



UNIVERSITY OF THE  
COMMONWEALTH  
CARIBBEAN  
Fostering Leadership & Innovation

## UCC Students' Help Desk Directory

Tel: 876-906-3000

Fall 2024

Department	Extension	CUG No.	Contact Email	Hours of Operation
<b>Aeorion - Student Management System (SMS)</b> (Registry Department)	Ext. 4072 Ext. 3956	876-322-1178	<b>SMS Administrator</b> Mr. Maurice Brown <a href="mailto:smsadministrator@ucc.edu.jm">smsadministrator@ucc.edu.jm</a> <b>SMS Officer</b> Ms. Cassandra Graham <a href="mailto:smsofficer@ucc.edu.jm">smsofficer@ucc.edu.jm</a>	Mondays- Fridays: 8:00 am-4:00 pm
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Business Administration- 1<sup>st</sup> and 2<sup>nd</sup> year</b></li> <li>▪ <b>BSc. in Journalism</b></li> <li>▪ <b>Business Administration, Education Studies Major</b></li> </ul>	Ext. 3918	876-322-2397	<b>Programme Coordinator</b> Mrs. Kimean Wray-Yuan <a href="mailto:busprogrcoordinator3@ucc.edu.jm">busprogrcoordinator3@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30 pm
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Business Administration- 1<sup>st</sup> and 2<sup>nd</sup> year</b></li> <li>▪ <b>BSc. in Production &amp; Operations Management (POM)</b></li> <li>▪ <b>BSc. in Innovation and Entrepreneurship</b></li> </ul>	Ext. 4041	876-548-0246	<b>Programme Coordinator</b> Mr. Denva Smith <a href="mailto:busprogrcoordinator5@ucc.edu.jm">busprogrcoordinator5@ucc.edu.jm</a>	Mondays- Thursdays: 10:30 am-7:00 pm Fridays 8:30-4:30pm
<b>BSc. in Business Administration (K-13)</b>	Ext. 3938	876-548-0099	<b>Programme Coordinator</b> Ms. Shevel Hylton <a href="mailto:busprogrammeofficer@ucc.edu.jm">busprogrammeofficer@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30 pm
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Accounting</b></li> <li>▪ <b>BSc. in Financial Management</b></li> <li>▪ <b>BSc. in Internal Auditing</b></li> </ul>	Ext. 4039 Ext. 4046	876-822-7254	<b>Senior Programme Coordinator</b> Ms. Pamella Thomas <a href="mailto:snrprogrcoordinator@ucc.edu.jm">snrprogrcoordinator@ucc.edu.jm</a>  <b>Programme Coordinator</b> Mr. Kurt Davis <a href="mailto:busprogrcoordinator7@ucc.edu.jm">busprogrcoordinator7@ucc.edu.jm</a>	Mondays- Fridays: 8:00 am-4:00 pm Tuesdays 10:30am-7:00pm
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Business Administration-1st and 2nd year</b></li> <li>▪ <b>BSc. in Marketing</b></li> </ul>	Ext. 3996		<b>Programme Coordinator</b> Mrs. Trecia Johnson-Henry <a href="mailto:businessprogrcoordinator2@ucc.edu.jm">businessprogrcoordinator2@ucc.edu.jm</a>	Mondays-Thursdays 9:00am-5:00pm Fridays: 8:30 am-4:30 pm

<ul style="list-style-type: none"> <li>▪ <b>BSc. in Logistics and Operations Management (LOM)</b></li> <li>▪ <b>BSc. Marketing with major in Digital Marketing</b></li> </ul>				
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Human Resource Management</b></li> <li>▪ <b>BA. in Media &amp; Communications</b></li> <li>▪ <b>BSc. in International Relations</b></li> </ul>	Ext. 4040	876-548-0502	<b>Programme Coordinator</b> Ms. Noyoland Williamson <a href="mailto:busprogrcoordinator6@ucc.edu.jm">busprogrcoordinator6@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30 pm Thursdays 8:00am-4:00pm
<b>BSc. in Information Systems Management (ISM)</b>	Ext. 4043	876-548-0352	<b>Programme Coordinator</b> Mrs. Shelley Thompson-Taylor <a href="mailto:businessprogrcoordinator@ucc.edu.jm">businessprogrcoordinator@ucc.edu.jm</a>	Mondays- Fridays: 8:00 am-4:00 pm
<b>BSc. in Tourism &amp; Hospitality Management</b>	Ext. 3992	876-548-0536	<b>Programme Coordinator</b> Ms. Carissa Beckford <a href="mailto:tourismcoordinator@ucc.edu.jm">tourismcoordinator@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30pm
<ul style="list-style-type: none"> <li>▪ <b>ASc. in Tourism &amp; Hospitality Management</b></li> <li>▪ <b>Single Degree Modules for Professional Certificates</b></li> </ul>	Ext. 4033		<b>Programme Coordinator</b> Ms. Jellisa Reddick <a href="mailto:businessprogrammecoordinator@ucc.edu.jm">businessprogrammecoordinator@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30pm
<ul style="list-style-type: none"> <li>▪ <b>BSc. in Social Work</b></li> <li>▪ <b>BSc. in Social Work with Specialization in Gerontology</b></li> <li>▪ <b>BSc. in Applied Psychology</b></li> <li>▪ <b>BSc. in Applied Psychology with Specialization in Children &amp; Adolescent Counselling</b></li> <li>▪ <b>BSc. in Criminology and Criminal Justice</b></li> </ul>	Ext. 4023		<b>Programme Coordinator</b> Mrs. Camile Melbourne-Richards <a href="mailto:snrbhlprogrofficer@ucc.edu.jm">snrbhlprogrofficer@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30pm
<ul style="list-style-type: none"> <li>▪ <b>ASc in Paralegal Studies</b></li> <li>▪ <b>Bachelor of Laws</b></li> <li>▪ <b>Certificate in Law</b></li> </ul> University of London (UOL)	Ext. 4025	876-320-7981	<b>Programme Coordinator</b> Mrs. Maxine Watts <a href="mailto:snruolprogcoord@ucc.edu.jm">snruolprogcoord@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30pm

<p><b>Corporate Education Department</b></p> <p><b>Group Email:</b> <a href="mailto:corporate_edu@ucc.edu.jm">corporate_edu@ucc.edu.jm</a></p> <p><b>Helpdesk:</b> <a href="mailto:cedhelpdesk@ucc.edu.jm">cedhelpdesk@ucc.edu.jm</a></p> <p><b>Tuition Payments:</b> <a href="mailto:payments@ucc.edu.jm">payments@ucc.edu.jm</a></p>	<p>Ext. 4056 Ext. 4058 Ext. 4100 Ext. 3999 Ext. 4032</p>	<p>876-906-3214 876-906-3216 876-315-8218</p>	<p><b>Senior Programme Coordinator</b> Ms Schana Beckford <a href="mailto:snrcorpedcoordinator@ucc.edu.jm">snrcorpedcoordinator@ucc.edu.jm</a> <b>Programme Coordinator</b> Mr. Lamech Hunter <a href="mailto:corpeduclerk@ucc.edu.jm">corpeduclerk@ucc.edu.jm</a> <b>Programme Coordinator / Recruiter</b> Mr. Winston Kennedy <a href="mailto:corpedcoordinator@ucc.edu.jm">corpedcoordinator@ucc.edu.jm</a> <b>Administrative Assistant</b> Ms Carolisa Harridon <a href="mailto:corpeduadminasst@ucc.edu.jm">corpeduadminasst@ucc.edu.jm</a></p>	<p>Mondays-Fridays: 8:30 am-4:30pm</p>
<p><b>Customer Service and Client Care Unit</b></p> <p><b>Live Chat:</b> <a href="http://ucc.edu.jm">ucc.edu.jm</a></p>	<p>Ext. 4061 Ext. 4063 Ext. 4016 Ext. 4080 Ext. 4081</p>	<p>876-801-3124</p>	<p><b>Customer Care Agent</b> <a href="mailto:customercareagent1@ucc.edu.jm">customercareagent1@ucc.edu.jm</a></p> <p><b>Customer Care Supervisor</b> Ms Lisa Cunningham <a href="mailto:customercaresupervisor@ucc.edu.jm">customercaresupervisor@ucc.edu.jm</a></p>	<p>Mondays- Fridays: 8:30 am-4:30pm</p>
<p><b>Department of Student Activities and Career Services</b></p> <p><b>Helpdesk</b> <a href="mailto:dsahelpdesk@ucc.edu.jm">dsahelpdesk@ucc.edu.jm</a></p> <p><b>Group Email:</b> <a href="mailto:studentaffairs@ucc.edu.jm">studentaffairs@ucc.edu.jm</a></p>	<p>Ext. 3997 Ext. 4005 Ext. 4126</p>	<p>876-822-7317</p>	<p><b>Senior Administrator</b> Mr. Gary McKenzie <a href="mailto:seniorstudentsupport@ucc.edu.jm">seniorstudentsupport@ucc.edu.jm</a> <b>Student Affairs Officer</b> Mr. Oneil Dowe <a href="mailto:studentaffairsofficer@ucc.edu.jm">studentaffairsofficer@ucc.edu.jm</a></p>	<p>Mondays- Fridays: 8:30 am-4:30pm</p>
<p><b>IS&amp;T Department</b></p> <p><b>Group Email:</b> <a href="mailto:isthelpdesk@ucc.edu.jm">isthelpdesk@ucc.edu.jm</a></p>	<p>Ext. 3986 Ext. 3984 Ext. 3985 Ext. 4068</p>	<p>876-822-6982 876-322-3157 876-322-2961 876-822-6909</p>	<p><a href="mailto:smssupport@ucc.edu.jm">smssupport@ucc.edu.jm</a></p>	<p>Mondays- Fridays: 9:00 am-4:00pm</p>
<p><b>IT Department</b></p> <ul style="list-style-type: none"> <li>▪ K-13 ASc. in Information Technology</li> <li>▪ BSc. in Information Technology</li> </ul>	<p>Ext. 4020 Ext. 3937</p>	<p>876-236-1895 876-548-0629</p>	<p><b>Programme Officer</b> Ms. Pamela Reid <a href="mailto:itprogrammeofficer2@ucc.edu.jm">itprogrammeofficer2@ucc.edu.jm</a></p> <p><b>Programme Officer</b> Mr. Craig Wilmot <a href="mailto:itprogofficer4@ucc.edu.jm">itprogofficer4@ucc.edu.jm</a></p>	<p>Mondays- Fridays: 8:30 am-4:30pm</p>
<p><b>Library &amp; Information Centre</b></p>	<p>Ext. 3987 Ext. 3988 Ext. 3989 Ext. 4073 Ext. 4130</p>		<p><a href="mailto:asklibrary@ucc.edu.jm">asklibrary@ucc.edu.jm</a></p>	<p>Mondays- Fridays: 8:30 am-4:30pm</p>

<b>Online Department</b>  <b>Helpdesk:</b> <a href="mailto:ucconline@ucc.edu.jm">ucconline@ucc.edu.jm</a>	Ext. 4007 Ext. 4008 Ext. 4009 Ext. 4010 Ext. 4018	876-347-5829 876-322-5920 876-339-1099 876-805-5135 876-802-5891 876-316-9286	<a href="mailto:ucconline@ucc.edu.jm">ucconline@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm
<b>Regional Campus- Montego Bay</b> <a href="mailto:mobay@ucc.edu.jm">mobay@ucc.edu.jm</a>	Ext. 2301 Ext. 2304 Ext. 2305	876-337-9835	<b>Campus Manager</b> <b>Ms. Ingrid Foote</b> <a href="mailto:mobaycampusmanager@ucc.edu.jm">mobaycampusmanager@ucc.edu.jm</a> <b>Programme Officer</b> Ms. Nyelia Doyley <a href="mailto:mbprogrammeofficer@ucc.edu.jm">mbprogrammeofficer@ucc.edu.jm</a> <b>Programme and Student Support Coordinator</b> Mr. Joseph Kerr <a href="mailto:prostulibcoor@ucc.edu.jm">prostulibcoor@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm
<b>Regional Campus- May Pen</b> <a href="mailto:maypen@ucc.edu.jm">maypen@ucc.edu.jm</a>	Ext. 2101 Ext. 2102 Ext. 2103	658-206-0103 876-322-2327 876-339-0922 876-676-4230	<b>Campus Manager</b> Ms. Patricia Jarman <a href="mailto:maypenmanager@ucc.edu.jm">maypenmanager@ucc.edu.jm</a> <b>Regional Recruitment Advisor</b> Mrs. Keturah Holmes <a href="mailto:regionalrecruitmentadvisor@ucc.edu.jm">regionalrecruitmentadvisor@ucc.edu.jm</a> <b>Programme Coordinator</b> Mrs. Fitara Jones-Wallace <a href="mailto:maypenprogcoordinator@ucc.edu.jm">maypenprogcoordinator@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm
<b>Regional Campus- Ocho Rios</b> <a href="mailto:ochorios@ucc.edu.jm">ochorios@ucc.edu.jm</a>	Ext. 2401 Ext. 2402 Ext. 2403	876-322-3852 876-337-9800 876-795-0983	<b>Campus Manager</b> <a href="mailto:ochorioscampusmanager@ucc.edu.jm">ochorioscampusmanager@ucc.edu.jm</a> <b>Programme Coordinator</b> Ms. Andrea Shakes <a href="mailto:ochoriosprogrcoordinator2@ucc.edu.jm">ochoriosprogrcoordinator2@ucc.edu.jm</a> <b>Programme Officer</b> Ms. Kodalie Kelly <a href="mailto:ochoriosprogofficer2@ucc.edu.jm">ochoriosprogofficer2@ucc.edu.jm</a> <b>Regional Recruiter</b> Mrs. Stephanie Franklin- Lothian <a href="mailto:regionalrecruiter@ucc.edu.jm">regionalrecruiter@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm
<b>Regional Campus- Mandeville</b> <a href="mailto:mandeville@ucc.edu.jm">mandeville@ucc.edu.jm</a>	Ext. 2201 Ext. 2202 Ext. 2203 Ext. 2204	876-337-9793 876-836-4181	<b>Campus Manager</b> Ms. Faith Blair <a href="mailto:manvcampusmanager@ucc.edu.jm">manvcampusmanager@ucc.edu.jm</a> <b>Programme Officer</b> Ms. Terry Biggs <a href="mailto:mandevilleprogrofficer@ucc.edu.jm">mandevilleprogrofficer@ucc.edu.jm</a> <b>Administrative Assistant</b> Ms. Larcia Thompson <a href="mailto:manvadminassistant@ucc.edu.jm">manvadminassistant@ucc.edu.jm</a> <b>Regional Recruitment &amp; Enrolment Advisor</b> Ms. Sabrina Green <a href="mailto:regrecruitmentadv@ucc.edu.jm">regrecruitmentadv@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm

<b>Student Financial Services Department</b> <a href="mailto:sfs@ucc.edu.jm">sfs@ucc.edu.jm</a> <b>Helpdesk:</b> <a href="mailto:sfshelpdesk@ucc.edu.jm">sfshelpdesk@ucc.edu.jm</a>	Ext. 4078 Ext. 3920 Ext. 3978 Ext. 3979 Ext. 8200 Ext. 3980	876-339-1113 876-334-1332 876-334-1016 876-321-0969	<b>Senior SFS Officer</b> Mrs Sudeen Warner-Malcolm <a href="mailto:swarner-malcolm@ucc.edu.jm">swarner-malcolm@ucc.edu.jm</a> <b>SFS Officer</b> Mrs Nicola Muir-Passley <a href="mailto:sfsofficer4@ucc.edu.jm">sfsofficer4@ucc.edu.jm</a> <b>SFS Officer</b> Ms Rochelle Spence <a href="mailto:sfsofficer3@ucc.edu.jm">sfsofficer3@ucc.edu.jm</a> <b>SFS Clerical Assistant</b> Ms Tanya Chambers <a href="mailto:sfsintern2@ucc.edu.jm">sfsintern2@ucc.edu.jm</a> <b>SFS Supervisor</b> Ms Roselyn Vassell <a href="mailto:rvassell@ucc.edu.jm">rvassell@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am-4:30pm
<b>College of Occupational and Applied Studies (Formerly UCC Academy)</b> <a href="mailto:ucca@ucc.edu.jm">ucca@ucc.edu.jm</a> <a href="mailto:uccacad@ucc.edu.jm">uccacad@ucc.edu.jm</a>	Ext. 3950 Ext. 3914 Ext. 4047 Ext. 4094 Ext. 3998 Ext. 4071 Ext. 4055	876-548-0282	<b>Dean</b> Dr Leleith Tomlinson <a href="mailto:deancoas@ucc.edu.jm">deancoas@ucc.edu.jm</a> <b>Registry Clerk</b> Ms Rushell McCarthy <a href="mailto:progclerkcoas@ucc.edu.jm">progclerkcoas@ucc.edu.jm</a> <b>Programme Coordinator (Allied Health and Construction) Ms</b> Natasha Saunches <a href="mailto:progcoorcoas@ucc.edu.jm">progcoorcoas@ucc.edu.jm</a> <b>Online Support Clerk (Moodle)</b> Mr. Leon Wilson <a href="mailto:onlinesupportcoas@ucc.edu.jm">onlinesupportcoas@ucc.edu.jm</a> <b>Programme Officer (Diploma and Certificates)</b> Ms. Mauricea Scully <a href="mailto:progofficercoas@ucc.edu.jm">progofficercoas@ucc.edu.jm</a> <b>Head Of Department</b> Mr. Errol Campbell <a href="mailto:gaofficercoas@ucc.edu.jm">gaofficercoas@ucc.edu.jm</a>	Mondays-Fridays: 8:30 am-4:30pm
<b>UCC Global</b> <a href="mailto:registry@ucc.global.com">registry@ucc.global.com</a>	Ext. 3960 Ext. 4106	876-796-7866	<b>Senior Registry Clerk</b> Ms Kerri Gillespie <a href="mailto:registry2@uccglobal.co">registry2@uccglobal.co</a> <b>Director, Local, Regional and International Admissions</b> Ms Marlene Roach <a href="mailto:associateregistrar@uccglobal.co">associateregistrar@uccglobal.co</a>	Mondays-Fridays: 8:30 am-4:30pm
<b>Registry Department Records Unit</b> <a href="mailto:registry@ucc.edu.jm">registry@ucc.edu.jm</a>	Ext. 3961 Ext. 4067 Ext. 4129 Ext. 3953 Ext. 4102 Ext. 3955	876-319-2970 876-209-3713	<b>Acting Registrar/ Records Manager</b> Mrs. Andrea Wanliss Laing <a href="mailto:recordsmanager@ucc.edu.jm">recordsmanager@ucc.edu.jm</a> <b>Clerical Assistant</b> Ms. Moesha Millwood <a href="mailto:registryclericalasst@ucc.edu.jm">registryclericalasst@ucc.edu.jm</a> <b>Registry Officer</b> Ms. Veronica Levy <a href="mailto:registryprojectofficer@ucc.edu.jm">registryprojectofficer@ucc.edu.jm</a> <b>Senior Registry Clerk</b> Ms. Jannae Reid <a href="mailto:snregistryclerk2@ucc.edu.jm">snregistryclerk2@ucc.edu.jm</a> <b>Senior Registry Officer</b> Ms. Yaneque Robinson <a href="mailto:snregistryofficer2@ucc.edu.jm">snregistryofficer2@ucc.edu.jm</a>	Mondays- Fridays: 8:30 am- 4:30pm

<p><b>Registry Department Admissions Unit</b>  <a href="mailto:uccadmissions@ucc.edu.jm">uccadmissions@ucc.edu.jm</a></p> <p><b>Group Email:</b>  <a href="mailto:registry@ucc.edu.jm">registry@ucc.edu.jm</a></p>	<p>Ext. 3957  Ext. 3954  Ext. 3958  Ext. 3959  Ext. 4084  Ext. 4048  Ext. 3932  Ext. 3933</p>	<p>876-209-3713</p>	<p><b>Registry Supervisor</b>  Mrs. Omieka Baker  <a href="mailto:registrysuptervisor@ucc.edu.jm">registrysuptervisor@ucc.edu.jm</a></p> <p><b>Records Officer</b>  Mr. Deval Fitten  <a href="mailto:dfitten@ucc.edu.jm">dfitten@ucc.edu.jm</a></p> <p><b>Senior Registry Clerk</b>  Ms. Daina Findlator  <a href="mailto:snregistryclerk3@ucc.edu.jm">snregistryclerk3@ucc.edu.jm</a></p> <p><b>Registry Officer</b>  Ms. Tanya Francis  <a href="mailto:registryofficer8@ucc.edu.jm">registryofficer8@ucc.edu.jm</a></p> <p><b>Admissions Officer</b>  Mr. Wayne Suckoo  <a href="mailto:wsuckoo@ucc.edu.jm">wsuckoo@ucc.edu.jm</a></p> <p><b>Senior Registry Clerk</b>  Ms. Kerry Ann Tomlinson  <a href="mailto:snregistryclerk4@ucc.edu.jm">snregistryclerk4@ucc.edu.jm</a></p> <p><b>Registry Clerk</b>  Mr. Ricardo Prendergast  <a href="mailto:registryclerk4@ucc.edu.jm">registryclerk4@ucc.edu.jm</a></p>	<p>Mondays- Fridays:  8:30 am- 4:30pm</p>
<p><b>Student Communication Chat Groups</b></p>				
<p><b>Verification Form for Student Union Group:</b></p>			<p><a href="https://forms.gle/dcguACUByhPxGxkEA">https://forms.gle/dcguACUByhPxGxkEA</a></p>	
<p><b>Student Union Group:</b></p>			<p><a href="https://t.me/+DKy9FVMNymISZDMx">https://t.me/+DKy9FVMNymISZDMx</a></p>	
<p><b>Student Union Broadcast Channel:</b></p>			<p><a href="https://t.me/uccstudentunion">https://t.me/uccstudentunion</a></p>	
<p><i>Updated August 2024</i></p>				