lisle.bruney">lisle.bruney</a>	<b>Ms. Adessa Francis</b> <b>Programme Officer (Subject Matter Expert)</b>  The University of the West Indies Open Campus Office of the Director Open Campus Country Sites Jamaica  Tel: 1-876-468-8237 Email: <a href="mailto:adessa.francis@open.uwi.edu">adessa.francis@open.uwi.edu</a>
<b>Ms. Claudia Halley</b> <b>Programme Officer (Subject Matter Expert)</b>  Office of the Director, Open Campus Country Sites The University of the West Indies Open Campus Grenada  Tel: 473 440 2451 Fax: 473 440 4985 Email: <a href="mailto:claudia.halley@open.uwi.edu">claudia.halley@open.uwi.edu</a>	



OCCS Contact Information	OCCS Contact Information
<p><b>Anguilla</b></p> <p><b>Dr. Phyllis Fleming-Banks</b>  <b>Manager British Overseas Territories</b>  The University of the West Indies  Open Campus, Anguilla  The Valley, Anguilla</p> <p>Tel: 1-264-497-8156  Mobile: 1-264-476-5713  Email: <a href="mailto:phyllis.fleming-banks@open.uwi.edu">phyllis.fleming-banks@open.uwi.edu</a></p>	<p><b>Antigua &amp; Barbuda</b></p> <p><b>Ms. Coleen Letlow</b>  <b>Head</b>  The University of the West Indies  Open Campus, Antigua &amp; Barbuda  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. Sherwin Rollins</b>  <b>Officer-In-Charge</b>  The University of the West Indies  Open Campus, The Pine Barbados  East/West Boulevard  The Pine, St. Michael, Barbados</p> <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><b>Bahamas</b></p> <p><b>Mrs. Bridgette Cooper</b>  <b>Head</b>  The University of the West Indies  Open Campus, The Bahamas  Bahamas Tourism Training Centre  P.O Box N-1184  Nassau, Bahamas</p> <p>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  Open Campus, Belize  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>Dr. Phyllis Fleming-Banks</b>  <b>Manager British Overseas Territories</b>  The University of the West Indies  Open Campus, Anguilla  The Valley, Anguilla  Tel: 1-264-497-8156  Mobile: 1-264-476-5713  Email: <a href="mailto:phyllis.fleming-banks@open.uwi.edu">phyllis.fleming-banks@open.uwi.edu</a></p> <p><b>Local Information:</b>  Open Campus, British Virgin Islands  P.O. Box 4324  Road Town, Tortola  British Virgin Islands, VG1110  Tel: 1-284-494-6957  Fax: 1-284-494-4263</p>
<p><b>Grenada</b></p> <p><b>Dr. Nicole Phillip-Dowe</b>  <b>Head</b>  The University of the West Indies  Open Campus, Grenada  Marryshow House, H. A. Blaize Street,  P. O. Box 439  St. George's, Grenada</p>	<p><b>Jamaica Eastern Region</b>  Camp Road, Port Antonio, Morant Bay, May Pen,  Mandeville, Open Learning Centre Mona</p> <p><b>Ms. Levene Griffiths</b>  <b>Head</b>  The University of the West Indies  Open Campus, Camp Road  2A Camp Road, Kingston 4</p>

OCCS Contact Information	OCCS Contact Information
<p>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></p>	<p>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></p>
<p><b>Jamaica Western Region</b>  Brown's Town, Junction, St. Elizabeth, Ocho Rios,  Savanna-La-Mar</p> <p><b>Dr. Jerome Miller-Vaz</b>  <b>Head</b>  The University of the West Indies  Open Campus  Jamaica Western Zone  The University of The West Indies Open Campus  Suite # 11Hendon Mall,  Beckford Street, Savanna-La-Mar  Westmoreland  Jamaica W.I.</p> <p>Tel: 1-876-955-2948  Fax: 1-876-918-3197  Email: <a href="mailto:jerome.miller-vaz@open.uwi.edu">jerome.miller-vaz@open.uwi.edu</a></p>	<p><b>Montserrat</b></p> <p><b>Ms. Gracelyn Cassell</b>  <b>Head</b>  The University of the West Indies  Open Campus  P.O. Box 256, Salem  Montserrat</p> <p>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></p>
<p><b>Jamaica: Montego Bay</b></p> <p><b>Mr. Ian Hayles</b>  <b>Officer-in-Charge</b>  The UWI Open Campus, Montego Bay  St. James, Jamaica WI</p> <p>Tel: 1-876-952-9345 or 1-876-979-9542 or  1-876-952-9345  Fax: 1-876-952-5704  Email: <a href="mailto:vilma.clarke@open.uwi.edu">vilma.clarke@open.uwi.edu</a></p>	<p><b>Saint Kitts and Nevis</b>  Basseterre, Nevis</p> <p><b>Mrs. Gaile Gray-Phillip</b>  <b>Head</b>  The University of the West Indies  Open Campus St. Kitts &amp; Nevis  P.O. Box 326  Basseterre</p> <p>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></p>
<p><b>Saint Lucia</b></p> <p><b>Mrs. Lesley Crane-Mitchell</b>  <b>Head Ag.</b>  The University of the West Indies  Open Campus St. Lucia  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 and The Grenadines</b></p> <p><b>Mrs. Deborah Dalrymple</b>  <b>Head</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:deborah.dalrymple@open.uwi.edu">deborah.dalrymple@open.uwi.edu</a>  <a href="mailto:svg@open.uwi.edu">svg@open.uwi.edu</a></p>

OCCS Contact Information	OCCS Contact Information
<b>Trinidad and Tobago</b> Gordon Street, Belmont/Port-of-Spain & Environs, Carapichaima East, El Dorado, Marabella, Mayaro, Point Fortin, Pre-University Centre, Princes Town, San Fernando, St. Augustine, Tobago  <b>Mrs. Karen Rosemin</b> <b>Country Manager</b> Gordon Street St. Augustine  Tel: 1-868-645-3127 or 1-868-645-8614 or 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.rosemin@open.uwi.edu">karen.rosemin@open.uwi.edu</a> <a href="mailto:gordon.street@open.uwi.edu">gordon.street@open.uwi.edu</a>	<b>Turks &amp; Caicos Islands</b>  <b>Dr. Phyllis Fleming-Banks</b> <b>Manager British Overseas Territories</b> The University of the West Indies Open Campus, Anguilla The Valley, Anguilla Tel: 1-264-497-8156 Mobile: 1-264-476-5713 Email: <a href="mailto:phyllis.fleming-banks@open.uwi.edu">phyllis.fleming-banks@open.uwi.edu</a>  Local Information: Open Campus Turks & Caicos Islands Unit #10-3, Town Center Mall, 23 Parade Ave., Down Town, Providenciales Turks & Caicos Islands  Tel: 1-649-496-8994 Mobile: 1-649-232-8994
Jamaica Western Region	
<b>Jamaica Western Region:</b> <b>Brown's Town, Junction, Ocho Rios, Savanna-</b> <b>La-Mar</b>  <b>Dr. Jerome Miller-Vaz</b> <b>Head</b> The University of the West Indies Open Campus Jamaica Western Zone The University of The West Indies Open Campus Suite # 11Hendon Mall, Beckford Street, Savanna-La-Mar Westmoreland Jamaica W.I.  Tel: 1-876-955-2948 Fax: 1-876-918-3197 Email: <a href="mailto:jerome.miller-vaz@open.uwi.edu">jerome.miller-vaz@open.uwi.edu</a>	<b>Jamaica: Brown's Town</b>  <b>Mrs. Cecile Johnson</b> <b>Site Coordinator</b> The University of the West Indies Open 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>
<b>Jamaica: Junction</b>  <b>Ms. Toskia Reid</b> <b>Administrative Assistant (Ag.)</b> The University of the West Indies Open Campus, Junction Shop 1A Pines Plaza Junction St. Elizabeth Tel: 1-876-965-8968 Email: <a href="mailto:toskia.reid@open.uwi.edu">toskia.reid@open.uwi.edu</a>	<b>Jamaica: Ocho Rios</b>  <b>Mrs. Renee Watson-Bell</b> <b>Administrative Assistant</b> The University of the West Indies Open 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>

**Jamaica: Savanna-La-Mar**

**Mrs. Sandra Evans**

**Head Ag.**

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<b>Jamaica Eastern Region</b>	
<p><b>Jamaica Eastern Region:</b>  <b>Camp Road, Port Antonio, Morant Bay, May Pen, Mandeville, Open Learning Centre Mona</b></p> <p><b>Ms. Levene Griffiths</b>  <b>Head</b>  The University of the West Indies  Open Campus, Camp Road  2A Camp Road, Kingston 4</p> <p>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></p>	<p><b>Jamaica: Mandeville</b></p> <p><b>Mrs. Natricia Goodwin-Brown</b>  <b>Site Coordinator</b>  The UWI Open Campus - Mandeville  Unit 1b, 17 Caledonia Mall  Mandeville P.O.  Manchester  Jamaica W.I.</p> <p>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></p>
<p><b>Jamaica: May Pen</b></p> <p><b>Mrs. Paulette R. Ferguson</b>  <b>Senior Administrative Assistant</b>  The University of West Indies  Open Campus May Pen  21-22 &amp; 24-26 Omni Plaza  41 Manchester Avenue  May Pen, Clarendon  Jamaica W.I.</p> <p>Tel: 1-876-902-2005 or 1-876-902-4473  Fax: 1-876-902-4290  Email: <a href="mailto:paulette.ferguson@open.uwi.edu">paulette.ferguson@open.uwi.edu</a></p>	<p><b>Jamaica: Morant Bay</b></p> <p><b>Mr. Winston Welsh</b>  <b>Assistant Site Coordinator</b>  The UWI Open Campus, Morant Bay  Paul Bogle Junior High School  Morant Bay, St. Thomas</p> <p>Tel: 1-876-703-6439  Fax: 1-876-734-0531  Email: <a href="mailto:winston.welsh@open.uwi.edu">winston.welsh@open.uwi.edu</a></p>
<p><b>Jamaica: Port Antonio</b></p> <p><b>Mr. Alfred Brown</b>  <b>Site Coordinator</b>  The UWI Open Campus, Port Antonio  34 A Folly Road  Port Antonio, Portland,  Jamaica</p> <p>Tel: 1-876-993-2271 or 1-876-715-5059  Fax: 1-876-715-1142  Email: <a href="mailto:alfred.brown@open.uwi.edu">alfred.brown@open.uwi.edu</a>  Email: <a href="mailto:portantonio@open.uwi.edu">portantonio@open.uwi.edu</a></p>	<p><b>Jamaica: Open Learning Centre Mona</b></p> <p><b>Mrs. Sheren Thorpe</b>  <b>Site Coordinator</b></p> <p>The University of the West Indies,  Open Campus  Open Learning Centre  1 Ring Road  Mona, Kingston 7, Jamaica</p> <p>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></p>



Trinidad & Tobago Sites	
<p><b>OCCS Trinidad and Tobago: Country Manager</b></p> <p><b>Mrs. Karen Rosemin</b>  <b>Country Manager</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.rosemin@open.uwi.edu">karen.rosemin@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. Germaine Arthur</b>  <b>Site Coordinator</b>  Gordon Street  St. Augustine</p> <p>Phone: 1 (868) 227-OPEN Ext. 30545  Fax: 1 (868) 645-8270  Email: <a href="mailto:germaine.arthur@open.uwi.edu">germaine.arthur@open.uwi.edu</a>  <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>Mr. Surish Jaggernauth</b>  <b>Satellite Centre Coordinator</b>  c/o Carapichaima East Secondary School  Mc Leod Trace  Freeport</p> <p>Phone: 1 (868) 673-6173; 673-0975; 227-OPEN Ext. 30200  Fax: 1 (868) 673-0975  Email: <a href="mailto:surish.jaggernauth@open.uwi.edu">surish.jaggernauth@open.uwi.edu</a>  <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, off 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>
<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  Open 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: Marabella</b></p> <p><b>Mr. Garry Edmond</b>  <b>Satellite Centre Coordinator</b>  c/o Marabella North Secondary School  Guaracara Tabaquite Road  Marabella</p> <p>Phone: 1 (868) 754-6105  Email: <a href="mailto:garry.edmond@open.uwi.edu">garry.edmond@open.uwi.edu</a>  <a href="mailto:marabella@open.uwi.edu">marabella@open.uwi.edu</a></p>

Trinidad & Tobago Sites	
<p><b>Trinidad and Tobago: Mayaro</b></p> <p><b>Ms. Karen Noel</b>  <b>Site Coordinator</b>  Workforce Development Centre  Lot 20 – 21, Mayaro - Guayaguayare Road  St. Ann's Village  Mayaro</p> <p>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: Point Fortin</b></p> <p><b>Ms. Ingrid Prescod</b>  <b>Site Coordinator</b>  21 School Street  Point Fortin</p> <p>Phone: 1 (868) 648-6523; 227-OPEN Ext. 31510 / 31000  Fax: 1 (868) 648-6523  Email: <a href="mailto:ingrid.prescod@open.uwi.edu">ingrid.prescod@open.uwi.edu</a>  <a href="mailto:pt.fortin@open.uwi.edu">pt.fortin@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: Princes Town</b></p> <p><b>Mr. Anderson Nanan</b>  <b>Satellite Centre Coordinator</b>  c/o Princes Town West Secondary  Matilda Junction  Princes Town</p> <p>Phone: 1 (868) 305-1798; 496-3010  Email: <a href="mailto:andersom.nanan@open.uwi.edu">andersom.nanan@open.uwi.edu</a>  <a href="mailto:princes.town@open.uwi.edu">princes.town@open.uwi.edu</a></p>
<p><b>Trinidad and Tobago: San Fernando</b></p> <p><b>Ms. Ingrid Prescod</b>  <b>Site Coordinator</b>  7-9 Padmore Street  San Fernando</p> <p>Phone: 1 (868) 653-5996; 657-0942; 297-6683;  297-6666; 227-OPEN Ext. 31510  Fax: 1 (868) 652-4925  Email: <a href="mailto:ingrid.prescod@open.uwi.edu">ingrid.prescod@open.uwi.edu</a>  <a href="mailto:south@open.uwi.edu">south@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 Open 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	CSDR Contact Information
<b>The Consortium for Social Development and Research</b> <b>Mrs Ceceile Minott</b> <b>Director</b> The UWI Open Campus, SWTRC The University of the West Indies Mona Campus, Kingston 7 Jamaica Tel: (876) 927-2478 Fax: (876) 977-0154 Email: <a href="mailto:swtc@open.uwi.edu">swtc@open.uwi.edu</a>	<b>Caribbean Child Development Centre (CCDC)</b> <b>Mrs. Ceceile Minott</b> <b>Head</b> The UWI Open Campus, CCDC 1 Port of Spain Way, Kingston 7 Jamaica Tel: (876) 927-1618 Fax: (876) 977-7433 Email: <a href="mailto:ccdc@open.uwi.edu">ccdc@open.uwi.edu</a>
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**UWI Open Campus Staff Directory -** <http://www.open.uwi.edu/staff/directory>

# Appendix C

## Open Campus Programme Managers Contacts

PROGRAMME / COURSES	PROGRAMME MANAGER
<p>UNDERGRADUATE DEGREES</p> <ul style="list-style-type: none"> <li>• BSc. Accounting (Revised)</li> <li>• BSc. Sport Leadership and Management (New)</li> <li>• BSc. Sport Coaching (New)</li> <li>• BSc. Sport Kinetics (New)</li> </ul> <p>COURSE</p> <ul style="list-style-type: none"> <li>• COCR1001 Minding Sport: Health and Wellness New</li> </ul>	<p><b>Mrs. Hilary Drakes-Morris</b></p> <p><a href="mailto:hilary.drakes-morris@open.uwi.edu">hilary.drakes-morris@open.uwi.edu</a></p>
<p>UNDERGRADUATE DEGREES</p> <ul style="list-style-type: none"> <li>• BSc. Management Studies (General/Revised Programme)</li> <li>• BSc. Management Studies (Entrepreneurship)</li> <li>• BSc. Management Studies (Financial Management)</li> <li>• BSc. Management Studies (Human Resource Management)</li> <li>• BSc. Management Studies (International Management)</li> <li>• BSc. Management Studies (Marketing)</li> <li>• BSc. Management Studies (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>Mrs. Violet Wellington Findlay</b></p> <p><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. Political Science</li> <li>● BSc Economics</li> <li>● BSc Political Science (Minor in Economics)</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</li> </ul> <p><b>DIPLOMA</b></p> <ul style="list-style-type: none"> <li>● Diploma in Public Sector Administration</li> <li>● Diploma in Business Administration</li> </ul> <p><b>CERTIFICATE</b></p> <ul style="list-style-type: none"> <li>● Certificate in Tourism and Hospitality Management in the Caribbean</li> <li>● Certificate in Human Resource Management</li> <li>● Certificate in Criminology</li> </ul>	<p><b>Ms. Kathyann Lashley</b></p> <p><a href="mailto:kathyann.lashley@open.uwi.edu">kathyann.lashley@open.uwi.edu</a></p>
<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>● Diploma Health Family Life Education Instruction</li> <li>● BEd Early Childhood Development &amp; Family Studies</li> <li>● Certificate 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>● BSc. Banking &amp; Finance (Special)</li> <li>● BSc. Banking &amp; Finance (Minor in Compliance &amp; Corporate Governance)</li> </ul> <p><b>Courses:</b></p> <ul style="list-style-type: none"> <li>● MGMT201: Transformational Leadership to Achieve the Sustainable Development Goals (SDGs) in Developing States</li> <li>● PLPD001: PLA For matriculation</li> <li>● PLPD100: Prior Learning &amp; Portfolio Development &amp; Assessment</li> <li>● SOCI1002- Introduction to Sociology</li> <li>● FOUN1001- English For Academic Purposes</li> </ul>	<p><b>Dr. Lesle Ann Whiteman</b></p> <p><a href="mailto:lesleann.whiteman@open.uwi.edu">lesleann.whiteman@open.uwi.edu</a></p>



<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>• BSc. Social Work</li> <li>• BSc Social Work (Minor in Youth Development Studies)</li> <li>• Diploma in Social Work</li> <li>• Certificate in Social Work</li> <li>• BSc. Youth Development Work (For Caribbean and International offers)</li> <li>• BSc Youth Development Work (Minor in Management Studies)</li> <li>• Diploma Youth Development Work</li> <li>• Certificate Community Policing</li> </ul>	<p><b>Mrs. Kareen Guscott</b></p> <p><a href="mailto:kareen.guscott@open.uwi.edu">kareen.guscott@open.uwi.edu</a></p>
<p><b>UNDERGRADUATE DEGREES</b></p> <ul style="list-style-type: none"> <li>• BEd. Educational Leadership &amp; Management (Major)</li> <li>• BEd Educational Leadership &amp; Management (Special)</li> <li>• BEd Literacy Studies (Trained Teachers Model A)</li> <li>• BEd Literacy Studies (Untrained Teachers Model B)</li> <li>• BEd Secondary English (Trained Teachers Model A)</li> <li>• BEd Secondary English (Untrained Teachers Model B)</li> <li>• BEd Secondary Mathematics (Trained Teachers Model A)</li> <li>• BEd Secondary Mathematics (Untrained Teachers Model B)</li> <li>• B.Sc. Psychology</li> <li>• BSc Psychology (Minor in Human Resource Management)</li> </ul> <p><b>COURSES:</b></p> <ul style="list-style-type: none"> <li>• FOUN1001</li> <li>• FOUN1501- Foundations For Learning Success (MONA SOE Programmes. Continuous Assessment)</li> </ul>	<p><b>Mrs. Colleen Robinson-Hunte</b></p> <p><a href="mailto:colleen.robinson-hunte@open.uwi.edu">colleen.robinson-hunte@open.uwi.edu</a></p>

<p><b>POSTGRADUATE PROGRAMMES</b></p> <ul style="list-style-type: none"> <li>● MSc Management and Educational Leadership</li> <li>● Postgraduate Diploma in Management and Educational Leadership</li> <li>● MSc Management (Project Management)</li> <li>● MSc Management (Marketing Management)</li> <li>● MSc Management (Public Sector Management)</li> <li>● Graduate Certificate in Disaster Risk Management and Resilience.</li> <li>● Graduate Certificate in Leadership for Sustainable Development (Collaboration with SUNY) New</li> </ul>	<p><b>Ms. Kayon Dean</b></p> <p><a href="mailto:kayon.dean@open.uwi.edu">kayon.dean@open.uwi.edu</a></p>
<p><b>POSTGRADUATE PROGRAMMES</b></p> <ul style="list-style-type: none"> <li>● Postgraduate Diploma in Adult &amp; Continuing Education (being revised, no new intake)</li> <li>● Masters in Adult &amp; Continuing Education (programme being revised, no new intake)</li> <li>● Postgraduate Diploma in Literacy Instruction</li> <li>● M.Ed in Literacy Instruction</li> <li>● MA in English Language (For Caribbean &amp; International offer)</li> <li>● Postgraduate Diploma in Instructional Design (For Caribbean &amp; International offer)</li> <li>● MSc Instructional Design and Technology (For Caribbean &amp; International offer)</li> <li>● Postgraduate Diploma in Health Research &amp; Epidemiology (collaboration with CAIHR) New</li> <li>● HIST6820: Values Based Heritage Site Management</li> <li>● HIST6821: Museum Conservation Skills</li> </ul>	<p><b>Mrs. Emmogene Budhai-Alvaranga</b></p> <p><a href="mailto:emmogene.budhai-alvaranga@open.uwi.edu">emmogene.budhai-alvaranga@open.uwi.edu</a></p>
<p><b>POSTGRADUATE PROGRAMMES</b></p> <ul style="list-style-type: none"> <li>● Postgraduate Diploma in Management Studies</li> <li>● MSc Management (General Management)</li> <li>● MSc Management (Marketing Management)</li> <li>● MSc Management (Human Resources Management)</li> <li>● MSc Management (Public Sector Management)</li> <li>● Doctor of Educational Leadership (Schools and Education Systems)</li> <li>● Doctor of Educational Leadership (Higher Education)</li> <li>● MPhil Child, Adolescent and Youth Studies</li> <li>● PhD in Child, Adolescent and Youth Studies</li> <li>● Post Graduate Diploma in Teaching and Learning with Emerging Technologies</li> <li>● Master of Education in Teaching and Learning</li> </ul>	<p><b>Dr. Keshawna Salmon-Ferguson</b></p> <p><a href="mailto:keshawna.salmon-ferguson@open.uwi.edu">keshawna.salmon-ferguson@open.uwi.edu</a></p>

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