



UWI



THE UWI QUALITY CIRCLE

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**THE UWI FIVE ISLANDS CAMPUS
AND QUALITY ASSURANCE:
BEGINNING THE JOURNEY**

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EDITORIAL

This issue of The UWI Quality Circle features the newest campus of The UWI – The Five Islands Campus (FIC) in Antigua and Barbuda – highlighting how it began its journey with a focus on quality assurance and enhancement. FIC came into being after The UWI Quality Policy was formalized and approved in 2017 and as part of a long-standing tradition of quality at UWI. FIC is, therefore, able to take off and soar, building on the robust quality commitments that have been in existence since the birth of the very first UWI Campus in 1948.

Top administrators at FIC are enthusiastic about how FIC's quality journey has taken shape. They speak to the commitment to make "Quality Everybody's Business", reiterating that the Campus has begun to demonstrate this by having an inclusive approach to quality. The QAU welcomes this approach, especially the engagement of students in the process. We congratulate the FIC Guild for winning The UWI 2020 Quality Day Song competition.

We also wish to highlight our pioneer Student Members of Quality Assurance Review Team (SMQARTs), who have completed their preparation by serving on a Quality Assurance Review Team. Next academic year they will be fully deployed as Review Team members. We encourage you to read about their experiences on the teams. Two of our SMQARTs-in-training, Sanya Compton and Kerisia Crichton, live in St Vincent. Both were affected by the eruption; Sanya, in particular, was prevented from taking up her apprenticeship with a team. She shares her experience with the eruption in an article published in the Jamaica Sunday Gleaner. We ask that you keep St Vincent and the Grenadines in your thoughts and prayers and donate to the relief funds through the various means set up by The UWI.

There are also other articles such as the Words of Wisdom (WOW) from the QAU as we welcome the new campus at the start of its quality journey.

We invite you to enjoy the read and give us your feedback!



Anna Kasafi Perkins, PhD



June Wheatley-Holness, MSc



THE FIVE ISLANDS CAMPUS AND QUALITY ASSURANCE: BEGINNING THE JOURNEY

Professor R Clive Landis

Pro Vice Chancellor, Board for Undergraduate Studies

What a difference a year makes! You might think I am referring to the “COVID year”, but in fact I am referring to the first Academic Year completed by UWI’s newest sister campus, the Five Islands Campus of Antigua and Barbuda. And what a tumultuous year Academic Year 2019/2020 turned out to be!

And yet, despite the many challenges faced by the new Campus – a Campus that was formally approved barely six weeks before student registration opened, on time, on August 8th 2019 - there has been hardly a murmur heard about the new UWI Campus. The Five Islands Campus seemed to just go about its business designing new degree programmes, registering students, teaching and assessing students, and then in turn students assessing their teachers as if it had always been so. But none of this happened by accident.

The point of this Issue of the Quality Circle is to shine some light on The UWI’s Quality Management and regional governance systems that have been instrumental in assisting and guiding the fledgling campus through its first year. The overriding theme running through the establishment of the Campus in its first year was COLLABORATION. This extraordinary regional collaboration encompassed every other UWI Campus and every organ of the UWI Quality Management System.

The first key to the launch of the Five Islands Campus was the work of two Implementation Committees chaired respectively by the Principal of the Open Campus, Dr. Luz Longsworth, and Principal of the Mona Campus, Professor Dale Webber. This in itself tells all we should know about our unique Regional University embracing its newest sibling campus. On the receiving

end at Five Islands were the history makers, Professor Stafford Griffith, interim Principal of the Five Islands Campus, and his small but immensely dedicated team headed by Mr. Hiram Forde, Interim Director of Academic Affairs and Mrs. Daniella Hickling, Interim Director of Finance and Administration.

The second key was the dedicated work of the Quality Assurance Unit (QAU) in the Office of the Board for Undergraduate Studies. The QAU officers descended in their numbers from their home campuses onto the new Campus on November 14th 2019, the date marking “UWI Quality Day” to host a “Quality Orientation” workshop. The Quality Orientation helped familiarize and immerse new staff members at Five Islands with UWI’s quality culture and organizational structure. The quality thread running through the first year of operations was spooled out by Mrs. June Wheatley-Holness, the Programme Officer in the QAU assigned to Five Islands. As her immediate supervisor I wish to place on record my gratitude for Mrs. Wheatley-Holness’s dedication to the field of quality assurance and her institutional knowledge that has been instrumental in helping the Five Islands Campus navigate its first cycle of teaching, exams and quality evaluations... not to mention the pivot to online teaching and assessment necessitated when COVID-19 struck.

I wish to end my remarks by welcoming the new Principal of the Five Islands Campus, Professor Densil Williams and the new Director of Academic Affairs, Dr. Curtis Charles - himself a “QA” man - as the campus community of students, teachers, staff and stakeholders continue their quality journey into the second year and beyond. The Office of the Board for Undergraduate Studies and the QAU will always be ready should any assistance be needed to help navigate the quality journey.



QUALITY ASSURANCE AT UWI FIC- EVERYBODY'S BUSINESS

Professor Densil A. Williams

Pro Vice Chancellor and Principal, Five Islands Campus

The quality assurance system at the UWI is possibly one of the most rigorous anywhere in the higher education space across the world.

I recall some years ago when the UWI made the bold decision to have all its campuses accredited by their national accreditation body, I was asked to be a part of the steering committee at the Mona Campus. From my intimate engagement with the process, one of the key things that stood out in my mind is the observation made by one of the panel members who is a serial accreditation assessors across the world. After the evaluations were completed, I recall him saying during the close out session; "I have been to many Universities worldwide as an accreditation assessor and I can say the quality system at the UWI is among the best I have seen." This is indeed, a powerful endorsement of the work of the Faculty and Staff across the UWI campuses and also, the co-ordinating and strategic oversight provided by the Office of the

Board for Undergraduate Studies. The students of the UWI can be proud that they are a part of a world class institution that is offering them a world class teaching and learning experience.

The Five Islands Campus (FIC), the newest of the UWI campuses, was launched only a decade after the establishment of the Open Campus and more than five decades since the Cave Hill campus was launched. The FIC not only recognizes the importance of quality assurance, but is making quality everyone's business as we seek to become a globally competitive centre of excellence located in Antigua and Barbuda and serving the wider OECS region.

As a manifestation of the seriousness with which we take quality, the campus, in its very early days, acquired the services of a full time quality assurance officer. The quality assurance officer's main function is to assist with



Guild Independence Day Celebration – first event as a Guild



ensuring that programmes, courses, examinations, and everything dealing with the pedagogy of teaching and learning is delivered at the highest standards of quality.

Since then, the campus has undertaken a baseline exercise to take stock of all the quality requirements that are in place and where gaps exist in the quality process. All schools at the campus have now undergone this exercise and we are taking the necessary measures to close the gaps identified. As part of this quality assurance enhancement, the Campus also engaged the services of retired professors who are aligned with the various schools to assist them with closing the gaps identified in the quality evaluation report.

To sensitize the entire campus community about the importance of quality, the campus also engaged in a mass mobilization programme on quality day 2019. The staff and faculty were led in quality day activities by the Pro Vice Chancellor for the Office of the Board of Undergraduate Studies. The activities brought heightened awareness of the critical importance of quality to in all that we do on the campus. Critically, it would made clear that quality should not be linked only to the academic affairs of the campus but, all faculty and staff who are support or core

to the teaching and learning portfolio must see quality as foundational to their work. Indeed, we adopt the mantra, Quality is everybody's business.

As the FIC continues on its growth path, it will strengthen the quality assurance unit to ensure it is properly resourced to execute its tasks effectively. As the campus grows its student numbers, expands its programme offerings, expands its physical infrastructure and diversifies its revenue base, it will have to ensure that quality assurance is at the heart of all its offerings. Each team member will be engaged with the wider UWI Quality Policy and provided with the necessary support to implement its operational modalities. Without this embracing of quality for all, the FIC will not be able to achieve its mandate of becoming a world class academic centre of excellence. It is quality assurance that will be our major competitive advantage in the highly competitive market for higher education. Our high quality offerings will distinguish the UWI FIC from other competitors in the marketplace. As such, the FIC will embrace quality as everybody's business as we continue to develop and grow.



A view of the Five Islands Campus

REFLECTIONS



DR MAURICE SMITH
UNIVERSITY REGISTRAR

The year has seen the FIC establish an administrative framework to support concomitantly academic service delivery in Antigua and Barbuda. The efforts to refine the vision and ensure successful talent management are indicative of the energy and expertise that have fueled the campus' operations. I congratulate the team.



MS DANIELLA HICKLING
DIRECTOR, ADMINISTRATION, FIC

The journey of the Five Islands Campus since opening its doors has been an administrator's dream. The Administration was given the opportunity to shape and develop, imagine and create, research and learn, question and explore the endless possibilities that is the Five Islands Campus. This journey has been historic.

In September 2019, I joined the Campus as the interim Director of Administration and Finance; I landed on a marvelous campus with much already in place, yet so much more to do. The aim was to work to establish a functional Campus within the first year, guided and supported by an Implementation Taskforce whose membership included key members of The University leadership and academics from all our sister campuses. This team, led by Principal of the Open Campus, Dr. Luz Longworth, and Professor Clive Landis, Pro Vice-Chancellor, Board for Undergraduate Studies, provided the support and guidance required to build our Campus in such a short time. The rapid growth and development of the Campus, while maintaining UWI quality, Prof Landis always reminds, could only have been possible with The UWI network, resources, and people.

With Administration and Finance touching all aspects of campus life - Student Affairs, Human Resources, Facilities Management, Governance, Information Technology, Budget development - it has been particularly inspiring to witness the change, the vision becoming manifest. In 10 months, I have seen the gradual development of





DR. CURTIS CHARLES
DIRECTOR, ACADEMIC AFFAIRS

the Campus - the establishment of the campus governance structures, including the hosting of inaugural Academic Board, Academic Quality Assurance Committee, Campus Council, and Finance and General Purposes Committee meetings. The development was supported initially by three full time members of staff, the interim Principal, Professor Stafford Griffith; interim Director of Academic Affairs, Mr Hiram Forde; and interim Director of Administration and Finance, Ms Daniella Hickling. By April 2020, the Team had grown to include Ms Simone Brown (Finance), Mr Thako Mussington (Facilities) and Mrs. Justine Butler (Administrative Assistant). Together, with colleagues seconded from the Antigua State College (Ms Jenifer Hughes, Ms Sylvia Josiah, Ms Denise Gardiner and Mr Kwasi Tonge), the administrative support of Mrs Marcia Weste Richards, Ms Romalie Cornelius and Ms Shereka Whyte, along with upwards of 70 adjunct faculty, the Campus saw the inaugural year to completion. The University of the West Indies Five Islands Campus is now historically rooted and established in soil and synergy in Antigua and Barbuda.

Now after 20 months, the Campus' evolutionary energy continues to pulsate, even with the impact of the COVID-19 pandemic. Now with a new management team, led by Pro Vice Chancellor and Principal, Professor Densil Williams, over 30 full time academic and administration staff, carefully selected to support all facets of the Campus, The Five Islands Campus is serving as a true manifestation of "A Light Rising from the West."

The primary purpose of institutional effectiveness (IE) in higher education is to assure and strengthen academic quality and ongoing quality improvement in courses, educational programmes, and degrees. At The UWI Five Islands Campus (FIC) efforts at instituting institutional effectiveness are guided by The UWI Triple A Strategic Plan, resting upon the pillars of Access, Alignment, and Agility.

Once it was established that the FIC's vision and goals were aligned to the broader UWI Mission and appropriate for higher education, the IE team, led by the Director, Academic Affairs, and comprising heads of school and faculty along with the Academic Affairs Division, began the task of continually monitoring and assuring that resources, programmes, and services are sufficient to accomplish and sustain those goals; and, importantly, maintain clearly specified educational objectives that are consistent with the Campus's Mission while being appropriate to supporting the academic enterprise.

The Campus is in the process of employing personnel to provide formal operational leadership for IE to further strengthen this important component in the quality assurance journey.



DR SUZETTE A. HAUGHTON
HEAD, DEPARTMENT OF
GOVERNMENT, FACULTY OF
SOCIAL SCIENCES, MONA

Quality Assurance (QA) fosters continuous improvements by systematically reviewing educational institutions and their programmes so as to maintain and improve quality, equity and efficiency. The robust QA mechanisms existing at the established University of the West Indies (UWI) campuses, along with the expertise, processes, systems, regulations and practices have provided a basis for heralding the Five Islands Campus (FIC) into the UWI QA structure. The UWI's newest campus, the FIC, has started the process of developing and strengthening its QA system. The completion of the FIC's quality evaluation template in October 2020 marked the onset of a journey toward building and sustaining a quality culture at the FIC. FIC internal stakeholders, particularly students, who consume its programmes, and lecturers and administrators who are charged with the responsibility to improve curriculum and educational service delivery participated in this quality evaluation exercise.

The quality evaluation team made recommendations to strengthen FIC's operations and systems in the achievement excellence consistent with the FIC's short, medium and long-term goals.



MR NIGEL LAWRENCE
SENIOR PLANNING OFFICER
DEPUTY PRINCIPAL'S OFFICE
MONA

The newest addition to the UWI community has started off with a bang. Not quite the same as the Big Bang but it was undoubtedly reminiscent of that explosive start. You might ask why. Well, one of the first things the Five Islands Campus did was to try to understand what students thought about the quality of their teaching. How did they do it? Naturally, by conducting Student Evaluation of Teaching! So new and already taking such bold steps. Students were equally enthused: response rates reaching exceptional levels. And, to repeat the feat in such quick succession! FIC certainly means business.



Words of Wisdom

from the Quality Assurance Unit Family



Dr Kay Hinds-Thompson
Senior Programme Officer
QAU, Cave Hill

Embrace every opportunity for continuous quality improvement - cycles of planning, implementing, evaluating, and devising means to keep moving forward. Build on your strengths and actively seek out any deficits - "find and fix" promotes fitness. Welcome, as we teach and learn from each other and continue to grow together.



Ms Sandrea McLean,
Senior Administrative
Assistant, QAU, Mona

Internal quality assurance reviews are one of the key elements of the UWI's quality management framework. Excellent administrative support is crucial to the successful execution of a review. An important aspect is the communication between the QAU Administrator, and the Unit being reviewed. Obtaining pertinent information in a timely manner is crucial in enabling a smooth process. To this end, timely responses are of utmost importance as delays will lead to unnecessary glitches.



QUALITY AT FIC FUEL FOR THE JOURNEY

Dr Kay Hinds-Thompson, Senior Programme Officer, QAU, Cave Hill Campus
Ms June Wheatley-Holness, Programme Officer, QAU, FIC



Dr Kay Hinds-Thompson making a point at FIC Quality Day 2019

The UWI celebrated its first Quality Day in November 2019, just a few months after the establishment of the Five Islands Campus (FIC). Not to be left out, the FIC devoted an entire day to looking at critical aspects of their new quality journey.

Quality Day 2019 was a main event for the FIC. Participation and support were evident at all levels. The Pro Vice Chancellor, BUS; interim Principal, FIC; interim Director, Administration and Finance; interim Director, Academic Affairs, as well as faculty, all other categories of staff and students turned out for the activities. Activities included:

- » An overview of the UWI Governance Structure
- » Presentation on the Registration Process – Good and Best Practices
- » A deep-dive into The UWI Quality Policy, including the Quality Management Framework and Quality Management System

The main activity was a highly interactive workshop involving simulation, role play, presentations by experts, peer critique, and other engaging features.

Quality Day 2019 established the foundation for FIC's quality journey as a new campus within The UWI system. The QA Officer assigned to the FIC portfolio, Mrs June Wheatley-Holness, played a major role in the planning and coordination of Quality Day 2019. The appointment of a QA Officer had been a significant development for The UWI and the FIC in particular. Leading up to Quality Day the Officer had already explored ways of further developing the quality culture at the FIC through the portfolio. Therefore, Quality Day focused on sensitizing the Campus to The UWI's governance structure and key quality indicators in its policies and procedures, highlighting good and best practices.



Since then, the Campus has been building its quality infrastructure, including establishing its Academic Board, Academic Quality Assurance Committee (AQAC), Campus Quality Management Team, and Campus Appointments Committee. In addition, attention to compliance within The UWI structure has further integrated FIC into The UWI Quality Management System. The Guild of Students play an integral role in this quality journey. Not surprisingly, when Quality Day 2020 came around, the Guild of Students were ready! With a raft of virtual activities given the Covid protocols, the FIC Guild took on Quality Day with a gusto! And... the FIC Quality Day song was adjudged best song among all competing campuses in 2020.


We wish the campus every success as it grows from strength to strength on this journey!



L: Ms June Wheatley-Holness discusses The UWI Quality Assurance System; Above: Professor Clive Landis speaks about The UWI Governance Structure (although one could say he was modeling his very nice jacket 😊); Top R: Professor Griffith and Ms Sonia Nurse engage with a participant; Mid R: Attentive Student Participants; Bottom R: Participants engage in a Quality Assurance Treasure Hunt



A view of the Five Islands Campus



**THE HEADS
SPEAK QUALITY:
REPORTS FROM FIC
HEADS OF SCHOOLS**



A JOURNEY IN PROMOTING A QUALITY CULTURE IN HIGHER EDUCATION

Mr K. Hiram Forde
Head, School of Business and Management

The School of Management, Sciences and Technology at the Five Islands Campus (FIC), emerged out of a full-time Franchise Arrangement in the delivery of undergraduate programmes with the Antigua State College (ASC) and the University of the West Indies Cave Hill Campus.

At the outset, the new school recognized the importance of quality assurance mechanisms and processes, and, in preparation for its first examinations in December 2019, the Campus partnered with the Centre for Excellence in Teaching and Learning (CETL), Cave Hill Campus, in staging a one-day workshop for staff at FIC on October 31, 2019. The workshop aimed to provide lecturers at FIC with insights on assessment, rudiments of examination construction, marking schemes and scoring rubrics. The workshop was conducted on behalf of the Cave Hill CETL by Dr. Donley Carrington, Deputy Dean and Senior Lecturer in the Faculty of Social Sciences.

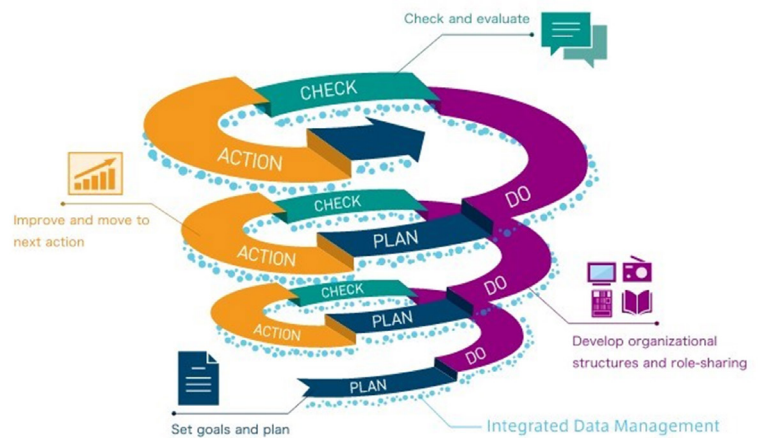
Building on the quality assurance thrust with the assistance of the Board for Undergraduate Studies (BUS), the Campus held a quality assurance workshop on the UWI Quality Day, November 14, 2019. The workshop was facilitated by Professor Clive Landis and a team of UWI specialists comprising, Mrs June Wheatley-Holness, Dr. Kay Thompson and Ms. Sonia Nurse. The workshop emphasized the important role that each member of staff must play to assure the maintenance of quality in the operations of the Campus. It was the first team-building exercise organized for all staff of the Campus.

On October 14, 2020, a Quality Evaluation was conducted by a team led by Mrs. June Wheatley-Holness of the Quality Assurance Unit, which engaged the relevant FIC stakeholders including staff, faculty and students. The Evaluation Team made a number

of recommendations in its report, including a name change for school. This recommendation has been embraced and approved by the Campus Executive Management Team, and so the School will now be called the “School of Business and Management” to reflect the School’s core offerings more appropriately.

A Faculty Board has now been instituted within the School, and has crafted a structured Operational Plan which finds alignment with FIC’s Academic Affairs Strategic Plan, the Triple- Helix Model espoused by the Campus and, ultimately, the UWI’s wider Triple-A strategy.

The School of Business and Management is now poised to offer a number of exciting programmes during the next academic year. Incremental reviews of its existing programmes will begin in the new academic year to ensure that programmes delivered by the School will consistently meet The UWI’s quality assurance standards.



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QUALITY JOURNEY: THE START OF A CAMPUS

Ms Jenifer Hughes
Interim Head, School of Humanities and Education

Excited and terrified best describe my emotional state at the thought of being a part of the team charged with helping to establish the fifth campus of The University of the West Indies, The Five Islands Campus in Antigua. After all, this is the prestigious UWI, my Alma Mater twice over.

The task seemed momentous, daunting even. But it soon became clear that The UWI is an organism, a living breathing organism with organs designed to work together to advance the whole. An organism with policies, procedures, statues and ordinances built

over more than seventy years. In Antigua, we now have to work within these constructs. We ensured that our academic staff of only adjunct faculty met the required standards to facilitate our courses. We also ensured that our programme structures and regulations met the quality criteria for approval. It all had to be done and it will be done but we were not alone, we are not alone. We have now become an organ in the organism, an organ that will grow and evolve and help to advance the people and the economies of the OECS.



JOURNEY ON UNCHARTERED BUT PROMISING SEAS

Ms Karen Josiah
Interim Head, The School of Health and Behavioural Sciences

A famous expression says that a river does not erode rocks because of its great strength but by its perseverance. The School of Health and Behavioral Sciences (SoHBS) is undoubtedly on the road paved with persistence during challenging times. The UWI Five Islands Campus started its boisterous but exciting journey in September of 2019. Leading this charge on uncharted seas was overwhelming, but the faculty, staff, and students' passion and courage were encouraging. Amidst a mounting season of uncertainty, the BScN theoretical and clinical programmes experienced setbacks during the pandemic. The University sprang into

quick action with the implementation of creative and innovative alternative approaches. These measures facilitated the quality assurance required for knowledge and competency-based skills. Both faculty and students must now adjust to the new teaching and learning norms. But despite the School's novel experiences, the goal is to ensure that SoHBS takes incremental strides to advance new programme offerings alongside the BScN. Truly, the upcoming academic horizon appears promising as the SoHBS proceeds to take a pivotal role in the development of the FIC.



*Jordané Mellanson
(Yr3, SoMST student) in
her Independence Dress:
Independence Day Dress
Competition*



**OUR STUDENTS:
PARTNERS IN
QUALITY ASSURANCE**



QUALITY ASSURANCE: ON THE RIGHT PATH

Mr Caleb Gardiner
President, Guild of Students, Five Islands Campus

As the first cohort of students enrolled at the UWI Five Islands Campus, we have witnessed the growth of this institution in a year. We are cognizant that attending a university is about having a well-rounded experience by achieving excellence in learning and an overall exceptional student experience; with guidance from the Quality Assurance Team, we attained both. The UWI FIC Guild of Students participated in The UWI Quality Day Award 2020 and received the most innovative celebration of Quality Day award. This proves that the campus is on the right path and is striving for excellence.



Display of Ribbon - Guild participating in Cancer Awareness Month



FIC Dance Group participating in Black History Month celebrations



FIC Dance Group freestyling during Black History Month celebrations

FIC WINS QUALITY DAY SONG 2020

"Quality Tap In"

Mr Dimitry "Jordan" Thomas

Five Islands Campus

To make sure, customers get served better tap in, Tap (x3) in...
To be ready for the worst better tap in, Tap (x3) in

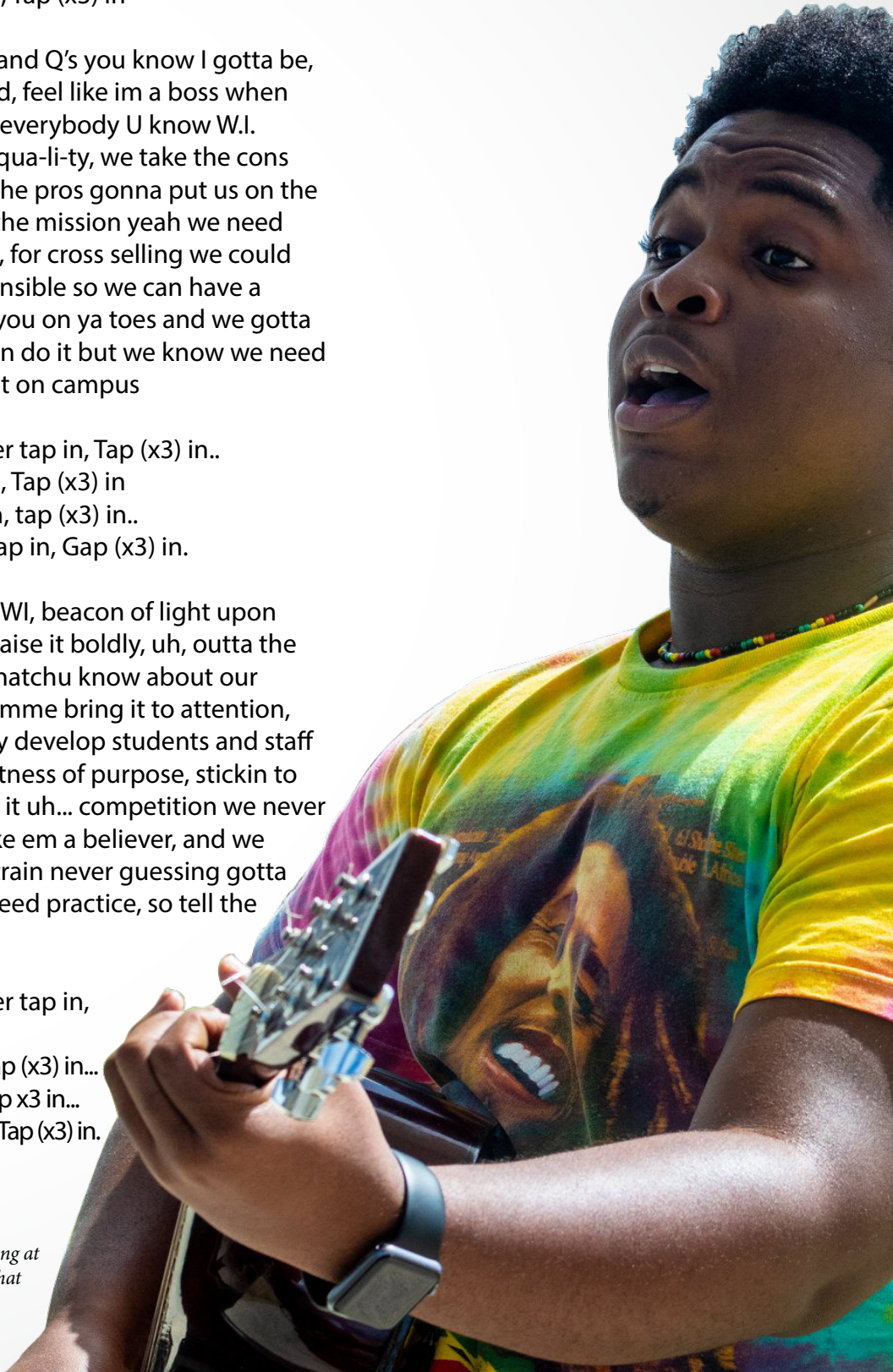
Tryna enhance quality, be on ma vP's and Q's you know I gotta be,
no other way I know I gotta be assured, feel like im a boss when
im walkin on the floor yes Lord, value everybody U know W.I.
we got the concept of making better qua-li-ty, we take the cons
and we put em to the back, cause all the pros gonna put us on the
map, we need feedback, understand the mission yeah we need
that, plus we gotta stay ahead of time, for cross selling we could
never find a better time, and be responsible so we can have a
better mind, programs that will keep you on ya toes and we gotta
train never guessin gotta know, we can do it but we know we need
practice, so tell the world how we do it on campus

Make sure customers get served better tap in, Tap (x3) in..
To be ready for the worst better tap in, Tap (x3) in
Show inequality the curb better tap in, tap (x3) in..
Let em get what they deserve so we tap in, Gap (x3) in.

Who treat the customers the fastest UWI, beacon of light upon
campus, UWI, raise the standard and raise it boldly, uh, outta the
west all the islands know we uh, so whatchu know about our
quality dimensions, you gotta learn lemme bring it to attention,
we like to focus on the value of money develop students and staff
for ya honey, fitness for purpose uh, fitness of purpose, stickin to
standards so you know that we worth it uh... competition we never
see either, to every doubter finna make em a believer, and we
keep you on your toes, and we gotta train never guessing gotta
know, we can do it but we know we need practice, so tell the
world how we do it on campus

Make sure customers get served better tap in,
Tap (x3) in...
To be ready for the worst better tap in, Tap (x3) in...
Show inequality the curb better tap in, tap x3 in...
Let em get what they deserve so we tap in, Tap (x3) in.

*Mr Matthieu Hughes (Yr 3, SoMST Student) performing at
Black History Month celebration - (Dont be fooled - that
guitar belongs to the Guild President!)*



INTRODUCING STUDENT MEMBERS OF QUALITY ASSURANCE REVIEW TEAMS: SMQART

The UWI Quality Policy (QP 2017) sets out the framework by which The University assures its stakeholders of the quality of its academic and non-academic provision, including all aspects of its educational output. The QP is implemented via the Plan-Do-Check-Act (PDCA) Framework, which is to be embedded in all aspects of the workings of The UWI. The work of the Quality Assurance Unit (QAU) functions as part of the Check or Evaluation Stage, which contributes to the monitoring, assessing and enhancement of programmes/courses/departments/processes/outcomes primarily through quality evaluations and quality assurance reviews. At the same time, the QAU is also to ensure that its own operations take place within the agreed quality management framework.

To improve how it evaluates the success of programmes, etc., the QAU tries to ensure that it incorporates best practices from within the quality assurance profession. At the same time, in furthering its contribution to the achievement of The University's Triple A Strategy, the Office of the Board for Undergraduate Studies (OBUS), of which the QAU is an important part, has framed a Strategic Initiative to improve the quality of teaching and learning. This "Students as Partners in Learning" Initiative is designed to promote active student involvement in all aspects of teaching and learning. To this end and in line with best practice, QAU has selected, trained, deployed and evaluated student members of quality assurance review teams (QART). Two of these apprentice SMQARTs provide brief comments.



MY QAR EXPERIENCE

Ms Kemoloy Murphy

Applying to serve as a UWI Student Member Quality Assurance Review Team (SMQART) was one of my best decisions yet. The training was informative and engaging, providing me with a deeper insight into quality assurance and its usefulness in organisations such as The UWI. I was assigned to the Department of Literatures in English, Mona, for my practical training. The entire process was edifying as I was able to gain additional knowledge whilst contributing in a meaningful manner to the furtherance of my University. The review team, led by Professor Alison Donnell, included Professor Evelyn O'Callaghan and Ms Coleen Douglas, embraced me and provided guidance and support. I was able to conduct interviews, moderate a session and contribute to the final report. As a student, I felt a part of the process and for this I am grateful!



MY QAR EXPERIENCE

Mr Bryan Smith

The apprenticeship experience as a student member of the Mona Chemistry quality assurance review team was meaningful and enlightening. The team had great coordination under Prof. Alexandre Brolo from University of Victoria, Canada, and respectful discourse with staff and students. The experience was further bolstered through vibrant and professional dialogue after each session or meeting. I have personally benefited from this exercise and it has certainly built my capacity to provide effective feedback on academic quality. The most memorable moment in the process was the team's confidence in allowing me to guide discussions with postgraduate students. In addition to this memory, I am comforted by the team's genuine motivation to suggest pragmatic solutions in the QAR report. I think that the addition of trained student members to the team provides a unique opportunity to enhance the review process. Kudos to the QAR team of The UWI for developing the skill sets of young professionals and also for allowing youth to understand the importance of quality.



MY APPRENTICESHIP/TRAINEE EXPERIENCE ON A QUALITY ASSURANCE REVIEW, MONA

Mr Rayon Walters

My experience as a student quality assurance trainee at the UWI, Mona campus, was invaluable and worth the time spent preparing for the actual review.

I have learned a lot about the department I reviewed, the highly proficient team of professionals I worked alongside and the method to conduct an investigatory kind of review; this is knowledge that will last for a lifetime.

THE ROLE OF THE SMQART

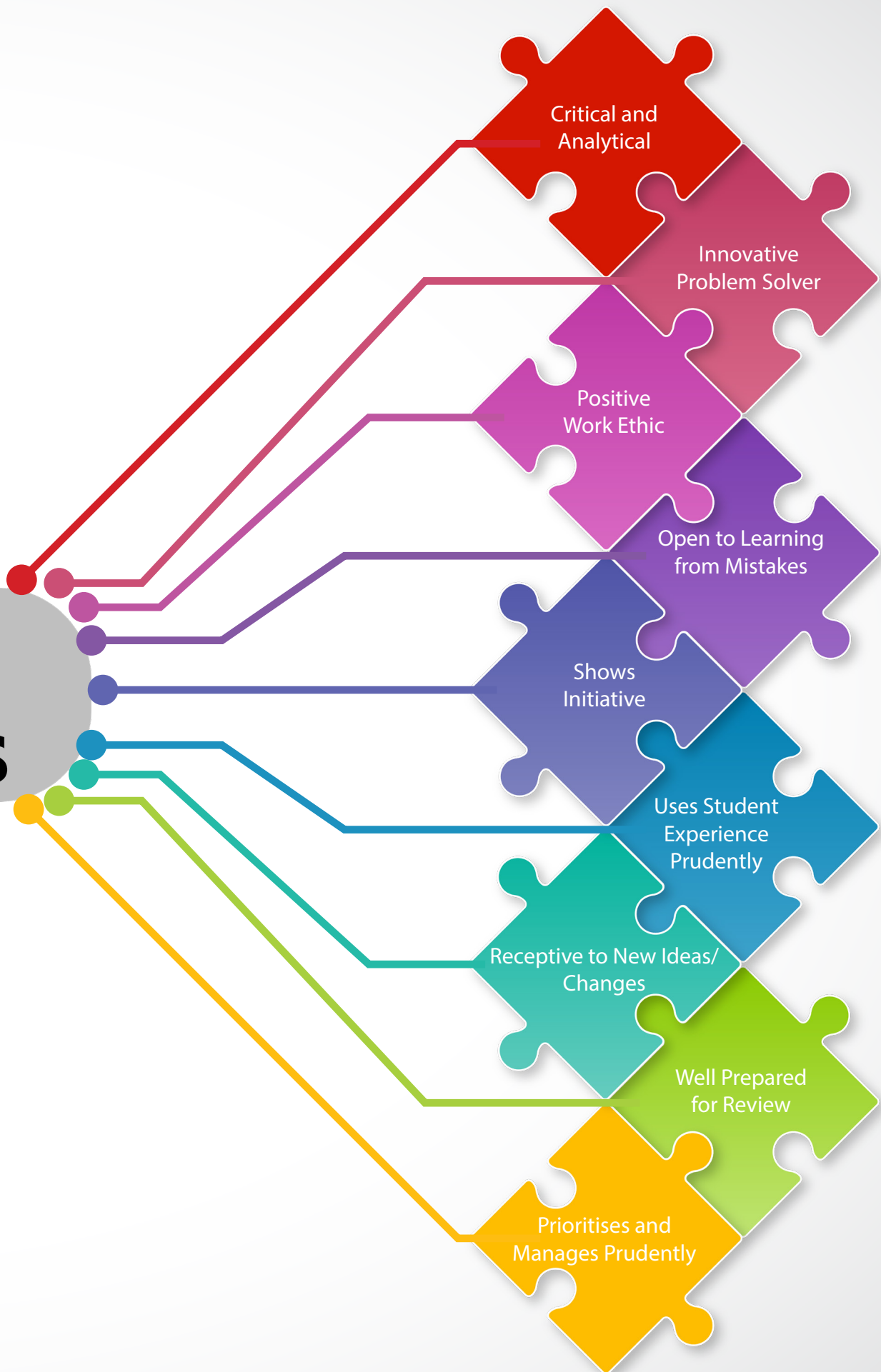
The role of the SMQART is similar to that of the other members of the Review Team.

Before the Review

- ◇ Receive and formally accept the invitation to join the Review Team for a discipline on another campus
- ◇ Familiarise self with the Guidelines for the Review Team, especially the role of the student member (SMQART), and other documentation such as the Quality Policy and the current strategic plan
- ◇ Complete and return of Conflict of Interest/Confidentiality and other forms to QAU
- ◇ Be introduced to the other members of the Team and engage with them in preparatory discussions, including areas in need of further information and probing
- ◇ Receive and review the Self-Assessment Report prepared by the discipline in order to become familiar with the current provision as well as identify areas of focus and specific questions to be pursued, including admissions and induction, overall learning experience, student support, the quality and usefulness of course documents, assessment and feedback on work, opportunities to provide feedback and how feedback is responded to, and the availability and quality of learning resources and study space
- ◇ Receive and review Draft Schedule for the Site Visit

SMQART
EXPECTATIONS

RT IONS





UWI



SEISMIC
RESEARCH CENTRE

April 14, 2021. Start of another explosion observed from Belmont by our scientist at 11:30 am. Photo credit: Thomas Christopher, MVO.



LA SOUFRIÈRE AND OUR SMQART

Dr Dianne Thurab-Nkhosi
Senior Programme Officer
Quality Assurance Unit, St. Augustine

Since early 2020, we have all been dealing with the impact of Covid 19 and most of us have accepted a new normal. It is therefore very difficult to imagine coping with further disruptions caused by a natural disaster. Yet this is precisely what the people of St Vincent are now facing with the eruption of La Soufrière. As we stand in solidarity with the people of St Vincent, let us acknowledge the work of our colleagues who are providing support within their country. One such colleague is Sanya Compton, a Student Member of the Quality Assurance Review Team (SMQART), who was trained by the Quality Assurance Unit. Sanya is a PhD Candidate and the Postgraduate Representative for the Faculty of Science and Technology, Cave Hill Association of Postgraduate Students (CHAPS, 2019-2021). Prior to the eruption, Sanya was scheduled to participate in a review of the Department of Geography, St Augustine Campus from April 19-13, 2021, joining remotely from St Vincent. While safe in the Green Zone, Sanya is now rendering aid to those directly affected by the eruption. We offer our best wishes and support to Sanya and the country of St Vincent and pray for a return to safety soon.



January 5 2021. Oblique view of the new dome from the summit from the crater's rim. Dome volume now estimated at 1.3 million m³ and 240m in length, 160m width and 70 m height.
Photo credit: Prof Robertson, UWI-SRC.



On the road the extent of the ashfall is evident.
Photo credit: Prof Robertson, UWI-SRC.

SMQART DISCUSSES EXPERIENCE WITH LA SOUFRIÈRE ERUPTION

THE SUNDAY GLEANER, MAY 2, 2021 | IN FOCUS P11

Sanya Compton
QUEST COLUMNIST

La Soufrière
— it felt like an apocalypse

Plumes of ash rise from the Soufrière volcano on the eastern Caribbean island of St Vincent, Friday, April 16.

AP PHOTOS

A damaged bridge stands after heavy rains poured down causing flooding and landslides that damaged some homes and further bulldozed areas already battered by heavy rainfall from eruptions of La Soufrière volcano, in Kingstown, on the Caribbean island of St Vincent, Thursday, April 29.

streaming, still commanding attention, still unpredictable. So now we ask, were we ready for the magnitude of a disaster especially one happening in times of a global pandemic? Can we ever truly be ready? Ready? Ready may not be the best word. Ready assumes all essentials and to be in a position to respond without any delays. So ready we were not, and ready we may never be. Prepared? From my perspective, we were prepared in some respects — the nation was informed by the government, by the volcanologist and some enthusiasm about the very likelihood of this disaster. We were made more knowledgeable about preparedness and evacuation plans and shelters were identified, and that information was shared with the public. The basics were covered. The advent of the eruption proved that there is much left to be desired in terms of effective planning, coordination, and communication. Existing deficiencies across various sections of government and levels of government have been exposed. There is a visible need for having an improved response to volcanic disaster, nationally and, perhaps, regionally. There are now more questions than answers (e.g., state of readiness as time progresses, the economy, the education system, the environment, our policies).

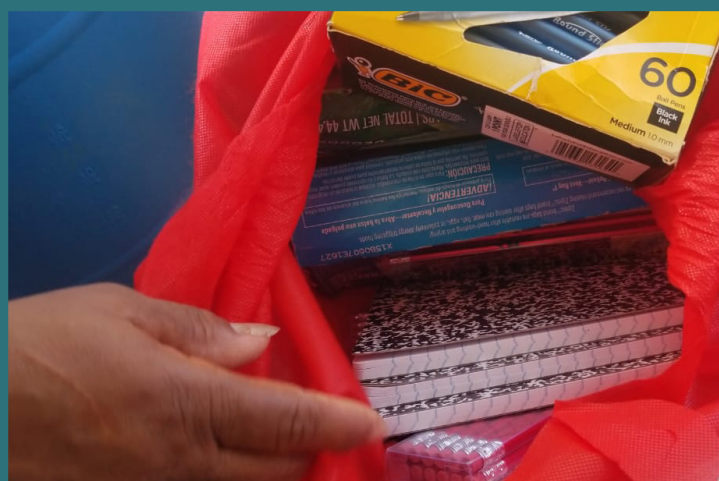
PREPAREDNESS SHOULD BE WAY OF LIFE

The psychosocial, environmental, and economic impacts must not be considered in separate entities in any disaster. They happen in tandem, therefore, preparedness and strategies for improving national resilience and sustainability need to be truly reflective of data and be given full support and attention. What hurricanes have not taught us, we are PLEASE SEE **SOUFRIÈRE, F12**

Extract from *The Sunday Gleaner* May 2, 2021. To view the article, click the link below:
<https://jamaica-gleaner.com/article/focus/20210502/sanya-compton-la-soufriere-it-felt-apocalypse>

FIC STUDENTS PROVIDE SUPPORT TO SVG

The FIC Guild partnered with several NGOs to collect essential items for the people of St Vincent who were displaced by the volcanic eruptions. We were able to send 12 barrels of essential items, plus approximately 2000 bottled water. Our partners were Zoe Teague, Alternative 268, Youth Today, The Red Pledge, Antigua and Barbuda Student Associations at Mona and Cave Hill, Leeward Islands Student Association at St Augustine, Scrub Life Cares, Packed Grocery Delivery and Oxygen Mas SVG.







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SAINT VINCENT AND THE GRENADINES

FIND OUT WAYS TO GIVE AT
WWW.UWI.EDU/RALLYROUNDSVG

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THE UNIVERSITY
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WEST INDIES



SAINT VINCENT AND THE GRENADINES

3 WAYS TO GIVE

#1

THE UWI ALUMNI ONLINE DONATION PLATFORM
[HTTPS://WWW.UWI.EDU/ALUMNIONLINE/RALLYROUNDSVG](https://www.uwi.edu/alumnionline/rallyroundsvg)

#2

THE AMERICAN FOUNDATION FOR THE UWI
(FOR NORTH AMERICAN DONATIONS ONLY) WWW.AFUWI.ORG

Please note *Saint Vincent and the Grenadines* next to 'Add special instructions to the seller'.

Pledge via mobile phone by texting DONATE (all caps) to 1-864-402-8943

Send a cheque by mail - Make payable to:
American Foundation for The University of the West Indies (AFUWI).
Kindly write St Vincent Donation in the memo section.

Mail to:
The Director
American Foundation for The University of the West Indies (AFUWI)
767 Third Avenue, Suite 301
New York, NY 10017

#3

THE UWI OPEN CAMPUS BANK ACCOUNTS

EC\$

CIBC Open Campus Disaster Relief Fund
Account number 106933692
SWIFT CODE - FCIBAGAG
Address OLD PARHAM ROAD BRANCH
P.O. Box 28 St. John's, Antigua
Tel: 268-480-5000 Fax: 268-480-5140/1

US\$

CIBC Account: 10424000
Correspondent Bank: Wells Fargo Bank, New York
SWIFT Code: PNBUS3NNYC | ABA Code: 026005092
Beneficiary Bank:
First Caribbean International Bank (Cayman) Limited
SWIFT Code: FCIBKYKY
Beneficiary: Beneficiary Account Name
(THE UNIVERSITY OF THE WEST INDIES)
Beneficiary Account Number: (10424000)

Words of Wisdom

from the Quality Assurance Unit Family



Quality is hardly ever noticed when present but its absence is never missed.

Ms Alysha Deonanan-Wilson
Senior Administrative
Assistant, QAU, St. Augustine

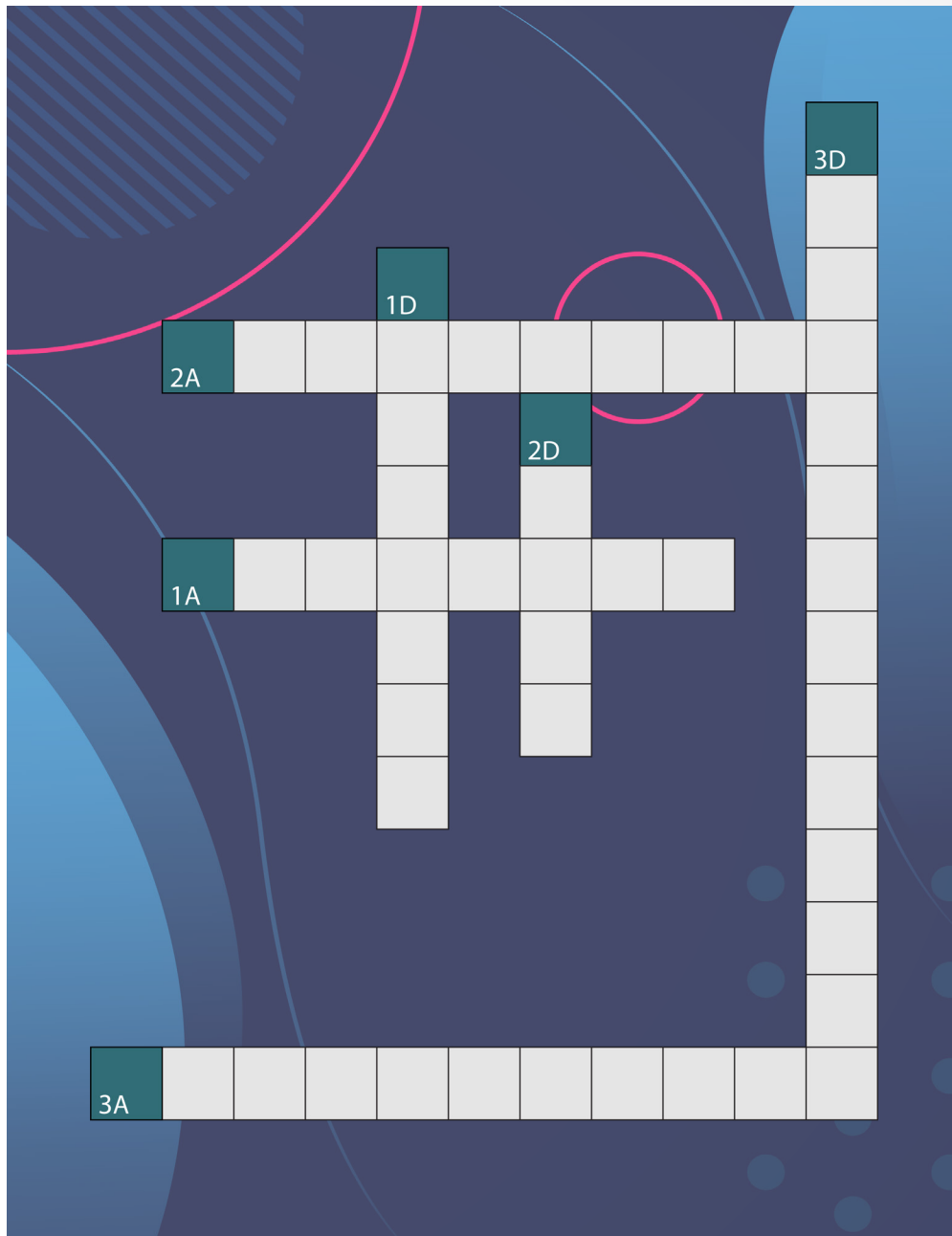


People always have expectations. These can be high or low depending on the experiences we provide and the impressions we create as a result. Quality service involves providing positive experiences, by meeting or even exceeding high standards. Meeting high standards and getting things right early, are important quality commitments.

Dr Dianne Thurab-Nkhosi
Senior Programme Officer
QAU, St Augustine

WORD-O-GRAM

FIVE ISLANDS CAMPUS QUALITY JOURNEY



ACROSS		DOWN	
1A	FIC has begun its _ journey (7 letters)	1D	With 2D - Newest member of the UWI Family (4 letters)
2A	PVC Williams (9 letters)	2D	With 1D - Newest member of the UWI Family (7 letters)
3A	Student _ of Teaching (10 letters)	3D	Overriding theme of the FIC's first year (13 letters)

Words of Wisdom

from the Quality Assurance Unit Family



Ms Sandra Mahon
Senior Administrative
Assistant, QAU, Cave Hill

FIC Administrative Staff, welcome! Your role is a very important one; you will be your Supervisors' right and left hands. As Administrative Staff you will be providing invaluable support to them. There will also be opportunities for growth and personal development as you participate in the staff meetings and attend the several webinars offered.

Do enjoy your journey.



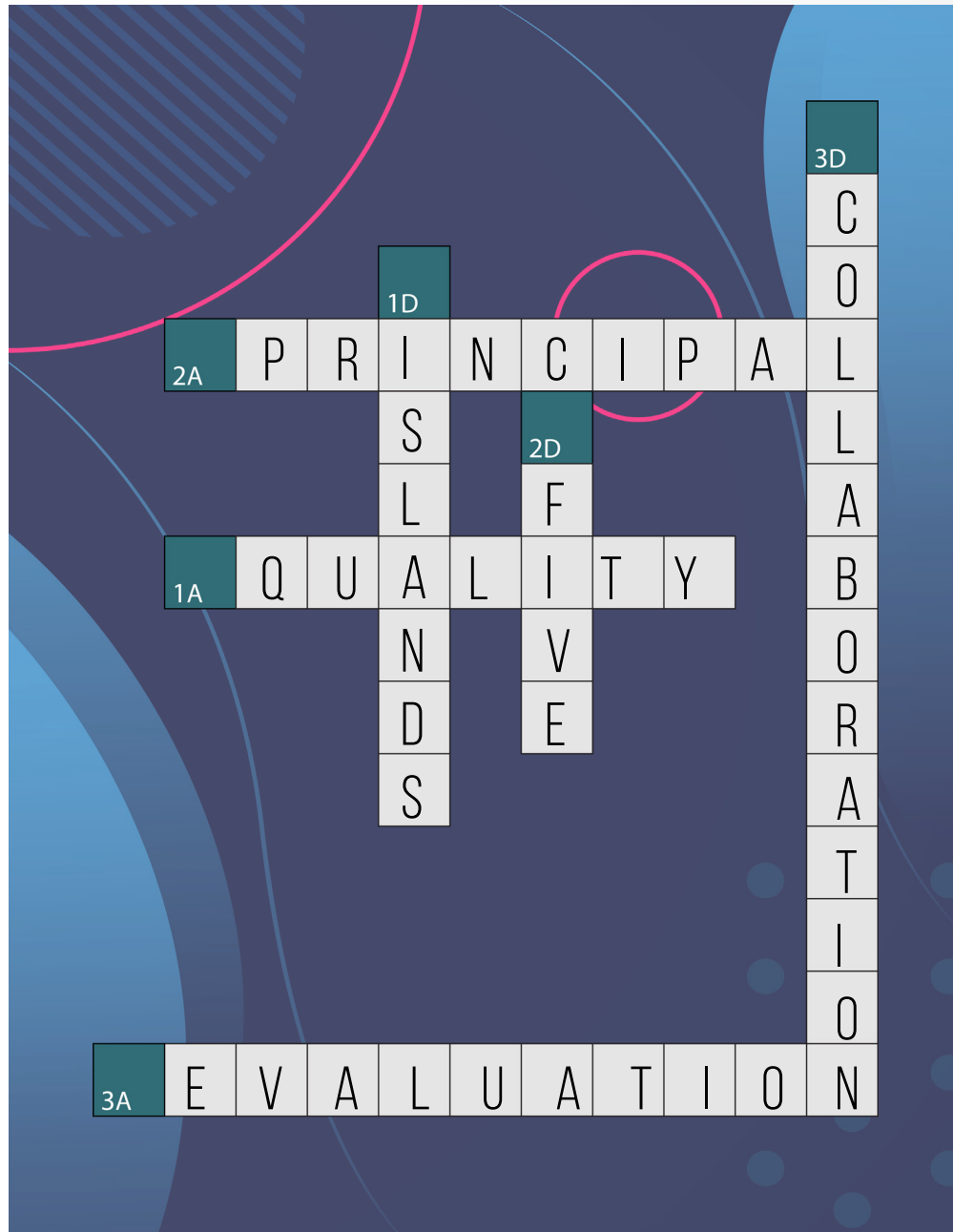
Dr Pamela Dottin
Senior Programme Officer
QAU, Open Campus

Remember that quality is everyone's business; it is not only the remit of the Quality Assurance Officer, or the lecturer. It is the responsibility of everyone in the Campus and The University. Additionally, quality is a continuum, that is, a focused journey towards excellence.

WORD-O-GRAM

FIVE ISLANDS CAMPUS QUALITY JOURNEY

ANSWERS



Words of Wisdom

from the Quality Assurance Unit Family



Mr Gregory Jones
Senior Administrative
Assistant, QAU,
Open Campus

Quality is a continuum which means that we continuously strive for excellence. It requires a commitment that comes from the top and reinforced over and over again. It is therefore imperative that we see quality issues as opportunities for improvement. As Winston Churchill noted, "Success is not final, failure is not fatal, it is the courage to continue that counts." This is the view that must be adopted with quality.



Dr Sandra Richards
Senior Programme Officer
Graduate Studies and
Research, QAU

When you adopt quality assurance & enhancement as a personal and professional responsibility, you become an ambassador of continuous improvement. As a direct result of your philosophy, guiding principles and practice, you safeguard the interests of internal stakeholders. It is incredibly satisfying to become a significant partner in safeguarding a quality culture.

Words of Wisdom

from the Quality Assurance Unit Family



The Officers at the Quality Assurance Unit are here to guide you; we are partners in achieving excellence and you can reach out to us at any time for guidance.

Ms Mariella Jones
Administrative Assistant
Graduate Studies and
Research, QAU

UPCOMING QUALITY REVIEWS AND EVALUATIONS

Disciplines for Review 2021-2022				
CAVE HILL	GRADUATE STUDIES & RESEARCH	MONA	OPEN CAMPUS	ST. AUGUSTINE
Pre-Clinical Medicine		Philosophy	Early Childhood and Family Development	Electrical and Computer Engineering
History		Basic Medical Sciences	Certificate in Criminology	Mathematics and Statistics
French		Linguistics		Physics
Philosophy		Romance Languages		History
Political Science		Geography & Geology		Clinical Surgical Sciences
		UWI Health Centre		Spanish
				Life Sciences
				Co-curricular Programmes
Quality Evaluations 2021-2022				
CAVE HILL	GRADUATE STUDIES & RESEARCH	MONA	OPEN CAMPUS	ST AUGUSTINE
Mathematics	The Certificate in University Teaching and Learning (CUTL) Programme (M, STA, CH)	Asian Languages	TBD	Literatures in English
Meteorology		Theology		Political Science
Accounts		CARIMAC		Computing and Information Technology
Law		Institute of Caribbean Studies		DCFA Visual Arts/ Musical Arts
				UWI School of Nursing
				Management Studies
				DCFA Dance/ Theatre
				Arts/Carnival Studies