

The Student Voice Score®

Johnson & Wales University | Online

Spring 2025



Your SVS

70

446 students responded

Promoters

78%

Passives

13%

Detractors

8%



Benchmarks

Benchmarks from 150+ institutions

4

Your Sector

Average SVS across private, 4-year institutions

22

Industry

Average SVS across all institutions partnering with EdSights

☀️ Promoter Themes

Flexibility & Online Convenience

Students frequently highlight the flexibility of the online format. Many appreciate the ability to balance coursework with work, family, or personal responsibilities while still progressing toward their degree.

Support & Communication

Students often mention strong communication and support from staff, advisors, and instructors. Many say they feel supported and have multiple points of contact when they need assistance.

Quality Programs & Learning

Students express satisfaction with the academic experience, noting engaging courses, valuable curriculum, and strong programs. Many feel they are learning meaningful skills through their coursework.

😞 Passive Themes

Cost & Financial Concerns

Some students mention tuition, financial aid, or overall affordability. While they still view the school positively, they note that rising costs or financial processes could be improved.

Course & Instruction Consistency

Students note variability in instructor quality and course structure. Some feel certain classes are well organized, while others lack engagement or clear instruction.

Online Learning Experience

Students generally appreciate the online format but mention areas for improvement, such as clearer website navigation, better instructional materials, or more structured lessons (e.g., recorded lectures).

⚠️ Detractor Themes

Course Structure

Some students report negative experiences with instructors or course design. Comments reference poor engagement, unclear instructions, or difficulty navigating course software.

Lack of Guidance or Support

A few students feel there is not enough guidance in certain classes, particularly when learning complex material or using technical tools.

Online Disconnect

Some students express feeling disconnected as online learners or unsure how the experience compares to in-person programs.

About the Student Voice Score®

The first quantifiable industry benchmark that measures student satisfaction

Hi Sarah 🌟 Your feedback matters to us.

On a scale of 0 to 10, how likely are you to recommend EdSights University to a friend?

(0 = Not At All, 10 = Extremely Likely)

How it Works

As part of EdSights' retention framework, the chatbot conducts an annual Student Voice Score® campaign to gauge student satisfaction.

The chatbot will ask students to rate their likelihood of recommending their institution to a friend on a scale of 0-10, to generate a quantitative score (SVS) calculated from student ratings.

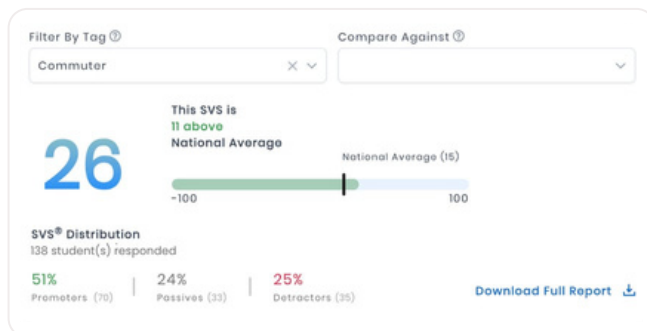
The SVS is calculated by subtracting the percentage of students who are Detractors (rated a 0-6) from the percentage of Promoters (rated a 9 or 10). The SVS ranges from -100 to 100, and scores above 0 indicate more overall Promoters than Detractors.



Your SVS Dashboard

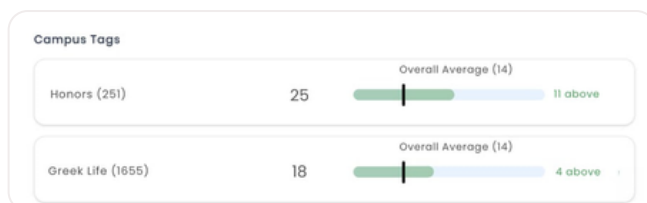
SVS Insights

Filter your Student Voice Score® by Tag or compare it to peer benchmarks



Satisfaction by Population

Understand which student populations have the highest and lowest SVS scores based on your Tags



AI-Powered Feedback Themes

Access to AI-generated themes from qualitative feedback to quickly identify what's driving satisfaction, and where there's room to improve

