

Student Support in Higher Education: A HRMD Perspective

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Abstract

The Human Resource Management Division (HRMD) of the University of the West Indies (UWI) Mona Campus is one of the oldest administrative department of the UWI Mona. Its main responsibilities not only include attracting, engaging, and retaining outstanding employees that support the institutions strategic goals, but also providing a safe and healthy teaching, learning and working environment for its staff and students. The Department is committed to developing employees to their fullest potential, and through various programmes, they are also committed to supporting and developing students, enabling them to become productive citizens regionally and internationally. This study employs a qualitative approach, pulling on the understanding and wealth of experience of the authors, combined with an interrogation and analysis of the department's records to highlight some of the ways in which the HRMD support student's development. Three initiatives of the HRMD are examined in this paper, underlining how these selected activities buttress student success and improve students' experiences, as well as demonstrating how an administrative department (as opposed to an academic department) in an institution of higher education can support the institution's student-centeredness. Using Kuh et al's (2006) definition, we find that the UWI's HRMD contributes to student success by mainly impacting student well-being and career development.

Index Terms

Human Resource Management Division; Student success; Student Well-being; Career Development