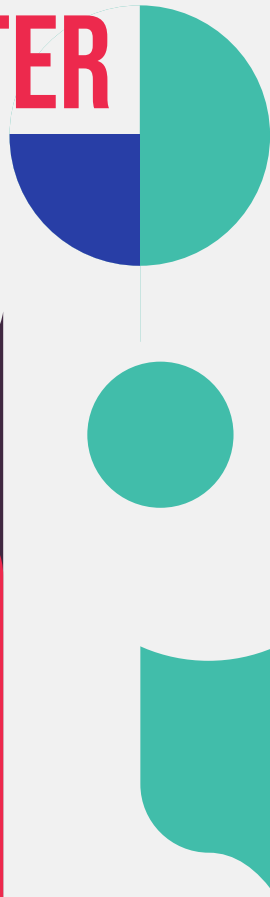




UWI
ST. AUGUSTINE
CAMPUS

OFFICE OF THE
DEPUTY PRINCIPAL

SERVICE CHARTER



OUR PURPOSE

The Office of the Deputy Principal (ODP) supports the Principal in the administration of The University of the West Indies, St. Augustine Campus. The Deputy Principal is also primarily responsible for the overall well-being and development of all students at The University of the West Indies and for improving and maintaining academic quality.

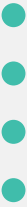
OUR SERVICE STANDARDS

We aim to develop

- Requests for approvals in a timely manner
- Appropriate services for students
- Informed strategies to improve programmes and services for students and staff

We aim to deliver

- Programmes aimed at fostering an environment of care and minimizing challenges
- Modalities to provide data and information necessary for the evaluation of performance



OUR CUSTOMERS

The Office of the Deputy Principal has primary as well as internal and external customers. The entire University is geared towards providing an education for the students who attend this institution. We view the well-being of the staff who provide these services to our students as very important to the outcomes that we wish to achieve.

Students and Staff of The UWI, St. Augustine Campus are our primary internal customers. We also collaborate and provide services to external individuals, groups, organizations, business entities and institutions to achieve common objectives.



TIMELINES



All requests by students (email, SOS or otherwise) will be acknowledged during the working day.

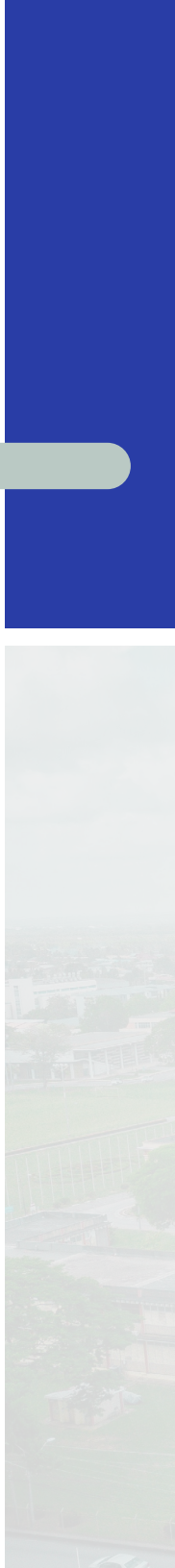
All requests for leave, study and travel grant, medical leave will be approved within 2 days of receipt.

Telephone calls are to be answered before 5 rings; calls to be pulled.

OUR APPROACH TO SERVICE MEASUREMENT

After providing our services, we will:

- Utilize our feedback instruments to obtain your views about our services
- Encourage other student services departments that report to the ODP to develop similar instruments for feedback
- Review your feedback against our standards for effective service annually
- Discuss and consider ways to improve our services to you
- Continuously seek to improve the services we provide by reviewing semi-annually our functions and objectives.



OUR ACCOUNTABILITY

We are accountable for our activities to the following:

- Vice-Chancellery
- Principal
- Quality Management Team
- Quality Assurance Unit
- Management Audit
- Students and Staff

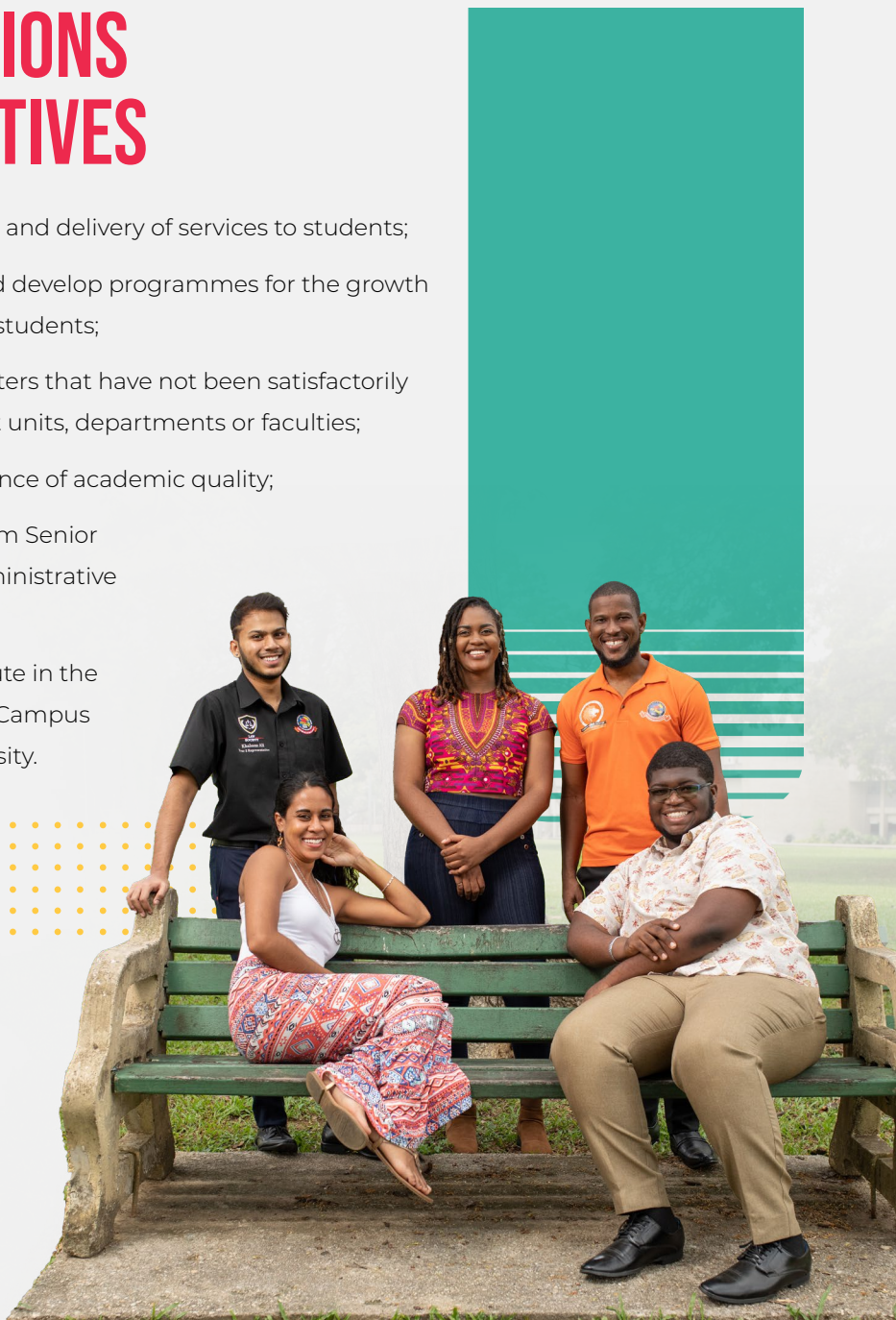


OUR VALUES & STANDARDS



OUR FUNCTIONS AND OBJECTIVES

- Monitor the provision and delivery of services to students;
- Oversee, manage and develop programmes for the growth and development of students;
- Address student matters that have not been satisfactorily dealt with by relevant units, departments or faculties;
- Ensure the maintenance of academic quality;
- Approve requests from Senior Professional and Administrative staff for leave; and
- Support and contribute in the management of the Campus and the wider University.



OUR GUARANTEES

The Office of the Deputy Principal will:

- Be courteous
- Listen to your concerns and needs
- Willingly assist you
- Treat you fairly and professionally
- Be sensitive to your diverse concerns

In our service delivery we will:

- Aim to exceed your expectations
- Demonstrate that we are competent at what we do
- Respect and maintain your confidentiality
- Demonstrate respect for diversity
- Seek advice when we cannot provide answers, or refer you to the relevant person/department.



Professor Indar Ramnarine
CAMPUS DEPUTY PRINCIPAL



CONTACT US

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