



UWI

ST. AUGUSTINE
CAMPUS

THE ST. AUGUSTINE CENTRE
FOR INNOVATION AND
ENTREPRENEURSHIP (STACIE)

CUSTOMER SERVICE CHARTER

Last updated: April 29, 2020



Professor John Agard
Director of STACIE

PURPOSE

The purpose of the **St Augustine Centre for Innovation and Entrepreneurship (STACIE)** is to propel The UWI's evolution beyond traditional teaching, learning and research and to enhance its role as a major driver of local and regional innovation and entrepreneurship.

AIMS & OBJECTIVES

STACIE aims to build networks and relationships, foster greater alignment of key partners and resources, and promote increased and more effective knowledge transfer for the benefit of society. STACIE will strategically test, track and locate support capabilities for embedding a culture of innovation and entrepreneurship in the national socio-economic environment.

Key Objectives:

1. **Proactively coordinate the Campus's internal Research, Innovation and Entrepreneurship (RI&E) ecosystem** and collaborate with key external stakeholders in solving real world problems.
2. **Facilitate efficient and effective data management** and support of key stakeholder inquiries and engagements including through interactive digital platforms.
3. **Increase and improve partnerships** with industry, academia, government, civil society, policy and advocacy partners, and development partners, to advance research and business opportunities.
4. **Aggressively identify potential intellectual property (IP)** inherent in research output and work with internal and external stakeholders in leveraging these IP assets for spin-off generation, commercial uptake, creative innovation and crafting scalable development solutions.
5. **Capture and package new knowledge** through collaboration, partnerships and research to enhance third stream funding and to support evidence-based decision-making.
6. **Enable the development and absorption of commercially viable outputs** from UWI STA research such as industry relevant prototypes. STACIE intends to achieve this through close collaboration with industry, strategic partnerships, provision and procurement of grant funding, research contracting and consulting opportunities.
7. **Guide and support the core research function at UWI STA** as well as the downstream connecting development activities on the Campus through direct or indirect provision of funding and establishment of string networks for Research and Development (R&D) collaboration.
8. **Support the achievement of the sustainable development goals (SDGs)** and other international and regional agreements, such as the Sendai Framework and the SAMOA pathway, through social innovation and advocacy.
9. **Leverage funding, relationships and resources for the benefit of the faculties** and the wider campus community, by virtue of STACIE's coordinating function.

OUR CORE VALUES

INTEGRITY & CONFIDENTIALITY

Engendering confidence and trust in our customers by conducting business with integrity and ensuring protection and confidentiality of proprietary and personal information.

DEPENDABILITY & ACCOUNTABILITY

Taking full responsibility for our promises and commitments and constantly seeking ways to deliver what our customers truly need.

PROFESSIONALISM

Displaying competency, focus, team spirit and respect for our customers.

CREATIVITY

Challenging the status quo in a healthy way in pursuing innovative and creative solutions to problems.

TRANSFORMATIONAL LEADERSHIP

Asserting ourselves as a driving force of innovation and entrepreneurship.

SUSTAINABILITY

Always cognizant of environmental, social and economic impact in developing lasting results

OUR FUNCTIONS & SERVICES

We serve our internal and external customers through:

**Coordinating the
Research, Innovation
and Entrepreneurship
Ecosystem**

**IP Asset
Management**

**Relationship
Management/
Partnerships and
Collaborations**

**Resource
Mobilization**

**Research
Management**

**Knowledge
Management**

**Capacity
Building**





Our support services include:

- Assessment of Intellectual Property (IP) and pursuit of IP protection
- IP commercialization (joint venture partnerships, licensing agreements, technology marketing and facilitating investments)
- Sourcing internal and external resources / expertise as required to support idea development including business planning, commercialisation and other entrepreneurial activities
- Provision and sourcing of grant funding to support research and innovation and address pressing development needs
- Facilitating institutional philanthropy and managing investor and donor relationships
- Capacity building in resource mobilization and grant writing
- Development of workforce research statistics to support skill training development needs
- Advisory Services; mentorship, innovation and entrepreneurship, intellectual property, funding opportunities, proposal preparation, policies and procedures, compliance and risk management
- Contract management
- Project management
- Impact analysis reporting
- Technical support (commercialization support, business plan support, intellectual property management and technical proposal writing)
- Mediation
- Negotiation

Our Key Customers & Stakeholders

Researchers	Students (undergraduate to PhD and the Guild of Students)	Staff (academic and non-academic)
Office of the Campus Principal	Faculties and Departments	Units Centres Institutes
The Entrepreneurship Unit (EU)	The Bursary	UWI Ventures Limited
Executive Management	INTERNAL	Office of the Campus Registrar
Legal Office		The Human Resource Department
Department of Marketing and Communications		The One UWI - all counterparts at our other Campuses
Academic Institutions	EXTERNAL	Governmental Agencies
MSME (Micro, Small & Medium Enterprises)		International Funding Agencies
Business Chambers		Investors
Diaspora	Non-governmental Organizations (NGOs)	Industry
Alumni		Private Sector
Civil Society Organisations (CSOs)	Business Support Organisations (BSOs)	Intellectual Property Organizations (IPOs)
Development agencies	Entrepreneurs	Donor Enterprises

OUR SERVICE STANDARDS AND COMMITMENT TO SERVICE QUALITY

In demonstrating our focus on service excellence, we are committed to:

- Deploying highly competent and knowledgeable staff that deliver quality results and service excellence
- Timely feedback, expediency and proactivity in our responses
- Providing secure, confidential and reliable transactions
- Flexibility and responsiveness to specific needs and unique requirements
- Proactive and continuous assessment of customer needs
- Delivering accurate, appropriate and timely advice
- Encouraging feedback on our service quality and engaging in continuous learning and improvement
- Prioritizing decisions based on value addition
- Equality of treatment
- Exercising the necessary due diligence
- Timely reporting on the achievement of objectives

We recognize the value of your feedback. In order to continuously enhance our service quality, we collect and assess customer feedback and monitor our compliance with our established service standards. We encourage our customers to provide us with feedback on our services by emailing us at stacie@sta.uwi.edu.



CONTACT US

Email: stacie@sta.uwi.edu
Direct Line: 1-868-224-3722
Phone: 1-868-662-2002

Partnerships and Collaboration/ Ecosystem Coordination

Professor John Agard
Ext: 84485
Email: John.Agard@sta.uwi.edu

University/ Industry Collaboration

Professor of Practice,
Mr. Gerry Brooks
82483

Research Funding and Business Development

Mrs. Cheryle Dubay-Tewarie
Ext: 83551
Email:
Cheryle.Dubay-Tewarie@sta.uwi.edu

Mrs. Indira Jagassar
Ext: 83784
Email: Indira.Jagassar@sta.uwi.edu

Service Quality and Process Improvement

Mr. Kristen Cockburn
Ext: 83668
Email: Kristen.Cockburn@sta.uwi.edu

Intellectual Property Management

Ms. Lauren Boodhoo
Ext: 82634
Email: Lauren.Boodhoo@sta.uwi.edu

Research Funding/ Donor Relationships

Ms. Lois St Brice
Ext: 84488
Email: Lois.St.Brice@sta.uwi.edu

Office Administration

Mr. Damian Ali
Ext: 83782
Email: Damian.Ali@sta.uwi.edu

Ms. Ena Siew Persad
Ext: 82483
Email: Ena.SiewPersad@sta.uwi.edu

Mr. Shomari Smith
Ext: 84486
Email: Shomari.Smith@sta.uwi.edu

You can also visit our **Contact Us** page on our website <https://sta.uwi.edu/stacie>

We look forward to working with you.