

The Student Voice Score®

Johnson & Wales - Online

Spring 2026

Hi Sarah! Your feedback matters to us.

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

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



Your SVS

71

397 students responded

Promoters

79%

Passives

12%

Detractors

8%

Promoter Themes

Supportive faculty/staff:

Students appreciate the helpfulness and accessibility of professors, advisors, and staff, highlighting how invested they feel their instructors are in their success.

Flexibility & accessibility:

Students value the convenience of online classes and flexible scheduling, often citing it as a key reason they would recommend JWU.

Ease of navigation & communication:

Students commend the user-friendly platform and straightforward processes, noting that proactive check-ins help them stay on track, including those from Wildcat Willie.

Passive Themes

Cost & financial concerns:

Students expressed concerns about the cost of attendance, noting that JWU feels more expensive than comparable options.

Inconsistent faculty experience:

Students noted variability in instructor responsiveness and quality across their courses. They mentioned that some professors rely on outdated course materials or seem disengaged.

Curriculum relevance & workload:

Students questioned the relevancy of certain coursework and shared that balancing online workloads with adult responsibilities can be challenging.

Detractor Themes

Cost & value perception:

Students expressed dissatisfaction with high tuition and the student loan burden, feeling that the value received does not match the financial investment.

Teaching quality & engagement:

Students noted that instructor effectiveness and engagement vary across their courses, with some feeling that certain professors could be more engaged with the material.

Online format & life balance:

Students shared that managing the online format alongside multiple jobs and life demands can be challenging at times.

**Sector and industry SVS benchmark data will be shared mid-summer for comparative analysis*

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.

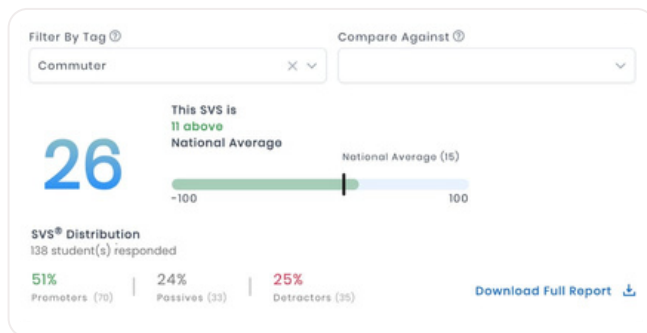
The SVS is calculated by subtracting the percentage of students who are Detractors (rated a 0-6) from the percentage of Promoters (rated a 9 or 10). The SVS ranges from -100 to 100, and scores above 0 indicate more overall Promoters than Detractors.



Your SVS Dashboard

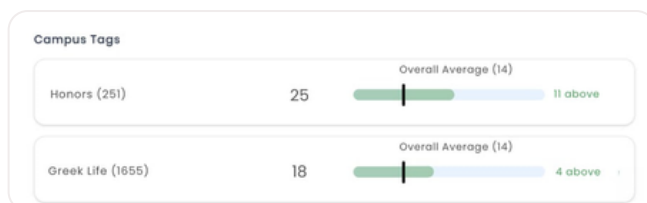
SVS Insights

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

