



Administration and Finance Component

- Administration
 - Benefits & Immigration Services
 - Budget and Financial Reporting Analysis
 - Energy Manager
- Accounting and Purchasing
- Campus Operations
 - Bookstore
 - Campus Security
 - Physical Plant
- Environmental Compliance and Hazardous Materials Office
- Human Resources

SERVICE CHARTER - 2013



*“PRESERVING
THE UNIVERSITY OF THE VIRGIN ISLANDS’
FINANCIAL INTEGRITY”*

ADMINISTRATION SERVICE CHARTER

The Service Charter of the Administration and Finance Component tells you about the following:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CLIENTS
- OUR SERVICES
- OUR COMMITMENT TO YOU
- OUR MANAGEMENT VALUES
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

The Administration and Finance component comprises a team of energetic, dedicated employees highly focused on providing support services for the University of the Virgin Islands through leadership, oversight of business and financial services, and management and stewardship of capital development, fiscal and human resources to enable the University community to focus on its mission. The Administration and Finance Component consists of the following departments: The Administrative office, which comprises: Benefits and Immigration Services, Budget and Financial Reporting Analysis, and Capital Projects; the other departments within the component are Accounting and Purchasing, Campus Operations, Campus Security, Environmental Compliance and Hazardous Materials Office, Human Resources and Physical Plant and each department has its own Charter.

• TEAM: The Administration Office

Individual	Position Title
Shirley Lake-King	Vice President, Administration & Finance/CFO
Marlene Thomas	Administrator
Jarryd Cook-Tyler	Administrative Assistant
Delicia Greenaway-Henley	Budget Manager
Celia Francis	Budget Analyst
Valena Veda Richards	Acting HR Director and Director of Benefits and Immigration Services
Courtney Mayes	Energy Manager

- **OUR MISSION:** Our mission is to facilitate the business and financial services of the University with internal and external customers; to provide support to students, faculty, and staff; and to develop, manage, deliver and enhance the administrative and financial services that enable the University to achieve its mission.
- **OUR VISION:** Administration and Finance will provide accurate and timely financial information; be recognized as a partner in advancing the mission and vision of the University; enable the campus community to successfully fulfill its financial responsibilities; promote open communication and collaborative relationships with our customers; foster a supportive and caring environment; and respond and adapt to a changing financial environment.

OUR VALUES

We embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:

- **Students First**
- **Learning and Scholarship**
- **Excellence**
- **Teamwork**
- **Collegiality and Shared Governance**
- **Inclusiveness of Ideas**
- **Principled Leadership**
- **Supporting Our Community**
- **Effective Use of Technology**
- **Equitable Reward System**

WHAT WE DO

The Administration and Finance component provides the highest quality financial and capital development services and support to UVI in accomplishing its mission of enhancing the lives of the people of the US Virgin Islands and the wider Caribbean through excellent teaching, innovative research, and responsive community service. Our objective is to be responsive, innovative and professional in everything we do.

Administration Office

- Assists in the development and execution of important administrative functions
- Assists the Vice President in accomplishing his objectives and those of the institution
- Coordinates the unit and assists in the administration of programs and projects for the Vice President
- Arranges meetings and conferences
- Provides information, records and analyzes data and performs other related duties as assigned

- Provides administrative and clerical support to the Finance and Budget Committee of the University's Board of Trustees

Accounting Office (a more extensive listing is provided in the Accounting and Purchasing Service Charter)

- Manage the day to day accounting functions of the University
- Process vendor payments and vouchers for payment
- Process bi-weekly, monthly and temporary payroll
- Maintain the university's financial management system on Banner

Office of Budget and Financial Reporting Analysis

- Develops annual and long-range revenues and expenditures forecasts
- Coordinates and administers the annual operating budget
- Assesses and monitors fiscal performance including budgeted revenues and expenditures
- Establishes and administers budget management policies and procedures
- Administers employee position control
- Prepares special studies and financial models that support financial decision making and planning activities
- Analyzes financial issues that affect the University's budget
- Prepares Government of the Virgin Islands annual appropriations request
- Responds to requests for financial information from governmental agencies and other organizations.

Benefits and Immigration Services Office

- Administers the University's benefits programs: health insurance, life insurance, retirement, disability insurance, vision care, premium only plan and flexible spending account and other external vendor services
- Coordinates payment for benefit services
- Administers the Worker's Compensation program for the University
- Administers the temporary employment program for non-immigrant applicants selected for employment in a specialty occupations
- Serves as liaison to the department of Citizen and Immigration Services (CIS) under the auspices of the United States Department of Homeland Security (DHS)
- Assists employees with immigration related issues
- Serves as liaison to the Government Employees Service Commission
- Serves as liaison to the Government Employees Retirement System (GERS) and the Teacher's Insurance and Annuity Association of America-College Retirement Equities Fund (TIAA-CREF)

Office of Environmental Compliance & Hazardous Materials

- Coordination of environmental compliance issues
- Monitor the safe disposal of hazardous waste and e-waste and monitor other compliance matters
- Ensure that the University's Environmental Health and Safety documents are in compliance with federal rules and regulations

Office of Campus Operations

- Coordination of campus hurricane preparedness XXX
- Coordinate campus residential housing for new off-island hires
- Oversee food services financial services
- Coordinate vacant space allocation
- Oversee facilities reservations scheduling

Campus Bookstores

- Provide quality service to the University campus community through the availability of textbooks and supplies
- Promote the University's name and image by providing a variety of high quality insignia merchandise to internal and external constituents
- Provide commencement regalia
- Ordering of textbooks and used textbook buybacks
- Provide office supplies, miscellaneous merchandise , computers and computer peripherals

Office of Campus Security

- Respond to all emergencies on the campus
- Ensure and support an environment that is conducive to student learning and faculty and staff productivity
- Responsible for the safety of faculty, staff and students and security of all facilities
- Conduct inspections for equipment safety and student housing security
- Control crowds and traffic for on campus events and productions
- Responsible for motorized and foot patrol around the campus

Office of Capital Project

- Build, renovate, maintain and support the campus environment in accordance with the UVI Master Plan, in the spirit of the University's strategic vision
- Plan, develop and coordinate the delivery of physical environments to support and enhance the University's mission
- Insure that construction projects progress in an orderly way, meet schedules, stay within budget and ensure continued health and safety of our students, employees, clients and contractors
- Provide programming, pre-design, cost estimating, design and construction services for building alterations, additions, and new construction and grounds improvements.

Human Resources Office (a more extensive listing is provided in the Human Resources Service Charter)

- Provide evaluation of required qualifications and job tasks for position, and placement of positions within the University job classification and compensation plan.
- Partner with managers in the interviewing and hiring processes to ensure fairness and integrity.

- Administer and update Personnel Policies and Procedures.

Purchasing Office (a more extensive listing is provided in the Accounting and Purchasing Service Charter)

- Ensure the uninterrupted flow of educational, research, and administrative activities by obtaining delivery of acceptable quality of goods and services at the right time and place.
- Develop reliable alternative sources of supply to meet the University's requirements.
- Develop and foster positive relationships with vendors in order to preserve a good business reputation and obtain competitive prices.

Physical Plant

- Maintenance of buildings and equipment
- Provide custodial services
- Provide grounds maintenance
- Provide transportation and messenger services
- Provide general maintenance services for the campus

GOALS AND OBJECTIVES

- Continuously improve the financial and facilities management services we provide to students, faculty, staff and external constituents.
- Seek the greatest advantages in the application of technology for budgeting, financial reporting, benefits administration, procurement, human resources, and professional development.
- Maintain a quality workforce and work environment.
- Ensure all capital development projects meet the goals of the University, are completed on time, within budget, and with high design and construction quality.
- Create and disseminate quality information for planning, budgeting, management and accountability.

OUR CLIENTS

Our main clients and stakeholders are students, Board of Trustees, faculty, staff, consultants, government officials and vendors.

OUR SERVICES

The Administration and Finance component provides the administrative and financial services necessary to support the University of the Virgin Islands' commitment to excellence. Through its wide spectrum of administrative and financial services, the

Administration and Finance component is firmly committed to ensuring the success of the University and the goals of its students and employees.

This component is responsible for overseeing the following departments:

- Administration
 - *Benefits and Immigration Services*
 - *Budget & Financial Reporting Analysis*
 - *Capital Projects*
- Accounting and Purchasing
- Campus Operations – St. Thomas and the Albert A. Sheen Campus, St. Croix
 - *Bookstore*
 - *Campus Security*
 - *Physical Plant*
- Environmental Compliance and Hazardous Materials Office
- Human Resources

In addition, the Vice President for Administration & Finance chairs the following committees:

- University Budget Committee
- University Compensation Committee
- Liaison to the Finance and Budget Committee of the UVI Board of Trustees
- Treasurer of the UVI Research and Technology Park (RTPark) Board

The Vice President for Administration and Finance is also liaison to the Finance and Budget Committee of the University's Board of Trustees.

OUR COMMITMENT TO YOU

We are committed to respecting the rights of our Clients, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see information (i.e. Freedom of Information obligation); and
- The right to access services, facilities and information in a manner which meets their needs.

OUR MANAGEMENT VALUES

- High performance with a focus on quality
- Service oriented
- Uncompromised integrity
- Informed decision making
- Fiscal responsibility
- Performance Assessment
- Emotional and spiritual health

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with quality service by:

- Identifying ourselves when we speak to you;
- Seeking to understand your requirements and to identifying what is important to you. We will listen actively and act responsively to your needs.
- Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs;
- Treating you with respect and courtesy, maintaining confidentiality where required;
- Giving you clear, accurate, timely and relevant information or help you find it;
- Being clear and helpful in our dealings with you, giving reasons for our decisions;
- Respecting the confidentiality of personal information and using it only in accordance with the law;
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct;
- Referring inquiries we cannot answer to an appropriate source;
- Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 28 days of getting your letter. If this is not possible, we will tell you why we can't and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- Ensuring that our recorded telephone, fax and Web services are kept up-to-date with the latest information, programs, services and products;
- Ensuring that our recorded telephone and fax services use concise wording and compact graphics;
- Ensuring that our Web site is easy to use and well set out; and
- Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- To Smile
- To Greet Everyone We Meet
- To Know Our Jobs...and the University
- To Treat Your Concern as Our Concern
- To Follow Up On Everything
- To Treat our Co-Workers As We Would a Customer
- To always remember that Communication Courtesy Matters

OUR SERVICE STANDARDS

This charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our

core services to our Clients. (Detailed service standards for Accounting and Purchasing Offices and Human Resources Office are listed in their respective service charters.)

Administrative Services	Measures of effectiveness
Check/Purchase & Interdepartmental Requisitions and vouchers	All requisitions and vouchers are processed within three (3) days of receipt, unless in situations where follow up work is needed.
Internal and External Mail	All mail for budget reconciliation, signature, or inquiry, are processed immediately or handled within three (3) days of receipt. When appropriate, mail is hand delivered to departments within the Administration & Conference Center (ACC), and other mail is sent via campus mail, or through mail providers.
Communications	Internal and external correspondences are responded to the appropriate individual within an appropriate time frame, or three (3) business days, unless otherwise specified.

Benefits & Immigration Services	Measures of effectiveness
Benefits Administration	<p>Provide a comprehensive benefits orientation session to newly hired employees within ten (10) business days from the date the benefits office is notified of employment by the Human Resources Office.</p> <p>All properly completed health and life insurance and retirement documents will be processed within three (3) business days of receipt</p> <p>Employees will be notified of any changes to benefits programs immediately or within three (3) weeks of the change.</p> <p>All properly completed Worker's Compensation documents will be processed and mailed to the Department of Labor within two (2)-business days of receipt</p> <p>All properly completed Flexible Spending Account forms (<i>requests for reimbursement</i>) will be processed within five (5) business days of receipt.</p>

Immigration Services	All properly completed non-immigrant documents will be processed and express mailed to the Department of Homeland Security within thirty (30) business days of receipt *Note: <i>The time outlined above may be adjusted should the Department of Homeland Security request additional information on an individual case.</i>
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Budget Office Services	Measures of effectiveness
Position Control	All properly completed personnel requisitions, records of appointment and change in status documents will be processed within three (3) business days of receipt.
Budget Control	All properly completed budget change requests will be processed within five (5) business days of receipt.
Budget Posting	All revenues and expenditures adjustments will be posted within sixty (60) days of the beginning of the fiscal year to ensure balanced budget on Banner at all times. The University's approved operating budget will be posted on the University's website within thirty (30) days of the beginning of the fiscal year or within thirty (30) days of revision by the Board of Trustees.

Capital Projects Services	Measures of effectiveness
Project Planning Integrated Design Construction Renovation Management	The Capital Projects Office has direct oversight of projects and activities, which include construction and service maintenance on buildings and property at the University. The Office is responsible for comparing cost of construction to industry standards as well as cost associated with construction in the Virgin Islands as mandated by our internal and external funding sources.
Energy Conservation	New and existing Energy Management policies and procedures are provided and updated on monthly reports. The report includes an analysis of current energy consumption cost and cost avoidance versus 2002 base-year consumption rates. Monthly Energy Management reports provide clear

evidence of the plan's performance and illustrate the efforts to reduce the rate of increase in energy-related expenditures.

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

Service Principles	Service Standards
Our telephones will be answered promptly	We will respond to your calls within four (4) rings
	We will answer queued calls to our Call Centers within two (2) minutes
We will be courteous, professional and helpful	When answering the telephone, we will provide you with our name and work area
	When we call you, we will provide you with our name and work area and tell you why we are calling
We will be accessible by telephone during business hours	All departmental business areas will have telephone service options during business hours
	We will respond to your telephone messages within one (1) working day
	Our recorded messages will be current and give appropriate contact details during absences

In person

Service Principles	Service Standards
We will assist you promptly	We will serve you within ten (10) minutes of your arrival, if you have an appointment
	We will serve you within 20 minutes if you do not have an appointment
	We will advise you, in advance, about any unexpected delays in attending to you
We will be courteous,	We will wear our name badges and identify ourselves

professional and helpful	We will be neatly dressed and well presented
We will be accessible	All departmental business areas will have in-person service options
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display

Interview

Service Principles	Service Standards
We will give reasonable notice of interviews	We will advise you about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them
	We will inform you of any changes in arrangements before your scheduled interview
	We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays
We will conduct interviews in a fair and reasonable manner	We will consider the appropriateness of any interview and whether the required information could be obtained in another way
We will actively address your diverse needs	We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview

Written communication

Service Principles	Service Standards
We will respond to your correspondence promptly	We will reply to all correspondence in a timely way using the most appropriate contact method – telephone, in-person or in writing
	We will acknowledge email requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response
We will be courteous, professional and helpful	We will provide accurate, helpful and timely responses that are relevant to your needs
	We will identify ourselves and provide contact details in our written correspondence

	We will record all of your correspondence on departmental databases and filing systems
We will be accessible in writing	All departmental business areas will have mail contact options
	We will use out-of-office email messages when away from the office, and provide you with alternative contact details

Applications and decisions

Service Principles	Service Standards
We will acknowledge applications promptly and inform you about the assessment process	We will acknowledge all applications within seven (7) working days – unless we make a decision in that time
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner
We will be courteous, professional and helpful	We will identify ourselves and provide you with options for contacting us
	We will let you know how and when you need to provide information to us
	Where you have a nominated representative, we will communicate with your representative
We will be open and accountable and tell you the reasons for our decisions	We will provide you with clear and timely reasons for our decisions and advise you of any review rights

Our information

Service Principles	Service Standards
We will provide clear, accurate, helpful and consistent information	We will regularly review and update information to ensure it is current and meets your needs and expectations

Your feedback

Service Principles	Service Standards
We value your compliments,	We will invite feedback and provide appropriate

complaints and suggestions	contact details in our client information
	We will acknowledge client feedback within one (1) working day of receipt
	We will resolve client feedback received via the web, email and telephone within ten (10) working days
	We will resolve written client feedback received via the letter, fax or courier within 20 working days
We will use your feedback to improve our services	We will monitor and report on all feedback, and consider this in reviewing and improving our services

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter, and publish the results in an Annual Report and other publications, which will be available on request from our Public Relations Office. Performance information will also be provided on our Web site.
- Welcome feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on the information we receive.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy;
- Formally review the standards set out in this Charter once a year and adjust them where appropriate in light of your comments and in response to ongoing changes;
- Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of its monitoring and review procedures.

HOW YOU CAN HELP US

- We welcome your views and comments as a vital ingredient in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceives our services and what services they need, including assessments of our performance.

To help us help you we ask you to:

- tell us if you have special needs so we can accommodate them
- let us know if you need an interpreter to use our services
- treat our staff with courtesy and respect
- attend scheduled meetings punctually
- respond to requests for information by the department accurately, thoroughly and in a timely manner
- provide us with changes in your circumstances promptly
- abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.
- etc. etc.

To Help us Serve You Better

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.
- Our complaints handling policy which outlines the processes involved, including your review and appeal rights can be obtained from the Director of Public Information at 340-693-1057.

INFORMATION ABOUT THE COMPONENT

You can get information about the Component, including its programs and services, from the University's Internet home page, www.uvi.edu. The University's strategic plan, VISION 2017, and the most recent annual reports are available through the University's home page. The Components strategic plan is also available through the University's home page or could be obtained by contacting the Component directly. A copy of the Component's annual report can also be obtained directly from the Component.

HOW TO CONTACT US

For all reference inquiries and complaints:

Administration and Finance Component Administration Office

Vice President/CFO	<i>Shirley Lake-King, CGFM</i>
Postal Address	University of the Virgin Islands Department of Administration and Finance Administration & Conference Center Rm 315

	2 John Brewers Bay St. Thomas, VI 00802-9990
Telephone Number	(340) 693-1400
Fax Number	(340) 693-1405
E-mail	sking@live.uvi.edu

Administration Office

Administrator	Marlene O. Thomas
Postal Address	University of the Virgin Islands Department of Administration and Finance Administration & Conference Center Rm. 315 2 John Brewers Bay St. Thomas, VI 00802-9990
Telephone Number	(340) 693-1400
Fax Number	(340) 693-1405
E-mail	mthomas1@live.uvi.edu

Acting HR Director and Director of Benefits and Immigration Services

Director	Valena Veda Richards
Postal Address	University of the Virgin Islands Department of Administration and Finance Administration & Conference Center Rm. 315 2 John Brewers Bay St. Thomas, VI 00802-9990
Telephone Number	(340) 693-1421
Fax Number	(340) 693-1405
E-mail	vrichar@live.uvi.edu

Budget and Financial Reporting Analysis

Budget Manager	Delicia Greenaway Henley
Postal Address	University of the Virgin Islands Department of Administration and Finance Administration & Conference Center Rm. 315 2 John Brewers Bay St. Thomas, VI 00802-9990
Telephone Number	(340) 693-1411
Fax Number	(340) 693-1405
E-mail	dgreena@live.uvi.edu

Energy Manager

<i>Energy Manager</i>	Courtney Mayes
	University of the Virgin Islands Office of Capital Projects Department of Administration and Finance 2 John Brewers Bay St. Thomas, VI 00802-9990
<i>Telephone Number</i>	(340) 693-1503
<i>Fax Number</i>	(340) 693-1529
<i>E-mail</i>	cmayes@live.uvi.edu

Campus Operations

<i>Director, Campus Operations</i>	LilyMae Durante
<i>Postal Address</i>	University of the Virgin Islands Director of Campus Operations Administration & Conference Center Rm. 2 John Brewers Bay St. Thomas, VI 00802-9990
<i>Telephone Number</i>	(340) 693-1140
<i>Fax Number</i>	(340) 693- 1175
<i>E-mail</i>	ldurant@live.uvi.edu

Physical Plant

<i>Director, Physical Plant</i>	Charles Martin
<i>Postal Address</i>	University of the Virgin islands Director of Physical Plant 2 John Brewers Bay St. Thomas, USVI 00802
<i>Telephone Number</i>	(340) 693 - 1500
<i>Fax number</i>	(340) 693 -1505
<i>E-mail</i>	cmartin@live.uvi.edu

Campus Security

<i>Acting Chief of Security</i>	Theodore Glasford
<i>Postal Address</i>	University of the Virgin islands Security Department 2 John Brewers Bay St. Thomas, USVI 00802
<i>Telephone Number</i>	(340) 693 - 1530
<i>Fax number</i>	(340) 693 - 1539
<i>E-mail</i>	tglasfo@live.uvi.edu

Bookstore

<i>Bookstore Manager</i>	Mervin V. Taylor
<i>Postal Address</i>	University of the Virgin Islands

	Bookstore 2 John Brewers Bay St. Thomas, USVI 00802
Telephone Number	(340) 693 - 1560
Fax number	(340) 693 - 1565
E-mail	mtaylor2@live.uvi.edu

Accounting and Purchasing

Controller	Muriel Smith
Postal Address	University of the Virgin Islands Accounting Department 2 John Brewers Bay St. Thomas, USVI 00802-9990
Telephone	(340) 693 - 1430
Fax	(340) 693 - 1436
E-mail	psmith@live.uvi.edu

Purchasing Supervisor

Purchasing Supervisor	Eric Christian
Postal Address	University of the Virgin Islands Accounting Department 2 John Brewers Bay St. Thomas, USVI 00802-9990
Telephone	(340) 693 - 1491
Fax	(340) 693 - 1436
E-mail	echrist@live.uvi.edu

Environmental Compliance and Hazardous Materials Office

Officer	Steven Johnson
Postal Address	University of the Virgin Islands Environmental Health and Safety Officer 2 John Brewers Bay St. Thomas, USVI 00802-9990
Telephone	(340) 693 - 1494
Fax	(340) 693 - 1529
E-mail	sjohnso@live.uvi.edu

Campus Operations St. Croix

Director, Campus Operations	Nereida Washington
Postal Address	University of the Virgin Islands Director of Campus Operations Albert A. Sheen Campus RR1 10,000 Kingshill, St. Croix, USVI 00850-9781
Telephone Number	(340) 692 - 4161
Fax number	(340) 692 - 4165
E-mail	nwashin@live.uvi.edu

Campus Security, St. Croix

Supervisor, Campus Security	Ralph Cook
	University of the Virgin Islands Supervisor, Campus Security Albert A. Sheen Campus RRI 10,000 Kingshill, St. Croix, USVI 00850-9781
Telephone Number	(340) 692 - 4261
Fax number	(340) 692 - 4165
E-mail	rcook@live.uvi.edu

Bookstore, St. Croix

Bookstore Manager	Laurel Hecker
	University of the Virgin Islands Bookstore Manager Albert A. Sheen Campus RRI 10,000 Kingshill, St. Croix, USVI 00850-9781
Telephone Number	(340) 778-1620 Ext. 3160
Fax Number	(340) 692-4004
E-mail	lhecker@live.uvi.edu

Physical Plant, St. Croix

Supervisor, Physical Plant	John Waugh
Postal Address	University of the Virgin islands Director of Capital Projects Albert A. Sheen Campus RRI 10,000 Kingshill, St. Croix, USVI 00850-9781
Telephone Number	(340) 692 - 4164
Fax number	(340) 692 - 4067
E-mail	jwaugh@live.uvi.edu

Business Services Supervisor, St. Croix

Business Services Supervisor	Michelle Tuitt-Elliott
Postal Address	University of the Virgin islands Business Services Supervisor Albert A. Sheen Campus RRI 10,000 Kingshill St. Croix, USVI 00850
Telephone Number	(340) 692 -4199
Fax Number	(340) 693 - 1415
E-mail	michelle.tuittelliott@live.uvi.edu

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