

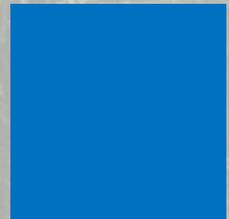


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# Highlights of 2021 Student Surveys

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**Views of Prospective, First Year and  
Exiting Student Groups**



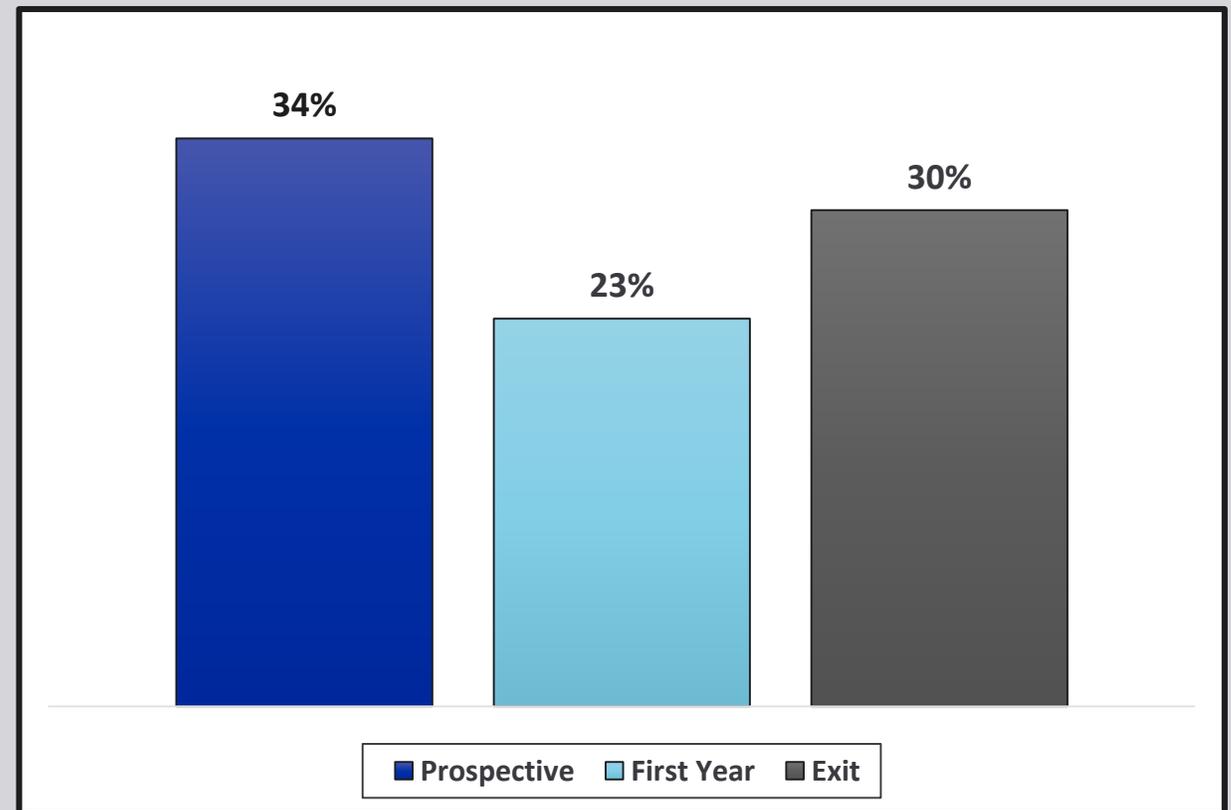
# Survey Objectives

- To attain insight into the student demographic profile
- To ascertain the possible factors impacting students' decisions
- Identify key elements of the student experience and obtain feedback on satisfaction
- To gain information to guide the improvement of processes such as student recruitment, delivery of teaching, student support services
- To be aware of student concerns and be equipped to address them.

# Methodology

- **The data gathering exercise was a product of a consultative process**
  - **Stakeholders included: Faculty Representatives, Marketing and Communications, Student Admissions, Student Guild**
- **Survey was executed from July to August 2021 via Survey Monkey**

## Survey Response Rates



# Student Profile

## Prospective

Male: 25.3%

Female: 72.5%



60% were Age: 15- 19

91% Trinidadian Nationals



Avg. Household Income:  
42.5%, 6999 TTD & under

## First Year

Male: 25.2%

Female: 73.1%



58% were age: 20-24

81% Trinidadian Nationals



Avg. Household Income:  
46%, 6999 TTD & under

## Exiting

Male: 27.0%

Female: 71.4%



88% Trinidadian Nationals



Avg. Household Income:  
42.1% 6999 TTD & under

High school was the highest level of educational achievement attained by parents/guardians.  
Approximately 70% of respondents were first generation University students.

# Highlights

## COVID-19

- Generally, the prevalence of COVID-19 did not influence the decision to pursue higher education or first-choice programme.
- Majority had already been vaccinated or were highly likely to take the vaccine (Prospective:77%, First Year: 67%).
- Majority noted Covid-19 as a challenge.
- Indicated a need for more support and understanding especially from lecturers to consider circumstances specific to remote education; connectivity issues, family/work commitments.

## Student Preferences

- UWI was first choice for 83% of respondents, half of those who indicated otherwise would choose another institution
- Employment: 66% of the Prospective group were likely to seek employment, 47% from Exiting group were actively employed either on/off campus.
- 91% of Exiting students expressed some interest in pursuing post-graduate studies.
- Students prepared for life beyond graduation. 63% indicated interest in working in their field, however, 43% weren't confident that work would be available.

## Satisfaction

- Most effective recruitment information media: UWI website, Faculty Booklets
- Moderate Satisfaction indicated with academic experience, somewhat less than average satisfaction with non-academic experience
- Areas for Improvement:
  - Communication and Feedback
  - Security
  - Career Services
  - Customer Service
  - Faculty Administrative Support and responsiveness.
  - Mental Health Support

# Key Findings and Recommendations

## Student Learning Experience

- Findings suggested that the time tabling and execution of the online curriculum was not conducive to online learning environment.
- Also suggested teaching style wasn't adapted to an online learning environment.

### Recommendations:

- Create and implement a programme curriculum that is tailored to the online environment.
- Flexibility of submission deadlines
- Lecturer content and delivery modified for an online learning environment.

## UWI Communication & Administrative Support

- Respondents noted the need for increased communication from lecturers and administration when requesting feedback, general academic information and answers to queries related to funding and applications.
- Recommendations:
- Virtual student helpline
- More frequently disseminate and update information across all social media platforms and websites.
- Improve frequency of lecturer feedback to student questions and concerns, including maintaining virtual office hours.

# Key Findings and Recommendations

## The Funding Challenge

- **Funding was consistently noted as a challenge or concern across respondent groups.**
- **Many respondents indicated a lower household income and felt some level of concern for their ability to sustainably afford their current programme of choice.**
- **Certain degree expenses were also funded using personal finances and student experienced a loss in this area due to campus closure limiting campus jobs.**

### Recommendations:

- **Continually advertise information on additional funding support opportunities and the flexible payment plan to students and applicants**

## Programme Structure & Flexibility

- **Many respondents noted a strong preference for more flexible degree programmes that would include an online element going forward.**
- **Programmes developed/ delivered should feature dynamic online content that is interactive, engaging and encourages practical application of course content.**

### Recommendations:

- **Increasingly advertise available the part-time enrolment options.**
- **Develop a mix of hybrid and fully online degree programmes that are marketable.**

# Key Findings and Recommendations

## Knowledge, Skills and Competencies.

- Respondents felt that there was moderate impact on the range of knowledge and skills surveyed. Attention, however, can be given to the following areas that received ratings on the lower scale: Entrepreneurial Skills, Knowledge of Regional Culture
- Findings also indicated that they experienced general improvement in key competencies typically developed during a bachelor's degree programme with the following areas showing most improvement: gain in-depth knowledge of a field, Acquire knowledge and skills on my own.
- Due to the focussed nature of degree programmes, respondents felt that opportunities to understand music, art or foreign languages were not extensively nurtured.

### Recommendation:

- Degree programmes developed should afford students opportunities to gain knowledge in areas beyond their specific degree field .

# Key Findings and Recommendations

## Responsiveness to Non-Academic Student Support Needs

**Findings indicated that there was somewhat less than average satisfaction among respondent groups with non-academic experience. Specific areas for highlighted as being in need of improvement were:**

- **Communication and Feedback**
- **Security Services**
- **Career Services**
- **Customer Service**
- **Faculty Administrative Support and responsiveness.**
- **Mental Health Support**

**Recommendation:**

- **Increase outreach efforts that would support students.**
- **Advertise existing support services**



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# Thank You

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