

Findings from the 2025 Student Satisfaction Survey

OFFICE OF STRATEGIC
PLANNING AND ENTERPRISE
MANAGEMENT

MAY 2025



2025 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 17, 2025, and ended on March 31, 2025. The questionnaire solicited feedback on *academic and support services; university experience; graduate attributes; and Campus services and facilities*. This year, the survey included additional questions on student learning, the importance of student services to student success, and the difficulty or ease of conducting or receiving specific services. 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 numerous platforms such as SAS, OurVLE, and personal and Campus email. Protocols were put in place to prevent persons from responding more than once from a single device. Incentives, in the form of gift vouchers and a laptop computer, were also available to participants via a draw.¹ These methods of reaching students were effective, resulting in over 3,000 responses to the survey. Based on a target of 60% student satisfaction, the Mona Campus achieved an overall satisfaction score of 62% for the 2025 cycle.

Of the 15,366 students enrolled in Semester 2 of the 2024-25 academic year, 3,232 students participated for a response rate of 21%. This compares to response rates of 8.6% in 2024 and 8.1% in 2023.

As seen in Table 1, the population and sample distributions are fairly close among the faculties with slight over-representation in Humanities and Education and under-representation in Medical Sciences.

Table 1. Student Population and Sample by Faculty

Faculty	Population		Sample	
	N	%	N	%
Engineering	256	1.7	87	2.7
Gender & Development	21	0.1	3	0.1
Humanities & Education	1,833	11.9	452	14.0
Law	663	4.3	156	4.8
Medical Sciences	3,786	24.6	593	18.3
Science & Technology	2,844	18.5	651	20.1
Social Sciences	5,852	38.1	1,261	39.0
Sport	111	0.7	27	0.8
Not reported	0	0.0	2	0.1
Total	15,366	100.0	3,232	100.0

¹ The lucky winners were Javone Mitchell, Levia Sanderson, Cheye Ann Meikle, Hugh-Ann Barrett, and Zia Romany.

In presenting the findings to the survey, data are displayed for valid responses only which means that *not relevant/not applicable* responses and *non-responses* are excluded from the analyses. Additionally, the new questions asked in 2025 are not included in the Campus satisfaction score.

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 are not shown but are presented in the Appendix.

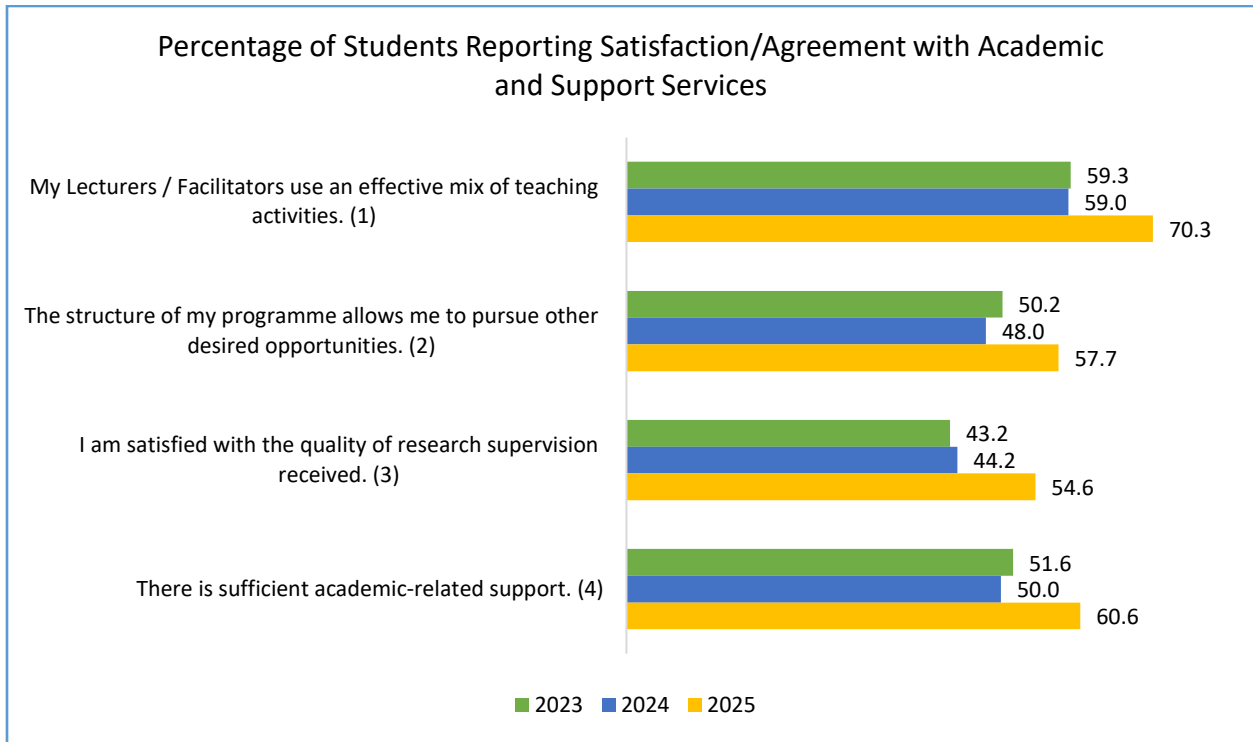
To assist in the interpretation of data, the following thresholds were devised to reflect performance: 0%-44% (poor), 45%-54% (warrants attention), 55%-64% (fair to mediocre), 65%-74% (good), and 75% and over (excellent).

Findings from the Sample

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* (70.3%) and *academic support* (60.6%) and lower ratings to *research supervision* (54.6%) and *programme structure* (57.7%) in 2025. The University Strategic Plan has a target of 60% satisfaction and, as seen below, major gains were made in reaching or surpassing this target. Among the items falling below 60%, students from the Faculties of Engineering and Medical Sciences, respectively, recorded the lowest satisfaction concerning *research supervision* and *programme structure*, compared to the other faculties.

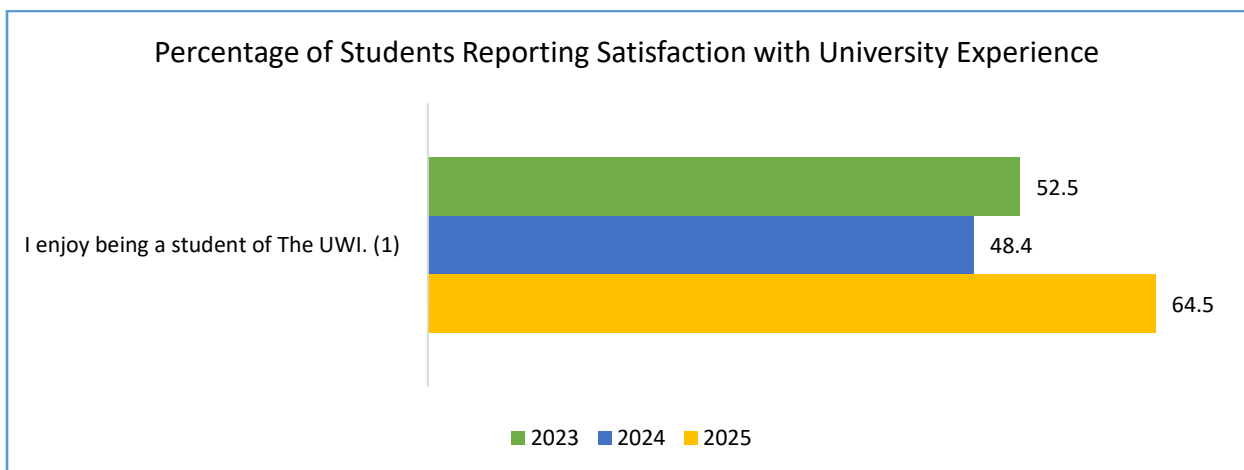
Graph 1



University Experience

When probed about their university experience, 64.5% of students enjoyed being a student at The UWI in 2025. This score increased by sixteen percentage points over the previous year. Despite this gain, further analyses revealed that postgraduate students and Engineering students, respectively, recorded below-average satisfaction scores compared to their counterparts.

Graph 2

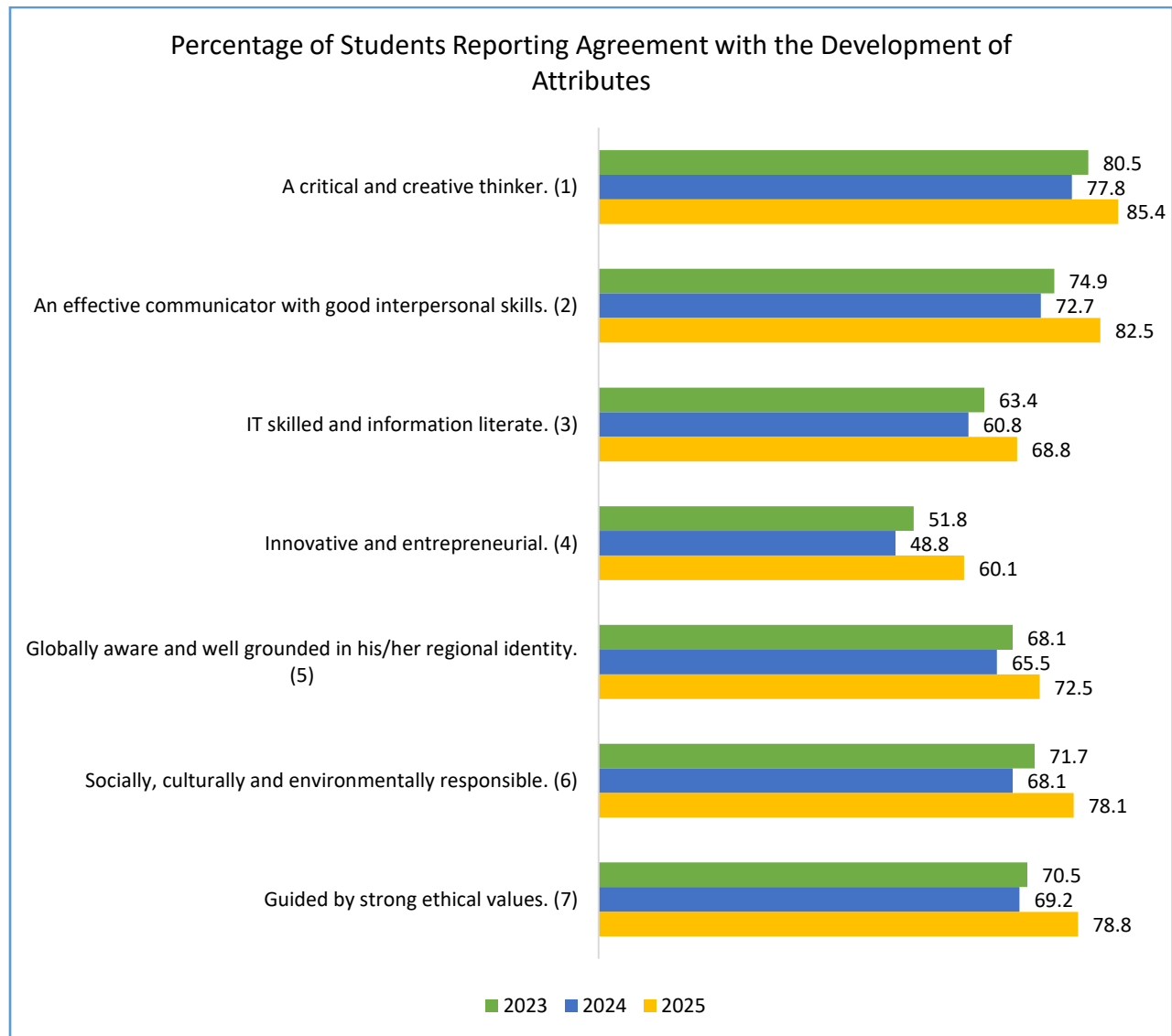


Graduate Attributes

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 items surpassed the target of 60% satisfaction in 2025. The lowest rating was accorded to *innovative and entrepreneurial* which received a score of 60.1%. To raise this score, academics and administrators may want to review courses and programmes to ensure a certain percentage have *innovative and entrepreneurial* as a student learning outcome.

Graph 3

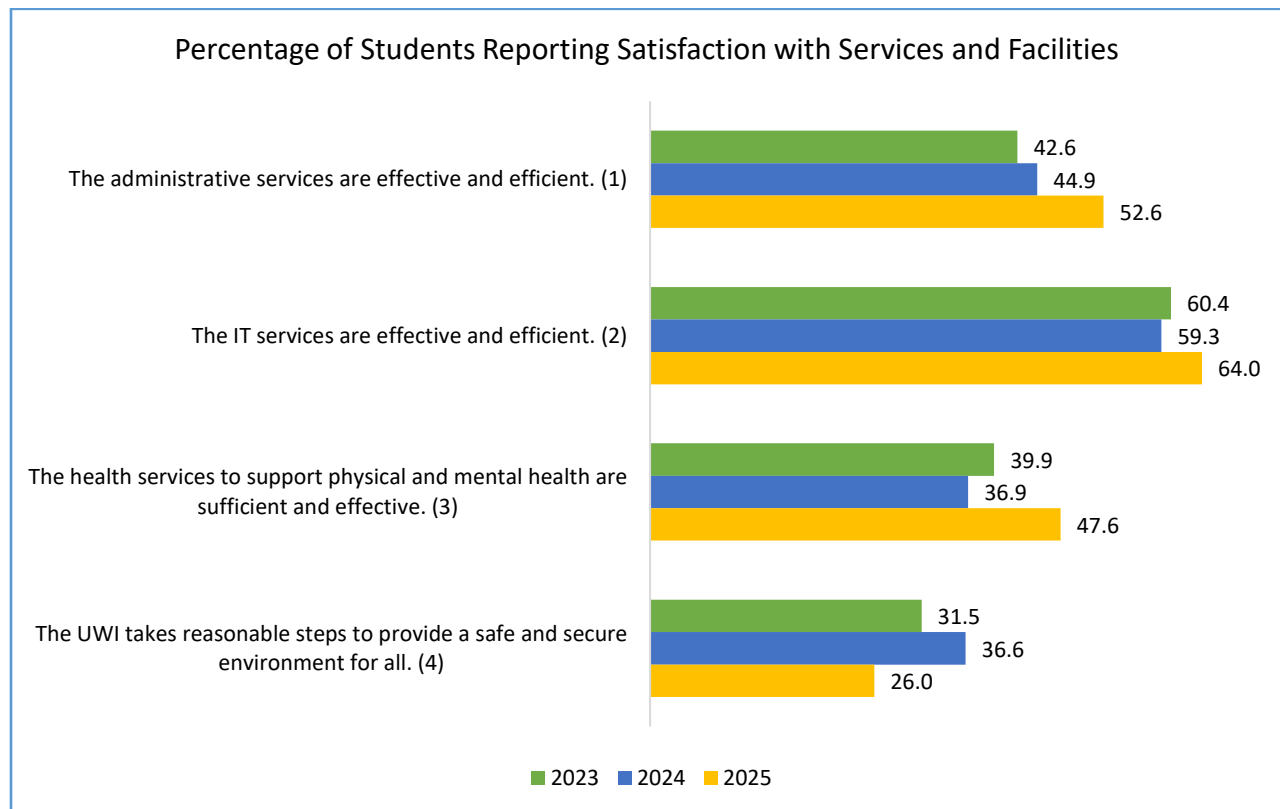


Campus Services and Facilities

When asked about *Campus services and facilities* at The UWI (Graph 4), students registered higher satisfaction with *information technology* (64%), *administrative services* (52.6%), and *health services* (47.6%) over the previous year. Satisfaction with *security* declined from 36.6% in 2024 to 26% in 2025.

These sentiments speak to the need for resources, both human and technological, to improve services related to *health* and *security*.

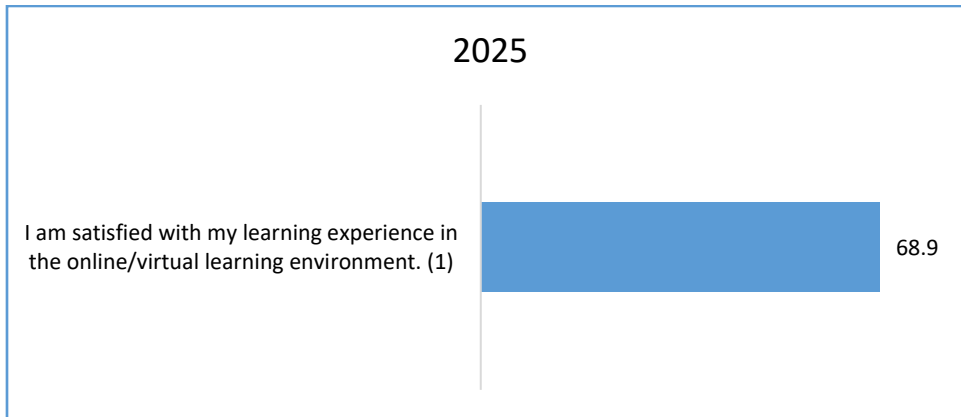
Graph 4



Learning Experience

In 2025, one question was revised which previously asked about satisfaction with faculty/departmental activities over the previous academic year. The new question asked about satisfaction with the learning experience in the online/virtual learning environment. As Graph 5 shows, 68.9% of respondents reported being satisfied with their learning experience.

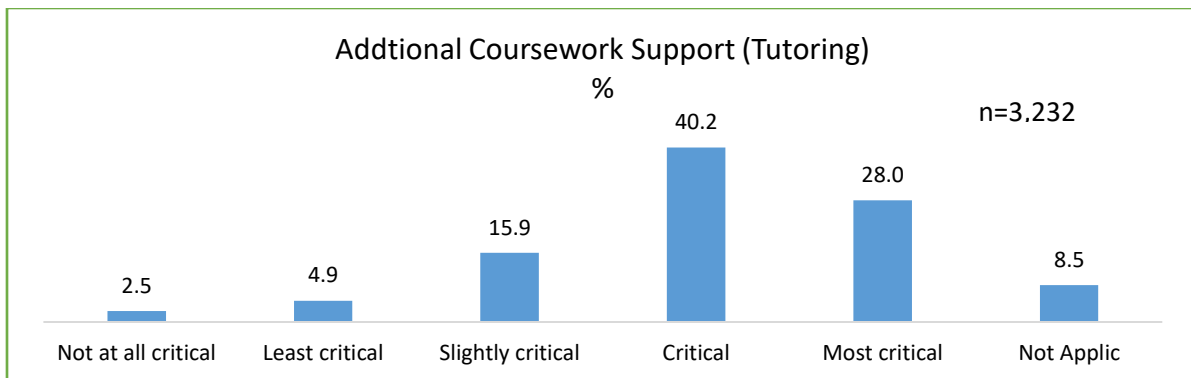
Graph 5



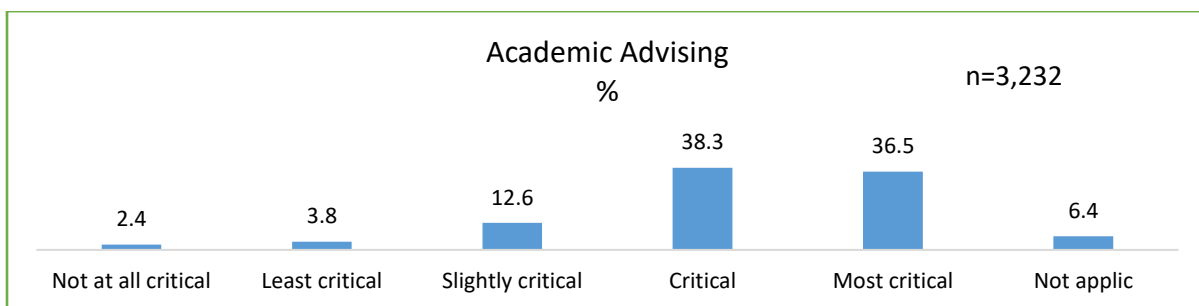
Additional Questions for Insights

In 2025, students were asked to rate the importance of certain services to their success as a student. While not indicative of satisfaction, the results are useful for planning and budgeting to improve the student experience. The graphs below illustrate the importance (criticality) of services to student success.

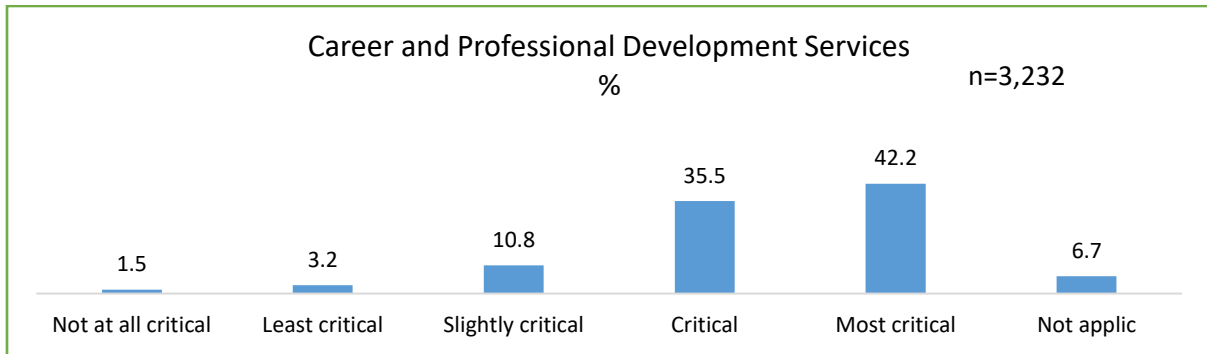
Graph 6



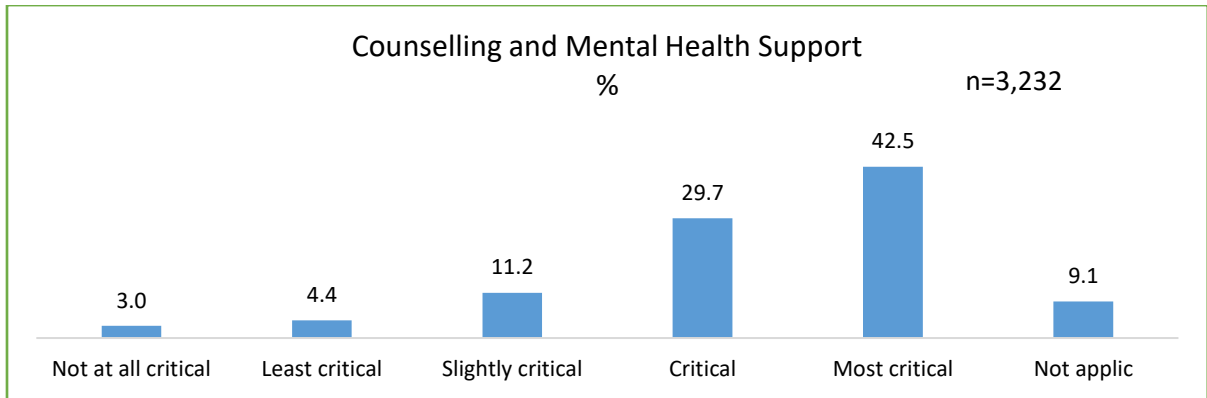
Graph 7



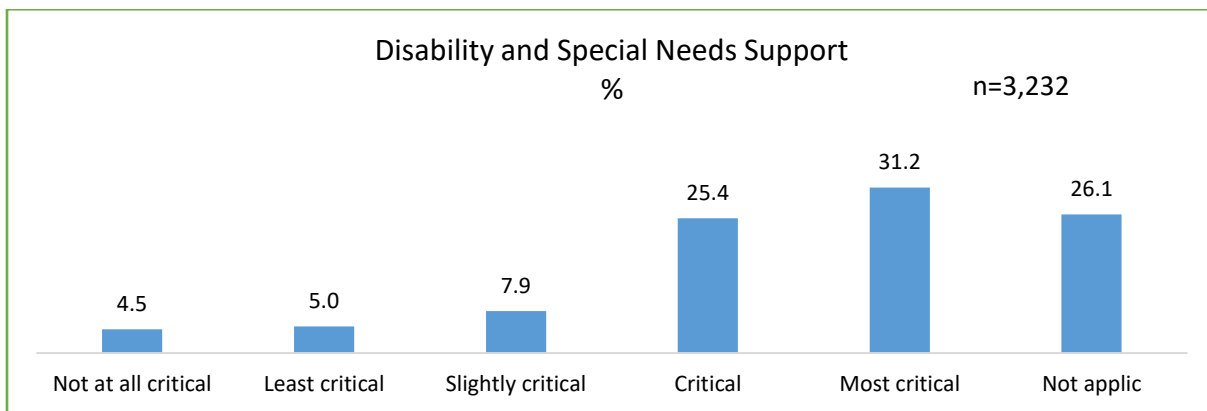
Graph 8



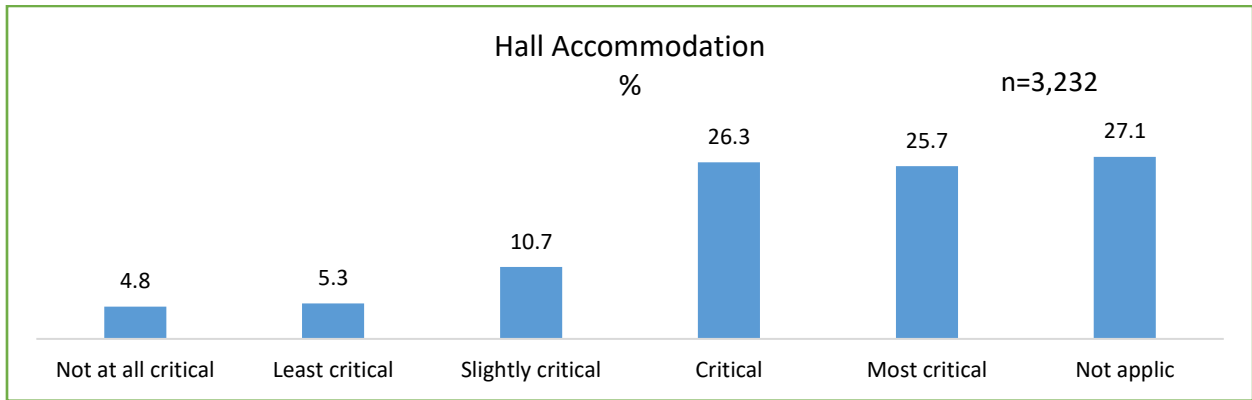
Graph 9



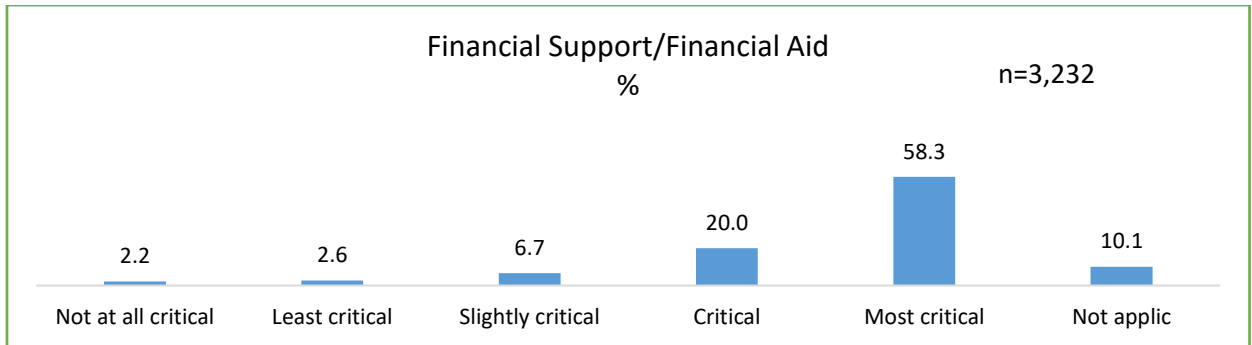
Graph 10



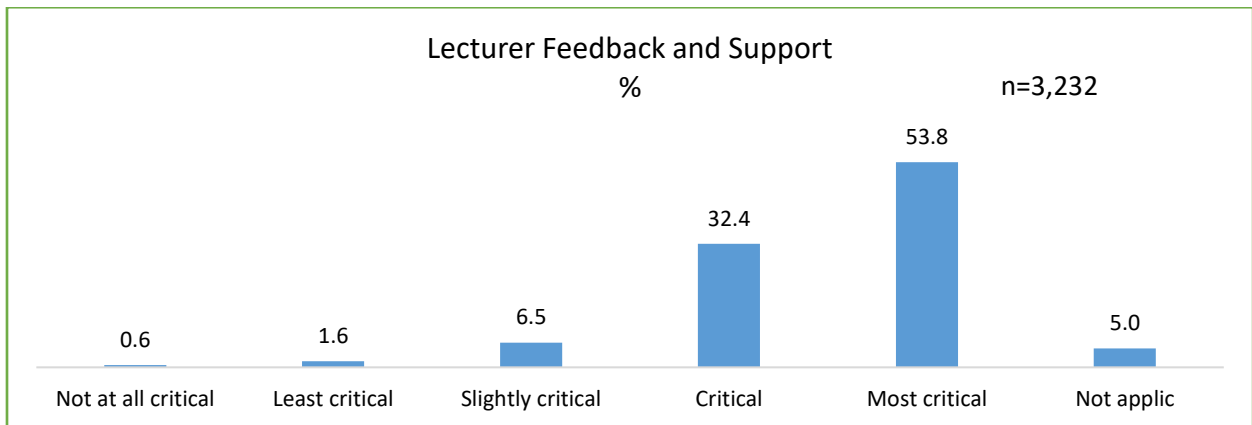
Graph 11



Graph 12

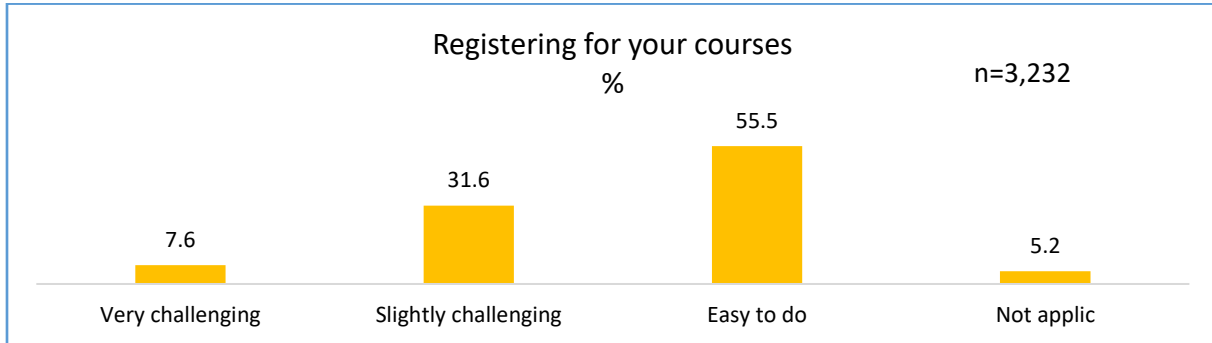


Graph 13

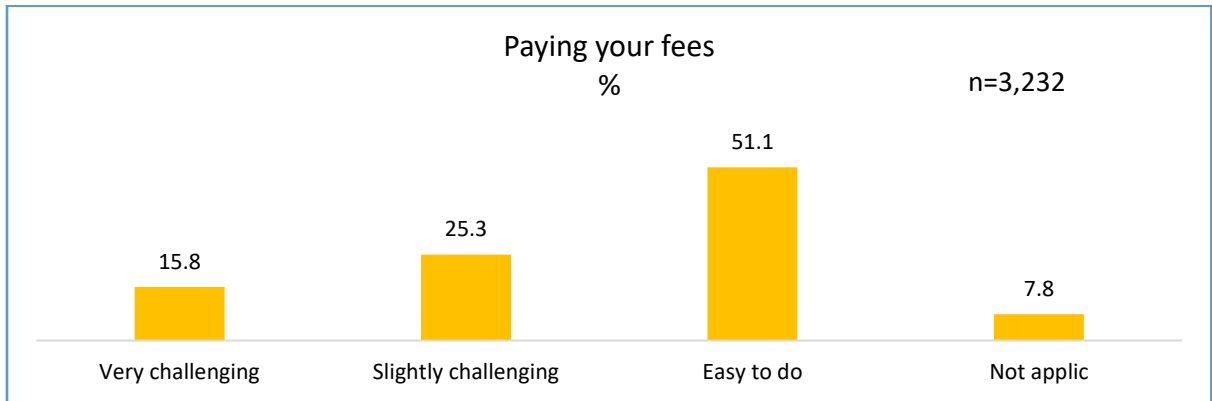


Additional questions asked concerned how easy or difficult it was in Semester 2 of the 2024-25 academic Year to conduct the following activities.

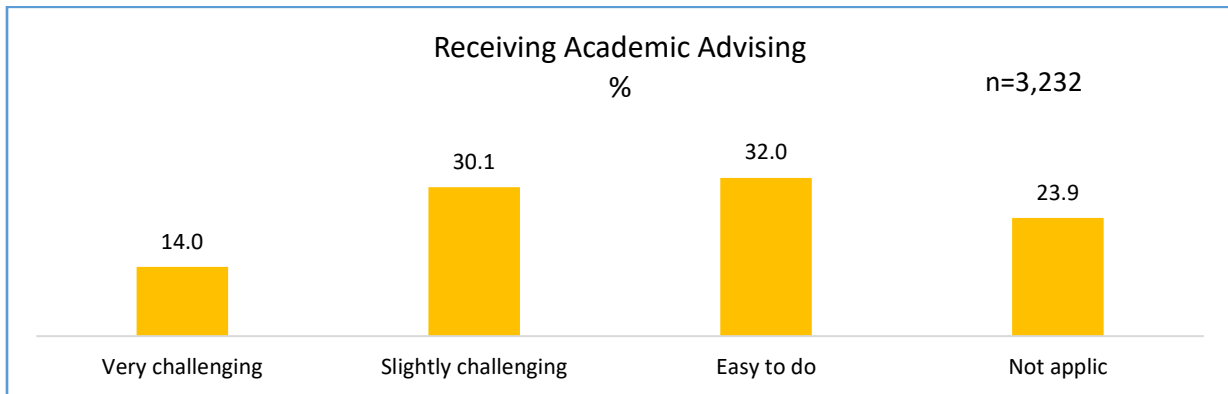
Graph 14



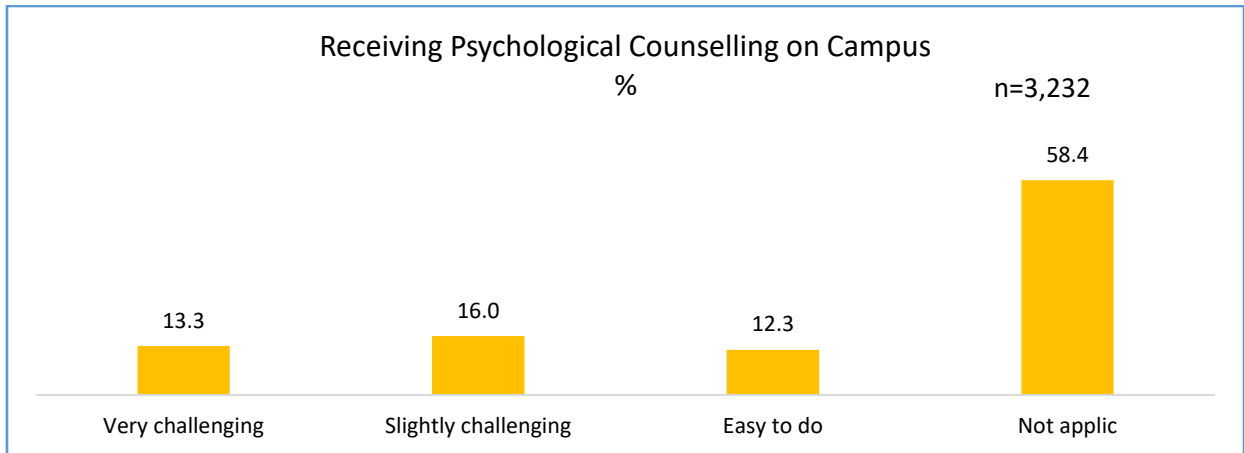
Graph 15



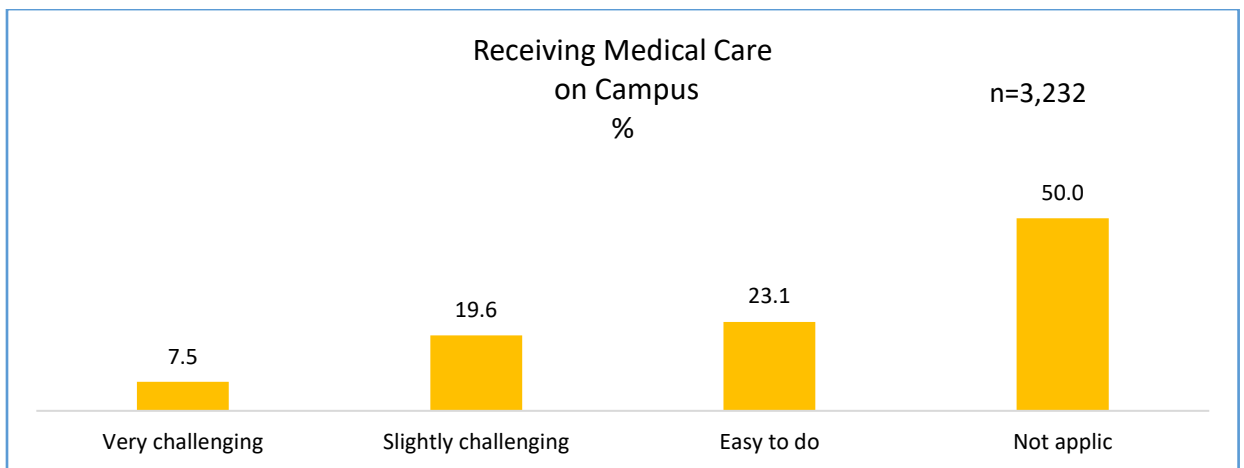
Graph 16



Graph 17



Graph 18



Shared Student Experiences

The last section of the survey invited students to share their opinions on matters that were important to them. A little over 1,200 responses were received reflecting 38% of the sample. A ranking of the themes is presented in Table 2.

Table 2

Themes	Rank 2023	Rank 2024	Rank 2025
Customer service	2	2	3
Facilities	5	3	4
Financial	7	5	5
Health and Wellness	6	6	7
Positive feedback	4	3	6
Process efficiency	5	5	8
Safety and Security	3	4	1
Teaching and Learning	1	1	2

For the 2025 survey, student concerns were predominantly under *safety and security*. Students advocated for more lighting and cameras, increased checks and patrols, and perhaps making the Campus a closed environment.

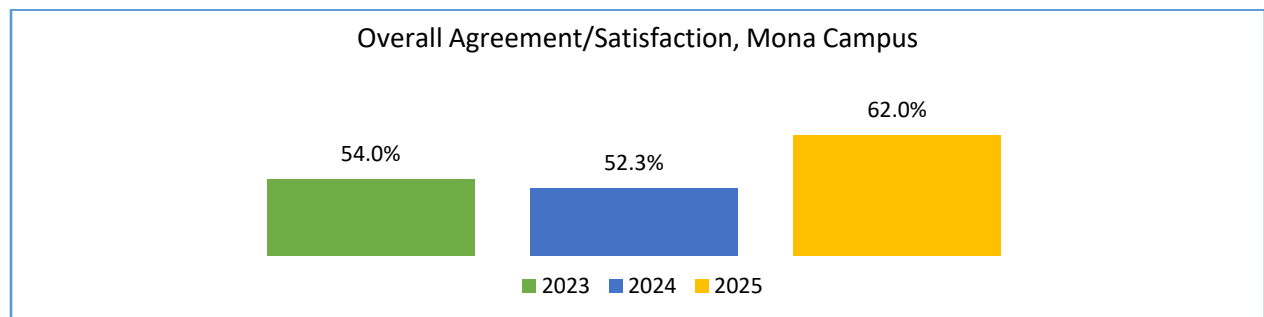
The second area of concern was *teaching and learning*. Many students wanted more engaging and hands-on classes, opportunities for internships, timely release of grades, feedback on course assignments, more blended or online programmes, and lecturers who were experienced using the enterprise systems.

The third area of concern was *customer service*. This included the perceived poor treatment of students by faculty, departmental and administrative staff; the inability to reach persons by telephone or email; the delay in responding to student queries; and the general feeling of second-class citizenship among commuters, part-time students, mature students, graduate students, and students at satellite Campuses.

Discussion

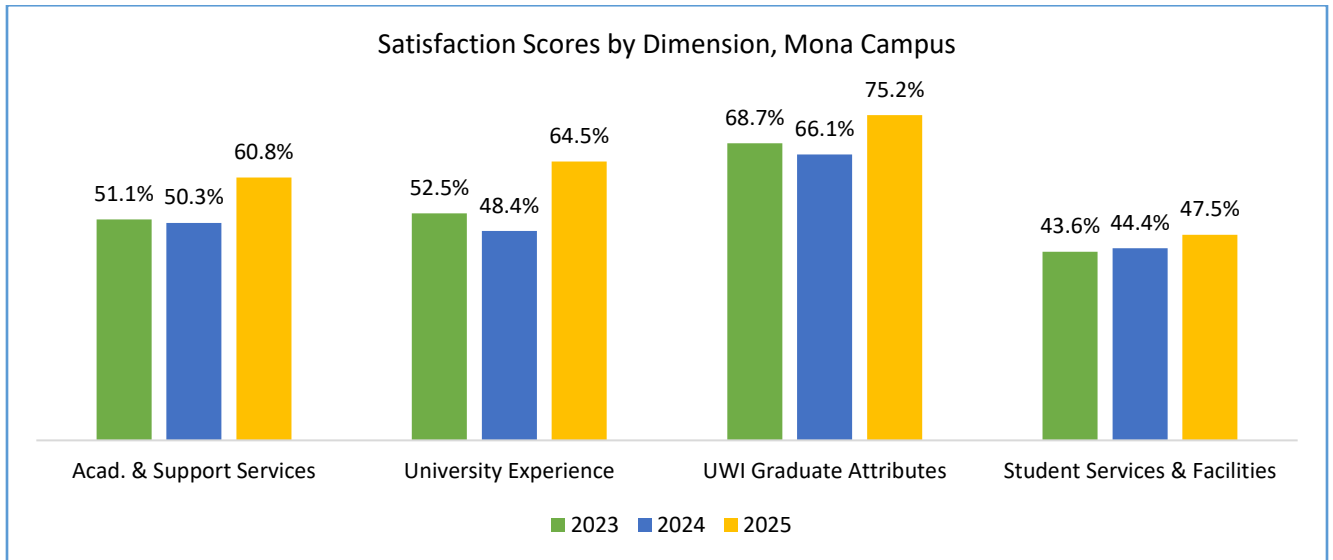
The 2025 Student Satisfaction Survey has provided important baselines for monitoring the UWI Strategic Plan, 2022-2027. The survey was conducted to assess the quality of teaching, learning, and student development with an annual target of 60% satisfaction. In 2025, the Mona Campus recorded a student satisfaction score of 62%, up from 52.3% in 2024.

Graph 19



It is encouraging to see the progress being made in each of the areas of student satisfaction.

Graph 20



For transparency and accountability, the survey findings will be shared with students and posted online. 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 2025 Student Satisfaction Survey has provided insights into the perceptions of students regarding *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

2025 Student Satisfaction Survey, Mona Campus

Q1. Please indicate the extent of your agreement with the following statements:

	% Distribution (N = 3,232)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
The Lecturers / Facilitators use an effective mix of teaching activities. (1)	13.4	16.1	69.6	0.4	0.5
The structure of my programme allows me to pursue other desired opportunities. (2)	25.1	16.6	57.0	0.5	0.7
I am satisfied with the quality of research supervision received. (3)	14.9	27.8	51.5	4.9	0.8
There is sufficient academic-related support. (4)	17.4	21.5	59.8	0.2	1.2

2025 Student Satisfaction Survey, Mona Campus

Q2. Please indicate the extent of your agreement with the following statements:

	% Distribution (N = 3,232)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
I enjoy being a student of The UWI. (1)	9.8	25.5	64.0	0.2	0.6

2025 Student Satisfaction Survey, Mona Campus

Q3. Please indicate the extent of your agreement with the following statement:

<i>My UWI experience is assisting with the enhancement of the following</i>	% Distribution (N = 3,232)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
A critical and creative thinker. (1)	3.5	10.9	83.8	0.7	1.1
An effective communicator with good interpersonal skills. (2)	4.1	13.0	80.7	0.8	1.4
IT-skilled and information literate. (3)	9.0	21.1	66.2	1.7	2.0
Innovative and entrepreneurial. (4)	11.2	27.3	58.0	1.9	1.7
Globally aware and well-grounded in his/her regional identity. (5)	7.0	19.8	70.7	1.2	1.3
Socially, culturally and environmentally responsible. (6)	5.4	15.8	76.1	1.1	1.5
Guided by strong ethical values. (7)	5.6	15.0	76.6	0.7	2.0

2025 Student Satisfaction Survey, Mona Campus

Q4. Please indicate the extent of your agreement with the following services:

	% Distribution (N = 3,232)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
The administrative services are effective and efficient. (1)	23.1	23.8	52.0	0.2	0.8
The IT services are effective and efficient. (2)	12.5	22.9	62.9	0.4	1.2
The health services to support physical and mental health are effective. (3)	17.2	32.4	45.1	4.5	0.7
The UWI takes reasonable steps to provide a safe and secure environment for all. (4)	44.7	27.6	25.4	1.5	0.8

2025 Student Satisfaction Survey, Mona Campus

Q5. Please indicate the extent of your agreement with the following:

	% Distribution (N = 3,232)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
I am satisfied with my learning experience in the online/virtual learning environment. (1)	10.7	18.6	65.0	4.8	0.9