

## 1.0 OUR PURPOSE

The Academic Support/Disabilities Liaison Unit (ASDLU) seeks to address the needs for accessibility, equal opportunities and academic success of the diverse populations of the student community at the University of the West Indies, St. Augustine Campus.

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## 2.0 OUR VALUES

In the pursuit of its purpose the ASDLU encourages its employees to operate within the following values framework:

### **Efficiency**

*to ensure that customers receive prompt and resourceful service*

### **Striving for Excellence**

*to provide a service that is of high quality and standards*

### **Integrity**

*to ensure that reliability and honesty are at the centre of our work*

### **Equity**

*ensuring that all clients are treated fairly and justly*

### **Confidentiality**

*to ensure that all information received is treated with respect and confidence*

### **Inclusiveness**

*to accept, appreciate and celebrate all students*

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## 3.0 OUR OBJECTIVES AND FUNCTIONS

- a) *To provide Academic Support to all students of the U.W.I. St. Augustine at all levels of their academic career.*
- b) *To provide and ensure equal access (infrastructure/academic) to all students of the University who enter with or acquire a disability.*
- c) *To facilitate growth and development of and empower students to reach their maximum potential in their academic achievements.*
- d) *To be the Centre of Excellence with expertise on issues of academic support and disabilities.*

## 4.0 OUR SERVICES

### **1. Sensitization Programmes and Outreach**

These programmes are important for the sensitization of the entire university community on disability and inclusivity issues. ASDLU seeks to work closely with internal and external stakeholders to fulfill its mandate as operationalized in its objectives. The staff of ASDLU conducts a number of sensitization workshops and presentations to staff and students. There is also partnering with other agencies, Units and Departments in the interest of our students through a number of initiatives such as safety training, disability training, final year projections, selection and hosting of booths at various events.

### **2. Orientation**

ASDLU has recognized the importance of its involvement in the yearly orientation activities. It provides the opportunity for highlighting the work of the Unit as well as educating and sensitizing the wider community on the issues that students face.

### **3. Peer Tutoring**

We facilitate peer tutoring by enlisting the services of Postgraduate students who are willing to provide peer tutoring for their undergraduate peers in subject areas for which they are having challenges. Students who need this service inform the ASDLU and the Peer Tutors are sourced from either past ASDLU's tutor database or from the Student Advisory Services. Peer tutoring is done in an environment of one-on-one interactions and has proven to be quite successful.

### **4. Loan of Aids and Devices**

Devices such as tape recorders, laptops, wheel chairs and crutches are made available to students as needed.

### **5. Special Accommodations for Examinations**

Special accommodations are made for students with disabilities in collaboration with the Examinations Department, the Faculties and Lecturers. Students are assigned accommodations such as trained Invigilators, Readers, Scribes, special rooms or extra time as required. This programme provides a critical academic support.

### **6. Classroom Accommodations**

Adequate infrastructure is sourced as classroom accommodation requested for persons who have physical challenges e.g. persons who are unable to climb stairs where there is no elevator/escalator access. Special seating, lighting and permission to tape lectures as well as special delivery of lectures and class materials are also requested.

## 7. Academic Support

Academic support in areas such as time management, examinations strategies, workload management and study skills are provided for all students who need these services. This support is provided in one-one-one sessions.

An additional educational assessment is conducted. Learning and Study Strategy Inventory (LASSI) and Lucid Adult Dyslexia Screening (LADS) tests are conducted for educational assessment of students who may have a learning disability or facing challenges with their academic performance. These tests are conducted by the staff of ASDLU and are done in an effort to provide specific and relevant support.

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## 5.0 OUR CUSTOMERS

The ASDLU has both primary and secondary customers. Our primary customers are our students while our secondary customers are staff of all the Campuses as well as persons and organisations from local, regional and international countries.

### **5.1 Our Primary Customers**

Our primary customer is the diverse student population for whom we provide a number of academic services:

- *Students with Disabilities*
- *Undergraduate students*
- *Postgraduate students*
- *Evening University students*
- *International students*
- *Student Athletes*
- *Mature students*

### **5.2 Our Secondary Customers**

Our secondary customers are other members of the University community including the academic and administrative and external stakeholders.

- *Academic staff - STA*
- *Administrative staff – STA*
- *Mona Campus*
- *Cave Hill campus*
- *Open Campus*
- *Other Universities local and International*
- *Organisations of and for persons with disabilities*
- *Government Ministries*
- *Public Sector Organisations*

## 6.0 OUR ACCOUNTABILITY

The ASDLU is overseen by the Office of the Deputy Principal. In light of this most of the accounting, human resources and administrative decisions are undertaken with the approval of the Office of the Deputy Principal therefore contracts, purchase orders, signage and general permission are granted by the Office of the Deputy Principal. We are also accountable to the Campus Office for Planning and Institutional Research for measurement of our Operational Plan performance and the Institutional Effectiveness Unit, Office of the Campus Principal on compliance with Service Excellence Standards.

## 7.0 OUR COMMITMENT

The ASDLU is committed to ensuring that first class customer service, that is, customer service based on the ability of the Unit to successfully address the identified needs of our customers, is offered to both its primary and secondary customers. ASDLU provides special support to students with disabilities based on their needs in terms of:

- *Provision of Aids and Devices such as laptops, USB drives, digital voice recorders and specialized software*
- *Liaison with Faculties and Departments concerned with addressing special needs of certain students.*
- *Special accommodations for examinations (mid-terms and finals) such as a separate room, extra time, scribe or reader.*
- *Classroom accommodations such as changing the location of a venue of a lecture from the top floor to the ground floor, seeking permission to use assistive devices and the provision of special desks.*
- *Special arrangements for parking accommodations*
- *Access to an Assistive Technology Lab located on the ground floor of the Alma Jordan Library*

ASDLU ensures that all of these services are provided in a timely and professional manner. Communication is made with the various faculties/departments to ensure that all accommodation is in place to facilitate these services. Feedback is requested from the students, lecturers and faculties to ensure that our performance meets the requirements of the stakeholders.

## 8.0 OUR AGREED STANDARDS

At ASDLU our motto is equality and harmony therefore everyone is treated with respect and made to feel comfortable.

### 8.1 Communication

The staff at ASDLU will be:

- *Courteous*
- *Speak to everyone in a professional manner*
- *Listen to your needs and do all in our power to deliver required services*
- *Sensitive to your concerns*

### 8.2 Service Delivery

When ASDLU performs services to you we will

- *Deliver in a timely manner*
- *Do everything in our power to source the required devices or services*
- *Maintain your confidentiality*

### 8.3 Service Evaluation

After we have performed our services ASDLU will:

- *Act on your feedback*
- *Always try to enhance our services*
- *Keep up to date with technology to maintain our high standards.*

## 9.0 OUR SERVICE GUARANTEES

In order to fulfill our service to guarantees to our customers, we are committed to having trained professional and supportive staff who provide quality service as follows:

- *Identifying ourselves as we speak to you*
- *Seeking to understand what you need from us*
- *Listening to your concerns throughout your service interaction with us and acting with care*
- *Treating you with courtesy and respect*
- *Developing trust in the services we provide by maintaining confidentiality of your identity and information*
- *Giving you clear, accurate, timely and relevant information*
- *Responding to you clearly and concisely whether by letter, email or telephone*
- *Updating our webpage so that you are kept abreast of the new products, programs, projects and services we provide.*

## 10.0 OUR APPROACH TO SERVICE MEASUREMENT

We shall monitor and review our services in accordance with the Campus' service excellence standards. We shall undertake to measure our services using an established annual review process. We shall aim for service excellence by always seeking to be one step ahead of the game and trying to make the best better.



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# Academic Support/ Disabilities Liaison Unit (ASDLU) Service Charter