

2016 Undergraduate Student Satisfaction Survey

September 2016



Between April and May 2016, undergraduate students were invited to participate in an online survey administered by Qualtrics.

The survey asked registrants various questions about their Campus experience related to Student Orientation; Administrative and Support Services; Academic Support Services; Teaching Quality; Distinctive Graduate Attributes; Physical Infrastructure and Social Services, and Overall Experience and Satisfaction.

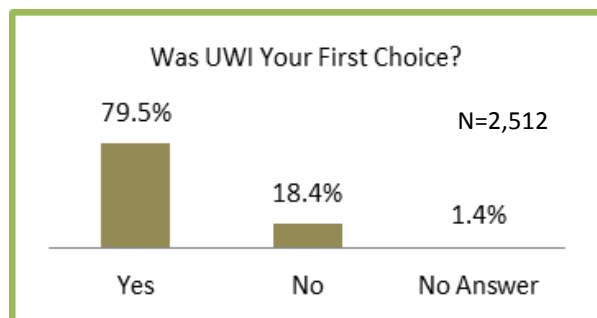
Profile of Respondents

Of the total cohort of First degree registrants (14,364), 2,512 students participated in the survey.

First Degree Registrants	Number of Respondents	Response Rate
14,364	2,512	17%

Decision to Attend UWI

Most respondents (79.5%) said that The UWI was their first choice when they applied to the University.



Their decision to attend UWI was largely influenced by the reputation of the institution followed by convenience.

What Influenced your decision to attend UWI?	N
Reputation of the institution (for teaching and research)	1,530
Convenience	899
Affordability	598
Recommendation from Friends	509
Parents' Choice	425
Other	168

Note: (Tick all that apply)

Most respondents were financing their education through the assistance of their parents, followed by student loans and their own finances.

How are you financing your education?	N
Parents	1,175
Student loan	872
Self-financed	688
Scholarship	288
Government Sponsored/ Free Tuition	254
Commercial loan (relatives, friends)	209
Other	96

Note: (Tick all that apply)

Student Orientation

Students were asked questions about Orientation Activities in which they could register their satisfaction on a five-point scale, ranging from 1 (definitely dissatisfied) to 5 (definitely satisfied). While the overall mean score on the questions combined was 3.22/5 (moderate satisfaction), students were least satisfied with *administrative support in accessing off-campus student accommodation* (16.1% satisfied), and *information/activities provided to support Career guidance* (25.4% satisfied).

Student Administrative Services

Items related to Student Administrative Services received an overall mean score of 3.17/5 (moderate satisfaction). While respondents were satisfied with *the examinations process* (50.7% satisfied), they were less satisfied with *timeliness and efficiency in the handling and resolution of student matters* (24.8% satisfied).

Academic Support Services

Students were asked to rate their level of satisfaction/dissatisfaction with academic services such as student advising; library services; and information technology services.

Academic advising received an overall mean score of 3.07/5 (moderate satisfaction). Approximately 34.2% of respondents were satisfied with advising provided by administrative staff, while 31.3% of respondents were satisfied with advising provided by academic staff.

Library services received fair ratings from students with an overall mean score of 3.47/5 (moderate satisfaction). Forty-seven percent (47%) of respondents were satisfied with E-resources while just over 40% were satisfied with library collections and technologies respectively.

Information Technology support services received an overall mean score of 3.23/5 (moderate satisfaction). While students were satisfied with Campus IT systems (54.4% satisfied), they were less so with wireless connections (28.3% satisfied).

Teaching Quality

Students gave above average ratings to Teaching Quality. Students were asked to agree/disagree with statements on a scale of 1 to 5, where 1 represented definitely disagree and 5 represented definitely agree.

The overall mean score was 3.75/5 (moderate satisfaction). More than 50% of respondents were satisfied with the knowledge and teaching strategies of the lecturers, while less than 50% of respondents were satisfied with the effective use of ICT in the classroom and availability of lecturers for consultation.

Distinctive Graduate Attributes

The survey also asked students to rate the University's contribution to the development of attributes. The overall mean score was 3.55/5 (moderate agreement). Highest agreement was accorded to the development of critical thinking skills (57.8% agreement), while lowest agreement was accorded to the development of IT skills and information literacy (37.4%) and innovative and entrepreneurial skills (31.6%).

Non-Academic Student Support Services

Items related to Physical Infrastructure and Social Services received an overall mean score of 3.38/5 (moderate satisfaction). Students were satisfied with teaching facilities (51.6% satisfied), banking services (51.2% satisfied), book shop services (45% satisfied), and cultural and social events (42.2% satisfied) and less satisfied with student financial support services (23.1% satisfied), the cost of campus food (21.9% satisfied), psychological counselling services (19.9% satisfied), and the choice of campus food (18.3% satisfied).

Students were also granted the opportunity to provide suggestions on improving student services. Students identified a number of services in need of improvement. These include the UWI shuttle bus service for more friendly drivers and on time service; the UWI Health Centre for faster service and service at off Campus facilities; the availability of used books at the UWI Book Shop and less expensive paraphernalia; a more suitable time for the meeting of clubs and societies and to consider part-time students in the scheduled meeting times; and more variety in food choices that are both healthy and affordable.

Overall Experience and Satisfaction

When asked to register their overall experience and satisfaction, students accorded moderate agreement with the statements (3.32/5). The least agreement was given to the statement *I am familiar with the present UWI Vision and Mission statements*. Only 21.1% of respondents agreed. The next statement receiving low agreement (23.3% agree) was *I am provided with adequate opportunities for*

work experiences. Higher agreement, however, was given to *My degree programme has provided the foundation for further graduate studies* (49.7% agree), *My degree programme has provided the foundation for future employment* (47.4% agree), and *I would recommend the UWI to others who are interested in my field of study* (47.2% agree).

Summary and Conclusion

The 2016 Undergraduate Student Satisfaction Survey is the third of its kind conducted by the Office of Planning and Institutional Research at the Mona Campus.

The third cycle shows that students gave higher ratings to Teaching Quality [3.75/5], Distinctive Graduate Attributes [3.55/5] and Library Services [3.47/5], while support and service related items received lower ratings as follows:

Student Orientation [3.22/5]

Student Administrative Services [3.17/5]

Academic Advising Services [3.07/5]

IT Support Services [3.23/5]

Physical and Social Services [3.38/5]

Particular areas which received low ratings were the following:

1. Administrative support in accessing off-campus student accommodation. (16.1% satisfied)
2. Information/activities provided to support Career guidance. (25.4% satisfied)
3. Timeliness and efficiency in the handling and resolution of student matters. (24.8% satisfied)
4. Administrative advising provided by Faculty Administrative staff. (34.2% satisfied)
5. Academic advising provided by Faculty Academic staff. (31.3% satisfied)
6. WiFi connections on campus. (28.3% satisfied)
7. Choice of Campus food. (18.3% satisfied)
8. Psychological counselling services. (19.9% satisfied)
9. I am provided with adequate opportunities for work ex-

periences. (23.3% agree)

10. I am familiar with the present UWI Vision and Mission statements. (21.1% agree)

Responsiveness

The survey findings will be shared with members of the Senior Management Team which includes Deans and Heads of Administrative Units.

The Mona Campus Operational Plan includes initiatives to improve service and efficiency such as:

✓ Development of a Prototype to assist with Academic Counselling.

✓ Employee training and development as part of the Leadership Transformation Programme.

✓ Professional development courses as part of the “Teaching with 21 Century Technology” series and the recently offered “Blended Learning Strategies.”

Outside of the Mona Campus Operational Plan, curriculum renewal remains an important thrust of the Campus.

Over the period 2012-13 to 2015-16, student participation in internships and practicums as part of their academic programme has increased from 1,116 to 2,022 students.

