



**UNIVERSITY OF THE
COMMONWEALTH
CARIBBEAN**
Fostering Leadership & Innovation

UCC Students' Help Desk Directory

Tel: 876-906-3000

Summer 2023

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

<ul style="list-style-type: none"> ▪ BSc. in Human Resource Management ▪ BA. in Media & Communications ▪ BSc. in International Relations 	Ext. 4040	876-548-0502	Programme Coordinator Ms. Noyoland Williamson busprogrcoordinator6@ucc.edu.jm	Mondays-Fridays: 8:30 am-4:30 pm Thursdays 8:00am-4:00pm
BSc. in Information Systems Management (ISM)	Ext. 4043	876-548-0352	Programme Coordinator Mrs. Shelley Thompson-Taylor businessprogrcoordinator@ucc.edu.jm	Mondays- Fridays : 8:00 am-4:00 pm
BSc. in Tourism & Hospitality Management	Ext. 3992	876-548-0536	Programme Coordinator Ms. Carissa Beckford tourismcoordinator@ucc.edu.jm	Mondays-Fridays : 8:30 am-4:30pm
<ul style="list-style-type: none"> ▪ BSc. in Social Work ▪ BSc. in Social Work with Specialization in Gerontology ▪ BSc. in Applied Psychology ▪ BSc. in Applied Psychology with Specialization in Children & Adolescent Counselling ▪ BSc. in Criminology and Criminal Justice 	Ext. 4023	876-805-5147	Programme Coordinator Ms. Jodi Ann Antoine genstudiesprogrcoord@ucc.edu.jm	Mondays-Fridays: 8:30 am-4:30pm
<ul style="list-style-type: none"> ▪ ASc in Paralegal Studies ▪ Bachelor of Laws ▪ Certificate in Law University of London (UOL)	Ext. 4025	876-320-7981	Programme Coordinator Mrs. Maxine Watts snruolprogcoord@ucc.edu.jm	Mondays-Fridays: 8:30 am-4:30pm
Corporate Education Department Helpdesk: cedhelpdesk@ucc.edu.jm	Ext. 4056 Ext. 4058 Ext. 4100 Ext. 3999	876-315-8218	Senior Programme Coordinator Ms Schana Beckford snrcorpedcoordinator@ucc.edu.jm Programme Coordinator Ms Shantell Creary corporateedcoordinator3@ucc.edu.jm Programme Officer / Recruiter Mr Winston Kennedy corporateedprogoff4@ucc.edu.jm Administrative Assistant Ms Carolisa Harridon corpeduadminasst@ucc.edu.jm Tuition Payments payments@ucc.edu.jm	Mondays-Fridays: 8:30 am-4:30pm

Customer Service and Client Care Unit Live Chat: ucc.edu.jm	Ext. 4061 Ext. 4063 Ext. 4114 Ext. 4016	876-801-3124	Customer Care Agent Mrs Nigen Brown customercarerepresentative1@ucc.edu.jm Customer Care Agent Ms Shanice Brown customercareagent1@ucc.edu.jm Telephone Operator Mrs Tatesha Fagan operator2@ucc.edu.jm Customer Care Supervisor Ms Lisa Cunningham customercaresupervisor@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Department of Student Activities and Career Services Helpdesk dsahelpdesk@ucc.edu.jm	Ext. 3997 Ext. 4005	876-822-7317	Senior Administrator Mr. Gary McKenzie seniorstudentsupport@ucc.edu.jm Student Affairs Officer Mr. Oneil Dowe studentaffairsofficer@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
IS&T Department	Ext. 3986 Ext. 3984 Ext. 3985	876-822-6982 876-322-3157 876-322-2961 876-822-6909	smssupport@ucc.edu.jm	Mondays- Fridays : 9:00 am-4:00pm
K-13 ASc. in Information Technology BSc. in Information Technology	Ext. 4020 Ext. 4116		Programme Officer Ms. Pamella Reid itprogrammeofficer2@ucc.edu.jm Programme Officer Mr. Ricardo Reid itprogrammeofficer3@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Library & Information Centre	Ext. 3987 Ext. 3988 Ext. 3989 Ext. 4073 Ext. 4130		asklibrary@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Online Department Helpdesk: ucconline@ucc.edu.jm	Ext. 4007 Ext. 4008 Ext. 4009 Ext. 4010 Ext. 4018	876-347-5829 876-322-5920 876-339-1099 876-802-5891 876-316-9286	ucconline@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Regional Campus- Montego Bay mobay@ucc.edu.jm	Step 1: Dial extension Step 2: Hear "welcome" Step 3: Re-dial extension Ext. 2301 Ext. 2302 Ext. 2303 Ext. 2304	876-337-9800	Campus Manager mobaycampusmanager@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm

Regional Campus- May Pen maypen@ucc.edu.jm	<p>Step 1: Dial extension Step 2: Hear "welcome" Step 3: Re-dial extension</p> Ext. 2101 Ext. 2102 Ext. 2103	876-322-2327 876-322-3306 876-339-0922	Campus Manager maypenmanager@ucc.edu.jm Regional Recruitment Advisor regionalrecruitmentadvisor@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Regional Campus- Ocho Rios ochorios@ucc.edu.jm	<p>Step 1: Dial extension Step 2: Hear "welcome" Step 3: Re-dial extension</p> Ext. 2401 Ext. 2402 Ext. 2403	876-322-3852 876-337-9800	Campus Manager ochorioscampusmanager@ucc.edu.jm Programme Coordinator Ochoriosprogrcoordinator2@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Regional Campus- Mandeville mandeville@ucc.edu.jm	<p>Step 1: Dial extension Step 2: Hear "welcome" Step 3: Re-dial extension</p> Ext. 2201 Ext. 2202 Ext. 2203	876-906-3000	Acting Campus Manager fblair@ucc.edu.jm Programme Officer mandevilleprogrofficer@ucc.edu.jm Administrative Assistant manvadminassistant@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
Student Financial Services Department sfs@ucc.edu.jm Helpdesk: sfshelpdesk@ucc.edu.jm	Ext. 3980 Ext. 4078 Ext. 4097 Ext. 2104 Ext. 3920 Ext. 3978 Ext. 3979 Ext. 8200 Ext. 3917	876-321-0969 876-339-1113 876-334-1332 876-334-1016	SFS Supervisor Ms Roselyn Vassell rvassell@ucc.edu.jm Senior SFS Officer Mrs Sudeen Warner-Malcolm swarner-malcolm@ucc.edu.jm SFS Officer Mrs Sasheen Smith sfsofficer7@ucc.edu.jm SFS Clerical Assistant Ms Abbigay Blair sfsclericalasst@ucc.edu.jm SFS Officer Mrs Nicola Muir-Passley sfsofficer4@ucc.edu.jm SFS Officer Mrs Natish Palmer-Byfield npalmer@ucc.edu.jm SFS Officer Ms Rochelle Spence sfsofficer3@ucc.edu.jm SFS Clerical Assistant Ms Tanya Chambers sfsintern2@ucc.edu.jm SFS Clerical Assistant Ms Kayla Wright sfsclericalasst2@ucc.edu.jm	Mondays- Fridays : 8:30 am-4:30pm
College of Applied & Occupational Studies (Formerly UCC Academy) ucca@ucc.edu.jm	Ext. 3950 Ext. 3915 Ext. 4047 Ext. 4094 Ext. 3998 Ext. 4071	876-548-0282 876-548-0466	Senior Programme Coordinator Ms Tanealla Feddis snrprogcoordinator@ucc.edu.jm Senior Programme Coordinator Mr. O'Neil Rattary snrprogcoorduca@ucc.edu.jm Admission Officer Mr. Owen Martin	Mondays-Fridays: 8:30 am-4:30pm

	Ext. 4055 (moodle)		ecapadmissionsofficer@ucc.edu.jm Registry Clerk Ms Rushell McCarthy uccaadminassist8@ucc.edu.jm Registry Officer Ms Natasha Saunches uccaadminassistant@ucc.edu.jm Online Support Clerk (Moodle) Mr. Leon Wilson uccaadminassistant5@ucc.edu.jm	
UCC Global global@ucc.edu.jm	Ext. 3960 Ext. 4106	876-796-7866	Senior Registry Clerk Ms Kerri Gillespie registry2@uccglobal.co Director, Local, Regional and International Admissions Ms Marlene Roach associateregistrar@uccglobal.co	Mondays-Fridays: 8:30 am-4:30pm
Registry Department	Ext. 3955 Ext. 3957	876-319-2970 876-209-3713	records@ucc.edu.jm registry@ucc.edu.jm	Mondays-Fridays: 8:30 am-4:30pm
Student Communication Chat Groups				
Telegram Group:	<i>Student Group: https://t.me/joinchat/HQ0ad1E1UWPdikKJ</i>			Bachelor & Associates Group
Telegram Group:	<i>Student Group: https://t.me/joinchat/TfB2bBzox5LAc-3VJjBuhQ</i>			OAD / CAP Group
Telegram Group:	<i>Student Group: https://t.me/joinchat/VjuEHztW5jM0GxqR</i>			TAD Group
<i>Updated June 2023</i>				