

USEFUL INFORMATION

Student Administration Services Section (SASS)

QUERY

Balance and financial hold queries
Scholarship payments, SLB etc.
Tuition letter
Statement of Accounts Letter
Tuition and Residence Installment Plans
Tuition and Residence Allocations
Cheque information
Refunds
876-280-8238 (WhatsApp)
customer.services@uwimona.edu.jm

Bursary Cashier

QUERY

Collection of Cheques
Tuition Payment
Housing Payment
Status Letter Payment
ID Fine Payment
ID Card Payment
Other payments

Faculty/ Department

QUERY

Leave of Absence (LOA)
Late Withdrawal (LW)
Change of Major/ Status
Late Adjustment to Registration (LAR)
Faculty Transfer
Credit Check
SocSci: 876-977-0640/ 876-395-0170
fss_studentmatters@uwimona.edu.jm
Law: 876-924-1855 or 876-702-4392
monalaw@uwimona.edu.jm
MedSci: 876-927-1297
medsci@uwimona.edu.jm

Admissions Section

QUERY

Status Letter
Extension of Graduation Date
Admittance requirements
Admittance information
Orientation Information
876-970-1002 / 876- 927-2779
admissions@uwimona.edu.jm

Examination Section

QUERY

Transcript Request
Transcript Pick-Up
Degree Collection
Awarding Degree
Examination Remark
Status Letter (Degree Completion)
Medical Letter
876-977-3544/ 876-857-2350
examinations@uwimona.edu.jm

Faculty/Department

QUERY

SciTech: (876) 977-1785/876-552-4691(whatsapp)
fst@uwimona.edu.jm
Humanities: (876) 970-1666/977-3659
fhe@uwimona.edu.jm
Sports: 876-970-6921
fos@uwimona.edu.jm
Engineering: 927-1640 / (876) 970-1964
Email: engineering@uwimona.edu.jm
Query:
Gender Studies and Development:
(876) 977-7365
igdsmona@uwimona.edu.jm

USEFUL INFORMATION CONT.

Payables Department

QUERY

Preparation of cheques

Timeline for cheque/deposit payment

Questions about direct deposit being reflected on the system

876-564-9625 (Whatsapp only)
accountspayables@uwimona.edu.jm

Mona Information technology (MITS)

QUERY

Issues making payments on the UWI E-Commerce platform

Resetting passwords

Issues logging onto any of UWI Online

Access to UWI Student Email (mymona)

876-927-2148/ 876-499229
896-9775 (WhatsApp)
www.mona.uwi.edu/mits (online chat)
helpdesk@uwimona.edu.jm

Registry Information System (RIS)

QUERY

Registration Concerns for Undergraduate Students

Add/Drop Courses for Undergraduate Students

Registration Errors for Undergraduate Students

Updating Student Records

Registration Time Ticket / Student Restriction (SR)

876-970-4472
ris@uwimona.edu.jm

Student Administration System (SAS) Online

QUERY

Registration

Student Request (LOA/LW etc)

Change of student status and type

Declaring major and minor

View transcript

Checking timetable

Online Platform

Bursary Online Student System (BOSS)

QUERY

Requesting refund

Requesting tuition letter

Requesting statement of accounts

Requesting housing/tuition allocation

Requesting housing/tuition installment plan

Adding a proxy(for business transactions at SASS ONLY)

<https://apps.mona.uwi.edu/bursary/>
876-927-1660-9, 876-280-8238 (WhatsApp)
customer.services@uwimona.edu.jm