

University of the Virgin Islands

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## Division of Access and Enrollment Services

Service Charter

University of the Virgin Islands

September 2008

## OUR SERVICE CHARTER

The Service Charter of the *Access and Enrollment Services (ACES)* tells you about:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CLIENTS
- OUR SERVICES
- OUR COMMITMENT TO YOU
- 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

Access and Enrollment Services coordinates and provide the necessary programs and services to facilitate students' transition from prospective students, to a university graduate and beyond.

### Mission Statement

The Office of Access and Enrollment Services will continue to work creatively and diligently to meet enrollment targets through recruitment and retention efforts, and support the academic mission of the university while continually working toward enhancing student success. In so doing, we will value and respect others regardless of circumstances. We will aspire to become leaders on campus in the service area as well as a model for quality enrollment services.

### 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**

Our student services include recruitment, admissions, registration, campus advisement and tutorial services, maintenance of academic records, testing, international student services, veterans' affairs services, processing changes in class registration, student information and enrollment verifications, requests for transcripts and coordination of commencement exercises.

We are responsible for the administration of the Financial Aid Programs on behalf of the U.S Department of Education and the University of the Virgin Islands. The purpose of Financial Aid is to provide funding to individuals pursuing higher education.

## **OUR CLIENTS**

Our clients are prospective and returning students of the University, the UVI community, to include the people of U.S Virgin Islands and the wider Caribbean and beyond and the U.S. Department of Education.

## **OUR SERVICES**

- Admissions, Re-admissions and Re-matriculation
- Campus advisement and tutorial services
- Coordination of commencement exercises
- Financial aid
- International student services-Admissions, F-1 Visas
- Maintenance of academic records
- Recruitment
- Registration for classes
- Student information and Enrollment verifications
- Testing-EPE, CLE , CLEP and other special test proctoring services
- Transcript-Academic Record
- Veterans' affairs services

The Financial Aid (FA) office provides counseling, workshops, assistance with completing financial aid application forms such as the Free Application for Federal Student Aid (FAFSA) and others, so as to create an awareness of the types of aid available to eligible students.

## **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 and;
- The right to access services, facilities and information in a manner which meets their needs.

## **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 a 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 enquiries 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 respond within 7-14 days of receiving your letter. If this is not possible, we will indicate why we cannot 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, facsimile and Website services are kept current with the latest information, programs, services and products.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well set out.
- 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 primary 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.

Our Services	Measures of Effectiveness
<b>Admissions, Re-Admissions and Re-Matriculation</b>	<p>Acknowledge all applications for admission, re-admission, and re-matriculation within two (2) business days of receipt.</p> <p>Processing of all fully completed applications within 7-14 business days of receipt.</p> <p>Administration of student surveys each semester to determine students' perceptions of services provided by ACES.</p>
<b>Campus Advisement and Tutorial Services</b>	<p>Operation of centers for advisement and tutorial services on both campuses are during the hours of 9:00 am and 8:00 pm on weekdays. Access to CATS services outside weekday hours can be arranged by contacting CATS staff.</p> <p>Student evaluation of tutorial services in the Writing Center, Mathematics and Science Enrichment Center and CATS Center occur regularly.</p> <p>Outcomes assessment of CATS objectives compiled for Title III quarterly reports assist CATS program staff with determining the effectiveness of services received.</p>
<b>Coordination of Commencement Exercises</b>	<p>Ratification of degrees by faculty and coordination by graduation committee of events leading to commencement. A final measure is a successful commencement exercise in which all graduates are successfully certified.</p>
<b>Financial Aid</b>	<p>Administration of student surveys each semester during orientation in targeted classes through available suggestion boxes, and online. The surveys will be designed to measure the efficiency of the Financial Aid Unit and to seek feedback for improvement.</p>

<b>International Students Services</b>	Administration of student surveys each semester to international students during orientation in targeted classes through available suggestion boxes, and online. The surveys will be designed to measure the efficiency of ACES and to seek feedback for improvement.
<b>Maintenance of Academic Records</b>	Confirmation of accuracy each semester, during mandatory federal financial aid audits, where specific admissions and academic records are required for review.
<b>Recruitment</b>	Measured and determined based on the increase of enrollment from semester to semester.
<b>Registration for Classes</b>	Administration of student surveys each semester after Registration during orientation in targeted classes through available suggestion boxes, and online. The surveys will be designed to measure the efficiency of the SCES and to obtain feedback for improvement.
<b>Student Information and Enrollment Verification</b>	Completion of an in-house request form by the student making the request. The request is processed within three (3) business days and submitted to the student or the appropriate external agency.
<b>Testing - EPE, CLE, CLEP and other testing services</b>	Effectiveness is not measured by ACES. Timely notification of testing dates allows students sufficient time to register accordingly.
<b>Transcripts - Academic Records</b>	Completion of an in-house request form by the student making the request. The request is processed within 3-5 business days and submitted to the student or the appropriate external agency.
<b>Veterans' Affairs Services</b>	Administration of student surveys each semester during orientation in targeted classes through available suggestion boxes, and online. The surveys will be designed to measure the efficiency of ACES and to obtain feedback for improvement.

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

<b>Service Principles</b>	<b>Service Standards</b>
Our telephones will be answered promptly.	We will respond to your calls within four (4) rings or phones will ring at other stations to ensure person to person contact.
Return of Calls	Calls recorded in Voicemail will be returned promptly. All calls will be returned within 24 hours.
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 the reason why we are calling.
We will be accessible by telephone during business hours.	You will be able to reach us by telephone during business hours.
Voicemail recordings	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 strive to serve you at the time of your appointment. If you do not have an appointment we will serve you on a first come first served basis.
	We will advise you, promptly about any unexpected delays in attending to you.
We will be courteous, 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.
We will provide a professional office environment.	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 before your scheduled interview.
We will actively address your diverse needs.	We will conduct interviews in locations that are private and secure.

### Written communication

Service Principles	Service Standards
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We will respond to your correspondence promptly.	We will reply to all correspondence in a timely manner using the most appropriate contact method – via telephone, in-person, or through written correspondence.
	We will acknowledge E-mail requests within three (3) working days of receipt, and provide a likely timeframe for our full response.
We will be courteous, professional and helpful.	We will strive to provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our written correspondences.
	We will maintain copies of all correspondence sent or received.
We will be accessible in writing.	All departmental business areas will have mail contact options.
	We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.

**Applications, Transcripts, Verifications, Registration, Evaluation Processes and Decisions**

<b>Service Principles</b>	<b>Service Standards</b>
We will acknowledge correspondence promptly and inform you about the assessment process.	We will acknowledge all correspondence within (7-14) business days.
	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 notify you of how and when you need to provide information to us.
	Where you have nominated a representative, we will communicate with that person.
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 and appeal processes.



Transcript request and Verification Process.	Transcripts and verifications will be processed within 3 to 5 business days as stipulated on the form. Alternate schedules will be displayed during peak times.
Registration Process	Continuing students can register on-line through Ban Web.
	Students must see their advisors and obtain their PIN to register for classes.
	Course schedules are made available on-line for students' viewing.
	Computers are accessible to the students on both campuses.
Graduation Evaluation Process	Students pursuing an Associates degree with 50.0+ credits or pursuing a Bachelor's degree with 90.0+ credits can request an evaluation and schedule an appointment for an evaluation in the Registrar's office. Students with less than the indicated credits should follow through with their advisors.

### 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, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	We will acknowledge client feedback within three (3) working days of receipt.
	We will resolve client feedback received via the web,

	E-mail, U.S. Postal Service, other courier or telephone within fifteen (15) 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.
- Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make modifications 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 make modifications 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 the monitoring and review process.

## HOW YOU CAN HELP US

- We welcome your views and comments as vital 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 are needed, 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.

## 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 inform you of 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](http://www.uvi.edu). The University's strategic plan, VISION 2012, and the most recent annual reports are available through the University's home page.

### HOW TO CONTACT US

*To make a comment or a complaint, please use the information provided below:*

<i>Director of Access &amp; Enrollment Services/Admission &amp; Recruitment</i>	<i>Mr. Edward Alexander</i>
<i>Postal Address:</i>	<i>#2 John Brewer's Bay St. Thomas, VI 00802</i>
<i>Telephone Number:</i>	<i>340-693-1160</i>
<i>Facsimile Number:</i>	<i>340-693-1167</i>
<i>E-mail:</i>	<i>ealexan@uvi.edu</i>
<i>Website:</i>	<i>www.uvi.edu</i>
<i>Director of Access &amp; Enrollment Services/Registrar</i>	<i>Ms. Heather Hogarth-Smith</i>
<i>Postal Address:</i>	<i>#2 John Brewer's Bay St. Thomas, VI 00802</i>
<i>Telephone Number:</i>	<i>340-693-1160</i>
<i>Facsimile Number:</i>	<i>340-693-1167</i>
<i>E-mail:</i>	<i>hhogart@uvi.edu</i>
<i>Website:</i>	<i>www.uvi.edu</i>

<i>Director of Access &amp; Enrollment Services/Financial Aid</i>	<i>Ms. Mavis Gilchrist</i>
<i>Postal Address:</i>	<i>RR#1 Box 10, 000 Kingshill, VI 00851</i>
<i>Telephone Number:</i>	<i>340-692-4193</i>
<i>Facsimile Number:</i>	<i>340-692-4145</i>
<i>E-mail:</i>	<i>mgilchr@uvi.edu</i>
<i>Website:</i>	<i>www.uvi.edu</i>

*Campus Advisement and Tutorial Services (CATS)*

<i>Director of Access &amp; Enrollment Services/CATS</i>	<i>Dr. Angela McGhee</i>
<i>Postal Address:</i>	<i>#2 John Brewer's Bay St. Thomas, VI 00802</i>
<i>Telephone Number:</i>	<i>340-693-1226</i>
<i>Facsimile Number:</i>	<i>340-693-1225</i>
<i>E-mail:</i>	<i>amcghee@uvi.edu</i>
<i>Website:</i>	<i>www.uvi.edu</i>

*Access and Enrollment Services Component*

<i>Vice Provost for Access &amp; Enrollment Services</i>	<i>Dr. Judith Edwin</i>
<i>Postal Address:</i>	<i>#2 John Brewer's Bay St. Thomas, VI 00802</i>
<i>Telephone Number:</i>	<i>340-693-1165</i>
<i>Facsimile Number:</i>	<i>340-693-1227</i>
<i>E-mail:</i>	<i>jedwin@uvi.edu</i>
<i>Website:</i>	<i>www.uvi.edu</i>

## **Division of Access and Enrollment Services Survey**

Please take a few minutes to provide us with information on your Admissions and Registration experience. Your feedback is greatly appreciated and will be used to improve student services.

1. Classification:

- Freshman
- Sophomore
- Junior
- Senior

2. Residency:

- In Territory
- Out of Territory

3. Gender:

- Male
- Female



	an individual.						
12.	My academic advisor is approachable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADMISSIONS OFFICE		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
		13.	Admissions counselors/recruiters accurately portray the campus in their recruiting practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	Admissions staff are knowledgeable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.	Admissions counselors/recruiters respond to specific students' unique needs and requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16.	New student orientation services help students adjust to college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Students are made to feel welcome by the Admissions Office.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18. How long did the Admissions office take to respond to your application?





26.	Class change (drop/add) policies are reasonable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	I am able to register for classes I need with few conflicts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. If you could choose times for your courses, what would you prefer (select one):

- Mornings 8AM-12PM
- Days- 1PM-4PM
- Evenings- 5PM-9PM
- Weekends

29. What difficulties, if any, did you encounter while registering for classes?

30. Additional comments, questions and suggestions:

[send survey]

[reset]



# Access and Enrollment Services

St. Thomas 340-693-1160/St. Croix 340-692-4158



## Office of the Vice Provost for Access/Enrollment Services

Dr. Judith Edwin	Vice Provost for Access/ Enrollment Services	St. Thomas	340-693-1152
<a href="mailto:jedwin@uvi.edu">jedwin@uvi.edu</a>			
Kendra Frett	Administrative Specialist II	St. Thomas	340-693-1165
<a href="mailto:kfrett@uvi.edu">kfrett@uvi.edu</a>			

## Admissions

Edward Alexander	Director of Admissions/Registrar	St. Thomas	340-693-1224
<a href="mailto:ealexan@uvi.edu">ealexan@uvi.edu</a>			
Barbara Todman	Program Assistant IV	St. Thomas	340-693-1150
<a href="mailto:btodman@uvi.edu">btodman@uvi.edu</a>			
Celina Morris	Program Specialist III	St. Thomas	340-693-1168
<a href="mailto:cmorris@uvi.edu">cmorris@uvi.edu</a>			
Natasha Mills	Program Specialist I	St. Thomas	340-693-1160
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Charmaine Smith	Program Specialist II	St. Croix	340-692-4070
<a href="mailto:hsmithc@uvi.edu">hsmithc@uvi.edu</a>			

## Campus Advisement and Tutorial Services

Dr. Angela McGhee	Director of C.A.T.S.	St. Thomas	340-693-1226
<a href="mailto:amcghee@uvi.edu">amcghee@uvi.edu</a>			
David Capriola	Coordinator of Freshman Development	St. Croix	340-692-4156
<a href="mailto:dcaprio@uvi.edu">dcaprio@uvi.edu</a>			
Trudi Golphin	Program Specialist II	St. Croix	340-692-4140
<a href="mailto:tgolphi@uvi.edu">tgolphi@uvi.edu</a>			
Julie Cruz	Retention Specialist	St. Thomas	340-693-1338
<a href="mailto:jcruz2@uvi.edu">jcruz2@uvi.edu</a>			
Marsha Henry	Academic Advisor Specialist	St. Thomas	340-693-1339
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## Financial Aid

Mavis Gilchrist	Director of Financial Aid	St. Croix	340-692-4186
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Susan Adrien	Financial Aid Supervisor	St. Thomas	340-693-1096
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Norma Williams	Administrative Assistant II	St. Thomas	340-693-1090
<a href="mailto:nwillia@uvi.edu">nwillia@uvi.edu</a>			
Cheryl Roberts	Financial Aid Specialist	St. Croix	340-692-4192
<a href="mailto:crobert@uvi.edu">crobert@uvi.edu</a>			
Alicea Joseph	Financial Aid Specialist	St. Croix	340-692-4251
<a href="mailto:ajoseph22@uvi.edu">ajoseph22@uvi.edu</a>			
Corally Ferris	Financial Aid Specialist	St. Croix	340-692-4193
<a href="mailto:cferris2@uvi.edu">cferris2@uvi.edu</a>			

## Recruitment

Heather Smith	Director of Access and Recruitment	St. Thomas	340-693-1151
<a href="mailto:hhogart@uvi.edu">hhogart@uvi.edu</a>			

## Registrar

Francisca Barry	Associate Director of Admissions/Registrar	St. Croix	340-692-4103
<a href="mailto:fbarry@uvi.edu">fbarry@uvi.edu</a>			

Jimmy Rogers <a href="mailto:jrogers2@uvi.edu">jrogers2@uvi.edu</a>	Program Specialist II	St. Thomas	340-693-1169
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