UWI
MONA CAMPUS
JAMAICA, WEST INDIES

Office of Strategic Planning & Enterprise Management
OSPEM

Report of Findings from the 2026 Student Satisfaction Survey

Office of Strategic Planning and Enterprise Management (OSPEM),
Planning and Institutional Research Unit

August 2026

Summary

Salient points from the 2026 Student Satisfaction Survey:

1. **Overall Student Satisfaction Met Target**
    - The Mona Campus achieved an overall student satisfaction score of 60.2%, just surpassing the university's target of 60% for the 2026 cycle.
2. **Teaching and Learning Remain Top Priorities**
    - Teaching and learning were the most prominent student concerns, with calls for more engaging classes, timely feedback, and increased use of online/blended learning. Satisfaction with teaching activities was 65.8%, but research supervision (51.5%) and programme structure (55.4%) lagged behind.
3. **Graduate Attribute Development Mostly Positive**
    - Most graduate attributes, such as critical thinking (82.3%) and communication skills (79.0%), exceeded the satisfaction target. However, the attribute of being innovative and entrepreneurial was rated lower at 54.8%, indicating a need for curricular improvements in this area.
4. **Campus Services and Facilities Need Improvement**
    - Satisfaction with campus services and facilities declined overall, with administrative services (48.8%) and health services (46.8%) below target. Security saw improvement (38.6% up from 26%), but still remains a concern for many students.
5. **Customer Service and Communication Are Key Issues**
    - Students highlighted poor customer service and communication from faculty and administrative staff as major issues, including delays in responses and difficulties reaching staff. These concerns ranked second only to teaching and learning in student feedback.”

2026 Student Satisfaction Survey

A student satisfaction survey was undertaken in Semester II of the 2025-26 academic year to monitor progress of The UWI Triple A Strategic Plan, 2022-2027. The survey specifically addressed strategic objective *AC3-Enhance the quality of teaching, learning, and student development as reflected through the voice of the student surveys*. The online survey was launched on February 27, 2026, and closed on April 3, 2026. The questionnaire solicited feedback on *academic and support services*; *university experience*; *graduate attributes*; and *Campus services and facilities*. For the second 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. 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 small gadgets, were also available to participants via a draw.[1] These methods of reaching students were effective, resulting in over 1,700 responses to the survey. Based on a target of 60% student satisfaction, the Mona Campus achieved an overall satisfaction score of 60.2% for the 2026 cycle.

Of the 14,726 students enrolled in Semester 2 of the 2025-26 academic year, 1,727 students participated for a response rate of 11.7%. This compares to response rates of 21% in 2025, 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 under-representation in Medical Sciences and over-representation in Science and Technology.

Table 1. Student Population and Sample by Faculty

	Population		*Sample*	
Faculty	N	%	N	%
Engineering	321	2.2	46	2.7
Gender & Development	19	0.1	3	0.2
Humanities & Education	1,710	11.6	171	9.9
Law	744	5.1	117	6.8
Medical Sciences	3,626	24.6	296	**17.1**
Science & Technology	2,629	17.9	415	**24.0**
Social Sciences	5,567	37.8	664	38.4
Sport	110	0.7	15	0.9
Not reported	0	0.0	0	0.0
Total	14,726	100.0	1,727	100.0

[1] The lucky winners were Melissa Betty, Darnelia Davis, Tappiesha Lewis, and T'Ajai Warner. Names withheld for two other winners.

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 supplementary questions asked in 2025 and 2026 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 displayed but are presented in the Appendix.

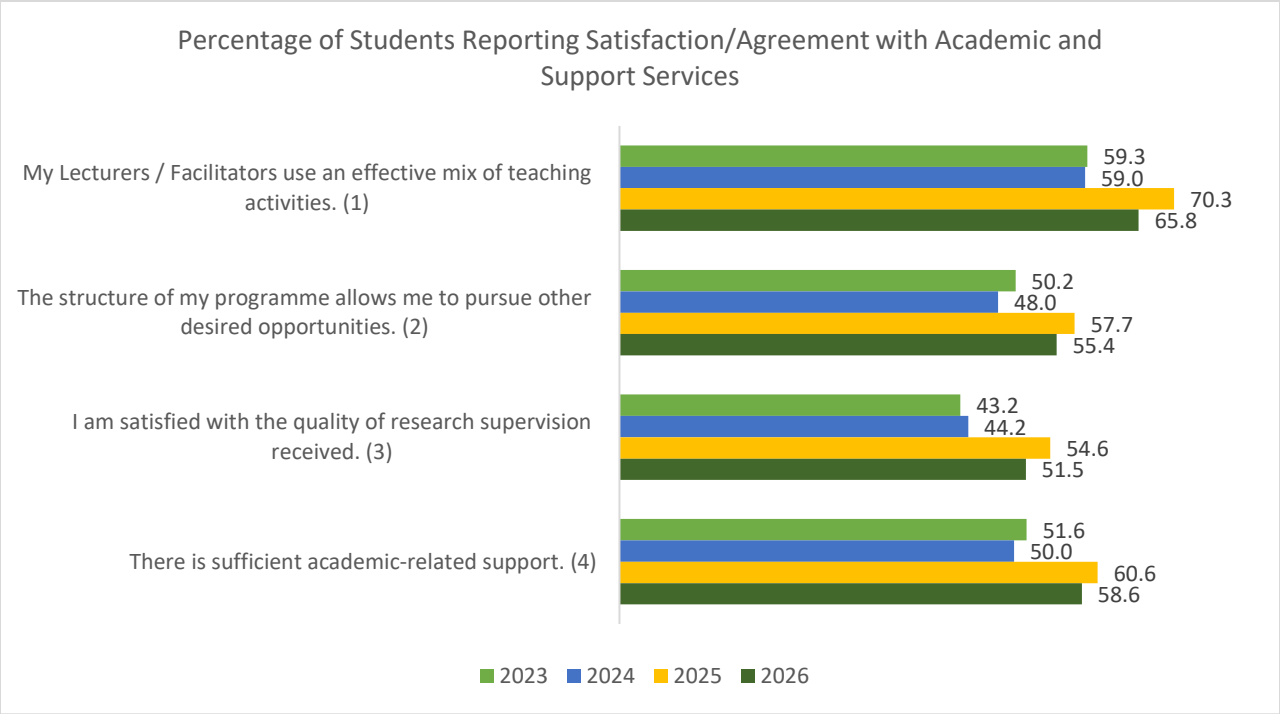
To assist in the interpretation of data, the following thresholds were devised to reflect performance: 0%-44% (unsatisfactory), 45%-59% (moderate), 60%-74% (good), and 75% and over (very good).

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 activities* (65.8%) and *academic support* (58.6%) and lower ratings to *research supervision* (51.5%) and *programme structure* (55.4%) in 2026. The University Strategic Plan has a target of 60% satisfaction and, as seen below, gains were made in reaching or surpassing this target. Among the items falling below 60%, students from the Faculties of Engineering and Law, respectively, recorded the lowest satisfaction with *research supervision,* while students from the Faculties of Medical Sciences and Law, respectively, registered the lowest satisfaction with *programme structure*, compared to the other faculties [not shown]. By level of study, undergraduate students had lower satisfaction scores with *research supervision* and *programme structure*, compared to postgraduate students [not shown].

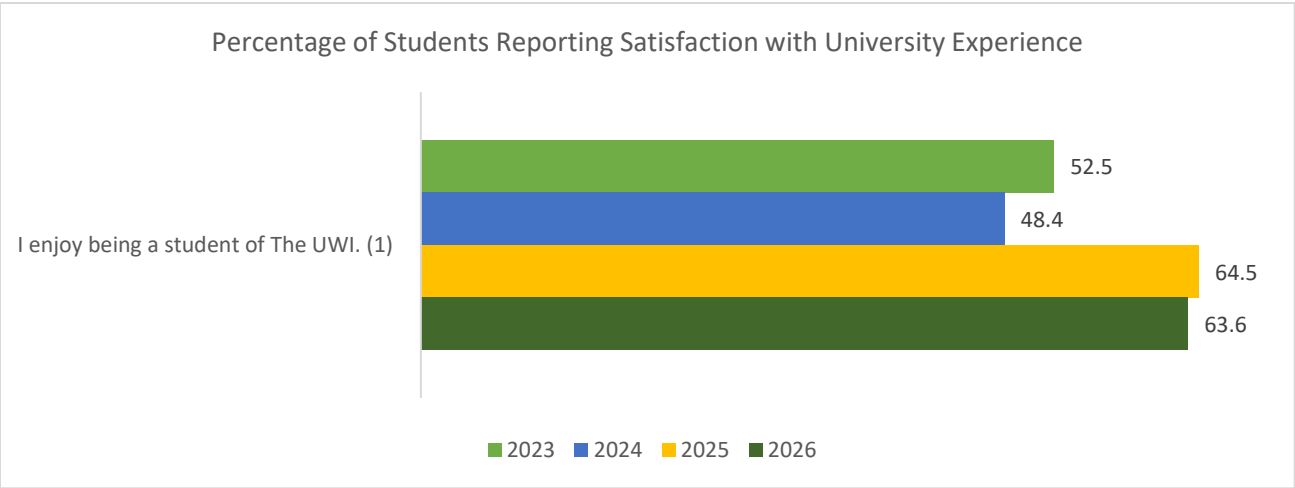
Graph 1



University Experience

When probed about their university experience, 63.6% of students enjoyed being a student at The UWI in 2026. This score surpassed the target of 60% satisfaction. Despite this accomplishment, further analyses revealed that postgraduate students and Science and Technology students, respectively, recorded below-average satisfaction scores compared to their counterparts.

Graph 2

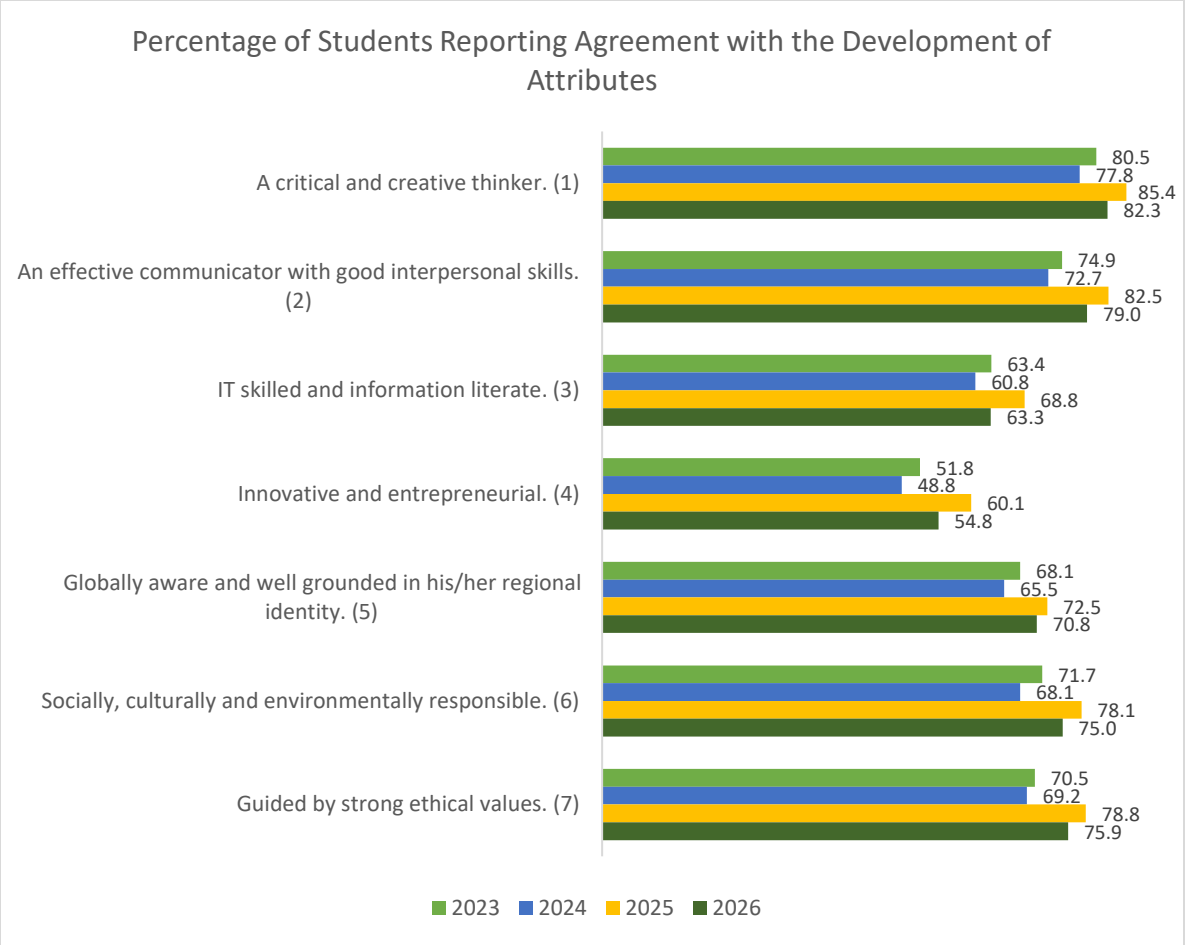


Graduate Attributes

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 but one surpassed the target of 60% satisfaction in 2026. The lowest rating was accorded to *innovative and entrepreneurial* which received a score of 54.8%. 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

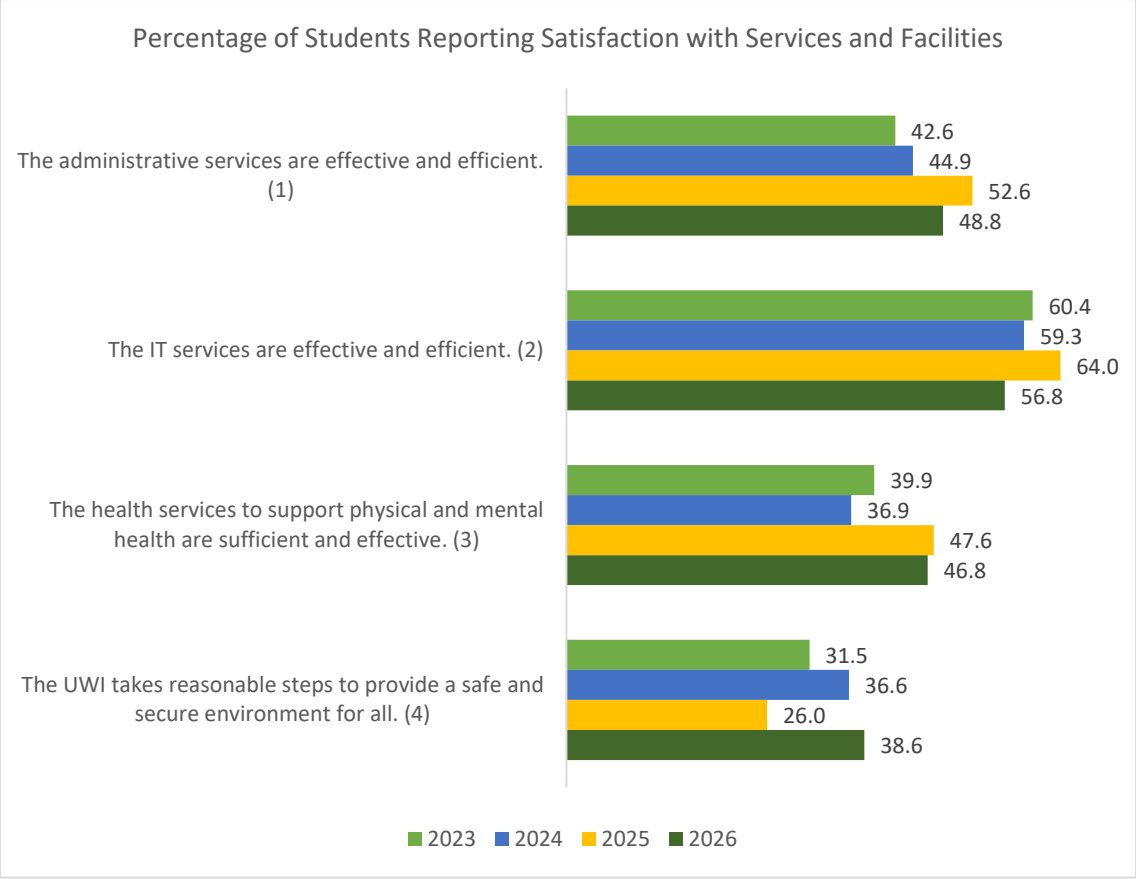


Campus Services and Facilities

When asked about *Campus services and facilities* at The UWI (Graph 4), there was a general decline in satisfaction with these services over the previous year. One exception was *security* which increased from 26% in 2025 to 38.6% in 2026. *IT services* remain the most highly ranked among the services although students pointed to issues with the Internet and Wi-Fi, public computers, email storage, available databases and software licenses, and functionality of some of the enterprise systems (e-commerce).

These sentiments speak to the need for resources, both human and technological, to improve services and facilities.

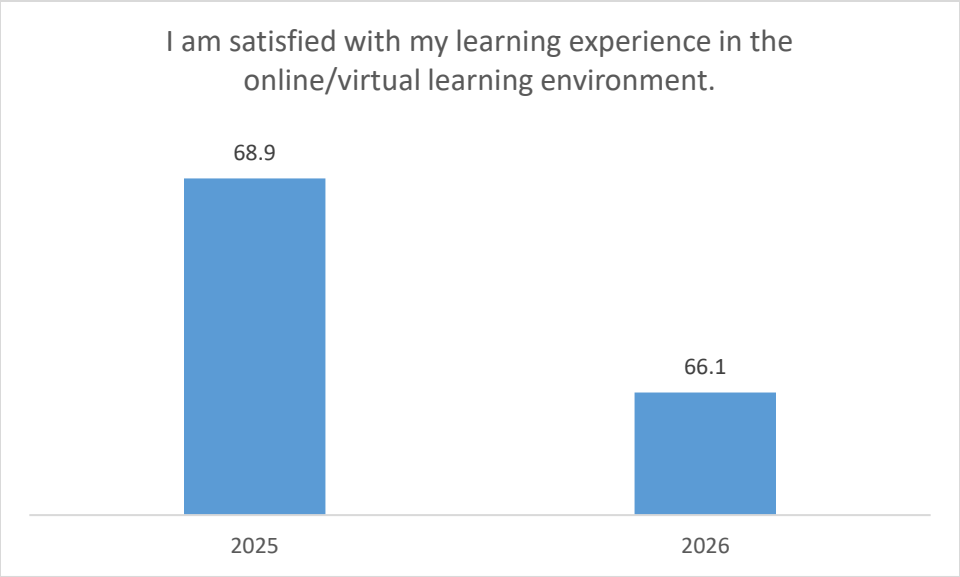
Graph 4



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, students' satisfaction with the online/virtual environment surpassed the target of 60% satisfaction.

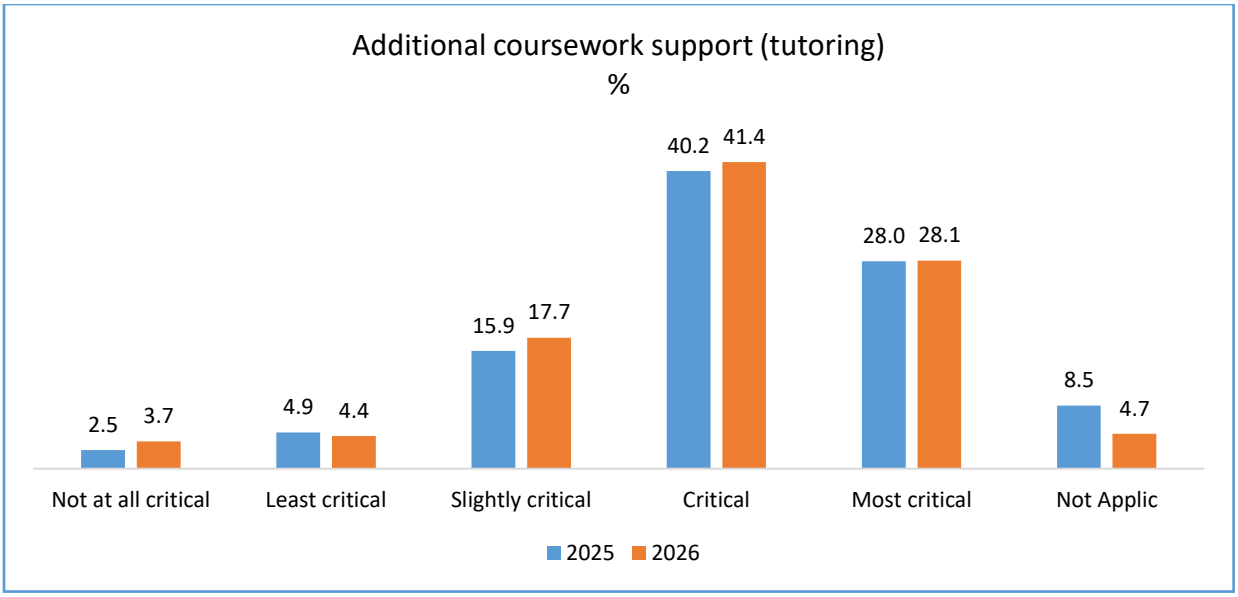
Graph 5



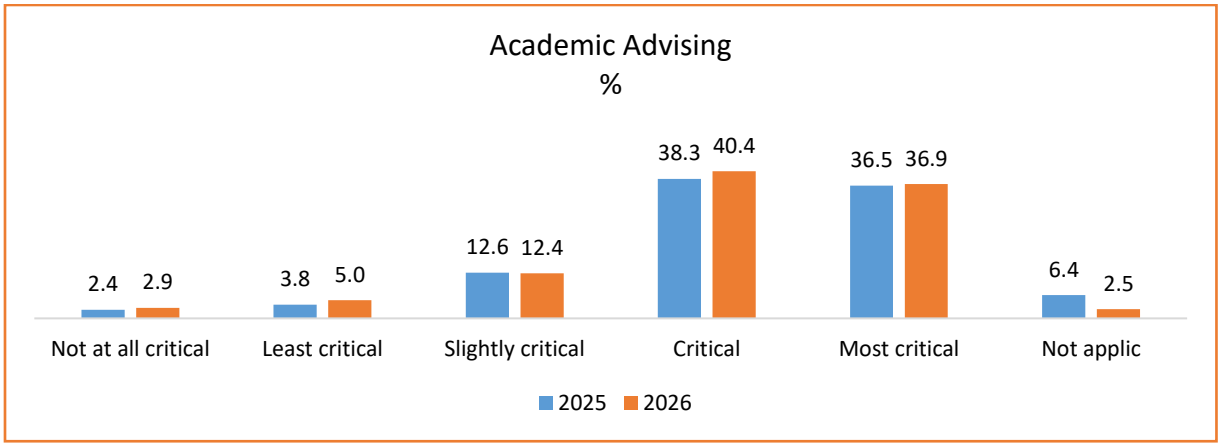
Additional Questions for Insights

In 2025 and 2026, supplementary questions were included to gauge the importance of certain services to student success. 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.

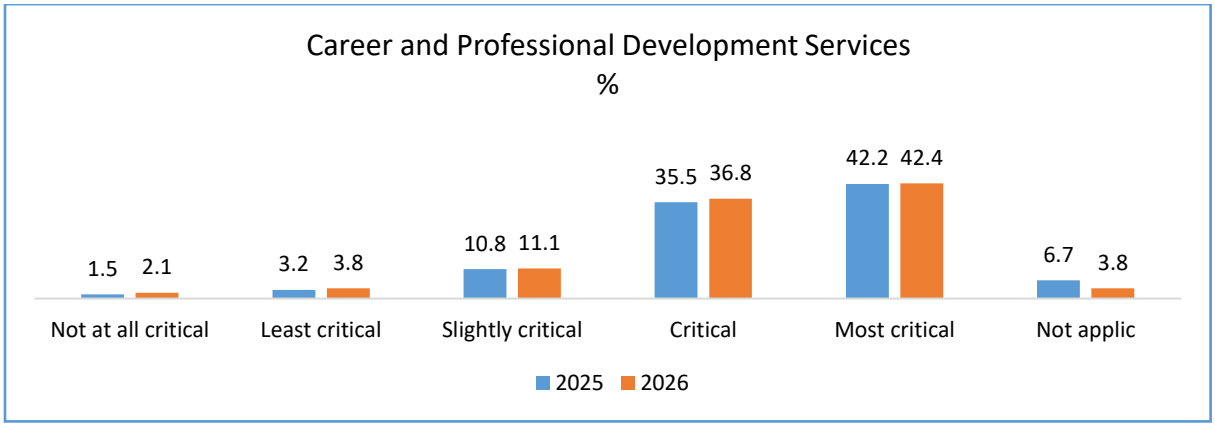
Graph 6



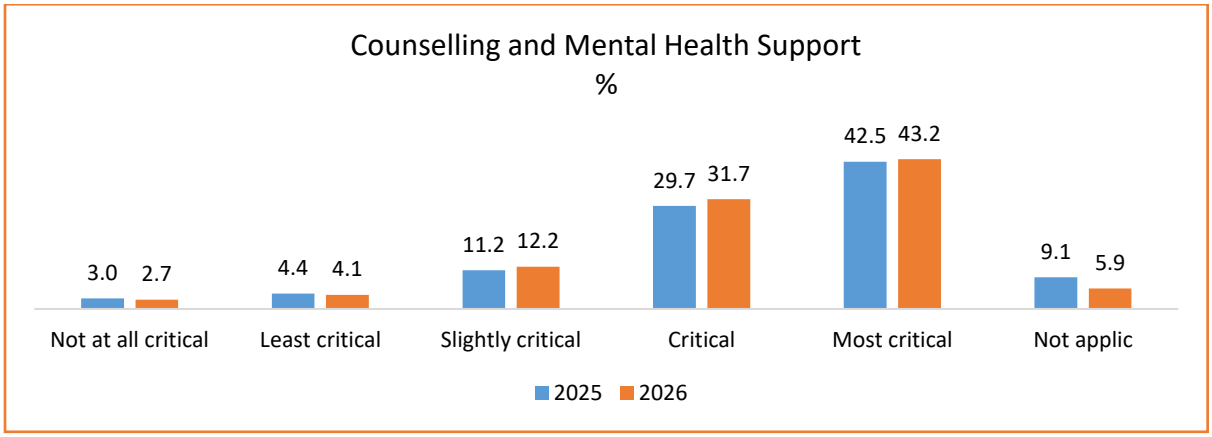
Graph 7



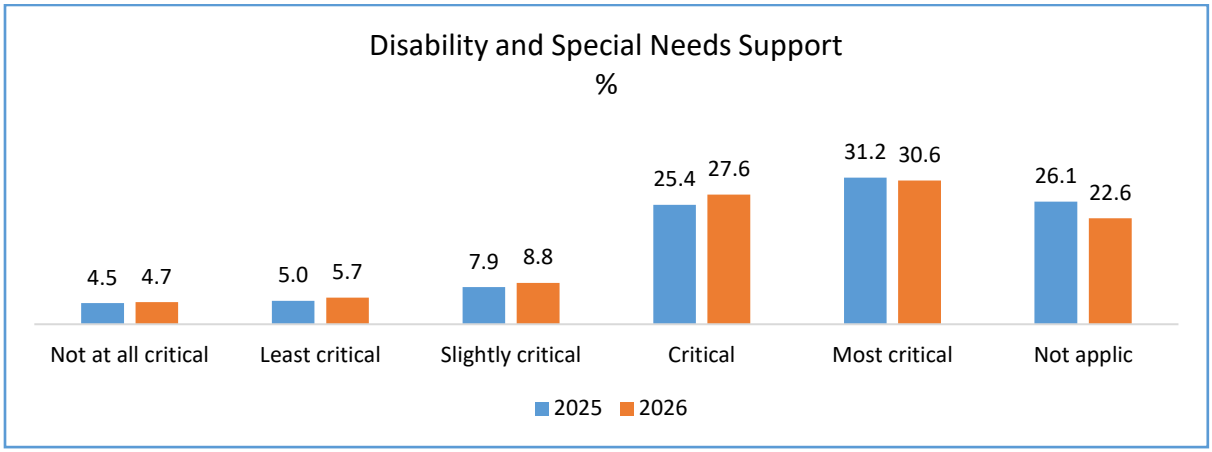
Graph 8



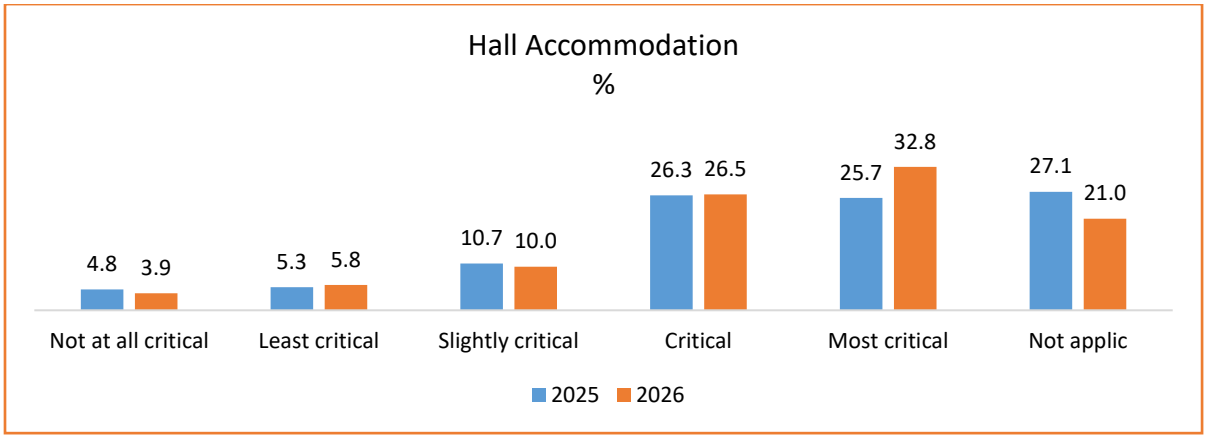
Graph 9



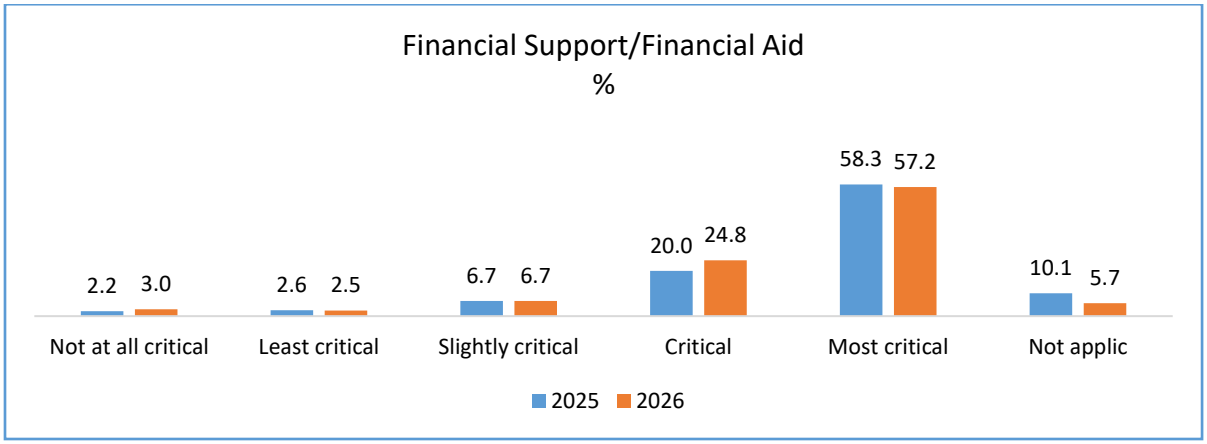
Graph 10



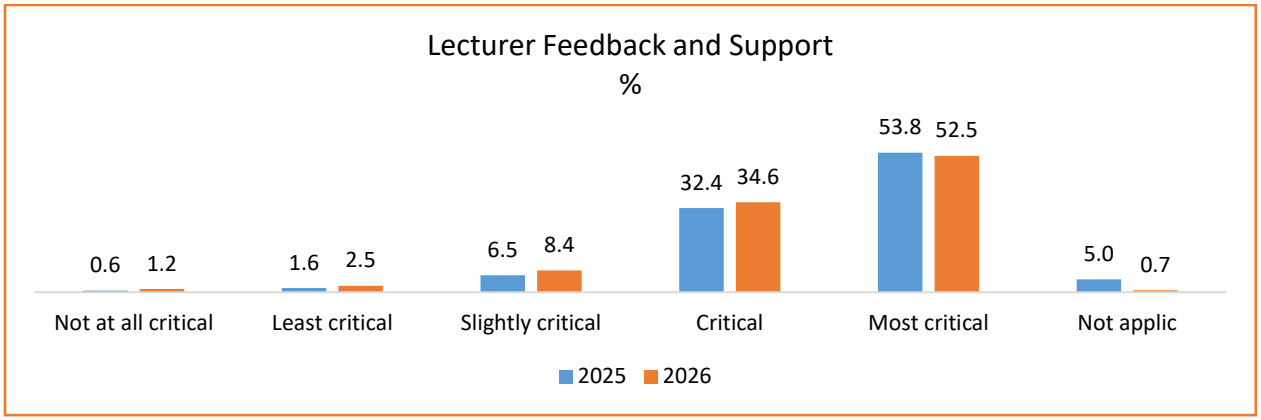
Graph 11



Graph 12

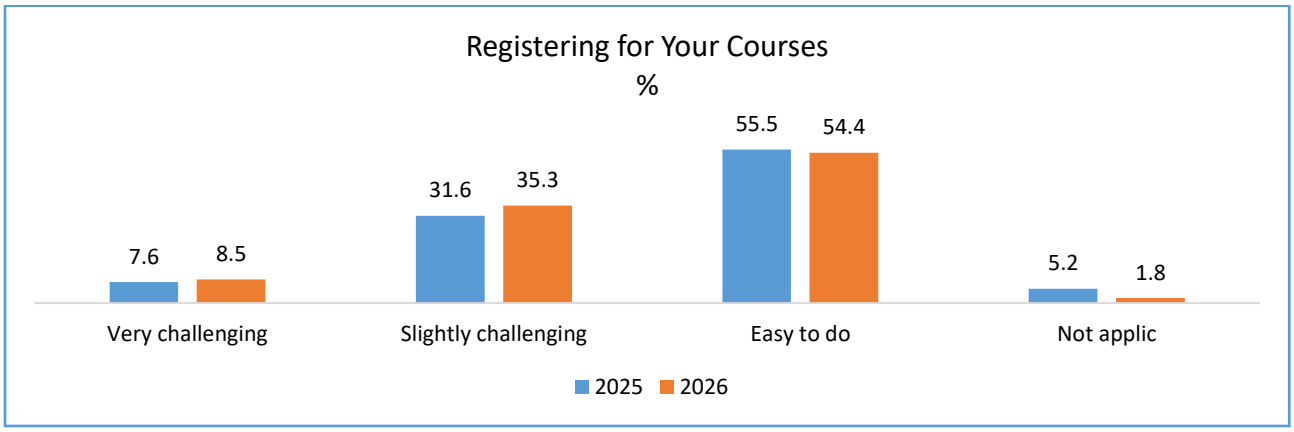


Graph 13

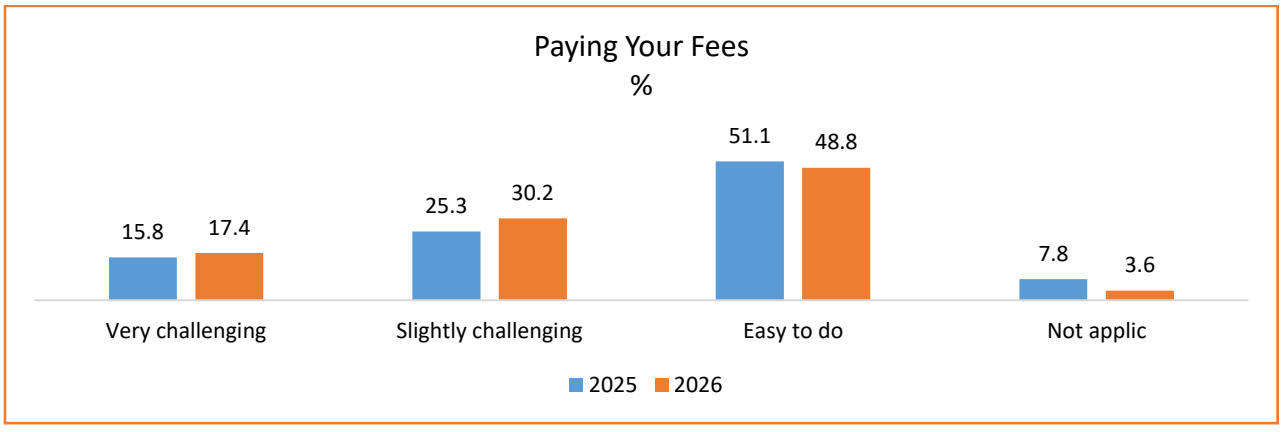


Additional questions asked concerned how easy or difficult it was in Semester 2 of the 2025-26 Academic Year to conduct the following activities.

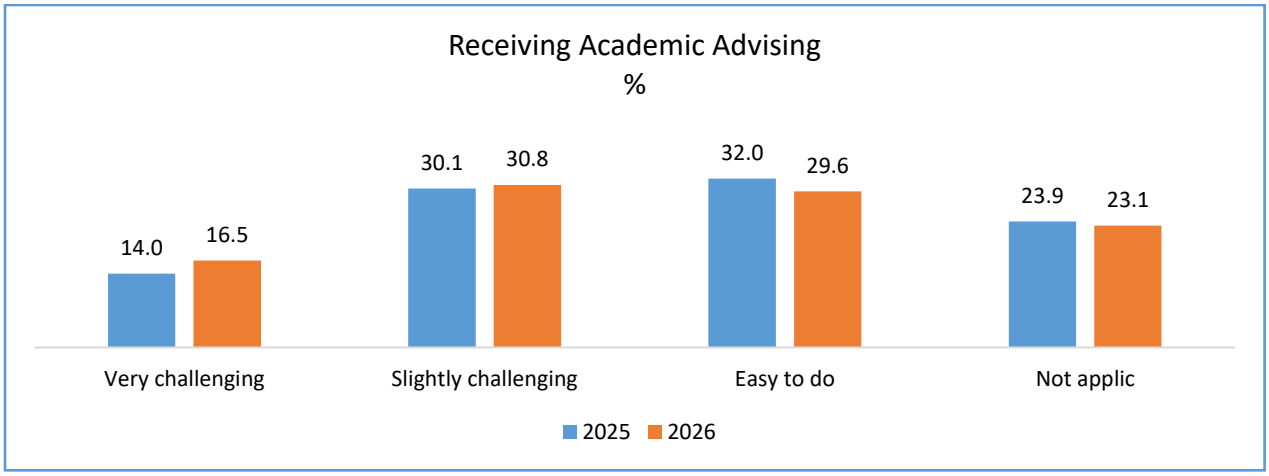
Graph 14



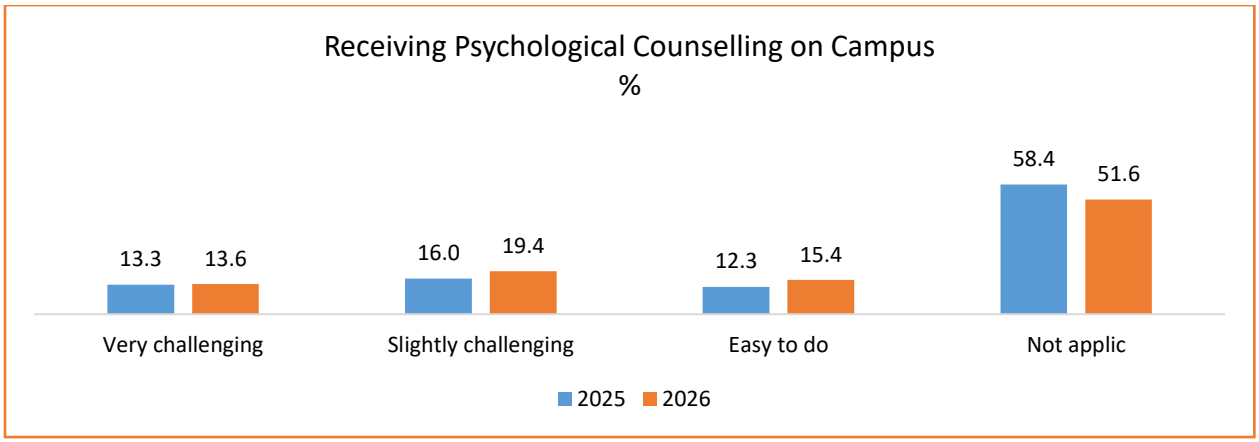
Graph 15



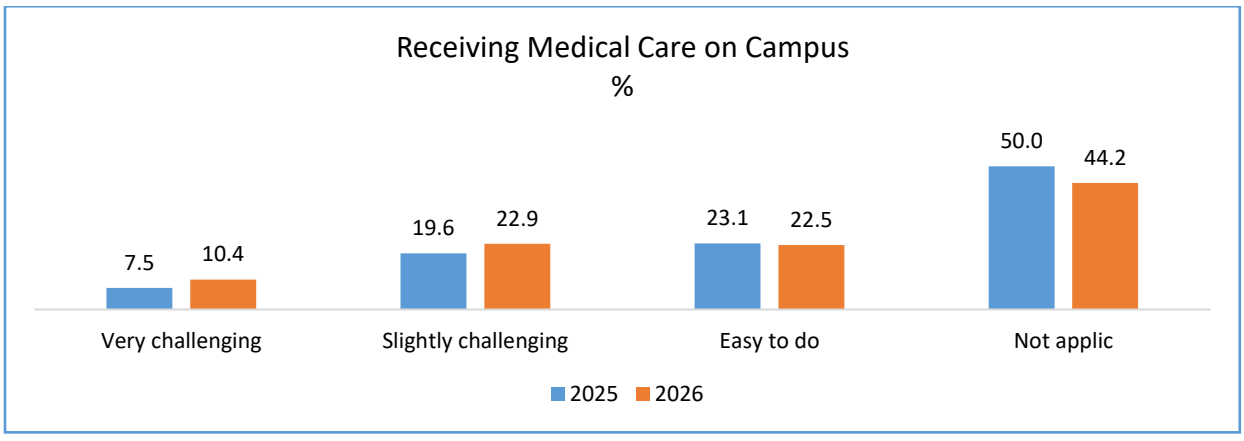
Graph 16



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. Approximately 532 responses were received reflecting 31% of the sample. A ranking of the themes is presented in Table 2.

Table 2

Themes	*Rank 2023*	*Rank 2024*	*Rank 2025*	*Rank 2026*
Customer service	2	2	3	2
Facilities	5	3	4	4
Financial	7	5	5	6
Health and Wellness	6	6	7	7
Positive feedback	4	3	6	5
Process efficiency	5	5	8	6
Safety and Security	3	4	1	3
Teaching and Learning	1	1	2	1

For the 2026 survey, student concerns were predominantly under *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.

> *Where possible, I believe more lectures could be recorded and placed online, especially for students who take longer to grasp concepts, for those financially challenged, and those who have time constraints.* [excerpt]

The second area of concern was *customer service*. This included the perceived poor treatment of students from 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.

> *Communication needs improvement within some of the offices; emails are sometimes never answered. When students or incoming students have concerns, going in person always has to be done because calling and emailing rarely work.* [excerpt]

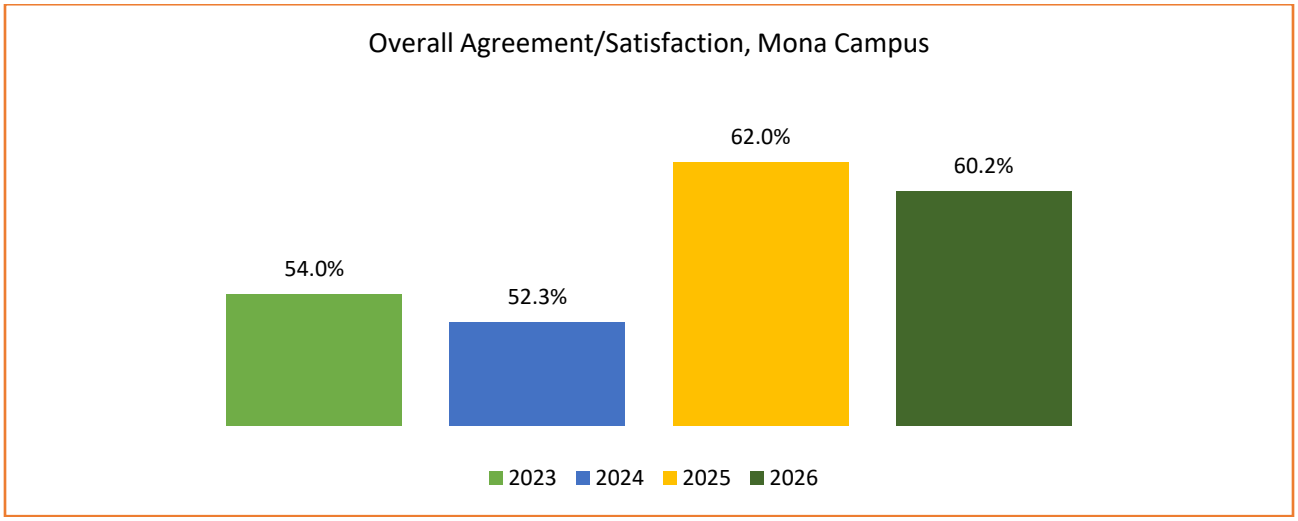
The third area of concern was *safety and security*. Students advocated for more lighting and cameras, increased checks and patrols, and perhaps making the Campus a closed environment.

I'd like to see more security measures in place for commuting students. The bus stop at the back gate has no lighting and is extremely dark at night. [excerpt]

Discussion

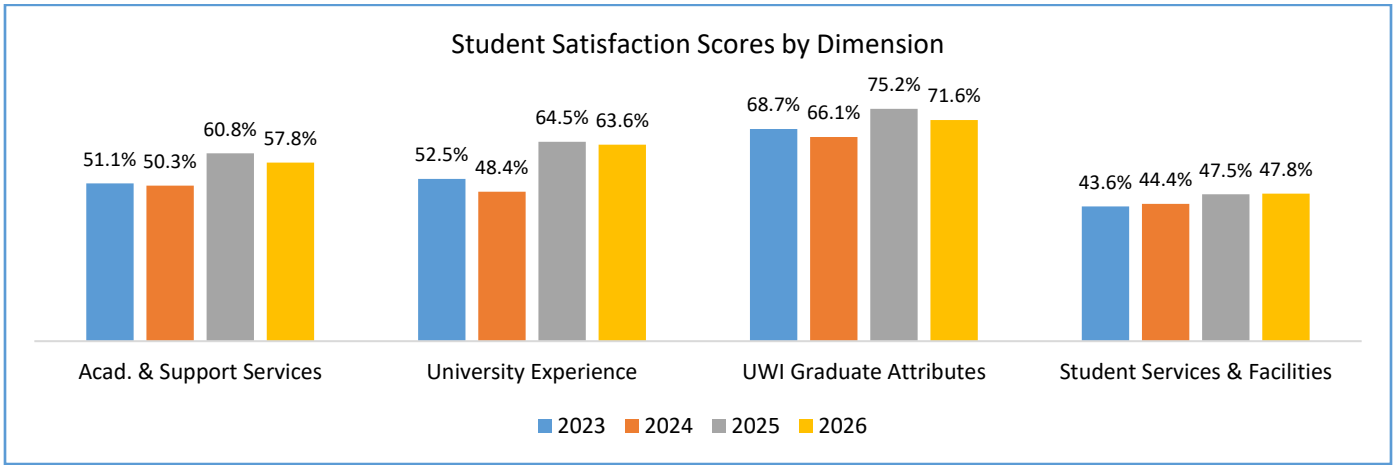
The 2026 Student Satisfaction Survey has provided important baselines for monitoring the UWI Strategic Plan, 2022-2027. The survey was conducted to assess the quality of teaching, learning, and student development with an annual target of 60% satisfaction. In 2026, the Mona Campus recorded a student satisfaction score of 60.2%, down slightly from 62% in 2025.

Graph 19



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

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 2026 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

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

	% Distribution (N = 1,727)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
The Lecturers / Facilitators use an effective mix of teaching activities. (1)	15.1	18.8	65.0	0.5	0.6
The structure of my programme allows me to pursue other desired opportunities. (2)	25.1	18.9	54.7	0.5	0.8
I am satisfied with the quality of research supervision received. (3)	16.5	29.0	48.3	4.7	1.5
There is sufficient academic-related support. (4)	18.5	21.8	57.0	0.4	2.3

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

	% Distribution (N = 1,727)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
I enjoy being a student of The UWI. (1)	9.5	26.5	62.8	0.2	0.9

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

	% Distribution (N = 1,727)				
My UWI experience is assisting with the enhancement of the following attributes:	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
A critical and creative thinker. (1)	4.5	12.7	80.0	0.9	1.9
An effective communicator with good interpersonal skills. (2)	5.4	14.9	76.8	1.0	1.8
IT-skilled and information literate. (3)	10.0	24.8	60.0	1.6	3.6
Innovative and entrepreneurial. (4)	13.3	30.2	52.7	1.7	2.2
Globally aware and well-grounded in his/her regional identity. (5)	7.8	20.4	68.4	1.3	2.1
Socially, culturally and environmentally responsible. (6)	6.5	17.7	72.5	1.3	2.0
Guided by strong ethical values. (7)	5.2	18.0	73.0	1.2	2.5

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

	% Distribution (N = 1,727)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
The administrative services are effective and efficient. (1)	25.2	25.1	48.1	0.3	1.2
The IT services are effective and efficient. (2)	16.9	25.0	55.0	0.8	2.4
The health services to support physical and mental health are effective. (3)	19.9	30.5	44.2	4.1	1.4
The UWI takes reasonable steps to provide a safe and secure environment for all. (4)	28.1	31.7	37.6	1.0	1.6

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

	% Distribution (N = 1,727)				
	Disagree	Neither disagree nor agree	Agree	Not applicable	No Answer
I am satisfied with my learning experience in the online/virtual learning environment. (1)	12.4	19.9	63.0	3.3	1.4