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.”