GLENDA GAY

In 1998, Dr. Glenda Gay joined the Department of Management Studies in the Faculty of Social Sciences as Temporary Full-time Lecturer, responsible for courses such as Fundamental of Computers, Microcomputer Applications for Management, and Management Information Systems I. In 2014, she was promoted to the rank of Lecturer and was awarded tenure in 2019.

Dr. Gay is the quintessential teacher. She exemplifies excellence in every dimension of pedagogical practice and academic instruction. Although this citation will present clear markers of her outstanding contribution to teaching at The UWI, it is imperative that we should acknowledge and applaud Dr. Gay's invaluable agency in assisting the Cave Hill Campus at the onset of the COVID-19 pandemic which was evidenced in (but not limited to):

(a) assisting the campus in the overall strategic transition process from face-to-face teaching mode to the online/virtual delivery mode amid COVID-19 (Semester II, 2020);

(b) fostering and maintaining excellence and rigour in the administration of online teaching and learning and online examination/assessment activities;

(c) developing user-friendly systems, networks and communications to assist academics and service/support staff to leverage the ICTs to deliver high-quality service to students and other stakeholders;

(d) voluntarily developing of 25 online videos in less than a week for anxious/unprepared staff and those unfamiliar with the virtual/online teaching and learning on the use of various eLearning platforms and related teaching tools and technologies (including Blackboard Collaborate, Zoom, MS Teams, and Elearning); and

(e) availing herself at virtually any hour of the day and night to assist ill-equipped staff with critical guidance, support and advice on navigating the online/virtual universe of teaching and learning for their specific courses/programmes.

During this period, Dr. Gay delivered also delivered several workshops:

- Getting Started with e-Learning: Introduction to Basic e-Learning/Moodle System
- Online teaching using BlackBoard Collaborate

- E-Assessment in the online environment
- Re-thinking traditional assessments for the online environment
- Practice2Teach Online and Tips

Indeed, Dr. Glenda Gay's exceptional response to the 'altered' teaching and learning environment caused by COVID-19 was recognised and praised by the Faculty of Social Sciences on several occasions but these do little to truly recognise her invaluable expertise, support and guidance during this period.

Dr. Gay's contribution to teaching and learning is not restricted to the pandemic period of 2020. Over the last five years, Dr. Gay's exemplary and innovative teaching and instructional profile as a UWI lecturer/facilitator are evidenced through her continuing education in the state of the art in contemporary teaching and learning practices, earning:
- The receipt of Mastery Certificate in Blended Learning (Online Learning Consortium) in **2016**
- The receipt of Advanced Certificate in Online Learning (Online Learning Consortium) in **2016**

Student assessments of Dr. Gay's teaching over the last five years have consistently exceeded 4 on the 5-point scale, the lowest being a score of 4.51, which reflect her unwavering commitment to, and skill in, the art of teaching and learning.   Her dedication to enhancing the student experience and student satisfaction runs parallel to her dedication to assisting all categories of staff in meeting the same targets and standards of quality for which she is well known. Dr. Gay's contribution to teaching is also evident in her willingness to serve on various campus committees dealing with online instruction, institutional accreditation, and the leveraging of SMART Campus instructional/operational techniques and tools.

Moreover, Dr. Glenda Gay has also ensured that her contribution to teaching and learning is reflected in her research scholarship and output and is evidenced by a number of published book chapters and research papers in the areas of innovative and contemporary teaching/education and pedagogical practice within the last five years:

(2020). **From discussion forums to eMeetings: Integrating high touch strategies to increase student engagement, academic performance, and retention in large online courses.** *Online Learning, 24*(1), 92-117. https://doi.org/10.24059/olj.v24i1.1984 (with K Betts)

(2018). **Fixing the 'ready' in e-learning readiness.** In M. Sinecen (Ed.), *Trends in E-Learning* (pp. 22). London: InTechOpen. ISBN: 978-1-78923-543-2. Available online at dx.doi.org/10.5772/INTECHOPEN.74287

(2016). **An assessment of online instructor e-learning readiness before, during, and after course delivery.** *Journal of Computing in Higher Education*, 28(2), 199-220. doi: 10.1007/s12528-016-9115-z

It can be easily ascertained from the preceding that Dr. Gay's outstanding teaching and learning profile is not only reflected in the activity of teaching/instruction, but also in her ability to effectively infuse and coalesce her invaluable competencies in contemporary teaching and learning principles and practice into her university service and research contributions. Her commitment, expertise, selflessness, energy and passion for preparing and equipping both students and staff alike at the University have been appreciated by many. It is fitting that Dr. Glenda Gay, an exemplar of university teaching and learning, be recognised as the most deserving recipient of the Principal's Award for Excellence (Outstanding Teaching), 2020-21.