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## CONTACT US

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# 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 therefore our primary internal customers. We also collaborate and provide services to external individuals, groups, organizations, business entities and institutions to achieve common objectives.



## 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
- Institutional Effectiveness Unit
- Quality Assurance Unit
- Management Audit
- Students and Staff

## Our Values and Standards

**We encourage our employees to be:**

**C**ourteous and Confidential  
**R**esponsive and Respectful  
**E**fficient  
**A**lways striving for Excellence  
**T**eam Players  
**E**thical

## 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 St. Augustine Campus and the wider University.

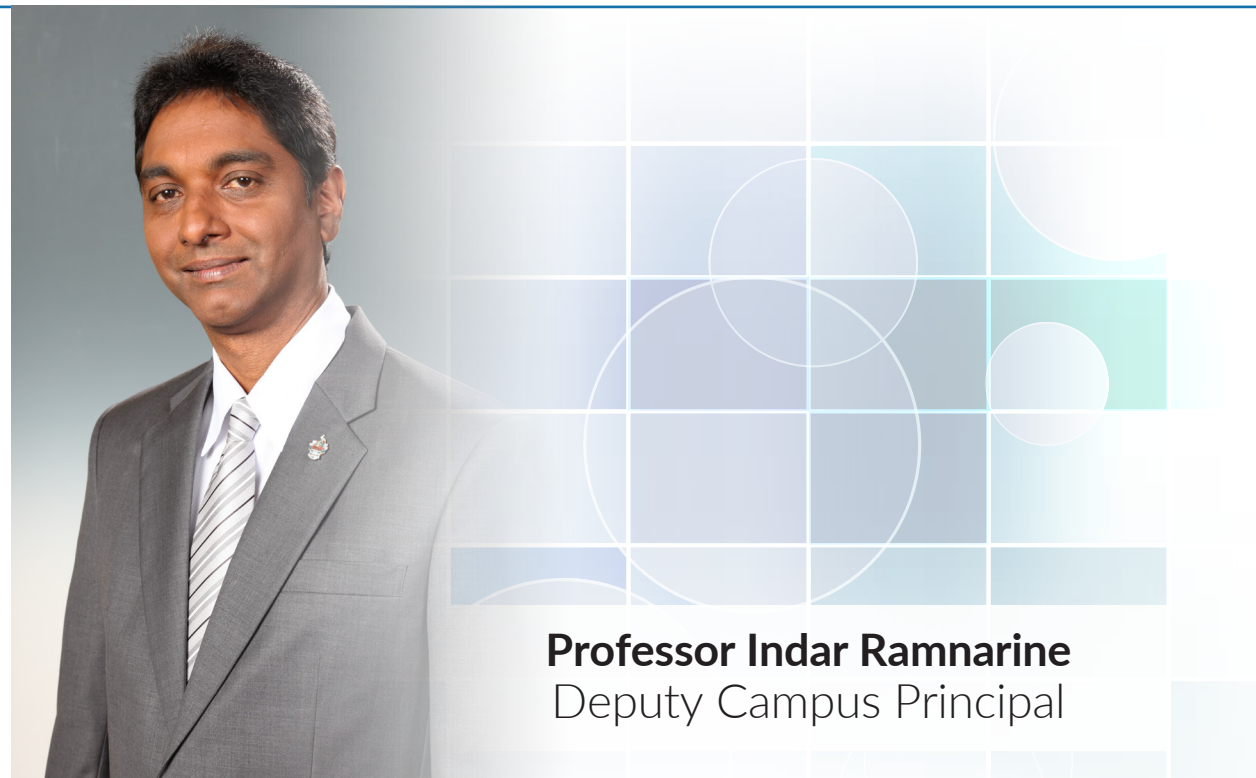
## Our Guarantees

**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**  
Deputy Campus Principal