Findings from the 2023 Student Satisfaction Survey

The University of the West Indies, Mona Campus

2023 Student Satisfaction Survey

In an effort to monitor teaching and learning objectives of the new University Strategic Plan, 2022-2027, a student satisfaction survey was undertaken. The survey was launched on February 13, 2023 and ended on March 31, 2023. The questionnaire solicited feedback on academic and support services, university experience, graduate attributes, and Campus services and facilities. The information gathered will be useful for evaluating outcomes related to teaching, learning, and student development.

The online platform, SurveyMonkey, ® was used to administer the survey. In an effort to boost response rates, an anonymous survey link was shared with students via QR code and numerous platforms such as SAS, OurVLE, and personal and Campus email. An incentive, in the form of a gift voucher valued at USD$100, was also available to one participant via a draw.[1] These methods of reaching students were somewhat effective resulting in over 1,000 responses to the survey. Based on a target of 60% student satisfaction, the Mona Campus achieved an overall satisfaction score of 54%.

Of the 15,866 students enrolled in Semester 2 of the 2022-23 academic year, 1,284 students participated for a response rate of 8.1%. Previous response rates were 8.3% in 2022, 1.5% in 2021, 1.1% in 2020 and 8.3% in 2019.

As seen in Table 1, the population and sample distributions are fairly close among the faculties with the exception of Medical Sciences which is under-represented in the sample.

Table 1. Student Population and Sample by Faculty

Faculty	Population		Sample	
	N	%	N	%
Engineering	256	1.6	14	1.1
Gender & Development Studies	41	0.3	5	0.4
Humanities & Education	2,053	12.9	219	17.1
Law	550	3.5	47	3.7
Medical Sciences	3,934	24.8	221	17.2
Science & Technology	2,844	17.9	268	20.9
Social Sciences	6,089	38.4	502	39.1
Sport	99	0.6	4	0.3
Other/Unknown	0	0.0	4	0.3
Total	15,866	100.0	1,284	100.0

In presenting the findings to the survey, data are displayed for *valid responses* only. This means that *non-response* items and *not relevant/not applicable* responses were excluded from the base population when calculating satisfaction scores. Despite a low response rate (8.1%), the findings are generalizable to the entire student population based on a chi square test of independence which resulted in no statistically significant difference among *early* and *late* respondents and those answering only introductory questions.[2]

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[1] The lucky winner was Andre Lewis.
[2] See Lindner, J. R., Murphy, T. H., & Briers, G. E. (2001). Handling nonresponse in social science research. *Journal of Agricultural Education 42*(4), 43-53.

Summarizing Results

The Satisfaction Survey used a Likert-type scale whereby respondents could register their disagreement/agreement as follows:

1. Strongly disagree
2. Disagree
3. Neither disagree nor agree
4. Agree
5. Strongly agree
6. Not relevant or applicable

For simplicity, items 1 and 2 are combined to reflect "Disagreement or Dissatisfaction" while items 4 and 5 are combined to reflect "Agreement or Satisfaction." Items 3 and 6 remain as is, and all items are considered in the calculation of percentages in the Appendix (see outputs at end of document).

To assist in the interpretation of data, the following thresholds were devised to reflect performance: 0%-44% (poor), 45%-54% (warrants attention), 55%-64% (fair to mediocre), 65%-74% (good), and 75% and over (excellent).
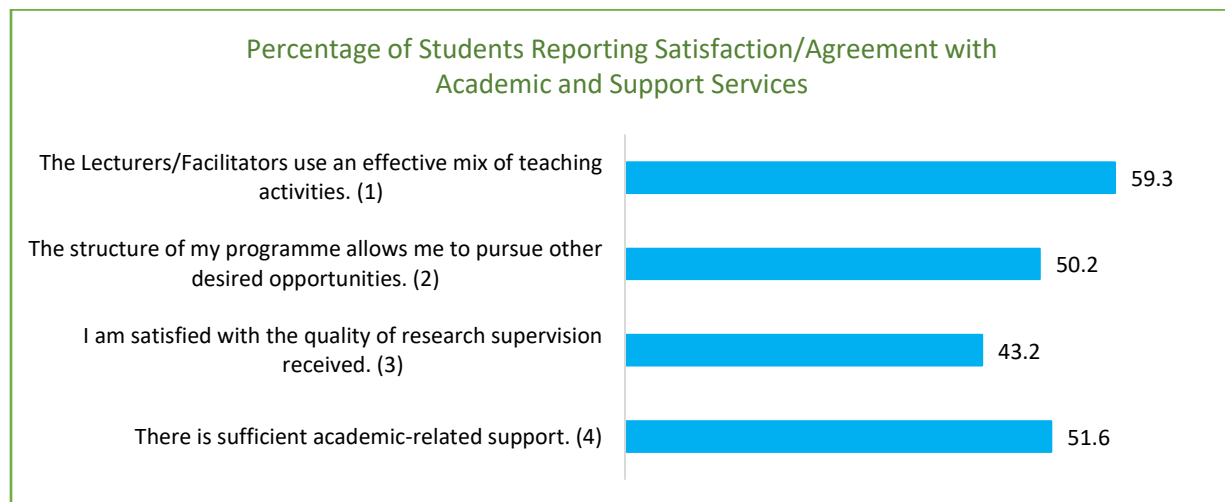
Findings from the Sample

Data are presented only for the 2023 satisfaction survey as the questionnaire was modified which greatly reduced comparability to previous survey questions.

Academic and Support Services

Students were asked four questions related to *academic and support services*. As seen in Graph 1, students gave higher ratings to *teaching methods* (59.3%) and *academic support* (51.6%) and lower ratings to *research supervision* (43.2%) and *programme structure* (50.2%). The University Strategic Plan has a target of 60% satisfaction and only one item, *teaching methods*, comes close to this target. It is therefore imperative that sufficient attention be placed on *research supervision*, *programme structure*, and *academic support* in an effort to raise satisfaction scores.

Graph 1

Percentage of Students Reporting Satisfaction/Agreement with Academic and Support Services

The Lecturers/Facilitators use an effective mix of teaching activities. (1)	59.3
The structure of my programme allows me to pursue other desired opportunities. (2)	50.2
I am satisfied with the quality of research supervision received. (3)	43.2
There is sufficient academic-related support. (4)	51.6

University Experience

When probed about their university experience, just over one-half (52.5%) of students enjoyed being a student at The UWI. This score, while close to the target of 60% satisfaction, reveals general dissatisfaction among the student body, especially on the heels of a pandemic.

Graph 2

Percentage of Students Reporting Satisfaction with University Experience

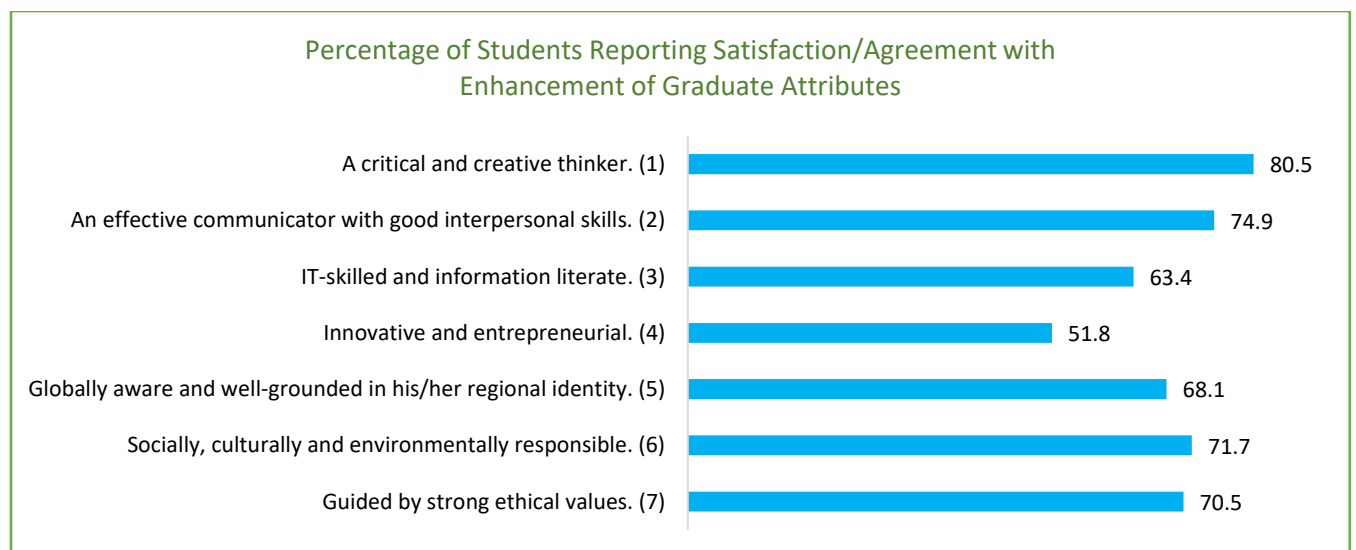|	
I enjoy being a student of The UWI. (1)	52.5
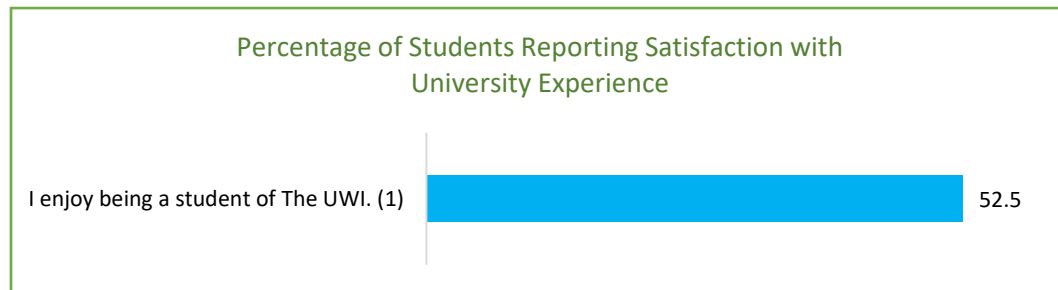
Graduate Attributes

Students were asked about the degree to which their University experience was contributing to the enhancement of various attributes. These attributes include *a critical and creative thinker*; *an effective communicator with good interpersonal skills*; *IT-skilled and information literate; innovative and entrepreneurial*; *globally aware and well-grounded in his/her regional identity*; *socially, culturally and environmentally responsible*; and *guided by strong ethical values*.

As seen in Graph 3, all but one item surpassed the target of 60% satisfaction. This item was *innovative and entrepreneurial* which, according to students, was not an attribute they were fully developing at The UWI. Only 51.8% of students agreed *innovative and entrepreneuria*l were attributes they were enhancing while at The UWI.

Graph 3

Percentage of Students Reporting Satisfaction/Agreement with Enhancement of Graduate Attributes

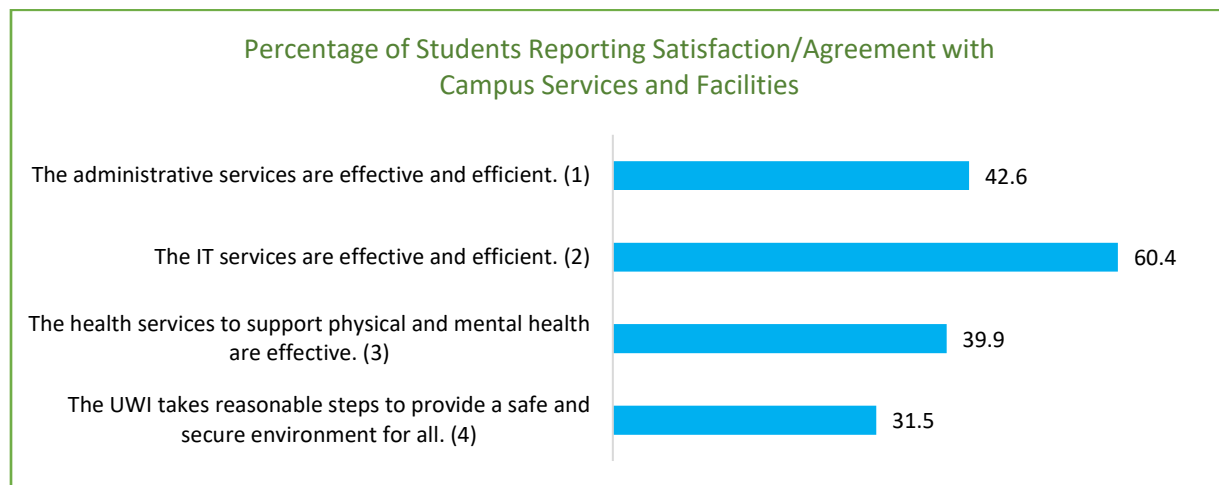|	
A critical and creative thinker. (1)	80.5
An effective communicator with good interpersonal skills. (2)	74.9
IT-skilled and information literate. (3)	63.4
Innovative and entrepreneurial. (4)	51.8
Globally aware and well-grounded in his/her regional identity. (5)	68.1
Socially, culturally and environmentally responsible. (6)	71.7
Guided by strong ethical values. (7)	70.5

Campus Services and Facilities

When asked about *Campus services and facilities* at The UWI (Graph 4), students registered higher satisfaction with *information technology* (60.4%) and *administrative services* (42.6%) and lower satisfaction with *security* (31.5%) and *health services* (39.9%).

These sentiments speak to the need for resources, both human and technological, in an environment of reduced government funding and income generation.

Graph 4

Percentage of Students Reporting Satisfaction/Agreement with Campus Services and Facilities

The administrative services are effective and efficient. (1)	42.6
The IT services are effective and efficient. (2)	60.4
The health services to support physical and mental health are effective. (3)	39.9
The UWI takes reasonable steps to provide a safe and secure environment for all. (4)	31.5

Shared Student Experiences

The last section of the survey invited students to share their opinions on matters that were important to them. A total of 412 students (32%) responded.

As seen in Graph 5, most comments had to do with *teaching and learning*. Comments ranged from the need for more flexibility for non-traditional students (graduate students, part-time students, mature students), blended delivery of courses to suit different learning styles and age groups, more resources at the Western Jamaica Campus, improved feedback on assignments and grades, and a general revamping of instructional methods and tools so that they are more cutting edge.

The next area of concern, after *nothing to say* (25%), was *communication and customer service* (15%). Students complained about inefficient processes and systems, poor customer service from faculties and departments, non-receipt of health cards, to appeals for more transportation via the UWI bus (shuttle) service.

Safety and security (12.1%) was the next area of concern after *communication and customer service*. Students reported the Engineering parking lot, campus parties, evening classes, UWISON, the path leading to Rex Nettleford Hall, unsupervised children, and the Irvine back gate as areas of concern. More cameras and lighting were needed on the Campus as well as enforcing the need for UWI ID to access the Campus.

Although not entirely distinct from *communication and customer service* was *infrastructure and facilities* (4.4%). Students lamented the poor state of public bathrooms, to poor WiFi, to air conditioning units, ventilation, and projectors not working properly in some lecture rooms. Persons in wheelchairs were also subjected to uneven surfaces when riding around the Campus.

Graph 5

Thematic Concerns	N	%
Teaching and learning	123	29.9
Nothing to say	103	25.0
Communication and customer service	62	15.0
Safety and security	50	12.1
Positive experience	24	5.8
Infrastructure and facilities	18	4.4
Student centredness	13	3.2
Health and wellness	12	2.9
Cost of education	5	1.2
Other	2	.5
Total	412	100.0

Among the remaining areas of concern for students, many students felt that their concerns and opinions were not taken seriously by Campus administration. If the Campus were more *student centred*, they would not be subjected to poor customer service. A number of students also advocated for more mental health services and counselling and, finally, many students were struggling to make ends meet and had challenges in funding their education.

Conclusion

The 2023 Student Satisfaction Survey has provided important baselines for monitoring the UWI Strategic Plan, 2022-2027. The survey was conducted to assess the quality of teaching, learning, and student development with an annual target of 60% satisfaction. In 2023, the Mona Campus recorded a student satisfaction score of 54%.

For transparency and accountability, the survey findings will be shared with students and posted on the website of the Office of Planning and Institutional Research. Faculty Deans will also receive satisfaction scores for their faculty while administrators will be provided with comments related to their area of responsibility for action.

In conclusion, the 2023 Student Satisfaction Survey has provided insights into the perceptions of students with regard to academic and support services, university experience, graduate attributes, and Campus services and facilities. The derived metrics will help to inform progress under the University Strategic Plan and the interventions necessary for reaching certain targets by 2027.

Outputs

Student Satisfaction Survey 2023, Mona Campus

Q1. Please indicate your level of disagreement or agreement with the following statements:

	% Distribution (N = 1,284)				
	Disagree	Neither disagree nor agree	Agree	Not relevant/ applicable	No Answer
The Lecturers/Facilitators use an effective mix of teaching activities. (1)	19.5	15.0	50.2	0.5	14.7
The structure of my programme allows me to pursue other desired opportunities. (2)	28.9	13.2	42.4	0.5	15.0
I am satisfied with the quality of research supervision received. (3)	20.4	24.8	34.3	5.5	14.9
There is sufficient academic-related support. (4)	22.0	19.0	43.8	0.1	15.1

Student Satisfaction Survey 2023, Mona Campus

Q2. Please indicate your level of disagreement or agreement with the following statement:

	% Distribution (N = 1,284)				
	Disagree	Neither disagree nor agree	Agree	Not relevant/ applicable	No Answer
I enjoy being a student of The UWI. (1)	17.2	22.8	44.3	0.3	15.3

Student Satisfaction Survey 2023, Mona Campus

Q3. Please indicate your level of disagreement or agreement with the following statements:

My UWI experience is assisting in the enhancement of the following attributes:	% Distribution (N = 1,284)				
	Disagree	Neither disagree nor agree	Agree	Not relevant/ applicable	No Answer
A critical and creative thinker. (1)	5.4	10.9	67.1	0.8	15.8
An effective communicator with good interpersonal skills. (2)	6.5	14.4	62.2	0.9	16.0
IT-skilled and information literate. (3)	10.5	19.4	51.7	1.9	16.4
Innovative and entrepreneurial. (4)	16.0	23.3	42.3	1.9	16.5
Globally aware and well-grounded in his/her regional identity. (5)	8.5	17.9	56.3	1.2	16.1
Socially, culturally and environmentally responsible. (6)	7.3	16.3	59.7	0.9	15.8
Guided by strong ethical values. (7)	7.7	16.5	57.9	1.1	16.8

Student Satisfaction Survey 2023, Mona Campus

Q4. Please indicate your level of disagreement or agreement with the following statements:

	% Distribution (N = 1,284)				
	Disagree	Neither disagree nor agree	Agree	Not relevant/ applicable	No Answer
The administrative services are effective and efficient. (1)	29.4	19.0	36.0	0.4	15.2
The IT services are effective and efficient. (2)	13.9	19.4	50.7	0.7	15.3
The health services to support physical and mental health are effective. (3)	17.7	30.1	31.7	5.1	15.4
The UWI takes reasonable steps to provide a safe and secure environment for all. (4)	30.8	25.5	25.9	2.5	15.3

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